

AGENDA ITEM: 7 Pages: 15 – 24

Meeting	Safeguarding Overview & Scrutiny Committee
Date	5 January 2012
Subject	Adult Social Care Services Workforce Approach to Safeguarding Adults
Report of	Cabinet Member for Adults
Summary	Committee are requested to receive and comment on this position statement which sets out the workforce developments already achieved, the overarching approach to promoting safeguarding adults amongst the workforce and proposals for strengthening the partnership with other statutory organisations particularly between social care and the NHS

Officer Contributors	Dawn Wakeling, Deputy Director Adult Social Care & Health Helen Coombes, Head of Transformation Sue Smith, Safeguarding Adults Manager
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Status (public or exempt)	Public
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Wards affected	All
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Enclosures	None
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Reason for urgency / exemption from call-in	Not applicable
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Key decision	No
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1. RECOMMENDATION

- 1.1 Committee are requested to receive and comment on this position statement and make relevant recommendations to the Cabinet Member for Adult Services, Cabinet Member for Safety and Resident Involvement, Chairman of the Health Overview and Scrutiny Committee on the resourcing of the Adult Safeguarding partnership in the Borough of Barnet**

2. RELEVANT PREVIOUS DECISIONS

- 2.1 The Safeguarding Adults Board Annual Report was presented to the Safeguarding Overview & Scrutiny Committee on 10 October 2011.

3. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

- 3.1 The Council's Corporate Plan 2011-13, approved by Cabinet 15 June 2011, includes the priority *sharing opportunities, sharing responsibilities*. The related strategic objective is to "embed a safeguarding culture throughout Barnet to make sure our children, young people and adults remain safe". In terms of delivery, this means that Safeguarding Adults is everybody's business. However Adult Social Care and Health (ASCH) is responsible for the strategic leadership of the agenda across the London Borough of Barnet, and operationally co-ordinating a multi-agency response to investigate and protect those adults at risk in the borough.
- 3.2 The London Borough of Barnet Safeguarding Adults Board was established in 2001. It is a multi-agency board, with senior representatives from local statutory, voluntary and user-led organisations and has an independent chair, Professor Hilary Brown, appointed in September 2010. The Board is responsible for developing and monitoring the implementation of safeguarding adults multi agency policy and procedures, which protect vulnerable adults from abuse.
- 3.3 In September 2011 the London Borough of Barnet adopted the 'protecting adults at risk: London multi agency policy and procedures to safeguard adults from abuse'. At a national level, the Law Commission report contains recommendations that will place Safeguarding Adults Boards on a statutory footing, akin to the model used in Children's services, and provide Local Authorities with a duty to investigate. These recommendations are likely to be considered by Parliament in 2012/13. A number of other significant policy changes are also imminent: a White Paper for social care expected early in 2012, new guidance already issued for the NHS on safeguarding adults, acceleration of personalisation in adult social care and changes to the Independent Safeguarding Authority. In addition there has been extensive media coverage recently of the care and quality of services for people with a learning disability and older people in community and residential settings which has highlighted the importance of having an effective strategic approach to safeguarding adults and the mechanisms to protect and preserve individuals rights. Key to delivering safe and effective services in the future is a high quality, well trained workforce across agencies, and in the wider independent and voluntary sector market

4. RISK MANAGEMENT ISSUES

- 4.1 A failure to keep adults at risk of abuse safe from avoidable harm represents not only a significant risk to residents but also to the reputation of the Council. Although safeguarding must be a concern of all agencies working with adults at risk, the Local

Authority is the lead agency. As such both members and senior officers carry a level of accountability for safeguarding practice in Barnet.

- 4.2 There has been an increase in awareness of the risks of abuse to vulnerable adults which has resulted in a sustained increase in safeguarding alerts to social work teams year on year. In 2010-1, alerts increased by 18% and a further 10% increase is predicted for 2011-12. This pattern of continued growth in activity is consistent with other boroughs in London. The challenge for the Council is to deliver its safeguarding responsibilities safely and effectively at a time when public finances are reducing and the Council must deliver a challenging efficiency agenda. The growth in safeguarding work has put increasing pressure on existing resources and has an adverse impact on the delivery of other priorities within Adult Social Care and Health as safeguarding activity takes precedence over other priorities.
- 4.3 The Safeguarding Adults Board has an agreed training strategy and ensures the provision of competency based training for staff in their safeguarding roles. It is essential that staff have the appropriate skills to investigate safeguarding alerts and have systems in place to deliver safeguarding procedures.

5. EQUALITIES AND DIVERSITY ISSUES

- 5.1 In 2010/11 safeguarding cases were broadly in line with the ethnic profile of Adult Social Care service users. During 2011/12, there has been a marked increase in safeguarding cases involving BME groups. The causes of this increase are being investigated through the Adult Social Care equalities network. Referrals involving people from 'any other ethnic group' are low compared to the general population. The Safeguarding Board will work on how these groups can be encouraged and supported to report abuse.
- 5.2 Information about abuse and where to report it is available in accessible formats including an easy read version for people with learning disabilities and in British Sign Language.
- 5.3 The Safeguarding Adults Board has requested that work is undertaken to develop a directory for staff of key contacts and resources for different faith and community groups in the borough. This is intended to improve the safeguarding response to service users from different faith and community groups.

6. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

- 6.1 Current safeguarding services are provided from available resources within Adult Social Care and Health. A breakdown of the impact of increased safeguarding activity on social work teams can be found in section 9.
- 6.2 All associated costs of Safeguarding Adults Board are met solely by ASCH budgets. For 2011/12 the budget is £172,000 and includes costs for the Independent Chair, Safeguarding Adults Manager and Safeguarding Adults Administrator. In addition funding for the multi-agency training programme is met by ASCH which includes training for the private, voluntary and independent sector together with all communications costs such as publicity, information leaflets, campaigns and printing. The Royal Free NHS Trust, Barnet & Chase Farm NHS Trust and Barnet, Enfield and Haringey Mental Health Trust fund their own safeguarding adults training programme.

- 6.3 Funding for Serious Case Reviews have been negotiated on a case by case basis dependent upon the agencies involved with the particular issue subject to a serious case review.
- 6.4 A request to contribute to the costs associated with adult safeguarding has been raised formally and letters have been written to all statutory partner Chief Executives requesting contributions. To date there have been no written responses received and some organisations have indicated verbally that they do not intend to make contributions as they invest in safeguarding through training. This is not consistent with practice in other local safeguarding adult partnerships. The Director of Adult Social Care and Health and the Chairman of the Adult Safeguarding Board will be writing to the Metropolitan Police and NHS bodies in Barnet in January 2012 giving notice that ASCH will be seeking contributions from 2012 /13 to cover the core costs of the multi-agency safeguarding adult partnership in Barnet.

7. LEGAL ISSUES

- 7.1 The multi-agency Safeguarding Adults Board has been set up as a response to the 'No Secrets' Guidance 2000 issued by the Department of Health under section 7 of the Local Authorities Social Service Act 1970. The statement of Government Policy on Adult Safeguarding issued in May 2011 stated its intent to seek legislation for Safeguarding Adults Boards following the Law Commission's recommendations.
- 7.2 The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lose capacity. Health and social care professionals are placed under a duty to have regard to the Code of practice. The Act provides a criminal offence of ill treatment and willful neglect.

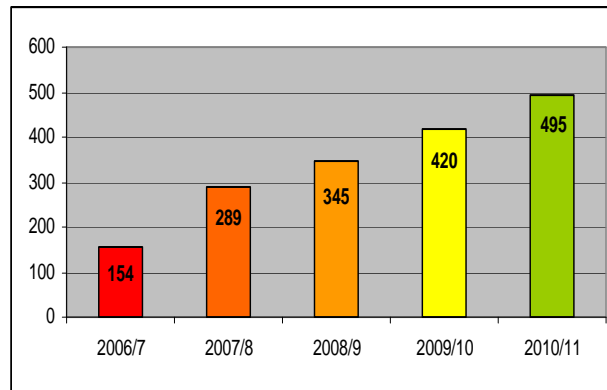
8. CONSTITUTIONAL POWERS

- 8.1 The scope of the Overview and Scrutiny Committees is contained within Part 2, Article 6 of the Council's Constitution; the Terms of Reference of the Overview and Scrutiny Committees are included in the Overview and Scrutiny Procedure Rules (Part 4 of the Council's Constitution).

9. BACKGROUND INFORMATION

Safeguarding Activity

- 9.1 There has been a sustained increase in safeguarding alerts year on year since 2006/7 as shown in the graph below. In 2011/12 there were a total of 495 alerts received by social work teams which represents an 18% increase on the previous year. A further 10% increase is predicted in 2011/12 based on the number of alerts (272) received between April-Sept 2011.



9.2 This increase in alerts relates primarily to older people and adults with learning disabilities and has therefore had the biggest impact on the workload of the three social work teams for older adults with complex needs and the Learning Disability Team. A recent analysis of the number of social work hours spent on safeguarding work indicates that an average of 17 hours is spent on each safeguarding case. This calculation is based on safeguarding case work from April 11 – Sept 11. During this period there were 228 cases subject to the procedures; of these, 132 cases have now closed and teams have estimated that they have spent 2333 hours working on them.

9.3 Cases vary in complexity and the number of hours spent on a case can vary from 3 hours – 76 hours. Variables exist due to factors such as severity and impact of the abuse, whether a crime has been committed or disciplinary procedures apply, number of agencies involved including those outside Barnet, number of victims involved and the vulnerability of the adult at risk and or their willingness to participate. The table below breaks down the 132 cases to give a mean average figure spent on safeguarding case work.

% of cases	Range of average hours per case	Mean Average number of hours
20 %	2-4 hours	3 hours
26.5%	5-9 hours	7 hours
26.5%	10-19 hours	15 hours
26.5%	21-76 hours	38 hours

At the time of writing 96 cases remain ‘open’. It is likely that these are cases of a complex nature and therefore will add to the 10 + hours column.

Minute taking and administrative support

9.4 87% of all safeguarding alerts in 2010-11 progressed to strategy meeting. The minutes of safeguarding adults meetings must be distributed with 5 working days of the meeting. Efficiency savings have reduced the number of administrative workers in Adult Social Care and this has had an impact on achieving the recording and note taking timescales in the pan-London procedures. Adult Social Care is therefore planning to improve the support given to the administration of safeguarding investigations, although this will be a challenge in the financial climate. The following table shows the minimum administrative time requirement for each straight forward case.

Activity	Hours
Briefing and attendance at meeting	2.0
Production of minutes	2.0
Arranging meeting, travelling, distribution and correction of minutes	1.5

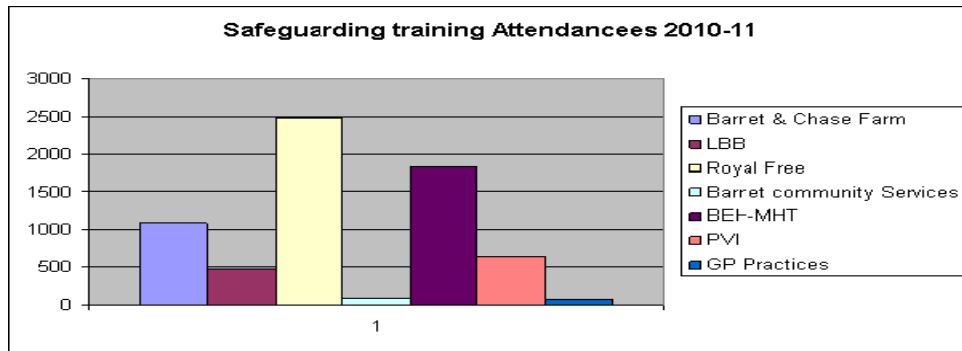
For more complex cases involving a number of adults at risk i.e. institutional abuse, the number of hours is increased.

Multi-disciplinary case work

- 9.5 A growing area of work which affects primarily older adults is the rise in safeguarding investigations associated with grade 3 or 4 pressure ulcers. This follows guidance from NHS London that these should be reported as a safeguarding concern, as this presents as a possible indicator of neglect.
- 9.6 Since April 2011, there have been 51 such cases reported into social work teams. In these cases Social Work Managers have a responsibility to chair and co-ordinate a multi-agency response but do not have the expertise necessary to carry out the primary assessment of the root cause of the pressure sore alert, as this requires specialist clinical training, or undertake the role of investigating officer which will include making recommendations for protection and reviewing the protection plan. Referrals are made to the local NHS Community Tissue Viability Service for clinical assessment of the referred cases but the team has been unable to respond due to work pressures. NHS North Central London Sector has been made aware of these issues and is meeting with local NHS providers to review procedures.

Training

- 9.7 The Council Safeguarding Adults Training Programme for 2010-2011 was delivered to Barnet Council staff including Adult Social Services, NHS Barnet, Barnet, Enfield and Haringey Mental Health Trust, Barnet Community Services (now CLCH), and the private, voluntary and independent sector organisations in Barnet. The core training included awareness sessions, policy and procedure training, and Safeguarding Adults Investigations. The total number of health and social care staff who attended these sessions is 1189. Two training sessions for Members were delivered in 2010/11, and further session delivered in November 11.
- 9.8 Safeguarding training for GP practice staff is delivered as part of a rolling programme throughout the year, with a total of 195 trained including 51 GPs during 2010/11 and a further 6 sessions have been delivered since April 11 with approx. 150 GP practice staff trained.
- 9.9 The Royal Free NHS Trust delivered Safeguarding Adult training at level 1 and 2 (Safeguarding Adults -raising awareness to 2469 staff) and a further 18 were trained to level 3. Barnet and Chase Farm NHS Trust delivered safeguarding raising awareness sessions to 800 staff across the two sites and an e-learning programme was also delivered to 282 doctors. Barnet, Haringey & Enfield Mental Health Trust have trained 1728 staff across the Trust. CLCH (then Barnet Community Services) trained 80 staff as part of an awareness raising programme. The chart below shows attendees from participating agencies.



- 9.10 With the aim of identifying how effective safeguarding training is, post evaluation questionnaires were sent to all delegates after three months of completion of the training. This method proved partially successful. 26% of those that attended raising awareness training returned their questionnaire. All learners demonstrated that they were able to identify and recognise the indicators of abuse as a result of the training. This was evidenced by examples. All knew how to respond to a disclosure, report abuse, and the factors that might increase the risk of abuse. Evaluation of the 'train the trainer' course identified that only a few managed to deliver the training back in their setting. It demonstrated that these sessions were not an effective means for delivering awareness training within the Private and Voluntary and Independent sector. This finding informed the decision by Adult Social Care to fund a dedicated safeguarding training post which has proved more effective.
- 9.11 A part-time Safeguarding Adults Trainer post was appointed to in September 2010 for a 12 month contract to deliver safeguarding awareness training to independent and Voluntary sector providers on-site at their premises. 1245 people were trained during the first 12 months. 49 training sessions have been held in residential and nursing homes and for domiciliary care agencies. The sessions can be tailored to respond to a localised or skill need. i.e. recording. The team training approach gives greater opportunity for workers to consider together how they can further apply safeguarding awareness to their practice, within their setting, especially where some abuse has taken place. This method of delivery has proved so effective the post has been extended until March 2012.
- 9.12 An Investigations Training programme for provider organisations to improve the quality of investigations in care homes/settings was again delivered this year linked to the 'Disciplinary Policy' material developed in 2009. The safeguarding training group is revisiting methods of evaluation for safeguarding courses, and will focus specifically on the investigators training for provider managers.
- 9.13 The safeguarding adults team facilitate two types of practice forums to supplement the formal training programme. The first is a quarterly forum aimed at social workers and other front line practitioners to improve practice through case study presentation and discussion and updates on practice developments. The second is a safeguarding audit group which is a quarterly practice forum for senior social workers and managers which aims to enhance good practice, update on practice developments and provide support to these staff to become safeguarding champions in their teams. Forum topics considered so far are the role of minute takers, implementation of Mental Capacity Act, the role of Multi-Agency Risk Assessment Conference (MARAC), Independent Mental Capacity Advocacy (IMCA) thresholds and complex case presentations. At the last meeting staff audited a case to identify areas for improvement which can be applied to both personal and team development.
- 9.14 A large multi-agency conference on Disability Hate Crime was run to raise awareness amongst health and social care staff, police, family carers and volunteers. 160 people

attended two half day sessions which were introduced by the Barnet's Borough Commander. The sessions were facilitated by AFTA Thought who, through the use of actors, and training facilitators presented real life interactive scenarios to explore the realities of disability hate crime. New third party reporting sites which are accessible to older and disabled people were launched. The feedback from this event was very positive.

- 9.15 All training courses and material have been revised in line with new Pan London Safeguarding Adult Policy and Procedures, launched in September 2011. Briefing sessions on the new policy were delivered to update Adult Social Care staff, partnership boards, provider forums and Learning Disability and Mental Health Forums through briefing packs to teams and a dedicated training day for managers. The Safeguarding Adults Trainer is rolling out a programme of one day Policy & Procedures training for the Private, Voluntary and Independent sector on the new procedures.
- 9.16 A learning event following a serious case review was held in September 2011, which was jointly funded by Enfield Safeguarding Adults Board. Over 160 professionals and providers of care met over the course of the day to reflect on the death of Jesse Moores and what we need to do to prevent such a tragic accident happening again. At the learning event in the morning commissioners, supply management came together with health and social work professionals from the Learning Disability Service to focus on action planning for improvements. This was followed by the learning disability providers from the two boroughs meeting in the afternoon to consider issues of safer recruitment, risk assessment and partnership working. The day was hosted by Kate Kennally and Prof Hilary Brown.
- 9.17 A number of events were delivered across the Borough as part of Safeguarding Month with the ASCH Safeguarding Team organising four specialist events. These were attended by over 185 staff and focused on current safeguarding adults issues: Financial abuse, Pressure Ulcers a sign of neglect, Learning lessons from Winterbourne View, and Self-neglect & the Mental Capacity Act 2005.
- 9.18 Safeguarding training is delivered to all relevant stakeholders in response to specific requests and practice issues. For example four Safeguarding raising awareness sessions were delivered to carers groups to support greater personalisation and a specialist session was delivered to District Nursing Staff addressing the relationship between self-neglect and the Mental Capacity Act 2005.
- 9.19 A large-scale event focusing on the Mental Capacity Act 2005 and practical application of the law is scheduled for the new year. This event will be open to all partners including the third sector.

Conclusion

- 9.20 Safeguarding Adults is an important and essential area of work for all public sector partners, affecting the most vulnerable people in our community. The demands on the ASCH workforce in relation to safeguarding are continuing to rise, due to increased public awareness, staff training and partner awareness. This trend is set to continue and to ensure that the Council delivers it's responsibilities effectively, there is a need for: a Safeguarding Board that is resourced by partners as well as the Council; a comprehensive and understood procedural framework; the correct level of capacity and competency in the social care workforce; and support and resources from the NHS to respond to and investigate safeguarding concerns.

10. LIST OF BACKGROUND PAPERS

10.1 None

LS: HP
CFO: MC

