

	Adults and Safeguarding Committee 31st July 2014
Title	Barnet Multi-Agency Safeguarding Adults Board Annual Report 2013/14
Report of	Dawn Wakeling, Director Adults & Communities
Wards	All
Status	Public
Enclosures	Appendix A – Barnet Safeguarding Adults Board Annual Report 2013-14 Appendix B – Safeguarding Adults Board Business Plan 2014-16
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Summary

The Safeguarding Adults Board is a multi-agency group that meets four times a year and reports annually on its work. The Board was established to ensure there is a multi-agency approach to safeguarding adults at risk of abuse within Barnet.

The Board's governance arrangements ensure that the Board reports on its work to the Council through the Adults and Safeguarding Committee and due to the important multi-agency arrangements and the role of health, it is noted by the Health and Well-being Board as well as each partners executive Board. Following the passing of the Care Act in April 2014 the Barnet Safeguarding Adults Board will become a statutory body with a number of legally enforceable duties from April 2015.

The Barnet Safeguarding Adults Report has been written in an accessible format for members of the public. The report documents the work of the Safeguarding Adults Board in 2013-14. It outlines membership of the Board, work of the Safeguarding Adults User Forum, work plan progress and analysis of safeguarding alerts received during 2013-14 and priorities for 2014-16.

Recommendations

- 1. That the Committee note the information contained within the Draft Barnet Multi-Agency Safeguarding Adults Board Annual Report 2013-14 which is due to be approved by the Multi- Agency Safeguarding Adults Board on 30th July 2014.**
- 2. That the Committee agree to make recommendations to ensuring a robust multi-agency approach to safeguarding Barnet residents with involvement from the Council, NHS Barnet Health Trusts, the Police and the Voluntary Sector.**
- 3. That the Committee note the contents of the Draft Safeguarding Adults Board Business Plan 2014-16 due to be approved by the Multi-Agency Safeguarding Adults Board on 30th July 2014.**

1. WHY THIS REPORT IS NEEDED

- 1.1 The Adults and Safeguarding Committee should note that the Barnet Multi-Agency Safeguarding Adults Board Annual Report 2013-14 and the Safeguarding Adults Board Business Plan 2014-16 has been submitted in draft form, as these documents will be subject to approval by the Multi-Agency Safeguarding Adults Board on 30 July 2014. Any comments by the Board will be communicated to the Committee on 31 July.
- 1.2 The Barnet Safeguarding Adults Report provides details about Safeguarding work carried out within Adults and Communities from 1st April 2013 to 31st March 2014. The report outlines membership of the Board, work of the Safeguarding Adults Service User Forum, work plan progress and analysis of safeguarding alerts received during 2013-14. A new independent Chair person, Chris Miller was appointed in October 2013.
- 1.3 The Safeguarding Adults Board has to report on its work to the Council via the Adults and Safeguarding Committee and the Health and Wellbeing Board. Additionally, each agency represented on the Board will present the report to their agency executive Board.
- 1.4 The work of the Safeguarding Adults Service User Forum continues to ensure that the voice of service users remains central to our safeguarding work. The Safeguarding Adults Service User Forum meets quarterly. In March 2013 the Forum were involved in the Safeguarding Adults Peer Review and following this they were asked to share their work nationally, so that other local authorities could learn from this model of engagement.
- 1.5 From April 2013 to March 2014 a priority for the Barnet Multi-Agency Safeguarding Board was to align itself with the Local Children's Safeguarding Board to ensure that cross cutting issues within both Boards were being addressed appropriately. Throughout 2014 to 2015 the Boards will continue to work together in order to enhance the safeguarding provision offered within

Barnet. To help achieve this both Safeguarding Boards, have the same Independent Chair.

- 1.6 The Barnet Multi-Agency Safeguarding Board has worked to support family carers across the partnership including working with the Barnet Carers Centre to support carers and raise awareness of safeguarding processes. The Carers Forum actively worked to raise awareness of carers as reporters of abuse, potential victims and also potential perpetrators. Additionally, the Carers Strategy Action Plan has been updated for 2014/15 and the Carers Strategy Partnership Board will oversee the implementation of the new action plan.
- 1.7 The Young Carers Joint Working Protocols have also been developed in partnership with Children's Services to ensure that young carers are identified and supported. A number of events have been held during the year to raise awareness of the protocols to professionals across the Council and voluntary sector.
- 1.8 Local health services have continued throughout 2013-14 to improve the quality and safety of local services. Each of the Council's health partners has an established internal Safeguarding Group to ensure that patients receiving health services are treated with dignity and respect, that the most vulnerable patients receive the care they need, and that if things are not done correctly that it is taken seriously, investigated thoroughly and work done to ensure it does not occur again. The Board requires each health partner to report on their plans and the progress that they have made on a scheduled basis.
- 1.9 Barnet and Enfield Mental Health Trust developed a Safeguarding Adults E-Learning Programme for staff to refresh their knowledge of law and procedures around safeguarding. Additionally, a domestic violence and abuse protocol was jointly developed with colleagues leading on Safeguarding Children. The Board also worked with the trust to carry out Inspections in all inpatient units and community teams to ensure that we meet the CQC standards for safeguarding.
- 1.10 Barnet and Chase Farm Hospital offered training to staff which included safeguarding information and brought in an external trainer to help and support staff with issues concerning dementia, mental capacity and the Deprivation of Liberty Safeguards.
- 1.11 The Royal Free London NHS Foundation Trust has doubled the number of clinics where domestic abuse screening occurs as part of a routine appointment. Additionally, the Royal Free Hospital has increased the numbers of referrals to the Independent Mental Capacity Advocate (IMCA) service to 42 in 2013-14 from 16 in 2012-13. This ensures that more people who lack capacity to make decisions about their care and support are safeguarded.
- 1.12 The Barnet Clinical Commissioning Group (CCG) is responsible for ensuring that all Health organisations have effective arrangements in place to safeguard adults at risk of abuse. Following the findings of the Francis Report the CCG have been committed to implementing the recommendations of the

report in Barnet. The CCG have strengthened domestic abuse training and enhanced this area of training within Adult Safeguarding training by using previous case studies and learning that has been gathered from Domestic Homicide Reviews. The CCG have updated their staff intranet portal to include a range of documents available for GPs to access regarding safeguarding risks.

- 1.13 The London Borough of Barnet has one of the largest numbers of care homes in Greater London. There are 105 registered care homes registered by the Care Quality Commission and these homes provide 2800 beds for a range of older people and younger people with disabilities. As part of the council's commitment to improve quality for service users Adults and Communities have established the Integrated Quality in Care Homes Team to work closely with these homes and provide them with advice and support in developing their practice and increasing standards of care to prevent abuse. The Team is comprised of a Team Leader and four quality advisors whose backgrounds are CQC inspector, tissue viability nurse, mental health social work and, a registered care home manger. Throughout 2013-14 the Integrated Quality in Care Home Team has worked with 35 care homes to develop and implement individual improvement plans. The Team hold Best Practice Quarterly Forums and Action Learning Sets for homes to attend and have to date covered issues from working with relatives, the Mental Capacity Act and the CQC inspection process. The Integrated Quality in Care Homes Team have also held a number of specialist workshops covering topics including pressure ulcers, prevention and care, dementia and meaningful activities, reducing vulnerability and end of life care.
- 1.14 The Safeguarding Adults Training Programme for 2013-14 was delivered to 527 staff across the health and social care workforce. The core training included awareness sessions, policy and procedure training and Safeguarding Adults Investigations. An additional significant number of staff were trained by NHS Health Trusts across the different sites in line with local targets.
- 1.15 The Board has continued its work throughout 2013-14 to increase public awareness of what abuse is and how it can be reported. Raising Awareness amongst members of the public continues to be a high priority for the Boards work in 2014-15. The Board planned a number of events to raise awareness throughout the year including World Elder Abuse Awareness week held June 2013, and Safeguarding Month in November 13. Events focused on topics such as the Mental Capacity Act, domestic violence, support for family carers and a conference for care home staff on preventing harm. Safeguarding information has been contained in a number of publications available to the public such as the Barnet First magazine and the Local Account of adult social care.
- 1.16 The Police have improved their response to domestic abuse through a 'be a victims voice' approach training which is provided to all front line staff.
- 1.17 People who had experienced safeguarding services were interviewed to find out what they thought. The Board wanted to know if people felt listened to and if they felt safer as a result of the help they had received. 16 of the 17 people

interviewed said that they did feel listened to and could say what they wanted to happen. 16 out of the 17 people interviewed said they felt safe from continuing harm or abuse; however, this is sometimes dependent on other factors like mental health.

- 1.18 The Adult Social Care User Survey is led by the Department of Health and shows that in 2013/14 there has been a rise in the proportion of service users within Barnet who believe that services have helped them to feel safe and secure. However, Barnet's results are still lower than the comparator average (this is based on a number of statistical comparisons and measures that have been put place nationally by the Chartered Institute of Public Finance and Accountancy). This relates to all services and not just safeguarding investigations. Adults and Communities have developed a new Quality Assurance Framework which as part of its work programme, addresses results from the National User and Carer Survey
- 1.19 Throughout 2013-14 a total of 565 alerts were received which is an 8% decrease on 2012-13. This is the first drop in alerts received in seven years. The decline in alerts mirrors a reduction in people receiving support from social services within the Borough as more people are being signposted to more universal support.
- 1.20 As seen in previous years there continues to be an increase in the number of alerts received involving neglect and this is now the most common form of abuse reported. For females 62% of such alerts involve pressure ulcers whilst for males pressure ulcers were recorded in only 11% of cases. 17% of all safeguarding alerts received throughout 2013-14 were reports of pressure ulcers this is a 28% rise in numbers from 2012/13. A priority for the Safeguarding Adults Board throughout 2014/15 is to work with agencies to reduce the number of pressure ulcers.
- 1.21 Of the 565 alerts received 72% were investigated compared to 69% last year. Therefore although the number of alerts is slightly lower than last year, the number investigated remained very similar. This would suggest that there is an improved understanding of what safeguarding is and how we can help support people who are affected.
- 1.22 The summary achievements of the Barnet Safeguarding Adults Board are set out in the attached annual report. The Business Plan for 2014-15 outlines the priorities for the Board in the year ahead and has been developed from consultation with service users, carers and partners; feedback from the service user forum, and consideration of national policy developments.
- 1.23 The key objectives outlined in the Business Plan are: improve the standards of care to support the dignity and quality of life of vulnerable people in receipt of health and social care, including effective management of pressure sores. improve access to justice for vulnerable adults (through criminal, civil and restorative justice), increase understanding of what may constitute as abuse, improve the understanding of service providers of the Mental Capacity Act and Deprivation of Liberty Safeguards, adopt the making safeguarding

personal framework and ensure implementation of lessons learned from any serious case reviews or domestic homicide review.

2. REASONS FOR RECOMMENDATIONS

- 2.1 The Adults and Communities Delivery Unit has carried out an analysis of the Safeguarding work carried out from 1st April 2013 to 31st March 2014 in order to measure the effectiveness of the work that is carried out in regards to Safeguarding and to ensure that lessons are learnt by the organisation.
- 2.2 The Safeguarding Adults Board Business Plan 2014-15 outlines the priorities which are being addressed by the Barnet Multi-Agency Safeguarding Board for 2014-15.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 No appropriate alternative options available.

4. POST DECISION IMPLEMENTATION

- 4.1 The Barnet Safeguarding Adults Board Annual Report is a public document which can be accessed through the Council website.
- 4.2 The report includes a number of lessons learned which are actions aimed at improving the provision of Safeguarding and work that is being carried out. These actions will be implemented and monitored through the work of the Barnet Safeguarding Adults Board.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

- 5.1.1 The Corporate Plan 2013-16 outlines the Council's commitment to safeguarding which underpins everything we do and aims to protect the most vulnerable people, both children and adults, from avoidable harm or abuse. For example the priority area: "To promote family and community well-being and encourage engaged, cohesive and safe communities". The Council's aim is to work with partners such as the police, the NHS and with residents to ensure that Barnet remains a place where people want to live and where people feel safe.
- 5.1.2 One of the strategic objectives of the Corporate Plan 2013-16 is to: "Support families and individuals that need it- promoting independence, learning and well-being". Legislation from the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) serve to support this corporate objective and one of the Barnet Safeguarding Adults Boards Objectives as outlined in the Safeguarding Adults Board Business Plan 2014-15 is "improve the understanding of service providers of the Mental Capacity Act and Deprivation of Liberty Safeguards".
- 5.1.3 The Health and Wellbeing Strategy has two overarching aims "keeping well"

and “keeping independent” and the council’s commitment to ensuring that we safeguard and protect the most vulnerable people within the Borough from avoidable harm or abuse supports the strategy and its success within the London Borough of Barnet.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 There are no significant resource implications arising from the recommendations of this report.

5.2.2 The demographic funding pressure of an ageing population and the likely requirement for additional resources in Adult Social Services has been recognised in the Council Medium Term Financial Strategy. As a result of this £800,000 demographic pressure funding has been allocated to the Adults and Communities budget for 2014/15 and 2015/16.

5.2.3 Safeguarding training is currently provided by Adults and Communities and the provision is covered within Adults and Communities budgets.

5.2.4 The current annual budget for the Safeguarding Adults Board is £176,111 most of which covers three specialist safeguarding posts and the post of independent Chair and training for the health and social care workforce. Securing contributions from partners agencies towards Board costs will be reviewed this year.

5.3 Legal and Constitutional References

5.3.1 Adult Safeguarding is led by the local authority, based on the ‘No Secrets’ Guidance 2000 issued by the Department of Health under section 7 of the Local Authorities Social Services Act 1970.

5.3.2 In May 2014, the Care Bill received Royal Assent and became the Care Act 2014. One of the elements of the Act is that from April 2015 the Barnet Safeguarding Adults Board will become a statutory body with a number of legally enforceable duties.

5.3.3 The scope and terms of reference of the Adults and Safeguarding Committee is contained within Annex A Responsibility for Functions of the Constitution. The terms of reference state:-

- Specific responsibilities include:
To be responsible for those powers, duties and functions of the Council in relation to Adults and Communities including the following specific functions:
 - Promoting the best possible Adult Social Care services.
- Work with partners on the Health and Well-being Board to ensure that social care interventions are effectively and seamlessly joined up with public health and healthcare and promote the health and Well-being Strategy and its associated sub strategies.

- To ensure that the Council's safeguarding responsibilities are taken into account.

5.4 Risk Management

5.4.1 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 the concern of all agencies working with vulnerable adults, the Local Authority is lead agency. As such, both members and senior officers carry a level of accountability for safeguarding practice in Barnet. Governance structures are in place to ensure that other lead stakeholders, including the NHS and the police, are represented to ensure that practice across the partnership meets safeguarding requirements.

5.5 Equalities and Diversity

5.5.1 Equality and diversity issues are a mandatory consideration in decision making in the council pursuant to the Equality Act 2010. This means the Council and all other organisations acting on its behalf must have due regard to the equality duties when exercising a public function. The broad purpose of this duty is to integrate considerations of equality and good relations into day to day business requiring equality considerations to be reflected into the design of policies and the delivery of services and for these to be kept under review.

5.5.2 56% of the adults referred were over the age of 65. 60% of these older adults were aged 85 or over. This largely reflects the age profile of Barnet service users receiving a care package. 40% of older people referred have dementia.

Table 1: Primary Client Group Referred

Primary Client Group	2011/12	2012/13	2013/14
Older People	49%	63%	56%
Learning Disability	28%	12%	20%
Mental Health	16%	16%	15%
Physical Disability & Sensory	7%	8%	9%

5.5.3 The proportion to alerts involving white residents is very similar to last year and is representative of the adult social care client base. The number of Asian/Asian British adults remain lower than would be anticipated, particularly those aged 65+. The number of alerts involving Black/Black British residents was lower than might be expected last year, however this year the number of alerts has returned to levels seen in 2011-12. Based on general Adult Social Care figures, the number of alerts for Black/Black British adults is slightly higher than might be expected, although the difference is inflated due to the small numbers involved

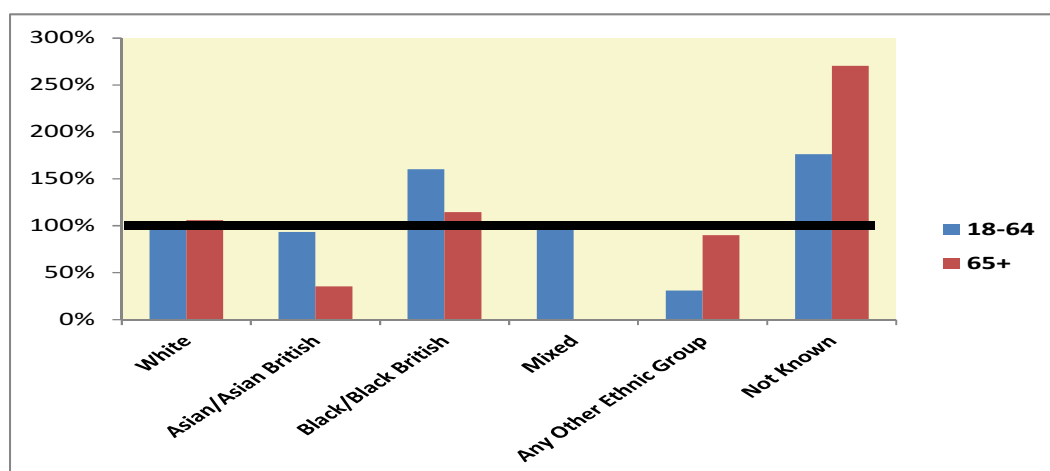
The number of alerts involving any other ethnic group is lower than in previous years. This may be explained at least in part by an increase in cases where ethnicity was not recorded.

Table 2: Ethnicity adults at risk referred

Ethnic Grouping	2010/11	2011/12	2012/13	2013/14
White	379	385	481	423
Asian/ Asian British	46	49	38	39
Black / Black British	32	49	28	51
Any Other Ethnic Group	18	40	40	19
Ethnicity not know	21	11	25	33

5.5.4 The table below depicts how representative the 2013/14 ethnic profile is compared to the overall adult social care client-base. An index was created. An index of 100 means that the case list is perfectly representative of that age group. An index that is lower than 100 means that there are fewer safeguarding cases from that ethnic group than expected. An index that is higher than 100 means that there are greater than expected cases from that particular ethnic group.

Table 3: How representative the ethnic profile of alerts is in relation to all service users.



5.5.5 As seen in previous years, there were more referrals concerning women. However the number of allegations of neglect is very similar for both men and women.

5.6 Consultation and Engagement

5.6.1 The report will assist us in identifying any improvements that need to be made to our Service or, to policy and procedure. This will be done in full consultation with relevant groups before any changes are recommended and implemented.

6. BACKGROUND PAPERS

6.1 Barnet Multi-Agency Safeguarding Adults Board Annual Report 2012-13.