

SAFEGUARDING ADULTS BOARD

Briefing for Caring Plymouth, 6 March 2014



- I. This is an overview report outlining key issues in relation to protection of Adults at Risk of abuse. The Council is the lead agency in the co-ordination of the multi-agency policies and procedures and provides strategic leadership through the **Safeguarding Adults Board**.

I.1 SAFEGUARDING ADULTS BOARD

The aims of the Plymouth Safeguarding Adults Board (PSAB) are:

- To promote, support and lead the work of Safeguarding Adults in Plymouth;
- To ensure that key agencies work together;
- To promote the welfare of Adults at Risk and prevent abuse, strategic planning and oversight of these arrangements;
- Commissioning Serious Case Reviews;
- Planning and delivery of multi-agency safeguarding adults training strategy.

The Safeguarding Adults Board plays a key role in the prevention of abuse of Adults at Risk. This includes:

- Robust mechanisms: ensuring that there are robust mechanisms, processes and outcomes to prevent abuse;
- Promoting awareness: promoting public, service user, family and carer awareness of adult protection and what to do if they are concerned;
- Training: ensuring that all health and social care and other appropriate staff and volunteers are receiving awareness training, and that this is updated regularly;
- Partnership: linking closely with Domestic Abuse Strategy and Child Protection services and the Community Safety Partnership;
- Data monitoring: monitoring adult protection data, and setting up a monitoring subgroup;
- Data analysis: analysing data – routinely and regularly – to identify trends, adult protection ‘hot spots’ and ‘cold spots’ (that is settings where there is more or less abuse reported than is typical);
- Continual improvement: feeding back good and poor practice to promote continuous improvement, commissioning Serious Case Reviews and Internal Management case reviews when this is necessary.

2. Plymouth Safeguarding Adults Board - Terms of Reference 2014/15

Purpose

The purpose of the Plymouth Safeguarding Adults Board is to lead the development, monitoring and evaluation of multi-agency processes and procedures in order to safeguard adults at risk from abuse and significant harm. It will ensure quality assurance systems are in place across commissioned services; commission Serious Case Reviews to be undertaken and implement lessons learned from these.

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2.1 Membership

As far as possible, organisations within Plymouth will designate particular, named people as their SAB member.

Such members shall be persons with a strategic role in relation to safeguarding and promoting welfare of ADULTS AT RISK within their organisation and will be authorised to:

- Speak for their organisation with authority
- Commit their organisation on policy and practice matters
- Hold their organisation to account

The membership of the Safeguarding Adults Board shall be in accordance with the requirements set out in “No Secrets” Guidance 2000.

The statutory organisations are required to co-operate with the local authority in the establishment and operation of the Board and have shared responsibility for the effective discharge of its functions.

Chair: Jim Gould, Independent Chair

Vice Chair: Carole Burgoyne

Membership: Plymouth City Council Portfolio Holder for Safeguarding Adults;
Plymouth City Council Director for People;
Plymouth City Council Head of Safeguarding and Quality Assurance;
Plymouth City Council Assistant Director Joint Commissioning and Adult Social Care;
Plymouth City Council Safeguarding Manager;
Plymouth City Council Assistant Director for Homes and Communities;
North East and West Devon Clinical Commissioning Group;
Plymouth, Devon and Somerset Fire and Rescue;
Care Quality Commission Compliance Manager;
Plymouth Hospitals Trust;
Plymouth Community Healthcare;
Devon and Cornwall Police Head of Public Protection;
Plymouth City College Safeguarding co-ordinator;
Devon and Cornwall Probation;
Managing Director Partnerships – Joint Commissioning NHS

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3. Policies and Procedures

The SAB has a specific role in relation to the development and implementation of policies and procedures. In that regard the SAB shall:

- Develop policies and procedures for safeguarding and promoting the welfare of Adults at Risk in the area of the authority, including policies and procedures in relation to:
 - The action to be taken where there are concerns about the adults safety or welfare, including thresholds for intervention and as examples:
 - Setting out thresholds for referrals to The People Directorate who may be in need and processes for robust multi agency assessment of an Adult at Risk.
 - Clear thresholds and processes and a common understanding of them across local partners
 - Training of persons who work with Adults at Risk or in services affecting their health or welfare.
 - It is the responsibility of the SAB to ensure that single agency and multi-agency training on safeguarding and promoting welfare is provided in order to meet local need.
 - This covers training both by single agencies to their own staff, and multi-agency training where staff from more than one agency train together.
 - Recruitment and supervision of persons who work with Adults at Risk.
 - Investigation of allegations concerning persons who work with Adults at Risk, including policies and procedures based on national guidelines, to ensure that allegations are dealt with properly and quickly.
 - Safety and effectiveness of welfare of Adults at Risk who are privately placed.
- Other policies and procedures, particularly in relation to the convening and functioning of Adult Protection Procedures in the Mental Capacity Act and Deprivation of Liberty Safeguards.

4. Monitoring and Evaluation

The SAB will monitor and evaluate the effectiveness of what is done by the Local Authority and Board Partners individually and collectively to safeguard and promote the welfare of Adults at Risk and advise them on ways to improve.

The SAB has a key role in achieving high standards in safeguarding and promoting welfare, not only through its co-ordinating role but also by evaluation and continuous improvement.

In order to evaluate performance the SAB will audit case files, looking at the involvement of different agencies, and identifying the quality of practice, and lessons to be learnt to promote best practice.

5. Serious Case Reviews

1. The SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs) if —

(a) There is reasonable cause for concern about how the SAB, members of it or other persons with relevant functions worked together to safeguard the adult, and

(b) Condition 1 or 2 is met.

2. Condition 1 is met if —

(a) The adult has died, and

(b) The SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died).

3. Condition 2 is met if —

(a) The adult is still alive, and

(b) The SAB knows or suspects that the adult has experienced serious abuse or neglect.

4. The SAB may arrange for there to be a review of any other case involving an adult in its area with needs for care and support (whether or not the Local Authority has been meeting any of those needs).

5. Each member of the SAB must co-operate in and contribute to the carrying out of a review under this section with a view to —

(a) Identifying the lessons to be learnt from the adult's case, and

(b) Applying those lessons to future cases.

6. Involvement of Other Agencies and Groups

In addition the SAB shall make appropriate arrangements at a strategic management level to involve others in its work as needed. Details of associate members of the SAB are set out below:

- The Coroner's service
- Dental health services
- Drug and alcohol misuse services
- Drug Action Teams
- Housing, culture and leisure services
- Housing providers
- Local MAPPA
- Other health providers such as pharmacists
- Sexual health services
- The CPS
- Housing Services
- Health and Safety Executive

The involvement of these organisations will be dependent upon their particular role in service provision to Adults at Risk or role in public protection. There may be other organisations the SAB will need to forge links with by either by inviting them to join the SAB, or through some other mechanism

7. Other Activities

The SAB, where appropriate, may determine to promote individual initiatives with partner organisations, for example in relation to domestic abuse. Its role is co-ordinating and ensuring the effectiveness of what its member organisations do, and contributing to broader planning, commissioning and delivery. The SAB is not an operational body that is expected to deliver services directly to Adults at Risk.

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8. Governance Arrangements

The SAB recognises that to work most effectively it will have strong links with other partnerships including:

- Plymouth Safeguarding Children's Board
- NEW Devon CCG Partnership Board
- Health & Wellbeing Board
- Multi-Agency Public Protection Arrangements (MAPPA)
- South West Peninsula SABs
- Joint Commissioning Partnership
- Caring Plymouth

8.1 Sub Groups

The Plymouth Safeguarding Adults Board (SAB), together with the Executive Group, will progress its work with sub groups:

- Lead Officer Group
- Serious Case Review sub group
- Quality & Assurance sub group
- Policies & Procedures sub group
- Learning & Development sub group

Each of these sub groups will be chaired by a member of the SAB, delegated officer of SAB member, or officer in attendance at SAB full board meetings and the terms of reference for each group will be agreed by the Board, and reviewed each year.

The SAB shall if appropriate give consideration to the need for additional or ad hoc sub groups to enable it to undertake its work effectively.

The SAB will also develop formal links with each of the service user/carer strategic planning groups to ensure Safeguarding is being taken forward at both strategic planning and policy levels and operationally.

8.2 PSAB Meeting Structure

- The SAB shall meet at least four times in each year. At the first meeting in each new financial year the dates of its future meetings shall be agreed.
- The SAB shall be chaired by the Independent Chair. In his absence, the SAB shall be chaired by the Vice Chair.
- Wherever possible the SAB shall make any decisions/recommendations on the basis of a consensus of agreement between all parties present.
- Where a decision on matter is necessary and no consensus exists, the decision shall be taken by a simple majority on a show of hands of the members present. In the event of an equality of votes the Chair shall hold the casting vote (but it is not the intention of the SAB that the casting vote shall be utilised unless it is unavoidable).
- The SAB will commission sub groups and task and finish activities to deliver its agreed business plan. All sub groups and task and finish activity will have terms of reference agreed by the SAB

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and will be led by an agreed Board member to ensure governance accountability and reporting structures to the SAB.

- Agendas and papers for Board meetings will be circulated the week before the date of the Board meeting.
- Substitution of members may be permitted at the discretion of the Chair but this will be in line with the member's accountability agreement for the Board and should not occur more than once in a yearly cycle of meetings.

8.3 Authority

- Each partner shall authorise its representative to make decisions at SAB meetings.
- All partners commit themselves to be actively involved in the decision making processes and ensure they contribute to the annual work plan of the SAB.

8.4 Standards of Conduct

- The Partners and Board Members will comply with all statutory requirements both local and national, and other guidance on conduct and probity, and ensure good corporate governance.
- No member, officer or any partner shall put themselves in a position whereby duty and private interest conflict.
- Members of the SAB have all signed a Partnership Agreement and in signing such an agreement these Terms of Reference are deemed to be agreed and accepted.

8.5 Memorandum of Understanding

The members of the SAB shall each sign a Memorandum of Understanding which sets out a series of commitments that the agencies / organisations and the individual representatives agree to. The Memorandum of Understanding, once agreed, will be reviewed at the first meeting in each new financial year and amended if appropriate.

8.6 Administering Authority

The administering authority will be Plymouth City Council.

The SAB expects Plymouth City Council to maintain an effective management and staffing structure to manage its programme within the constraints of the resources allocated to this purpose.

8.7 Performance Monitoring and Scrutiny

The SAB will introduce an effective performance management model which will include:

- Annual Business Plan
- Annual priorities / objectives
- LOG and Sub-group work plans / programmes
- Reporting to partners and other stakeholders

Such performance information will be publicly available and each partner has the right to scrutinise any aspect of the SAB programme through its own scrutiny/overview mechanisms.

These Terms of Reference will be reviewed on an annual basis.

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9. NEW CARE BILL AND IMPACT

The following are key points from the new Care Bill regarding Safeguarding Adults Boards:

SAB arrangements

- Each local authority must establish a **Safeguarding Adults Board** (an “SAB”) for its area.
- The objective of an SAB is to help and protect adults in its area in cases of the kind described in section 42(1).
- The way in which an SAB must seek to achieve its objective is by co-ordinating and ensuring the effectiveness of what each of its members does.
- An SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective.

- A SAB must publish for each financial year a plan (its “strategic plan”), which sets out:
 - (a) its strategy for achieving its objective (see section 43);
 - (b) what each member is to do to implement that strategy.
- In preparing its strategic plan, the SAB must:
 - (a) consult the Local Healthwatch organisation for its area;
 - (b) involve the community in its area.

Key Outputs

- Review PSAB arrangements to clarify statutory membership;
- Develop working arrangements with any other agency the Board considers appropriate to participate in the Board;
- Review paperwork appointing the Chair of the Board to describe required skills and experience as well as consultation with other members of the Board;
- Agree payments towards the Board functions;
- Publish an annual strategic plan setting out a strategy for achieving aims and objectives, what each member will do to implement the strategy;
- Arrangements for consulting Local Healthwatch and the community in the development of the strategic plan;
- Arrangements for publishing the annual report as described in schedule 2 of the Bill;
- Arrangements to circulate this report to those listed in schedule 2 of the Bill.

Safeguarding Adults Serious Case Reviews

- A SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the Local Authority has been meeting any of those needs) if:
 - (a) there is reasonable cause for concern about how the SAB, members of it or other persons with relevant functions worked together to safeguard the adult;
 - (b) Condition 1 or 2 is met.

- Condition 1 is met if:
 - (a) the adult has died;

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(b) the SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died).

- Condition 2 is met if:

(a) the adult is still alive;

(b) the SAB knows or suspects that the adult has experienced serious abuse or neglect.

- A SAB may arrange for there to be a review of any other case involving an adult in its area with needs for care and support (whether or not the Local Authority has been meeting any of those needs).

- Each member of the SAB must co-operate in and contribute to the carrying out of a review under this section with a view to:

(a) identifying the lessons to be learnt from the adult's case;

(b) applying those lessons to future cases.

Key Outputs

- Review the Serious Case Review policy to ensure criteria for an SCR complies with the description in the Bill;
- Establish systems to ensure the SAB arranged a safeguarding review in appropriate circumstances;
- Agree multi-agency contributions to budget for carrying out Safeguarding Adult Reviews.

Supply of Information

- If a SAB requests a person to supply information to it, or to some other person specified in the request, the person to whom the request is made must comply with the request if:

(a) the request is made for the purpose of enabling or assisting the SAB to exercise its functions;
AND

(b) the request is made to a person whose functions or activities the SAB considers to be such that the person is likely to have information relevant to the exercise of a function by the SAB;
AND

(c) the information relates to:

(i) the person to whom the request is made;

(ii) a function or activity of that person, or;

(iii) a person in respect of whom that person exercises a function or engages in an activity.

OR

(d) the information:

(i) is information requested by the SAB from a person to whom information was supplied in compliance with another request under this section, and;

(ii) is the same as, or is derived from, information so supplied.

Information may be used by the SAB, or other person to whom it is supplied under subsection (1), only for the purpose of enabling or assisting the SAB to exercise its functions.

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Key Outputs

- Develop a protocol for SAB requesting information;
- Incorporate requirements for sharing information with SAB into working protocols with agencies considered appropriate to participate in the Board

10. CARE HOME MONITORING & RELATIONSHIP WITH CQC



The Quality Assurance & Improvement Team (QAIT) within Plymouth City Council are a dedicated team to monitor and review the quality of service provision in care homes across the City.

The QAIT Team has built strong relationships with the providers we work with, and it is emphasised that we would like to work collaboratively with them to help improve the lives of the residents in their service. All members of the team have been praised for their professionalism and providers have been welcoming of the help and support provided to them by QAIT.

The Care Home Practitioners (CHPs) work with care homes when action plans are in place, supporting them to ensure that the actions are achieved in a timely manner. The team work in partnership with the Safeguarding Team in the Authority and help to support the homes through safeguarding investigations.

To date, QAIT have undertaken 62 full Quality Reviews in Plymouth care homes, and 31 follow up Quality Reviews to assess progress made. The Quality Review process gains input and feedback from our partners in NEW Devon Clinical Commissioning Group, the Medicines Optimisation Team and Healthwatch.

The Quality Review consists of a 2-day visit to a care home by 2 CHPs. The CHPs will work with the Registered Manager and Registered Provider/Owner (where applicable) to complete the Quality Review Checklist. The Quality Review will also consist of the CHPs viewing the care home, and speaking to various staff and residents (where possible) to gain feedback.

The CHP will compile a list of agreed recommendations for the Care Home which is incorporated into the full Quality Review document, which is sent as soon as possible following the Quality Review with timescales given for completion. On average, homes are receiving 25 – 30 recommendations following their review.

QAIT and the Safeguarding Team have built good relations with the local Inspectors of CQC, and will liaise with them when there are concerns or safeguarding issues within a care home.

11. TRAINING PROGRAMME FOR CARE HOMES

The Cooperative Commissioning Team have developed a Leadership Programme for Registered Care Home Managers in Plymouth. This is being piloted in 2014/15 and is commencing on 25 February 2014.

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The programme is being delivered by Plymouth Community Healthcare, with input from Plymouth City Council, NEW Devon CCG and Plymouth Hospitals NHS Trust.

The course will be evaluated at the end of the 12 month pilot, and will hopefully prove to be successful to enable us to roll this out to all care homes within the City.

12. INTERACTION WITH OTHER PARTNERSHIPS (including Plymouth Safeguarding Children's Board and Health & Wellbeing Board)

The Chair of the PSAB is also Chair of the Plymouth Safeguarding Children's Board, therefore there are strong links and interaction between the two Boards. Likewise, many of the members of the PSAB attend the PSCB also therefore are aware of local and national issues and priorities for both childrens and adults Boards.

13. PERSONALISED BUDGETS

With the support of frontline staff, people using services should be enabled to define their own risks and empowered to recognise, identify and report abuse, neglect and safeguarding issues. Communication which supports risk enablement and safeguarding should be led by the language and understanding of the person using the service. This approach should be a core part of self-directed support, including assessment and regular review of outcomes.

Personalisation and adult safeguarding practice and policy need to be more closely aligned and inform each other. They should be underpinned by the principle of person-centred practice and the promotion of choice, control, independent living, autonomy and staying safe. A shared adult 'personalisation and safeguarding framework' can support this. This should be developed by all those involved, including adult safeguarding leads and stakeholders, people who use services and their organisations, social workers and personalisation leads.

There is the possibility of increasing risks (both positive and potentially negative) for sections of the population who have already been demonstrated to be at risk of abuse or neglect. National evidence about risk of abuse, neglect or fraud is at a very early stage, as personal budgets are yet to be established as a standard option. The Department of Health's response to the IBSEN report comments that the research does not present *evidence of increased risk* as a direct result of personal budget introduction. Equally, it does not demonstrate that none exists, so monitoring and research should continue as personal budgets are implemented further. Regarding progress on mainstreaming self-directed support, the Association of Directors of Adult Social Services (ADASS), along with other implementation bodies, noted that "*While safeguarding is frequently raised as an issue, there is so far no evidence that people taking up self-directed support, including direct payments, are at greater or lesser risk of harm. There is clearly a need to ensure that the move to self-directed support is accompanied by better ways to identify and manage risks.*"

In Plymouth, service users are encouraged to make use of the Plymouth Online Directory which has full details of services available to enable the service user to make an informed decision on making use of their personal budgets. There is a single point of contact for service users, their family / carers, or third parties, to contact if they have concerns about possible safeguarding concerns they have.

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14. Update on Training Strategy January 2014

The training budget for 2013/14 was £33,000. The full day alerter training is oversubscribed. Several agencies have requested increased availability of places which has not been possible. There is a higher demand for alerters than 3-yearly refresher possibly due to turnover of staff or organisations record-keeping which leads to requests for alerter training rather than refresher training when training records are not available. There has been some discussion of charging for alerters training where agencies prefer to have training delivered in-house. At present agencies are offered the option of purchasing training direct from one of the four trainers who deliver on behalf of the council; however their availability is limited and they prefer multi-agency delivery.

14.1 Training Currently Delivered and Budgets

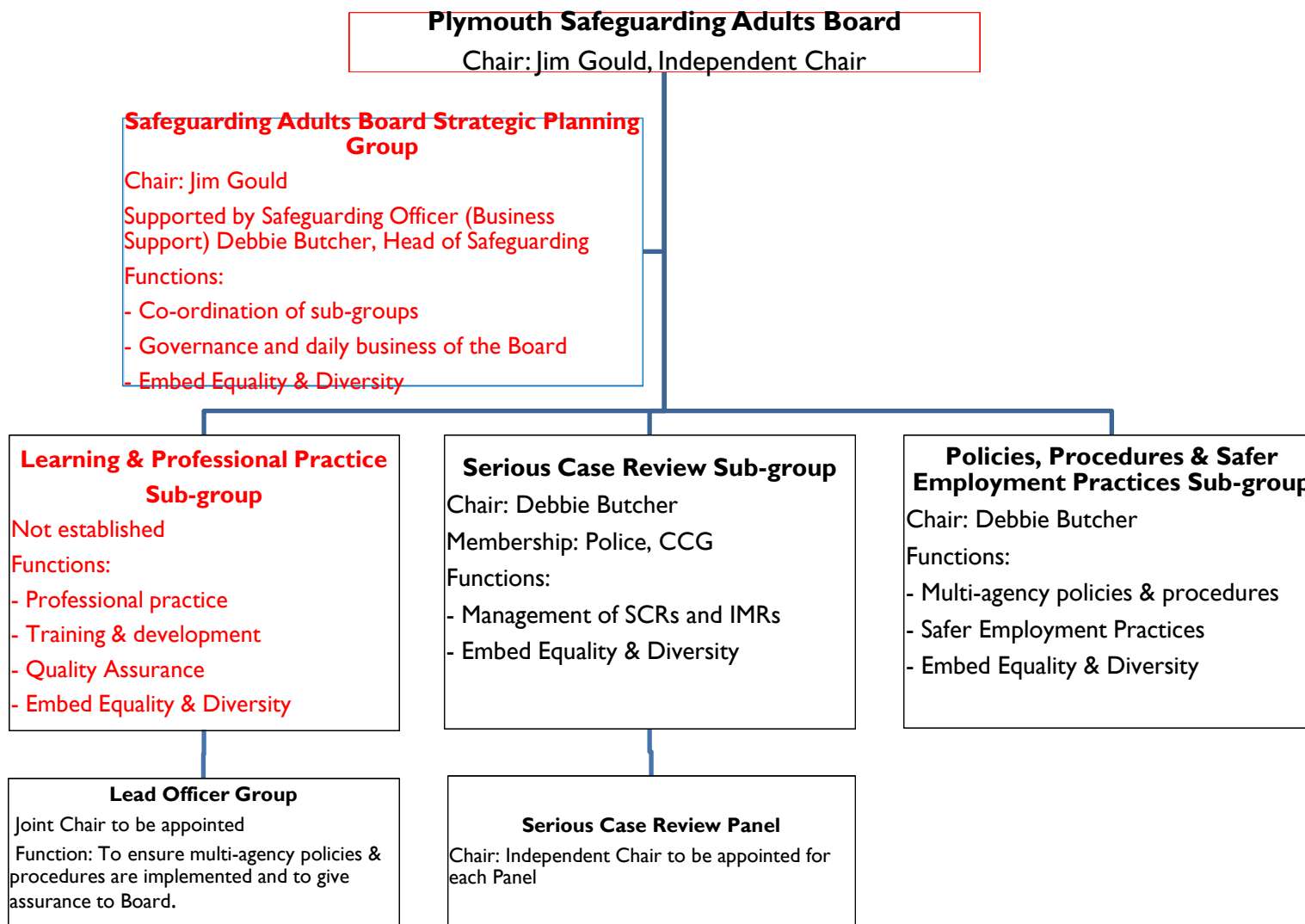
Training	2011-12	2012-13	2013-14 (estimated)
Full day alerter	950	1439	1725
½ day refresher	350	179	660
Investigator	71	0	150
Registered Managers	46	39	45

Strategic managers and Cabinet Members and all elected members will have an annual update, conference or speaker to ensure they are updated and competencies are covered for their roles.

This has commenced with the first Adult Protection training to Cabinet members planned and delivered in January 2014.

Appendix I Structure of the Plymouth Safeguarding Adults Board

The Full Board will meet quarterly and will be supported by a Strategic Planning Group. The membership of the Full Board is made up of the Independent Chair, Vice Chair, Sub-Group Chairs, Director for People, Assistant Director Joint Commissioning & Adult Social Care, Head of Quality, Safeguarding & Individual Placements, CCG Head of Patient Safety and Quality, Equality & Diversity Champion, and a Police Representative.



The Executive Group & Sub-Groups should meet no less frequently than quarterly.

The Serious Case Review Panel will be convened once a Serious Case Review has been agreed by the Serious Case Review Sub-Group.

The Equality & Diversity agenda is considered within all sub-group meetings, programmes and workstreams. Each sub-group will have an Equality & Diversity Champion who will lead and challenge on this area of work. The Equality & Diversity Champions will meet twice a year with the overall PSAB Member Lead for Equality & Diversity to ensure that Equality & Diversity continues to embed within every aspect of our work to safeguarding and promote the welfare of children.