

**SAFEGUARDING IS  
EVERYONE'S  
RESPONSIBILITY**  
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Item 2

Warwickshire  
Safeguarding  
Adults Board

# Annual Report

2016 - 2017



Warwickshire  
Safeguarding  
Adults Board

# KEY SAFEGUARDING FACTS FOR 2016 - 2017



Warwickshire  
Safeguarding  
Adults Board

Warwickshire had a total population of **437,214** people aged 18+ years. **114,497** of these were aged 65+ years.

## Quick facts

**2765** Safeguarding concerns reported into Adult Social Care where it was suspected an individual subjected to a form of abuse or neglect.

**102** Safeguarding enquiries related to people with physical support needs.

**10** Safeguarding cases involved strangers who were unknown to the victim.

**35** Safeguarding concerns related to neglect.

**269** Safeguarding concerns went on to be investigated further as enquiries.

**190** Safeguarding enquiries listed the source of risk as an individual known to the victim.

**25** Safeguarding allegations involved alleged abuse by social care staff.

## Type and place of abuse

**96**  
Safeguarding enquiries related to allegations of financial and material abuse.

**49**  
Safeguarding enquiries related to allegations of psychological or emotional abuse.

**53**  
Related to physical abuse.

**144**  
Safeguarding allegations were alleged to have occurred in the victims home.

**28**  
Occurring in care homes.

## Gender, race and age

**203**  **103**   
More women were victims of alleged abuse than men.

**249** **7**  
**WHITE BRITISH** **ASIAN or ASIAN BRITISH**  
The majority of safeguarding enquiries related to White British people.

  
**135** Safeguarding enquiries related to people aged 18-64 years old.

**44**   
Safeguarding enquiries related to people aged 85+ years old.

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## Foreword by the Independent Chair

As demonstrated in this Annual Report, the Warwickshire Safeguarding Adults Board continues to provide a robust means of ensuring that residents receive a consistent and sound response to any safeguarding concerns they may have. The Board also encourages challenge around innovation and performance; giving all concerned and opportunity to learn from the experience of others and discover what works effectively in the complex business of safeguarding adults.

A key theme underpinning all we do is Making Safeguarding Personal – listening and responding to the needs of individuals and their carers and providing a service which is both readily understood and agreed by those receiving it. Giving information so that people can access safeguarding services with a sound expectation of what will happen is a key facet of the Board's function. We have developed a range of promotional materials for public and professional use and invested in a new website which will confirm our independent status and give confidence to anyone looking for help or advice. An extension of this is obtaining feedback from those who use safeguarding services in the County and, with independent validation of this, making sure we all learn from it.

The development of the Multi-Agency Safeguarding Hub (MASH) has added a significant access point to services and we anticipate this being further established in the year to come.

The Safeguarding Adults Board works well collectively and is supportive to its member's agencies we depend upon the commitment of time and effort of members and of our support staff. This is well evidenced in our achievements and our forward programme of work. I am grateful for the help I receive in my role as Chair and I am enthused by the progress we have made in responding to new demands such as Modern Slavery and Financial Abuse, whilst ensuring that standards across the services are maintained.



**Mike Taylor**

**Independent Chair**

WARWICKSHIRE SAFEGUARDING ADULTS BOARD

## 1. What is the purpose of the Annual Report?

Welcome to Warwickshire Safeguarding Adults Board's (WSAB) Annual Report for 2016-2017. This is the Board's second annual report since it was given its statutory status under the Care Act 2014.

The publication of the annual report is a statutory requirement on the part of the Safeguarding Adults Board. Its purpose is to inform you of the work of the Safeguarding Adults Board throughout the year, its key areas of focus and priorities for safeguarding adults at risk of abuse and/or neglect.

The report aims to raise awareness of the work being undertaken by partner agencies across Warwickshire to safeguard adults who have care and support needs and who are experiencing, or at risk of, abuse or neglect.

The case studies present real life experiences of individuals who have been supported by different agencies to help them feel safe.

The data provides a breakdown of the levels of safeguarding concerns raised during the course of 2016-2017, the types of abuse being experienced by local people; and the outcomes of those people being helped to be safeguarded from abuse or neglect.

## 2. Who are the members of the Warwickshire Safeguarding Adults Board?

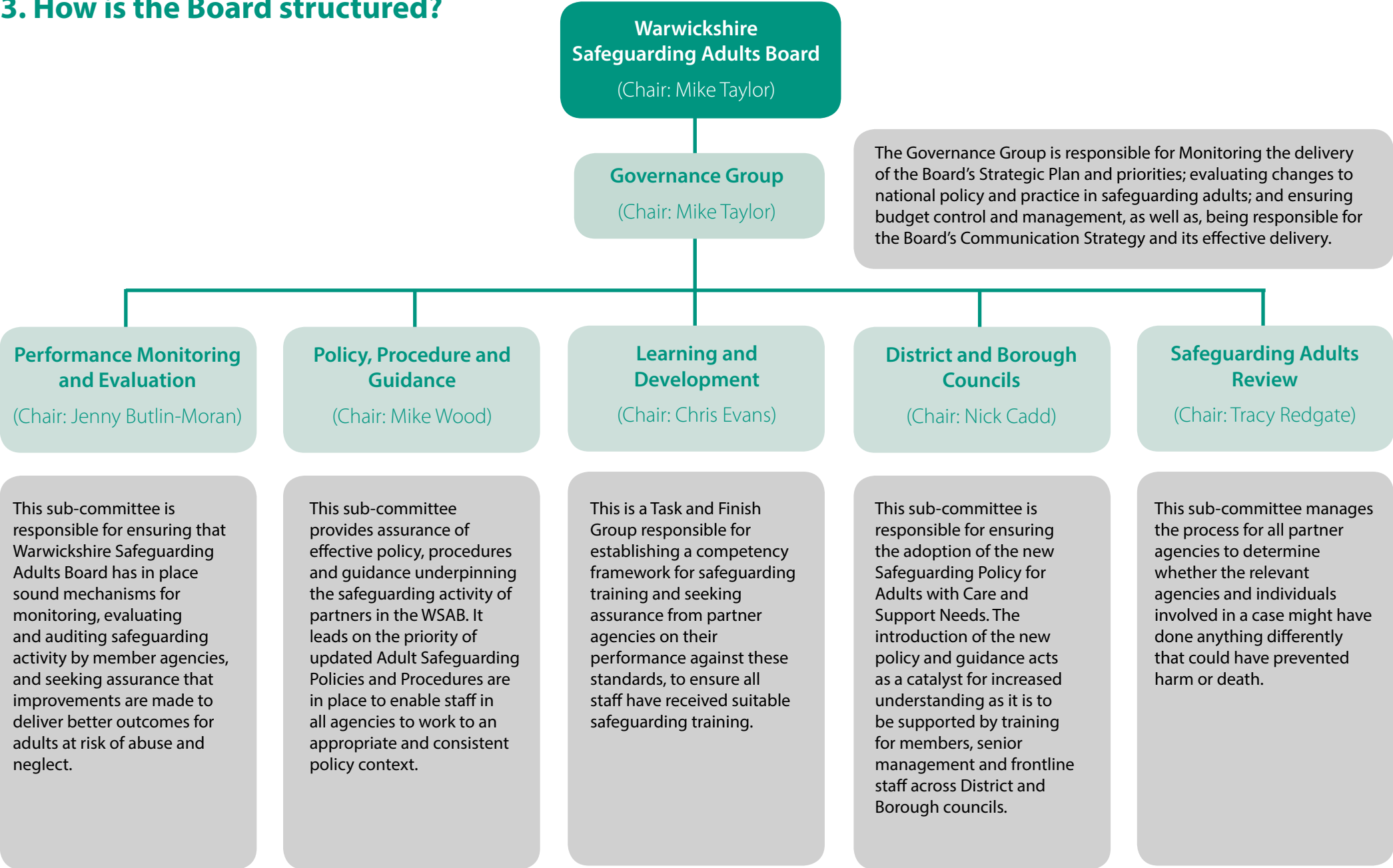
The WSAB membership comprises representation from the following partner agencies **in addition to the Lead Cabinet Member for Health and Social Care**. Each representative is responsible for sharing information between the WSAB and their agency and for identifying any necessary actions, ensuring these are delivered.

Warwickshire County Council	NHS England (Commissioning)
Warwickshire Police	George Eliot Hospital NHS Trust (Provider)
National Probation Service	South Warwickshire NHS Foundation Trust (Provider)
Warwickshire and West Mercia Community Rehabilitation Company	University Hospitals Coventry and Warwickshire NHS Trust (Provider)
Warwickshire Fire and Rescue Service	Age UK Warwickshire
Warwickshire District and Borough Councils	West Midlands Ambulance Service
South Warwickshire Clinical Commissioning Group	Healthwatch
Warwickshire North Clinical Commissioning Group	Coventry and Warwickshire NHS Partnership Trust (Provider)
Coventry and Rugby Clinical Commissioning Group	The Care Quality Commission

The Board is chaired by an Independent Chair appointed by the local authority and the Director of Adult Social Services (DASS) is the Vice Chair.

The WSAB Business Manager attends all meetings to provide professional advice to the Board. The Legal Advisor to the Board (designated by Warwickshire County Council) considers agenda papers and attends as required to provide professional advice to the Board.

### 3. How is the Board structured?



## 4. What is the Board's Statutory Objective?

The Care Act 2014 sets out that the overarching objective of a Safeguarding Adults Board is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who:



## 5. What is the meaning of Safeguarding?

Keeping people safe is called Safeguarding. Safeguarding means people are protected from abuse and neglect. So that they are able to be as independent as possible and make choices about how they want to live.

**ABUSE** is when someone does or says things to make you upset or frightened. Abuse can happen in different ways. Sometimes you may not realise you are being abused but other people may recognise it.

**NEGLECT** is when your care and support needs are not being met.

## 6. What is the aim of Adult Safeguarding

The Care Act 2014 identifies the aims of adult safeguarding as:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult;
- address what has caused the abuse or neglect.

## 7. What are the Safeguarding principles?

The Board's aim is to achieve its objectives whilst supporting individuals in maintaining control over their lives and in making informed choices without coercion is underpinned by the following six principles:

Principle	Empowerment	Prevention	Proportionality	Protection	Partnership	Accountability
<b>What does this mean</b>	Personalisation with the presumption of person-led decisions and informed consent.	It is better to take action before harm occurs.	Proportionate and least intrusive response appropriate to the risk presented.	Support and representation for those in greatest need.	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	Accountability and transparency in delivering safeguarding.
<b>How it impacts on individuals</b>	<i>"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."</i>	<i>"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."</i>	<i>"I am sure that the professionals will work for my best interests, as I see them and they will only get involved as much as needed."</i>	<i>"I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able."</i>	<i>"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me."</i>	<i>"I understand the role everyone involved in my life."</i>

## 8. What is the Board's vision?

The WSAB Strategic Plan sets out how it will assure itself that adults at risk of abuse and neglect, and carers are safeguarded across Warwickshire in accordance with the Care Act 2014. The illustration below articulates the Board's vision to safeguard its communities and shows the clear and measurable objectives which will direct the Board's actions and inform the work of the Warwickshire safeguarding partnership.

### Vision

The work of the Board is based on the vision that people in Warwickshire have the right to live a life free from harm, where communities:

- have a culture that does not tolerate abuse
- work together to prevent abuse
- know what to do when abuse happens

Our values are based on understanding and promoting peoples' right to make informed decisions and the importance of maintaining dignity and respect for all.

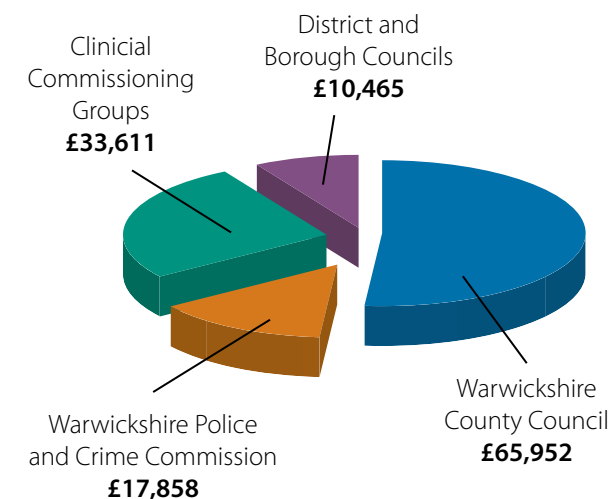
### Strategic Objective

- To gain assurance from partner agencies that there is effective leadership, partnership working and governance for safeguarding adults at risk.
- To listen to people who have been subject to abuse or neglect, and to seek assurance that people are able to be supported in the way that they want, are empowered to make decisions, and can achieve the best outcomes.
- To promote safeguarding adults among the general public, by raising awareness and promoting well-being with the aim of preventing abuse and neglect.
- To be assured of the safety and wellbeing of anyone who has been subject to abuse or neglect, and that appropriate action has been taken against those responsible.
- To identify, and monitor the implementation of changes, which prevent similar abuse or neglect happening to other people.
- To use the learning from Safeguarding Adults Reviews (SARs) – local and national – to inform the improvement and development of our services to people at risk of abuse and neglect.

## 9. How is the Board funded?

The WSAB agreed an operating budget for 2016 - 2017 of **£127,886** which included contributions from Warwickshire County Council, Police, Clinical Commissioning Groups (3), District and Borough Councils. This budget was sound and sufficient and is monitored and overseen by the Governance Group.

The Board holds a non-recurrent budget to apply to initiating any SARs or for the Chair to secure independent professional advice, when required.





## 10. What did the Board achieve in 2016 - 2017?

The refreshed 2015-2018 Strategic Plan priorities formed the focus of the Board's work throughout 2016-2017. Each sub-committee aligned its work plan to each of these priorities and identified what activities of work they would be undertaking to ensure delivery of these priorities.

The table below provides a breakdown of those collective activities and their impact.

What we said we would do in 2016-2017	What we did.....
<p><b>Making Safeguarding Personal (MSP)</b></p> <p>The Board will ensure that MSP is consistently understood by all agencies and applied in their safeguarding work.</p>	<p>Making Safeguarding Personal is about ensuring the voice of the individual is heard when supporting an adult with care and support needs who is at risk of or exposed to abuse and/or neglect. It's about professionals working with them and listening to how they want to be supported and what outcome they want from the safeguarding intervention.</p> <p>The Board held a 'Development Day' in November 2016, which was attended by over 80 professionals working across Health, Police, Local Authority, Age UK, Healthwatch, Warwickshire Race Equality Partnership (WREP). The day focused on:</p> <ol style="list-style-type: none"> <li><b>1. Increasing professionals understanding of how to engage individuals in decision making about their safety and wellbeing, particularly when they lack the mental capacity to make such decisions; and</b></li> <li><b>2. Understanding how financial scammers target vulnerable individuals into parting with large sums of money and how Trading Standards work with these individuals to help them make wise decisions to minimise the risk of abuse.</b></li> </ol> <p>The Board Business Manager worked closely with colleagues across the West Midlands region to deliver a multi-agency event in March 2017; the purpose of which was to help:</p> <ul style="list-style-type: none"> <li>• <b>Further embed MSP in practice across all staff levels</b></li> <li>• <b>Share best practices</b></li> <li>• <b>Understand the successes and challenges of applying MSP from an agency perspective.</b></li> </ul> <p><i>(See Case Study 1)</i></p>

### Case Study 1:

When is safeguarding not personal

"I am very distressed and upset about the safeguarding concern raised by the hospital staff. It suggests that I am at high risk of being financially abused by my family and friends. All I did was ask my friend if he would look after my pension money while I was in hospital, for safe-keeping, as I didn't have the opportunity to take it into the bank before I was admitted into hospital. He didn't take it off me; neither did he ask me to do this.

Why did **NO-ONE ASK ME** what was happening and **HOW I FELT** about them raising this concern with Social Services. **I nearly lost a dear friend who was very very upset over the accusation made against him. The hospital had no business raising this concern without first speaking to me and establishing the facts!"**



"I was managing fine before I came into hospital. I have a cleaner who comes in once a week and I might even consider increasing the frequency of this. I'll see how I manage when I get back home. I don't feel I

need any support from Social Care or Carers at this time. **I feel safe and able to make my own decisions."**

What we said we would do in 2016-2017	What we did.....
<p><b>Safe Services</b></p> <p>The Board will ensure there are proper procedures in place to address any shortcomings in policy and practice and a readiness to share learning from Safeguarding Adults Reviews (SAR's) and 'near misses'.</p>	<p>The SAR sub-committee refreshed its Safeguarding Adults Review (SAR) Protocol and Guidance in October 2016. This now provides Board partners with clear guidance on how to raise a safeguarding adult's referral; and provides access to a suite of standardised templates to be used when making/considering a referral. This helps to ensure all required information has been provided at the point of submitting the referral request.</p> <p>The SAR sub-committee has continued to look at lessons being learned from SARs, Domestic Homicide Reviews and Serious Case Reviews across the country. They have used the opportunity to reflect on/challenge local safeguarding practices.</p>
<p><b>Listening and Engaging</b></p> <p>The Board will ensure there is a clear understanding of the language and context of all types of abuse alongside, a sound and intelligible application of policy and procedures.</p>	<p>The Board commissioned Warwickshire Race Equality Partnership to engage with disaffected sections of the Black and Minority Ethnic Communities across Warwickshire, including Travelling families and migrant communities into the UK to understand the barriers to safeguarding reporting from within these communities; and the low level of referrals received.</p> <p>The project involved seeking the views of the community, professionals and volunteers working with these communities via face to face conversations with groups and individuals, an online questionnaire, as well as, telephone calls. The conversations provided a valuable insight on BME communities' views on safeguarding and the process of reporting concerns. They told us we could help make it easier for them to report their concerns about the abuse or neglect of people within their communities by:</p> <ul style="list-style-type: none"> <li>• <b><i>Simplifying the language we use when discussing safeguarding</i></b></li> <li>• <b><i>Improving accessibility to information on abuse and neglect; and</i></b></li> <li>• <b><i>Recognising that not everyone is able to communicate their concerns in English; this is a barrier to reporting.</i></b></li> </ul> <p><b><i>(See Case Study 2)</i></b></p>



## Case Study 2:

Listening to and engaging with our 'seldom heard' communities

Provided below is the feedback received from the BME communities across Warwickshire and how WSAB subsequently responded to the recommendations that came out of this engagement work.

### RAISING AWARENESS

#### What you told us....

Community Members need to be aware of who to report to and how they can report safeguarding concerns.

WSAB need to consider various initiatives to highlight safeguarding within established BME groups.

#### What the Board did....

*The Board's new website now provides detailed information on identifying and reporting concerns, which is accessible in multiple languages.*

*The Board has been working with Warwickshire Race Equality Partnership to develop resources and workshops to help raise safeguarding awareness across established BME groups.*

### ACCESSIBILITY OF INFORMATION

#### What you told us....

Materials in easy read format would assist in easy interpreting and documents need to be jargon free and in simple English.

Production of information materials in different formats i.e. videos, case studies.

Website materials need to be accessible in different languages.

#### What the Board did....

*An easy read safeguarding leaflet has been produced and the language used has been simplified.*

*The new website now has videos which relay real-life case studies of the different types of adult abuse.*

*The new website now incorporates a translation function which allows information to be printed off / downloaded in different languages by individuals or, community coordinators supporting different BME groups.*

### TRAINING

#### What you told us....

Tailored Safeguarding training for coordinators, community workers and volunteers on a face-to-face basis.

Coordinators, Community Workers and Volunteers need training on how to

1. deal with confidential disclosures; and
2. how to assess the risk of what has been shared and how to support the service user who is experiencing the abuse.

Training should be tailored to take into consideration service user's cultural needs.

#### What the Board did....

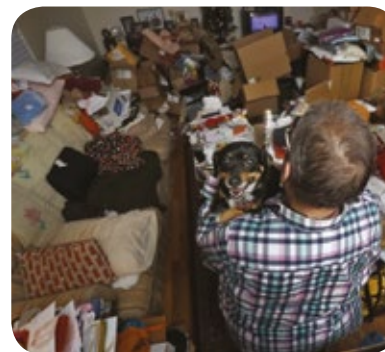
*The Board's new website now provides detailed information on identifying and reporting concerns, which is accessible in multiple languages.*

*The Board has been working with Warwickshire Race Equality Partnership to develop resources and workshops to help raise safeguarding awareness across established BME groups.*

What we said we would do in 2016-2017	What we did.....
<p><b>Workforce Training</b></p> <p>The Board will seek assurance that agency induction and training programmes contain sound safeguarding elements and that multi-agency training is delivered to a high standard and is well attended by all partner organisations.</p>	<p>The Learning and Development Task and Finish Group started work on developing a competency framework which will provide standardised expectations for safeguarding training across partner organisations.</p> <p>This also provides the Board with a framework for seeking assurance from partners on the quality of safeguarding training being delivered to their staff.</p>
<p><b>Transitions</b></p> <p>The Board will identify times of transition in respect of specific groupings e.g. young people leaving care or vulnerable adults being moved into alternative accommodation and promote the need for safeguarding to form part of the assessment and delivery of care plans related to these needs.</p> <p>The Board will test out potential for working together with the Warwickshire Safeguarding Children's Board in all elements of work programmes and respond to issues raised.</p>	<p>The Policy, Procedures and Guidance sub-committee reviewed local transition arrangements for young people leaving care or vulnerable adults being moved into alternative accommodation. Partner agencies provided assurance on their assessment and delivery of care plans which included consideration of any safeguarding needs.</p> <p>The sub-committee also explored the feasibility of holding a joint meeting with the Children's Safeguarding Board subcommittee reviews the robustness of the transition arrangements from children's to adults.</p> <p>The Warwickshire MASH (Multi-agency Safeguarding Hub) went live in May 2016 for Children's Safeguarding and October 2016 for Adult Safeguarding. This now enables safeguarding professionals from across the Police/local Authority and Health to be co-located and have access to centralised information systems which help improve how safeguarding referrals in respect of vulnerable children and adults are assessed and responded to.</p> <p><b>(See Case Study 3)</b></p>

## Case Study 3:

### Louisa's story of self-neglect and financial abuse



Louisa is an older lady who had lived alone for over 10 years, since her husband passed away. Louisa has a neurological condition that results in her feeling exhausted all the time and a combination of this and loneliness resulted in Louisa having limited contact with the outside world for years at a time. Louisa was initially referred to Adult Social Care by a local PCSO, who reported that Louisa had been found walking the streets in her night clothes, confused and disorientated.

Visits to her home, found that she had been hoarding for years. Louisa, to avoid going out, had been having supplies of food and goods delivered to her home in bulk to last her for lengths of time. Most of her home had very limited access.

A care agency was employed to visit Louisa once each week and go through her belongings, piece by piece and remove what she was willing to let go.

A further concern was raised some time later by the financial crimes unit, who had been contacted by Louisa's bank. It became evident that Louisa had paid out large sums of money to workmen and to charities. Trading Standards supported the investigation and found that Louisa had been charged several thousand pounds for goods and services that were not as she had been led to believe. While some of the concerns linked to wider investigations, a large sum of money was recovered and returned to Louisa.

During this time, I worked with her to build a relationship and engage her with financial support and advocacy service and to accept care services. Carer's who worked with Louisa for a year; eventually cleared a number of rooms and Louisa was able to make full use of her home for the first time in years. She felt that her quality of life had improved to a place she never imagined would happen. With the support of the multi-agency network involved, long term support was put in place to reduce isolation and continue regular support and also to minimise further risk of abuse.

What we said we would do in 2016-2017	What we did.....
<p><b>Informing</b></p> <p>The Board will produce materials which are readily understood and which resonate with individual circumstances and life experiences, using all means of communication with the public and across agencies.</p> <p>It will review current information available to the public and develop an awareness raising strategy and communications campaign.</p> <p>The potential for links with Warwickshire Safeguarding Children's Board needs to be realised in this context.</p>	<p>The Board used the feedback from the Warwickshire Race Equality Partnership project to develop the specification for the new safeguarding website and appoint a suitable website developer. Warwickshire Safeguarding Adults Board and Warwickshire Safeguarding Children's Board will now share the same website, providing a single point of reference for all safeguarding information relating to adults and children.</p> <p>Last year's Warwickshire Safeguarding Adults Boards annual report included real life case studies to help people understand the safeguarding context and how the individuals in the case studies were supported by partner agencies across Warwickshire. These have since been used at various events to help raise awareness of the different types of abuse/neglect.</p> <p>Safeguarding information leaflets have been produced in simple English to help raise peoples understanding of abuse and neglect.</p> <p>Work is ongoing with the council's communications team to deliver on awareness raising campaign around the types of abuse and neglect and how to report concerns.</p> <p>The Board supported Warwickshire Age UK and Warwickshire Older Peoples Forum to develop and deliver their annual conference on 'Safeguarding adults from abuse and neglect'. The event was attended by over 50 people representing various voluntary and community organisations from across Warwickshire, who would be in position to support and give advice to people at risk of abuse or neglect.</p> <p><b>(See Case Study 4)</b></p>

### Case Study 4:

Empowerment: Making my own decisions for myself and my family

A man with a mild level of learning disability and physical disability was referred within the Multi-Agency Safeguarding Hub (MASH) to Adult Social Care by Children's Services due to concerns that individuals visiting the house may have been financially abusing the man, as well as, posing a risk to the children.



**People in Warwickshire are safeguarded from harm, receiving the services they need, at the right time, effectively and efficiently.**

The concerns being shared at an early stage amongst professionals working across Adults and Children's Services from Social Services, Police and Health enabled a duty Social Worker in the Adult Safeguarding Team to undertake a joint visit with a Social Worker from Children's services.

This enabled the concerns related to the adult and the children to be addressed at the same time, and ensured that the **man had all the information he needed to make decisions about actions he wished to be taken** in relation to his own safety and well-being and that of his family.

### Safeguarding Adults Reviews (SARs)

A SAR is a process for all partner agencies to determine what the relevant agencies and individuals involved in a case might have done differently that could have prevented harm or death of an individual. The aim is to identify the lessons that can be learned from particularly complex or serious safeguarding adults cases, where an adult in vulnerable circumstances has died or been seriously injured and abuse or neglect has been suspected.

The Board received no SAR referrals during 2016 – 2017. The Board's SAR sub-committee took the opportunity to review learning from regional/national SARs to identify any local learning which could be relevant to the Warwickshire partnership community.

### Making Safeguarding Personal (MSP)

Making Safeguarding Personal (MSP) is a shift in culture and practice. It is about ensuring we listen to the voice of the adult (family/carer, where appropriate) who is at risk of, or experiencing harm from abuse or neglect. Where the adult lacks mental capacity, it's about ensuring we provide the opportunity for an advocate to communicate the adult's desired wishes on the outcome they want to achieve from the safeguarding support.

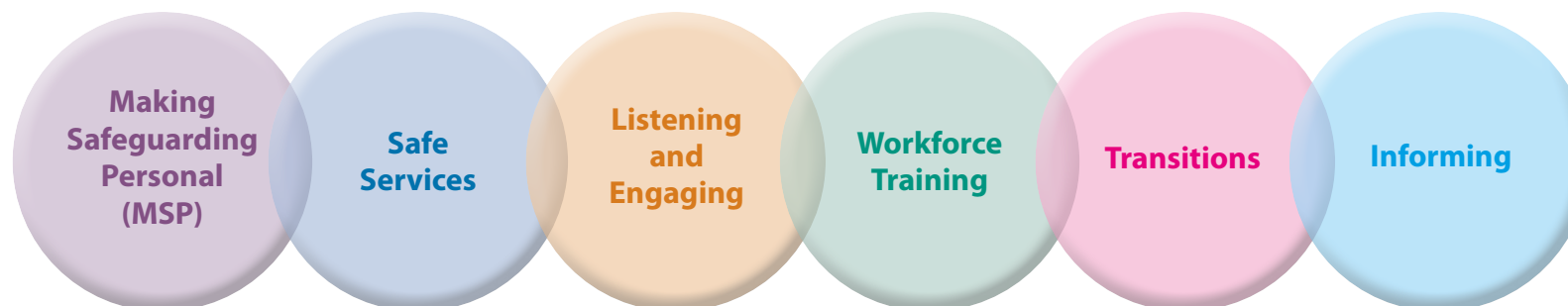
The Board continued to seek assurance from partners on the engagement of individuals experiencing abuse or neglect, their families and/or their carers to establish their desired outcomes from the safeguarding process; identify risks and manage expectations.

### In 2016-17, of those adults surveyed

- It was possible to obtain the views and wishes of **93%** of adults at the start of the enquiry, and of **78%** of those adults at the end of the enquiry.
- Of these, **96%** were supported to achieve or partly achieve the outcomes they wanted. The **4%** of adults who were not able to achieve the outcomes they wanted, all were supported to express new outcomes ,
- **98%** were happy or partly happy with the outcomes they had achieved, and similarly **98%** stated they felt safer as a result.

## 11. WHAT ARE THE BOARD'S PRIORITIES FOR 2016-2017?

The Board priorities remain the same as the previous year, in line with the 2015-2018 Strategic Plan. This enables the Board to ensure improvements and changes implemented thus far are fully embedded within safeguarding practice, across the partnership.



## APPENDIX. 1 Partner Organisation Reports

### Clinical Commissioning Groups

(South Warwickshire Clinical Commissioning Group; Coventry & Rugby Clinical Commissioning Group; Warwickshire North Clinical Commissioning Group)

	What we did in 2016 – 2017.....	What we plan to do in 2017 – 2018.....
<b><i>Making Safeguarding Personal</i></b>	<ul style="list-style-type: none"> <li>Continued to ensure Health practitioners were adopting a person-led, outcome focused care planning, which enhanced involvement, choice and control of the individual.</li> <li>Best Interests supported decision making in the context of the Mental Capacity Act with use of advocacy services where a person lacked the capacity to make decisions.</li> <li>Introduction of a case management approach within the Continuing Healthcare process to promote continuity.</li> </ul>	<ul style="list-style-type: none"> <li>Increase focus on Personal Health Budgets for a wider range of individuals.</li> <li>Continue to engage the adult, their families and their carers, empowering them to express what they want to happen, supported by advocacy where appropriate.</li> <li>Continue to embed the Making Safeguarding Personal Agenda to find the right solution to keep people safe, enhancing choice and control.</li> </ul>
<b><i>Safe Services</i></b>	<ul style="list-style-type: none"> <li>As commissioners of care, the CCGs carried out themed safeguarding reviews/ inspections of their commissioned services.</li> <li>Shared learning across the three CCGs from SCRs/DHRs and SARs.</li> <li>Developed a Safeguarding Assurance Tool for providers and GPs.</li> <li>Worked with the local authority to develop a joint service specification for care homes and undertake quality monitoring jointly.</li> <li>Supported care homes to continuously improve care quality, particularly in relation to pressure ulcer prevention and preventing the spread of infections. Care homes are achieving accreditation against best practice standards.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to keep policies and procedures up to date.</li> <li>Continue to carry out themed reviews/inspections of commissioned providers.</li> <li>Implement and review findings from the Safeguarding Assurance Tool for GPs and providers, developing and implementing action plans, as required.</li> <li>Continue to share the learning from SCRs/DHRs and SARs.</li> <li>Work with partners to develop and commission local services for vulnerable people to prevent them being placed out of area.</li> </ul>

	What we did in 2016 – 2017.....	What we plan to do in 2017 – 2018.....
<b>Listening and Engaging</b>	<ul style="list-style-type: none"> <li>• The CCGs attended various events and worked alongside partner organisations to raise awareness of the safeguarding agenda.</li> <li>• The Lead Nurse for Safeguarding Adults representing the three CCGs continued to work closely with the WCC safeguarding team, support the safeguarding process for health funded cases and maintained regular liaison with the MASH.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to raise awareness of the safeguarding agenda, ensuring the newly defined categories of abuse, such as Modern Slavery and self-neglect, are understood across agencies.</li> </ul>
<b>Workforce Training</b>	<ul style="list-style-type: none"> <li>• The children and adult CCG safeguarding leads worked collaboratively to deliver a rolling training programme to General Practice staff.</li> <li>• Undertook a range of education and training events with general practice regarding vulnerable adults and children and implemented new robust mechanisms for sharing information.</li> </ul>	<ul style="list-style-type: none"> <li>• Training programmes will continue to be delivered to a high standard.</li> <li>• The CCG's Safeguarding Leads will continue to provide training for General Practice staff with a specific focus on the designated health safeguard leads within the practices.</li> <li>• Raise awareness of training available across Warwickshire on a multi-agency level.</li> <li>• Extend the training programme for care homes with a particular focus on End of Life care to improve outcomes for this group of people.</li> </ul>
<b>Transitions</b>	<ul style="list-style-type: none"> <li>• Safeguarding assurance of those vulnerable adults moved from learning Disability Hospitals to a more suitable environment within the community under the Transforming Care Agenda.</li> <li>• Adults Safeguarding Lead worked closely with the Designated Nurse for Child Protection and Looked After Children to support vulnerable children in transition to adult life, as required.</li> </ul>	<ul style="list-style-type: none"> <li>• The CCGs will continue to gain safeguarding assurance of those vulnerable adults moved from Learning Disability Hospitals to a more suitable environment within the community under the Transforming Care Agenda.</li> <li>• The CCGs will continue to support opportunities and advantages for collaborative working with the WSCB.</li> <li>• Commission a range of new community services to support vulnerable individuals with LD &amp; autism to remain safe and well cared for in the local community.</li> </ul>
<b>Informing</b>	<ul style="list-style-type: none"> <li>• The Lead Nurse Safeguarding Adults worked closely with WCC in the development of the WSAB website.</li> </ul>	<ul style="list-style-type: none"> <li>• The CCGs will continue to raise the profile of abusive behaviour across organisations and ensure that everyone is confident that they can raise a concern and have it properly understood and responded to.</li> </ul>



## Warwickshire Police and West Mercia Police

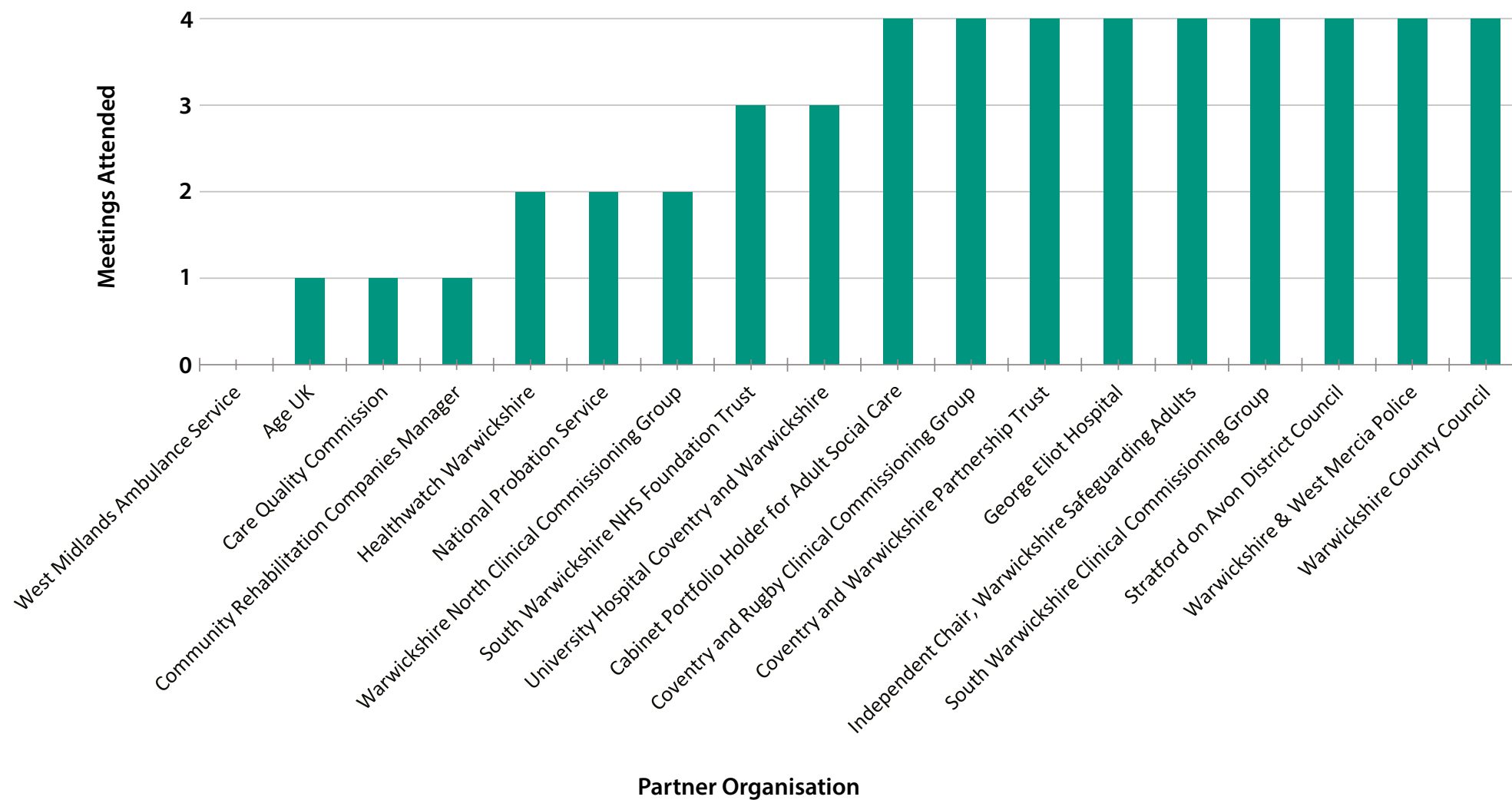
	What we did in 2016 – 2017.....	What we plan to do in 2017 – 2018.....
<b><i>Making Safeguarding Personal</i></b>	<ul style="list-style-type: none"> <li>• Our vulnerability strategy was published in January 2017 and provides Warwickshire Police and West Mercia Police with the direction and focus needed so we can improve the quality of service that we provide to vulnerable people in the counties that we serve. To provide clarity we have adopted the following definition for what Vulnerability is: - 'A person is vulnerable if, as a result of their situation or circumstances they are unable to take care of, or protect, themselves or others, from harm or exploitation.'</li> <li>• Within the strategy there is mention of 'Providing a tailored service, which takes account of a person's vulnerability and will allow the right agencies to develop approaches which will support vulnerable people to protect themselves and others from harm.'</li> </ul>	<ul style="list-style-type: none"> <li>• The Vulnerability Strategy we will continue to embed the Strategy with all staff becoming confident and practiced with dealing with vulnerability. The change in model to one that make vulnerability and safeguarding everyone's business will be further embedded creating a team of professionals that are constantly challenging themselves and other regarding professional curiosity. As per the above we will continue 'Providing a tailored service, which takes account of a person's vulnerability and will allow the right agencies to develop approaches which will support vulnerable people to protect themselves and others from harm.'</li> </ul>
<b><i>Safe Services</i></b>	<ul style="list-style-type: none"> <li>• Police undertake their statutory duties regarding partnership working. Special cases meetings are attended (currently monthly). These meeting make recommendations as to whether Serious Case Reviews are to be undertaken.</li> <li>• WSAB and WSCB have numerous sub committees' where police are fully participating members sharing relevant information both internally and to partners.</li> </ul>	<ul style="list-style-type: none"> <li>• We will continue to carry out our statutory responsibilities and ensure our contribution to multi agency meetings remains.</li> <li>• Our commitment to the MASH will continue.</li> <li>• Our internal pathways that are in place will remain in place.</li> </ul>
<b><i>Listening and Engaging</i></b>	<ul style="list-style-type: none"> <li>• The Police continue to work with partners and have built better relationships with partners over the last year constantly listening to feedback to improve our business.</li> <li>• Listening and Engaging is a key theme of our vulnerability Strategy. We recognise that every interaction with a member of our community leaves an impression, we have a principle of 'right first time' meaning the more effective we are at addressing the needs of vulnerable people at the first interaction , the less they may need us in the future. We are aware that our ability to engage with those who are vulnerable and the effectiveness of that engagement, will ultimately impact on police demand by preventing those who are vulnerable from becoming victims or offenders in the future. Our training continues to focus on us listening to those we interact with in order to support them in the right manner and signpost them to the most appropriate agency for long term support to be put in place.</li> </ul>	<ul style="list-style-type: none"> <li>• We will continue to carry out our statutory responsibilities and ensure our contribution to multi agency meetings remains.</li> <li>• Our commitment to the MASH will continue.</li> <li>• Our internal pathways that are in place will remain in place.</li> </ul>

	What we did in 2016 – 2017.....	What we plan to do in 2017 – 2018.....
<b>Workforce Training</b>	<ul style="list-style-type: none"> <li>• 950 Police officers and staff from across Warwickshire completed the two mandatory training packages relating to vulnerability.</li> </ul>	<ul style="list-style-type: none"> <li>• We will be looking to put an audit plan in place for various areas of vulnerability which will identify patterns and trends for learning. These will be acted upon where relevant.</li> </ul>
<b>Transitions</b>	<ul style="list-style-type: none"> <li>• We continued to engage with partners to take positive action to continue to protect any individual from harm when they moved into adulthood.</li> <li>• We are exploring the benefits of a new 18+ project in Warwickshire with Barnardos to assist with the issue of continued vulnerability to sexual exploitation post 17.</li> </ul>	<ul style="list-style-type: none"> <li>• We will continue to engage with victims in areas of risk, we will continue to engage with partners and where possible we will take positive action with partners in order to continue to protect any individual from harm when they move into adulthood.</li> <li>• We will continue to monitor issues in this area and Barnardos continue to work with open cases where they reach their 18th birthday and still require CSE-related support and therapeutic intervention. They aim to close the cases with a supportive exit plan (referral to other support services such as ROSA etc.) before they reach 19yrs but we can be flexible with this on a case by case basis.</li> </ul>
<b>Informing</b>	<ul style="list-style-type: none"> <li>• Police and Crime commissioners continued to work with partner agencies, supported by Chief Officers, to develop inter-agency working to address the high harm issues affecting the most vulnerable.</li> </ul>	<ul style="list-style-type: none"> <li>• The delivery plan will be published this year in order to assist the alliance with the delivery of the Vulnerability strategy. This will be actioned clearly to include, Chief Officers, Vulnerability strategic team and local policing.</li> <li>• We will continue to be victim focussed building trust and confidence within our communities encouraging reporting of concerns from all aspects of our communities.</li> <li>• We will continue to run our citizens academies which discuss vulnerability and our youth academy will also focus on vulnerability highlighting issues they may come across and again building trust and confidence.</li> <li>• We will be appointing a designated Chief Officer to lead the alliance on the development of the Vulnerability Strategy, Delivery Plan, and chair the alliance strategic vulnerability Board. This board will remain informed of the latest academic and service developments in this wide high harm field. A key element is retaining a focus on continuous learning to understand the wider implications of national, regional and local reviews. A strategic lead will chair the Vulnerability Tactical Group, bringing together vulnerability leads from policing areas to ensure consistency in our approaches and drive development of procedures.</li> <li>• Communications will be delivered to underpin the vulnerability strategy and initially focussed on internal audiences, tailored to meet the specific needs of relevant members of our workforce and key business areas. The key messages will be simple, clear and we will ensure they are received and acted upon.</li> </ul>

	What we did in 2016 – 2017.....	What we plan to do in 2017 – 2018.....
<p><b>Making Safeguarding Personal</b></p>	<ul style="list-style-type: none"> <li>• The Big White Wall project has been developed by Public Health; this is a safe online community of people who help each other by sharing what’s troubling them, guided by trained professionals.</li> <li>• Wellbeing Hubs, known as Wellbeing for Warwickshire (delivered by Coventry &amp; Warwickshire MIND and Springfield MIND) continued to support 3,898 people with mental health issues in 2016-2017, providing low level/early support across Warwickshire.</li> <li>• The Arson Reduction Manager is now based in the Multi Agency Safeguarding Hub (MASH). This helps identify Fire related safeguarding issues and is starting to show value.</li> <li>• The Fire and Rescue Service Prevention Department appointed a new Manager, whose focus is to strengthen relationships with partners to ensure that the most vulnerable within Warwickshire are referred for the correct advice and support from Fire and Rescue to ensure the safety of our community.</li> <li>• Trading Standards continued to work with vulnerable communities across Warwickshire to help heighten the risks associated with doorstep crimes; rogue traders and postal scams. They introduced a number of support initiatives i.e. ‘Rapid Response’ to doorstep crime; No ‘Rogue Trader’ Zones; and ‘Truecall’ all of which assist adults at risk of, or experiencing financial abuse to make informed choices and decisions about their actions.</li> </ul>	<ul style="list-style-type: none"> <li>• Adult Social Care will implement MSP across the whole service. It will record and report MSP outcomes in adult safeguarding enquiries for 2017-18 planned with the arrival of the MOSAIC database.</li> <li>• The Fire and Rescue Service will:               <ul style="list-style-type: none"> <li>- Review its Policies and procedures</li> <li>- Continue to develop processes to review safeguarding cases</li> <li>- Collate and record all safeguarding issues with reference to fire</li> <li>- Embed safeguarding within staff induction training</li> <li>- Continue to embed Safeguarding within all our recruitment and ongoing training</li> <li>- Ensure our Policies and governance is in place and robust by utilising others a critical friend to evaluate</li> </ul> </li> </ul>
<p><b>Safe Services</b></p>	<ul style="list-style-type: none"> <li>• The establishment of the MASH has led to earlier identification of cases that do not meet Care Act adult safeguarding, but where other action, information or advice is beneficial. This has led to adults having a more appropriate support at an earlier stage, and has reduced duplication across agencies.</li> <li>• Public Health Advocacy services, including Independent Mental Health Advocacy, General Health Advocacy and NHS Complaints Advocacy have helped people – particularly those who are most vulnerable in society to:               <ul style="list-style-type: none"> <li>- Access information and services regarding their healthcare</li> <li>- Be involved in making decisions about their health and lives</li> <li>- Explore choices and options available to them for their healthcare and treatment</li> <li>- Defend and promote their rights, and speak out about issues that matter to them</li> <li>- Make complaints about receiving treatment and care in a health setting.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Adult Social Care will be evaluating the impact of the adult safeguarding MASH pathway and consider areas for development.</li> <li>• The council’s People Group are re-launching the casefile audit process across all services in 2017-18. The Adult Social Care casefile audit tool includes audit questions specifically relating to quality of MSP approach in practice.</li> <li>• Public Health will establish a multiagency suicide prevention group and implement strategy across county. It will revisit suicide audit to understand possible causes of a local increase against national trend.</li> <li>• The existing Drug and Alcohol service is being redesigned with a clear emphasis on early intervention, prevention and recovery orientated substance misuse services for adults, young people and their family/carers, delivered across the community to prevent harm, manage risky behaviours and improve health and wellbeing.</li> </ul>

	What we did in 2016 – 2017.....	What we plan to do in 2017 – 2018.....
<b><i>Listening and Engaging</i></b>	<ul style="list-style-type: none"> <li>Public Health led Warwickshire's Living Well with Dementia Strategy (2016-2019). The strategy aims to raise awareness of dementia, create dementia friendly communities and support people to live well with dementia. 13,000 people have signed up as Dementia friends.</li> </ul>	
<b><i>Workforce Training</i></b>	<ul style="list-style-type: none"> <li>The mandatory Adult Safeguarding training programme continued to be delivered to all Adult Social Care staff in 2016-17</li> <li>Training content was reviewed to ensure that Domestic Abuse is specifically referenced and included in all of the council's Adult Safeguarding training.</li> <li>Making Every Contact Count – Improving Health and Wellbeing the council's on-line learning course seeks to make participants aware of safeguarding considerations as part of front line efforts to improve wellbeing. Practitioners who do the training learn about the Multi Agency Safeguarding Hub (MASH) and how to make a referral if they have safeguarding concerns about an adult they are in contact with.</li> <li>Nearly 200 Fire fighters completed safeguarding training.</li> </ul>	<ul style="list-style-type: none"> <li>The Fire and Rescue Service will ensure that all staff undertake mandatory safeguarding training and develop an understanding of MSP.</li> </ul>
<b><i>Transitions</i></b>	<ul style="list-style-type: none"> <li>Compass, our local Children and Young Person's Substance Misuse service continued to deliver an integrated transition pathway for young people aged from 18-25 years. It worked with the adult service to ensure young adults received appropriate and timely access, support and treatment services to meet their needs.</li> </ul>	

## APPENDIX. 2 Partner Agency Attendance at Board Meetings 2016-2017





If you have any queries relating to this report or require additional information regarding the Warwickshire Safeguarding Adults Board (WSAB) please contact the WSAB Business Manager via [WSAB@warwickshire.gov.uk](mailto:WSAB@warwickshire.gov.uk)