

NORTH YORKSHIRE COUNTY COUNCIL**CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE****11 February 2010****Update on Safeguarding Adults Issues****Report of the Corporate Director – Adult and Community Services****1. Purpose of the report**

- 1.1 To update the Committee on developments and potential changes within the safeguarding arena.
- 1.2 To present the first Annual Statement of the North Yorkshire Safeguarding Adults Board.

2. Background

- 2.1 North Yorkshire County Council has a duty to safeguard adults, to ensure that all vulnerable people can live their lives free from violence and abuse.
- 2.2 Under the 'No Secrets' guidance (2000), NYCC has the lead responsibility to co-ordinate a multi-agency response to safeguarding and this is achieved through the North Yorkshire Safeguarding Adults Board, which was established in November 2008 following the disaggregation from the joint Board with City of York Council.
- 2.3 The outcome of the government's review of No Secrets will have a direct impact upon Adult and Community Services (ACS) and its partners. Although the consultation summary published in July 2009 indicated areas for change, a full governmental response is not due until April 2010 at the earliest.
- 2.4 The recent 'excellent' rating awarded to adult social care services in North Yorkshire includes an assessment that the authority is 'performing well' for Outcome 5 'Freedom from discrimination and harassment' and also for Outcome 7 'Maintaining personal dignity and respect'.
- 2.5 The Care Quality Commission (CQC) expects the Council to continue to demonstrate sustainable improvement in this area, which is likely to be tested in a formal inspection of North Yorkshire's safeguarding arrangements in the future. NYCC has not yet had notification of when an inspection will take place, but six weeks notice could be issued at any time.
- 2.6 ACS Management Board continues to consider good practice solutions from other local authority inspections which have been deemed as 'performing well' and also from the CQC's own findings from themed inspections to date to assist in our development.

3. Role of councillors in safeguarding adults

- 3.1 All councillors share a responsibility in relation to safeguarding those adults whose circumstances make them vulnerable and the best practice guidance on the role of the Director of Adult Social Services states:

“Local authorities are advised to ensure that the lead member has a focus on safeguarding vulnerable adults and promoting a high standard of services for adults with support needs across all agencies”

- 3.2 In addition to the key role of the lead member for adult social care, overview and scrutiny committee members are critical to ensuring that vulnerable adults are safeguarded.

4. Directorate decisions on way ahead

- 4.1 ACS has developed and is managing a work plan to ensure that key areas for good safeguarding are systematically achieved.

5. Strengthened and improved safeguarding arrangements

- 5.1 Since the appointment of the Safeguarding Adults Manager in June 2009, with line management of the four Safeguarding Officers, the consistency of response and quality of advice to staff from NYCC and partner agencies has improved. The consistency of support for safeguarding meetings has also been improved with the appointment of additional dedicated administrative staff.
- 5.2 A clear protocol has also been established with the customer service centre about responding to and recording safeguarding concerns that are reported.
- 5.3 The safeguarding team is working closely with the new social care quality assurance team to ensure that our requirements for regulated services are met. Good practice is being actively promoted and a multi-agency protocol for safeguarding people in collective care settings is being produced.
- 5.4 Training for staff working with vulnerable adults in NYCC and independent care services has increased for 2009/10 with a total of 2,129 people trained, including 1,622 independent sector staff (76% of total). A county-wide safeguarding awareness event will take place in April 2010.

6. Continued progress of the Safeguarding Adults Board

- 6.1 The Safeguarding Adults Board has adopted a performance framework to ensure that progress against the business plan is being actively managed.
- 6.2 A review of the local safeguarding adults groups has resulted in stronger leadership, greater sign up and accountability of membership to the Board. A recommendation for member involvement in these groups is being taken forward by the corporate director and lead member.

6.3 The Board has adopted a strategy for strengthening arrangements for user involvement in its work. This includes methods to engage at a strategic level with reference and partnership boards and at an individual level with people who use services and their carers.

7. Raised public awareness and engaged with partners

7.1 The safeguarding team has a multi-agency perspective as well as co-ordinating good practice within ACS and is actively promoting the process for reporting safeguarding concerns with partners, particularly with the police.

7.2 Partner agencies such as the police, Primary Care Trust, fire and rescue service and district councils are developing internal safeguarding procedures consistent with the multi-agency procedures and have adopted the multi-agency alert/referral form for reporting concerns.

7.3 A media and communication plan is being developed. An easy read version of the Keeping Safe leaflet is being prepared with advice from learning disability partnership boards.

7.4 Working with North Yorkshire Forum for Voluntary Organisations, Local Area Agreement pump priming grant money is helping to fund the promotion of safeguarding within the voluntary and community sector.

7.5 Local Safeguarding Adults Groups are promoting safeguarding in their area and will take opportunities to bring this information to the attention of the public and people who use public services, e.g. presence at community safety events and other public events.

7.6 Plasma screens being installed in four libraries will enable transmission of safeguarding messages to the public, including material from other safeguarding partners, e.g. doorstep crime and domestic violence.

7.7 Increased awareness has resulted in an increase in the number of safeguarding concerns being reported. In the period April to September 2009 there were 311, compared to a total of 383 for the year 2008/09.

8. Key issues for members to note

8.1 An inspection of ACS safeguarding policies and procedures will take place and the ACS portfolio holder is likely to be interviewed as part of the inspection framework.

8.2 Increased public awareness information and events may create more queries to members

8.3 The government response to the 'No Secrets' review may require ACS to develop further procedures or change practice and this may have an impact on existing resources.

8.4 Some councillors will be involved in Local Safeguarding Adults Groups.

9. Recommendations

9.1 Members are invited to:

- i. Note the Annual Statement of the Safeguarding Adults Board;
- ii. Note the decisions made by the directorate and the intended direction of travel;
- iii. Agree to receive further ongoing reports of progress;
- iv. Together with officers of the directorate, remain aware of national developments and best practice.

DEREK LAW
Corporate Director – Adult and Community Services

County Hall
NORTHALLERTON

18 January 2010

Background Documents: North Yorkshire safeguarding Adults Board Annual Statement July 2009

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North Yorkshire Safeguarding Adults Board

Annual Statement July 2009 (Period November 2008 to July 2009)

This is an interim statement from the Board – a further progress report will be available in November 2009, with a full Annual Report in June 2010.

North Yorkshire Safeguarding Adults Board

North Yorkshire Safeguarding Adults Board was established in November 2008. The Board has met five times since then and has established an extensive range of partnerships, including the Crown Prosecution Service, Probation Service, Police and Fire and Rescue and links to the Children's Safeguarding Board at Assistant Director level. The Board is chaired by Derek Law and operates at a strategic level with Senior Officers from each partner agency in attendance.

Members of the Board

North Yorkshire County Council, Adult and Community Services

Derek Law	Corporate Director
Councillor Chris Metcalfe	Executive Member
Ian Spicer	General Manager, Safeguarding
Anne Marie Lubanski	Head of Self Directed Care and Transformation
Jackie Ridley	Workforce Development Manager
Sally Anderson	Safeguarding Adults Policy Officer
Chris Jones-King	Safeguarding Adults Manager
Avril Hunter	Supporting People Manager

North Yorkshire County Council

Graham Venn	Assistant Director, Trading Standards
Paul Nixon	Assistant Director, Children's Social Care

North Yorkshire Police

Steve Read	Assistant Chief Constable
Kerrin Smith	DCI Protection of Vulnerable Persons Unit

July 2009

Crown Prosecution Service

Rob Turnbull Chief Crown Prosecutor

NHS North Yorkshire and York

Gary Hardman Director of Quality and Clinical Assurance
Jayne Richardson Head of Safeguarding (Children and Adults)

NHS North Yorkshire and York – Community and Mental Health Services

John Clare Assistant Director – Mental Health Services

Tees Esk and Wear Valley NHS Foundation Trust

David Brown Service Director

North Yorkshire Fire and Rescue/ Community Safety Partnership

Nigel Hutchinson Chief Fire Officer

North Yorkshire Probation Service

John Bourton Area Manager (Public Protection)

District Councils

Alan Jenks Head of Housing, Harrogate Borough Council

Care Quality Commission

Maggie Coxon Local Area Manager

North Yorkshire Forum for Voluntary Organisations

Helen Black Chief Executive

Independent Care Group

Keren Wilson Development Director
Mike Padgham Director

Reporting structure and accountability

The Board has agreed a reporting structure which includes sub groups and local groups.

Sub groups are chaired by partner agencies' representatives on the Board -

- Policy and Procedures: Chair - Gary Hardman (in place June 2009)
- Performance and Quality Assurance: Chair - David Brown (in place by October 2009)
- Training and Practice Development: Chair - Jackie Ridley (in place Jan 2009)
- Community Engagement: Chair – Helen Black (in place by September 2009)

Four local safeguarding adults groups have been established to provide a local practice focus on safeguarding with partners and draw upon the local expertise developed by four Safeguarding Officers (SO). They are chaired by General Managers for Adult Social Care Operations and comprise operational leads from partner agencies.

- Hambleton/Richmondshire: Chair - Phil Richardson
- Harrogate/Craven: Chair - Cath Mawdsley-Stowe
- Scarborough/Whitby/Ryedale: Chair: Chair – Kevin Egan
- Selby: Chair – Ian Spicer

These groups report to the North Yorkshire Safeguarding Adults Board through the **Board Implementation Group**, which acts as a conduit between Board, sub groups and local groups, with representation from these groups and dedicated safeguarding staff.

The aim of this group is to ensure that there is consistency of operation and terms of reference across the partnership; that the groups are accountable to the Board and that there are clear links between the Board's business plan and the work plans of the groups.

North Yorkshire Safeguarding Adults Team

Safeguarding Adults Manager - Chris Jones-King and **Safeguarding Officers** – each based in a local area but with countywide responsibilities;

Mary Aston	Hambleton/Richmondshire (Dementia)
Nicola Webb	Harrogate/Craven (Mental Capacity Act)
Rob Watson	Selby (Institutional care settings)
Vanessa Blackburn	Scarborough/Whitby/Ryedale (Domestic Abuse)

This team is also supported by dedicated administrative, policy and training staff. The team works with staff, to encourage and promote best practice across the partnership, to promote good joint working and appropriate responses to safeguarding concerns.

Development and Improvement Plan

The Board has agreed a Development and Improvement Plan for 2009/10. This is based on work done with professional safeguarding consultant, Sue Fiennes; a review of progress so far and a self assessment exercise. The Board has developed a Performance Plan with targets for 2009/10, based around these agreed priorities. Performance is being actively managed by the Board through the sub groups, local groups and Board Implementation Group.

Overall aim of the Board

Working together to keep vulnerable adults safe from abuse and mistreatment and to sustain their independence in safe environments.

Practice leadership

- Ensure operational guidance within organisations and across the partnership is fit for purpose
- Ensure that thresholds for concerns/responses and pathways are clear -
- Ensure clarity about pathway links in the operational guidance, in relation to clinical/health and safety/serious untoward incidents/root cause analysis
- Ensure that risk management in complex cases has a protocol for escalation agreed by the Board in case of dispute.

Strategic leadership

- Improved governance
 - Complete the agreed governance test for the Board and partnership
 - Set up Board sub groups
 - Complete the review of local groups
- Develop a training and practice learning strategy on a multi agency basis with focus/target groups and performance measures on quality.
- Ensure robust arrangements for user involvement in the work of the Board.
- Ensure that the advocacy capacity of the safeguarding arrangements is developed
- Review commissioning and contracting arrangements across the partnership to ensure the wider safeguarding agenda is integrated
- Ensure links between the Board and Safer Communities is evidenced

Communication

The leaflet "Keeping People Safe – Safeguarding and protecting adults from abuse or mistreatment" has been published and distributed widely across North Yorkshire, including partner agency offices, libraries, and the NYCC website. All referrals under the multi-agency procedures for safeguarding adults are channelled through the NYCC Customer Service Centre, the number for which is promoted in all media.

The NYCC website contains further details and contact numbers for a range of organisations to assist those who have concerns

<http://www.northyorks.gov.uk/safeguarding>

During 2009/10, the priority is to ensure that the Board has an effective communication strategy. To support this, the North Yorkshire Strategic Partnership (NYSP) has funded two projects for 2009/10: -

- Plasma screens which will be used to promote awareness of safeguarding in North Yorkshire's libraries

- o Support for North Yorkshire Forum for Voluntary organisations to promote awareness of safeguarding with the voluntary sector.

Policy and Procedures

This work is being managed by the policy and procedures sub-group and supported by the Safeguarding Policy Officer (Adult and Community Services).

Following significant consultation, multi-agency safeguarding procedures are now in place. This includes a multi-agency Alert/Referral form which is available for all agencies to use when making safeguarding referrals.

Within Adult and Community Services, operational procedures, guidance for staff and new recording systems were introduced in March 2009 and reviewed in September 2009. This is supported by a case file audit procedure and toolkit and in-house quality assurance tool.

Guidance for provider services has also been produced and distributed widely; this focuses upon the expectations of NYCC with providers and their responses to safeguarding.

During 2009/10, the priorities are to review the procedures, in line with national requirements; ensure that operational guidance and tools within organisations and across the partnership are fit for purpose and that there is a robust process in place for implementation.

Training

The joint North Yorkshire and York Training sub group is finalising the training strategy; training plan and competencies for different roles. This is informed by the training needs survey and the review of existing courses.

Training on safeguarding is widespread across North Yorkshire. Access to training for the independent sector and other partner agencies is through a variety of means such as access to the Board's training development programme. E-learning, Train the Trainer courses, written material and guidance complement this programme.

There has been a significant increase in the take-up for training, from the independent sector. For the period April 2008 to March 2009, 58% of staff employed by independent sector registered care services have had training on protection of vulnerable adults, that is funded and delivered by adult social care. This compares to 12% in 2007-08. (Source: 2008/09 Self Assessment Survey (SAS) North Yorkshire County Council Adult Social Care). An additional dedicated trainer has been in post since March 2009.

Performance

The Care Quality Commission (CQC) produces annual performance assessment ratings for local councils' social care using information from a range of sources

- o Data relating to safeguarding adults within the self assessment survey (see figures below)
- o Activity under the 'maintaining dignity and respect' outcome
- o Performance in relation to this outcome must be 'good' in order to achieve an 'excellent' overall rating. In 2007-8, NYCC received a judgment of good for this outcome.
- o Service inspections – NYCC expects to have an inspection during 2009/10

The Board will build on this to develop a multi-agency performance framework during 2009/10.

Although there are no national performance indicators for safeguarding adults, North Yorkshire Strategic Partnership (NYSP) has set a local stretch target in the Local Area Agreement (LAA) for safeguarding with a target outcome of increased awareness of abuse resulting in increased reporting of abuse and improved outcomes for vulnerable people.

During the year 2008-9 the CQC self assessment records show that there have been a total of 383 cases investigated by NYCC ACS, under the Safeguard and Protect procedures. Of these cases, it was shown that 95% were completed during the year in North Yorkshire.

This shows a significant increase since March 2008 from 298 to 383. Of these, there were 70 cases in Selby, 79 in Harrogate/Craven, 109 in Hambleton/Richmondshire and 130 in Scarborough/Ryedale.

Where do the referrals come from?

Half of the referrals come from residential, domiciliary and day care staff (40%) and other social care staff (10%). The other half is made up of referrals from safeguarding partners (27%), family, neighbours and friends (9%) and vulnerable people themselves (4%).

Referrals from partner agencies (08/09)	% of referrals
NHS	13%
Police	3%
Housing Agencies	1%
Probation and criminal justice	0%
CSCI	10%

What sort of abuse?

In most of the cases, physical and financial abuse was reported, in 44% cases and 28% cases respectively, while neglect was reported in 20% of cases and emotional abuse in 17% of cases.

Type of abuse suspected (08/09)	No. of cases where type of abuse occurs
Physical	44%
Financial	28%
Neglect	20%
Emotional	17%
Sexual	10%
Institutional	5%
Discriminatory	1%

Note: the figures do not add up to 100% because people are likely to suffer more than one type of abuse at any one time.

Who is abused?

Most of the people who suffer abuse are aged 65 and over (62%) and also have a physical disability, frailty or temporary illness or they are people who have learning disabilities (21%). Most of the abuse reported takes place in a person's own home (38%), or a care home (47%). Nearly one fifth of people were buying their own care without financial support from NYCC (19%)

People who suffer abuse (CQC categories) 08/09	%
Older People (aged 65 and over)	62%
People with Learning Disability (aged 18 to 64)	21%
Physically disabled people (aged 18 to 64)	7%
People with mental health problems (aged 18 to 64)	3%
Carers	6%
Others	1%

Board meetings.

The next meetings of the Board will take place at County Hall, Northallerton on 16th October 2009 and 22nd January 2010. Previous meetings have covered the following issues;

5 November 2008

- o Terms of Reference
- o Reports on performance, local groups, training and public awareness

19 January 2009 – Development Workshop

- o Facilitated by Sue Fiennes
- o National picture
- o Self Assessment (Strengths and weaknesses)
- o Outline Development Plan

27 February 2009

- o Self audit tool
- o Reporting structure and accountability
- o Progress reports – training
- o Alert/Referral Form
- o Safeguard and protect leaflet
- o Serious Case Review protocol approved

30 April 2009

- o Preliminary results from self audit
- o Development and Improvement Plan approved
- o Key messages to be disseminated from each meeting.
- o Multi-agency policy and procedures approved
- o Logo approved

31 July 2009

- o Membership of local groups agreed
- o Partnership funding discussed
- o Annual Statement approved
- o Observations from Safeguarding Adults Manager
- o Operational Guidance to be in place in key organisations
- o Communication from Board
- o Darlington Serious Case Review Report shared

Documents available on the NYCC website

www.northyorks.gov.uk/safeguarding

[Multi-agency Policy and Procedures](#)

[Alert/Referral Form](#)

[Training Booklet](#)

[Guidance for Service Providers](#)

[Safeguard and Protect leaflet](#)

Other useful documents (available from Sally Anderson)

Safeguarding Adults Board and sub groups Terms of Reference
Safeguarding Adults Board Development and Improvement Plan

For further details about this document please contact Sally Anderson, Safeguarding Adults Policy Officer. 01609 532438
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Safeguarding in Practice

These are some examples of the ways that vulnerable people have been helped in North Yorkshire through the combined action of people working together. The names and details have been changed in order to protect the anonymity of the individuals.

Arthur

Arthur lives on his own and was receiving a package of support from North Yorkshire Adult and Community Services. A family member, Ann, dealt with his money as his appointee. One of Arthur's relatives, Angela, was concerned that Ann had been misusing Arthur's money. Although the police were involved, they did not think there was enough evidence to bring a case and it was not what Arthur wanted.

Arthur's Care Co-ordinator visited Arthur to talk to him and find out what he wanted. Adult and Community Services looked for ways to reassess the amount that Arthur had to pay for his support. Steps were taken to stop Ann having the opportunity to take anymore of Arthur's money and Arthur was able to spend his remaining money as he wishes. Both Angela and Ann continue to visit and this is what Arthur wants.

Mr and Mrs Cook

Mr and Mrs Cook live at home with their son Colin. A concerned neighbour phoned Adult and Community Services to say a lot of shouting had been heard at the Cook's home and that Mr and Mrs Cook seemed frightened. Two staff from Adult and Community Services went to visit and found that Mr and Mrs Cook were frightened. Colin was angry and abusive to his parents. Mr and Mrs Cook did not want to pursue a complaint against Colin.

Mr and Mrs Cook were offered alternative accommodation as a place of safety. They wanted Colin to be treated and his behaviour to change so they could continue living together. A multi-agency meeting was held, involving mental

health services, the GP and the police. It was confirmed that Colin has assaulted both his parents and the risks were high that it would happen again.

Mr and Mrs Cook decided that they wanted Colin to leave home and live independently and he was provided with support to do this. Mr and Mrs Cook returned home to live safely in their own home. They continue to be supported, while trying to re-establish a relationship with Colin.

Sunnydale House

A number of concerns (alerts) about this home have been reported by the Care Quality Commission (CQC) to North Yorkshire Adult and Community Services.

A strategy meeting was called under the safeguarding procedures, with the following agencies attending; CQC, Police, Adult Social Care Contracts Unit, Adult Social Care Locality Team Staff, Safeguarding Adults Manager.

Actions from the strategy meeting included: Staff from CQC, Contracts Unit and Police carried out a joint unannounced visit to the home and Police interviewed the Home Manager. It was found that many of the initial allegations had been dealt with by the home's manager. Nonetheless an action plan was agreed and implemented following investigations.

It was agreed that all the issues had been thoroughly investigated, with the action plan and future monitoring to be carried out by CQC and the Contracts Unit to ensure the future protection of the residents of the home.