

# Annual Report 2009-10

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## **Halton's Safeguarding Adults Board**







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**Dwayne Johnson**  
**Chair of Halton's Safeguarding Adults Board**  
**Strategic Director, Adults & Community,**  
**Halton Borough Council**

## FOREWORD

As the Chair of Halton's multi-agency Safeguarding Adults Board, I am pleased to present this Annual Report, which describes how organizations and committed individuals in all sectors are working together to safeguard vulnerable adults.

This has been another productive year for Halton and the Safeguarding Adults Board and we have also seen a number of important and influential events nationally.

We have continued to provide a range of services to prevent abuse and set up systems to sign post people to services where they feel vulnerable or when carers feel they require more support.

Locally, partner agencies dealt with more than 350 referrals of alleged abuse throughout the year, investigating those concerns, putting safeguarding arrangements in place and supporting people who find themselves in abusive situations.

As well as reporting on its work over the past year, the Board's annual report explains the national context in which we all operate and lists our priorities for the coming year.

We continue to make important linkages to the Domestic Violence and Children's agenda and have maintained our communication and scrutiny of what we do through the Crime and Disorder and Health Partnership Boards and the Local Strategic Partnership.

I want to assure local people and partner agencies of our continuing commitment to this work, which is essential to the quality of life and experience of people whose circumstances make them vulnerable.

Safeguarding adults is a complex and challenging area of work and I would like to thank all those involved for their vital contribution to the partnership.

Please forward any comments on the contents of the plan to Julie Hunt, [julie.hunt@halton.gov.uk](mailto:julie.hunt@halton.gov.uk).

## HALTON SAFEGUARDING ADULT BOARD VISION

Safety from harm and exploitation is one of our most basic needs and everyone has a right to be safe.

As adults, we constantly weigh up the balance of risks and benefits in what we do and the choices we make.

'Safeguarding' is a range of activity aimed at upholding the fundamental right to be safe, at the same time as respecting people's right to make choices.

Safeguarding involves empowerment, protection and justice.

Local authority adult social care departments play a co-ordinating role in developing local arrangements for safeguarding adults. All partner agencies, however, play a vital role in ensuring the best possible outcomes for those people in our community who are vulnerable to abuse and those who have experienced abuse and many of them are represented on the Safeguarding Adults Board.

As a Board, our vision for adults whose circumstances render them vulnerable to abuse is encompassed in the following statements:

- "A Halton where vulnerable people are safe from abuse/harm; empowered to make their own choices and to choose risks; where people are supported and developed to deliver this."
- "The Safeguarding Adults Board will lead and co-ordinate multi-agency strategy and direction, with energy and commitment, to achieve our shared vision."
- "By working together with top-level commitment from all agencies, the Board will raise awareness and inspire positive changes in people's lives."



# NATIONAL CONTEXT

This has been an eventful year, which has seen a number of key drivers and developments in the context of safeguarding adults:

The Vetting & Barring Scheme went fully 'live' on 12 October 2009. Since this date, anyone entering or changing jobs in 'regulated activity' is required to register with the Independent Safeguarding Authority (ISA). Members of the workforce already in regulated activity will have their registrations phased in over a period of five years. The ISA was created as part of the Government's Vetting and Barring Scheme (VBS) to help prevent unsuitable people from working with children and vulnerable adults. It is a Non Departmental Public Body, sponsored by the Home Office and works in partnership with the Criminal Records Bureau (CRB) to help ensure that there is 'no known reason' why individuals who work or wish to work or volunteer with children or vulnerable adults shouldn't do so. The scheme has been the subject of considerable controversy, particularly in relation to frequency of contact with vulnerable people and the vetting of volunteers. Aiming to strike a balance between the need to protect vulnerable people on the one hand, and the importance of having a proportionate scheme, consistently applied, on the other, the Government commissioned a review and consultation and accepted the resulting recommendations made by Sir Roger Singleton, which it has said will be the next phase of the scheme's implementation.

The effectiveness of adult protection/safeguarding adults arrangements has been under scrutiny since Government Minister Ivan Lewis announced the review of 'No Secrets' (DH 2000) in June 2007. The review was launched by Care Services Minister Phil Hope in October 2008 and the report of the consultation was finally published in July 2009. Key messages were:

- a. Safeguarding requires empowerment/the 'victim's' voice needs to be heard.
- b. Empowerment is everybody's business, but safeguarding decisions are not.
- c. Safeguarding Adults is not like Child Protection.
- d. The participation/representation of people who lack capacity is also important.

The Government response to the report from the 'No Secrets' review was announced in January 2010 by Minister Phil Hope, who asserted that "the most vulnerable people in society will be better protected by local agencies such as Councils, the Police and the NHS". He went on to say that:

- New legislation will be introduced to enshrine, in law, the need for every local area to have in place a Safeguarding Adults Board.
- The Government, working with stakeholders, will set in train a programme of work to lead and support all agencies involved in safeguarding adults. It will ensure that everyone involved in the care of vulnerable adults has the skills to protect them.
- There will also be a new cross Government Ministerial group which will oversee the safeguarding of vulnerable adults, set priorities, work up new policy and provide national leadership.

The Health & Social Care Act 2008 created the Care Quality Commission, which became the independent regulator of health and social care in England from 1 April 2009, taking over responsibilities for the regulation and inspection of services from the Healthcare Commission, Commission for Social Care Inspection (CSCI) and with a remit to protect the rights of people detained under the Mental Health Act, in place of the Mental Health Act Commission.

Over the last year or so, the Law Commission has reviewed all law related to Adult Social Care, including safeguarding. In its Adult Social Care Consultation Paper in February 2010, the Commission has published a set of proposals for consultation in relation to potential changes in the law, on adult safeguarding.

The proposals include:

- A duty to make enquiries and take action in adult abuse cases
- The use of adults at risk to describe those in vulnerable situations
- Defining harm in statute
- A duty for each local authority to form an adult safeguarding board with clarity of function and membership
- A duty to co-operate in adult safeguarding cases

The Care Quality Commission (CQC) is carrying out a programme of themed inspections of Local Authority Adult Social Care, to help the inspectorate assess how well the Council is delivering services. Each inspection incorporates a significant scrutiny of safeguarding adults arrangements, including prevention of abuse and the multi-agency response to concerns. Officers from Halton have been in touch with other Councils that have been inspected and considered their inspection reports, to see what we can learn from them to benefit the service we provide to people locally. Halton's Adult Social Care service will be inspected in September 2010.

Adult Social Services continue to meet the challenge of implementing the Putting People First agenda in their service cultures and operational arrangements. A significant aspect of this is addressing the tension between facilitating self-directed support and safeguarding those whose circumstances make them vulnerable.

The Department of Health's Adult Social Care Workforce Strategy, published in April 2009, announced that the General Social Care Council (GSCC) will extend registration to home care workers. Initially registration will be on a voluntary basis and the expectation is that it will become compulsory thereafter.

Clinical Governance and Adult Safeguarding was published by the Department of Health in February 2010. Prior to this, there was no specific guidance outlining any NHS responsibilities around safeguarding adults and statute applicable to the NHS has contained no explicit duty to engage with safeguarding adults/ adult protection arrangements.

From 1st April 2009, new regulations and guidance come into operation about how Adult Social Care and NHS Health Services respond to complaints, some of which will contain elements of safeguarding and dignity. By both sectors operating to these, it is intended to encourage a more seamless response where complaints cross over both.

National standards for data collection on Safeguarding Adults have now been approved and the collection becomes mandatory for local authority Adult Social Services from April 2010, whilst publication of the data reports is voluntary until 2010. It has been reported that the return will be revisited following conclusion of the 'No Secrets' review.'

Despite all of these positive moves towards a more robust framework in which we operate, throughout the year a number of vulnerable people will have suffered abuse at the hands of others and in some cases tragically died. Whether concerning adults or children, all of these events provide us with opportunities to consider our local safeguarding arrangements, to learn from the events that have led to abuse and how they might inform the way we work together and individually.

Internet links to further information on the following developments are provided in the Useful Information section of this annual report.

# STRUCTURE AND REPORTING ARRANGEMENTS

Halton's framework for safeguarding adults has been set up and developed in accordance with the government guidance 'No Secrets' (Department of Health 2000) and 'Safeguarding Adults' (Association of Directors of Social Services 2005).

At the centre of local developments are:

- The multi-agency strategic decision-making body, the Safeguarding Adults Board
- Sub-groups of the Board
- Links with related services
- Individual partner agency developments

The Board, its sub-groups and reporting arrangements have developed over recent years, reflecting a growing understanding of safeguarding, including a stronger focus on the prevention of abuse, the establishment of better strategic links between partners to ensure effective response to concerns, and the need to engage more effectively with the wider community.

The Board reports formally to the Safer Halton Partnership, which forms part of the Halton Strategic Partnership <http://www.haltonpartnership.net> with an overall aim:

- To ensure pleasant, safe and secure neighbourhood environments, with attractive, safe surroundings, good quality local amenities and the ability of people to enjoy life where they live.

Additionally, public sector agencies report Safeguarding Adults developments through their internal governance arrangements, for example Halton Borough Council's Policy and Performance Boards (Safer Halton and Healthy Halton)

In 2009 the Board reviewed its operation and decided to rationalise the groups to make them re efficient, effective and more outcome focused. These are described later in the plan:

Sub-groups are multi-agency. Their membership, terms of reference and work plans are available, on request, from the Safeguarding Adults Coordinator:

Julie.hunt@halton.gov.uk  
Tel: 01928 704523

Links with related services and priorities are strengthened through representative membership on the Board and through reporting arrangements regarding, for example:

- Dignity
- Safeguarding Children
- Community Safety
- Domestic Abuse
- Self-directed Support/'Personalisation'
- Mental Capacity and Deprivation of Liberty Safeguards (DoLS)



## OUTCOMES FOR SERVICE USERS AND CARERS

The following are some of the outcomes we aim to ensure for people who use services and for their carers:

- People are able to live in safe and secure surroundings where harassment, abuse and neglect are prevented
- Partner agencies and the general community know what to do to try and prevent abuse, and to respond when it happens
- People experience a good response when they raise concerns about abuse, including:

- A timely and appropriate response
- Robust protections and support for people at risk
- Information that they have a right to receive and where appropriate
- The ability to make decisions about their living circumstances, which might include risk and is managed under the least restrictive regime
- The opportunity to have their situation reviewed on a regular basis

- Support is provided at home or in other settings by a skilled, informed, confident workforce
- People can maintain involvement in local activities, policy development and decision-making
- People experience dignity and respect throughout the safeguarding and support processes



## SAFEGUARDING ADULTS BOARD PRIORITIES 2010-11

The following focused priorities were determined in 2010 and include:



### **PRIORITY 1** ▶ To safeguard and promote the welfare and dignity of vulnerable adults

This is an overarching priority for the SAB as all other priorities and actions flow from it. The importance of including 'dignity' in this priority emphasises that vulnerable adults should experience the right to be treated at all times as individuals. The Board will establish an engagement programme with the aim of increasing the contribution from service users and carers in informing its work and service developments, particularly in its prevention strategy. The Board has already agreed that advocacy services will be strengthened to ensure the needs of people with limited or no capacity are particularly addressed.

### **PRIORITY 2** ▶ To promote awareness of vulnerable adults and their right to be safe in local communities

Recent focus group work has demonstrated that more needs to be done to raise awareness of the rights of vulnerable people, the potential risks they may experience and also what individuals should do if they suspect abuse against an individual in their communities. The Board will be seeking to address this through its publicity campaign and to appropriately respond to continued feedback from communities, service users and their carers.

### **PRIORITY 3** ▶ To ensure there is a strong multi-agency response to the safety, wellbeing and dignity of vulnerable adults

The Board will strengthen multi-agency work through continuing to develop robust processes and procedures within a performance framework. This will embed good governance arrangements and strengthen clear lines of accountability.

### **PRIORITY 4** ▶ To equip staff and partner agencies with the necessary tools to both safeguard vulnerable adults and ensure their dignity is respected

The Board has a strong record of promoting and providing training on a multi-agency basis to ensure that everyone involved in the care of vulnerable adults has the skills to protect them. The Multi-Agency Training and Development Plan is currently being developed to take this to the next stage.

# ADULT SAFEGUARDING DATA 2009/2010

## DATA AND PERFORMANCE REPORTS

The Board recognises that quantitative data does not reveal the human experience of the people to whom it relates, but reliable data recording, analysis and reporting systems can provide a useful picture which can inform the Board and partner agencies of how well the service is operating and what needs to change and develop. It can tell us what abuse is being reported, how it is being dealt with and what the outcomes are for people who experience and perpetrate abuse, whether intentional or not.

### Achievements and developments 2009/10:

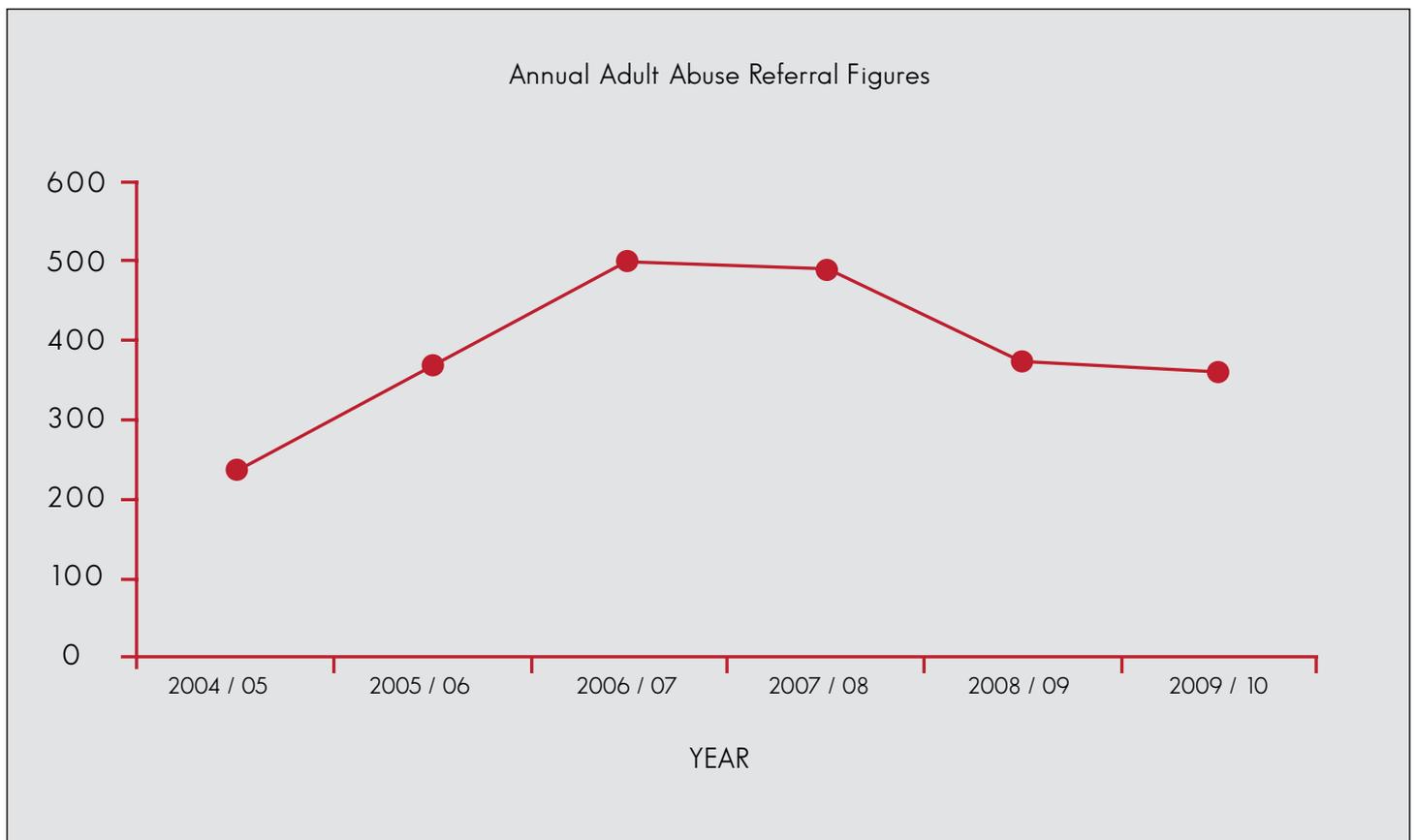
- Public sector partner agencies have individually worked to improve their systems and processes, with the aim of informing their internal developments and contributing improved standard of data reporting to the Board and Quality & Performance sub-group.
- Halton Borough Council has developed an electronic recording form, which will be implemented in 2011
- Halton Borough Council (HBC) has collected data about referrals received during the year and this has informed the graphs and commentary provided below

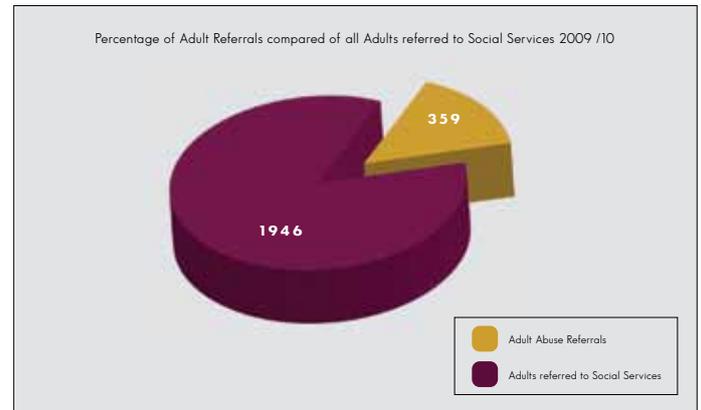
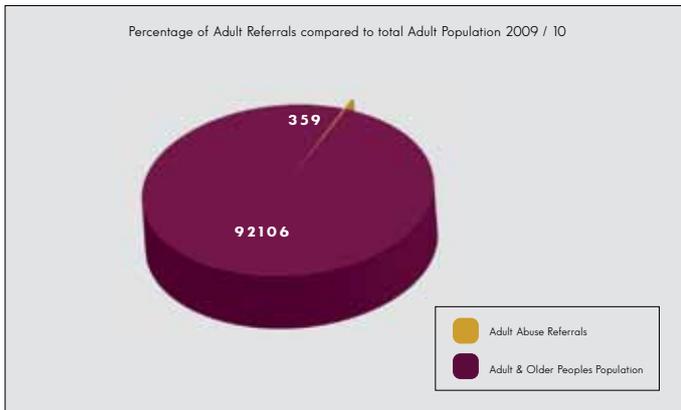
- Presentation of Local Data and Commentary
- Table 1, below, shows the total number of referrals in Halton:
- Rose by a total of 110% over a 3-year period 2004-05 to 2006-07
- Fell by just over 2% in the year 2007-08
- Fell a by further 24% in the year 2008-09
- Fell by a further 3.7% this year 2009-10

Further work has been done with the assessment and care management teams, on screening possible safeguarding referrals to better enable managers and staff to distinguish safeguarding allegations from other concerns, providing guidance on options of approach depending on circumstances. The further small decrease in referrals could be ascribed to this process. Marketing and training strategies continue to raise awareness of safeguarding and Dignity in Care, which should help to ensure that referrals continue to occur where abuse is suspected or occurs.

Halton's referral numbers by service user group during 2009-10 reflects the same pattern as occurred in 2008-09, showing the greatest number of alleged victims to be older people, followed by people with learning disabilities and those with mental health issues, followed by those with physical & sensory disabilities, with a small number of those who misuse substances:

Table 1





The above two charts show the percentage of alleged adult abuse referrals compared with:

- The total adult population in Halton and
- The total number of adults referred to Halton Adult Social Services.

The data provided in table 2 relates only to Public Protection Unit investigations and does not reflect investigations across other policing departments that will at various times deal with vulnerable adult victims. It should also be seen in the context of the reduction in referrals shown in Table 1.

Police colleagues have explained that the above data supplied from their records cannot be guaranteed totally accurate, but if anything is likely to be an under-estimate rather than an over-estimate. More reliable data is anticipated next year.

The method of collection and analysis of data provided by the Police is being reviewed and steps taken, where possible within the constraints of IT systems, to provide a more detailed picture of all Police involvement in cases of alleged vulnerable adult abuse.

\* Police involvement means specialist Police Officer has given advice only and not physically left the office).

\* Police Investigation means specialist Police Officer attended strategy meetings or case conference or the alleged perpetrator voluntarily attending the Police station for an interview under caution).

**Table 2**

	Referrals (Number not known for 2007-08)			Police Involvement			Police Investigation			Crown Prosecution Service (CPS) Advice			Alleged Perpetrator Charged		
	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10	2007-08	2008-09	2009-10
Runcorn	-	33	19	12	7	4	21	8	14	3	1	1	0	1	1
Widnes	-	29	10	6	15	0	11	4	9	3	1	1	1	1	1
<b>TOTAL</b>	-	62	29	18	22	4	32	12	23	6	2	2	1	2	2

# KEY DEVELOPMENTS & LOCAL ACTIVITY 2009-10

## WORKING TOGETHER

Safeguarding Adults Board and sub-group members' meeting attendance, contributions and commitment continue to be invaluable. Meetings provide the arena for:

- The consultation and decision-making involved in moving forward our challenging agenda to combat and respond to abuse
- Developing strong links with services that relate to safeguarding adults - for example: dignity, safeguarding children, community safety, domestic abuse, hate crime, mental capacity and deprivation of liberty safeguards.

## Achievements and developments 2009/10:

### STRATEGIC FRAMEWORK AND LEADERSHIP

- In 2009, Halton Borough Council's Strategic Director (Adults and Community Directorate) became the Safeguarding Adults Board Chair, to increase the level of leadership, link in more firmly with related forums and take forward the portfolio.
- Safeguarding Adults Board membership extended, with the aim of improving engagement, cooperation and better responses for

people vulnerable to abuse and their carers. New membership included:

- Halton Borough Council's Elected Member Portfolio Holder for Adult Social Care
- Halton Borough Council's Children and Young People's Directorate Divisional Manager for Safeguarding, Quality & Review and Halton Safeguarding Board Children Board member
- NHS Halton and St Helens (PCT) Senior Commissioning Manager
- NHS Halton and St Helens (PCT) Operational Director of Partnership Commissioning
- Cheshire Fire and Rescue Service
- Halton Voluntary Action Third Sector Lead Engagement Officer
- Dignity in Care Coordinator

- Board meetings attendance saw an overall increase of 13% through the year
- Reviewed & updated the Board's and sub-groups' structure, terms of reference and work plans
- Two sub-group remits were incorporated into the Quality and Performance sub-group remit, in the interests of efficiency and effectiveness
- Two new sub-groups were set up and terms of reference and a work plan developed, to take responsibility for improving arrangements for:
  - Publicity & Communications
  - Policies & Procedures
- The Board identified that a Safer Recruitment sub-group needed to be set up and approached the Local Safeguarding Children Board with a proposal for a joint arrangement



- Sub-group chairs' responsibilities were clarified and contingency arrangements put in place
- Meetings have been set up between the Board chair and people with lead responsibilities in related services, to strengthen and sustain the interface
- Dignity and Personalisation leads report regularly to the Board, as part of this strategy
- The Board submitted a joint response to consultation on the Review of 'No Secrets'

## LINKS WITH RELATED SERVICES

### Dignity in Care

- A Dignity Champions' Network has been established. The Network held its first meeting in June 2009 and was attended by local representatives from the health, voluntary, independent and statutory sectors. The Network is chaired by the Older People's Champion.

### Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (MCA and DoLS)

- The local multi-agency Steering Group has been reviewing its framework including governance arrangements (e.g. analysis of outcomes for service users, number of Best Interest and Mental Capacity Assessments), training arrangements (clear target groups, targeting particular groups/specialist interest topic courses, facilitator appropriateness, distribution, training attendance & venues, what is available, what is needed), understanding, policies, procedures & guidance (their fitness for purpose).
- Guidance on implementing the Mental Capacity Act 2005 was provided for the Police
- Reviewing usage of and access to the Independent Mental Capacity Advocate (IMCA) service.
- Steps taken to raise awareness of the IMCA service, including audit of people's understanding and confidence even after training, newsletter and articles distributed, promoting training and awareness.
- Department of Health booklet was sent directly to all care homes by the Department of Health, along with the Code of Practice and a DVD which has all the required documentation on it
- Two dedicated DoLS briefing events were held for all residential care providers
- Halton Borough Council's DoLS policy and procedure sent directly to all residential care homes
- Contracts amended to include compliance with MCA and DoLS (where appropriate)
- Contract Monitoring Officers put forward for training in this so that they can gauge the level of compliance



### Hate Crime

- Colleagues across Halton Strategic Partnership have been working together to improve reporting mechanisms and data quality for Hate Crime
- All of the Hate incidents reported in Halton over a given period related specifically to Race or Sexuality and none of those reported related to Disability. Work has therefore been in progress to make contact with groups associated with disability within Halton, to encourage the reporting of any such incidents and to outline the extent of Race/ Hate legislation and of Police Powers
- Cheshire Police raised some concerns about low levels of reporting and arranged to deliver a programme of refresher training.
- There are currently ten reporting centres in Halton, where nominated staff have received training and support from Cheshire Police.
- The reporting centres are on the Council's website, and Partners have been asked to do the same with their own sites. Facilities have been identified as possible reporting centres for the future, and work is currently being undertaken to have staff within these premises trained for third party reporting
- A web link has been set up from the Safeguarding Adults webpage to the Hate Crime page

### Domestic Abuse

- A new Domestic Abuse Coordinator was appointed, joined the Safeguarding Adults Board and links with the Safeguarding Adults Coordinator, to inform both service strategies and participate in specific developments
- Links between Safeguarding Adults and Domestic Abuse services strengthened e.g. through a review of Adult Social Care procedures regarding the Multi-Agency Risk Assessment Conference (MARAC) forum

## INDIVIDUAL AGENCY DEVELOPMENTS

### NHS Trusts

- The four NHS Trusts that participate in Halton's safeguarding arrangements appointed additional, operational leads for Safeguarding Adults, with a remit to direct and oversee practice in safeguarding adults

### Warrington & Halton Hospitals NHS Foundation Trust

- Executive Director of Operations is the Safeguarding Adults executive lead.
- The Trust appointed a whole time equivalent Safeguarding Adults Matron post
- The Trust developed a Safeguarding Training Strategy.
- A Dignity Forum was provided in 2009, for all ward staff to attend, to promote the issues around Dignity
- Wards display Dignity Boards
- Arrangements are in place to ensure that any issues around dignity are fed back into meetings with a remit to ensure they are addressed

### St Helens & Knowsley NHS Teaching Hospitals Trust

- Appointed to a new post of Safeguarding Adults Coordinator.

### 5 Boroughs Partnership NHS Trust

- Appointed to a new post of Senior Safeguarding Adult Practitioner

### NHS Halton & St Helens (PCT)

- Appointed both a Safeguarding Adults Lead Manager and Safeguarding Adults Coordinator (latter is also the DoLS Coordinator)
- Consultants commissioned to review the PCTs safeguarding policies.
- Increased Board membership - see above
- Reviewed processes for recording incidents, including a means of alerting in cases that are safeguarding concerns
- Developed a safeguarding recording and referral form.
- Developing training attendance recording system to allow training needs and attendance to be fully and analysed. Developing target groups for each course and considering induction.
- Basic Awareness training given Essential Training status for PCT staff.

### Halton Borough Council

- Further work undertaken with managers of care management teams on policies and procedures.
- Self Directed Support:
  - Safeguarding and Personalisation specific task group established to address this emerging agenda. The Safeguarding Adults Coordinator and Dignity Coordinator are part of the group, which is benchmarking existing safeguards and developing an action plan to take forward further developments. The group provides regular reports to the Safeguarding Adults Board

- The Council is considering piloting conversion of existing Direct Payments (DP's) into Personal Budgets and consulted service users about how to modernise the existing DP service at a consultation event in April and May 2010.
- Consultants provided a workforce training and development plan, which commenced in April 2009.
- Comprehensive guidance booklets containing safeguarding specific and related (e.g. employment checks) information have been developed and provided for recipients employing personal assistants and one is being developed for those who use other sources of self-directed support
- The Council highly recommends Criminal Record Bureau (CRB) checks to recipients and undertakes to fund them if required. Analysis of low take-up of CRB checks indicates this is frequently in the case of family members providing the support to the recipient.
- Halton Adult Learning & Skills (HALS) Service was inspected for the first time by Ofsted (June 2009) and was awarded an overall Good standard (Grade 2). Item 23 of the inspection report said 'Procedures for safeguarding learners meet current government requirements. Tutors have received training. Halton Adult Learning Service (HALS) requires all tutors to have appropriate background checks, and the council's personnel department monitor these. HALS has identified the need to plan for the implementation of the most recent legislation.
- The contract specification for mainstream Advocacy and Service User Involvement service was reviewed and made more robust. Further work is in progress to build on developments.

### Cheshire Constabulary

- An additional Detective Inspector post has been created in the Northern Public Protection Unit (PPU) of Cheshire Constabulary, thereby providing a dedicated DI for Halton instead of covering the Halton & Warrington area. A dedicated Vulnerable Adults Officer has also been appointed at Detective Constable level. This increase in resources provides further resilience in the service and improves the Constabulary's capacity to respond to reported crimes.
- The PPU formally responded to recommendations of Halton Borough Council's 2008 Scrutiny Review of the S/G service

### Riverside College

- Safeguarding Adults Policy & Procedure reviewed and updated [completed January 2010], in consultation with Adult Protection Coordinator
- The College's Safeguarding Lead attended the Train the Trainer and Referrers training courses to enable him to ensure the safeguarding training he delivers to college staff is current.



**Halton and St Helens**

# RAISING AWARENESS

## TRAINING AND DEVELOPMENT

Our training and development plans aim to provide for a skilled, informed workforce (of both staff and volunteers) and community that recognises abuse and its signs, is enabled to prevent abuse where possible, knows what to do when abuse happens or concerns arise, and are supported and enabled to fulfil their responsibilities. Training and development provides a basis for ensuring that vulnerable people are effectively safeguarded, whilst facilitating independence and ensuring a timely and appropriate response when allegations or concerns are raised.

### Achievements and developments 2009/10:

- Delivered, developed and evaluated a suite of courses, which are in-line with National Minimum Standards and Skills for Care. Courses continued to be commissioned by Halton Borough Council in consultation with partner agencies and included the following courses:
  - Multi-agency courses for all agencies and sectors:
    - Basic Awareness - half-day courses
    - Referrers - one day courses
    - Train the trainer - 2-day courses
  - Multi-agency for those participating in investigations:
    - Investigators training - 2 day for courses Council managers, social work practitioners and identified NHS Trust staff

## TRAINING & DEVELOPMENT CASE STUDY

Mr S is a 55-year-old gentleman with a severe disability. Mr S's communication, mobility and cognition had deteriorated drastically, Mr S also started to present with challenging aggressive behaviour towards his wife. A VAA was triggered as Mrs S was giving Mr S solid foods against clinical advice. The VAA meeting had a range of agencies involved. The input from professionals working with Mr and Mrs S ensured that all relevant training, support, advice and guidance was provided, a package of care was implemented, the conclusion and recommendations has improved the quality of Mr S's life and enable Mrs S to feel more supported by a wider range of professionals.



# Don't turn your back on abuse

- Single agency course for managers with lead responsibility for planning, chairing and follow up of Safeguarding Adults meetings:
  - Chairing Skills training - 1 day course for HBC Adults and Community Managers
- Customized 'in house' Basic Awareness training has been provided for Volunteer Drivers, as part of a SAFER Training course that was delivered to a total of 189 delegates (including volunteer drivers) over 12 full day courses (up to 6/10/09), covering a number of topics including safeguarding adults. Further training dates were planned for 2009. Those delivering the training undertook the two day Train the Trainer course.
- Voluntary sector training needs were considered (with Halton Voluntary Action (HVA) Training and Voluntary Sector Counselling Partnership Lead who confirmed that courses available would meet training needs and no dedicated sessions appeared to be need at that time. A Third Sector Safeguarding Event is however being planned for May 2010.
- Consideration was given to whether customised training is needed for the Local Involvement Network (LINKs) Board.
- Extended the Investigators course target group to incorporate (4) NHS Trusts' staff who participate in investigations. Reviewed learning outcomes & course content in consultation with the Trusts. Subsequently reviewed the experience of participants after attending courses in October 2009 and February 2010.
- Training Manager and Safeguarding Coordinator met with newly appointed PCT Safeguarding Coordinator to go through training course framework, course content, target groups, information available, training providers, induction, the Council offered to provide dedicated training for PCT staff if necessary to meet initial demand.
- Increased number of Basic Awareness courses provided throughout the year, to meet growth in demand
- Train the Trainer course launched to provide full and comprehensive grounding and ongoing support for people with responsibility to cascade basic awareness training
- Reviewed course outline and objectives for courses related to Challenging Behaviours and revised/updated/generic Restrictive Physical Interventions Policy, Procedure and Guidance.
- Improved attendance data to use as a basis for analysis follow up where required
- Followed up non-attendance e.g. with schools, college and housing providers
- Elected Members continue to be invited to Basic Awareness training through the Members' Bulletin (from April 2010)
- Police committed to providing input on our increased number of Referrers and Investigators courses.
- Content and format of Referrers and Investigators courses reviewed with regard to Police input
- Training course details and other information sent to a children's home provider as part of an action plan resulting from a breach of conditions of registration in providing for a young person aged over 18 years
- Mental Capacity Act 2005 residential training set: two courses provided specifically for the residential sector, aimed at key staff and area/senior managers within the organisations. Identified the need for the courses to demonstrate links to Safeguarding and Dignity in Care
- Approximately 24 awareness raising sessions have been held on an ongoing basis with staff across service areas and partner agencies.

Basic Awareness training attendance and overall attendance has increased year on year since 2007, as follows:

Basic Awareness **training attendance** and overall attendance has **increased year on year since 2007**, as follows:

	<b>2007-08</b>	<b>2008-09</b>	<b>2009-10</b>
	<b>Number</b>	<b>Number</b>	<b>Number</b>
	<b>attended</b>	<b>attended</b>	<b>attended</b>
Basic Awareness course attendance	97	480	613
<b>TOTAL training course attendance</b>	<b>305</b>	<b>663</b>	<b>884</b>

# PUBLICITY & COMMUNICATIONS

Communicating important messages about abuse, safeguarding and dignity continues to be one of the most important aspects of our work. It can:

- Raise awareness of what constitutes abusive behaviour and what is and is not acceptable
- Help people to know what they can do to prevent abuse from happening and what to do if they believe someone is being abused
- Support and empower vulnerable people to keep safe and to seek help when abuse happens
- Assist other people, including paid and unpaid carers, in fulfilling their responsibilities

## Achievements and developments 2009/10:

- Leaflets updated, re-branded and created:
  - \* Easy read version of public/service user information leaflet revised, in consultation with people
  - \* Easy read Hate Crime leaflet produced
  - \* Public information leaflet updated and re-branded in consultation with Halton OPEN (Older People's Empowerment Network)
  - \* Staff/Volunteer leaflet updated and re-branded

- Distribution list expanded and Community Development Officers distribute training adverts and publicity materials to community groups and organizations
- Safeguarding leaflet added to demonstration/information packs taken to prospective clients of the Community Alarm (Lifeline) service and their carers/families
- Safeguarding embedded in booklets intended for Direct Payments/ Individual Budget recipients
- Safeguarding and Dignity in Care information placed in (Halton Borough Council Elected Members' Bulletin)
- Articles published in Health 'e' Times published by (Halton Voluntary Action) and Halton Borough Council staff magazines
- Carers' Week - displays of publicity and information sited at a number of venues throughout the week
- Disability Awareness Day - displays of publicity and information
- Internet webpage content revised links reviewed and refreshed to make it more user friendly and helpful, especially for the general public. Information about the Safeguarding Adults Board added and accessibility improved including new short web address and search engine options.

## PUBLICITY & COMMUNICATIONS CASE STUDY

A referral was made to Older People's Team after Mrs K had received a bank statement at the residential home where she was residing (at that time was on a temporary basis). The bank statement identified a discrepancy as a payment was being made to SKY TV something that the service user didn't have in her home. A safeguarding investigation followed and identified that the granddaughter had been using her grandmother's address to obtain credit cards, B.T. phone, SKY TV. etc. The social worker undertook a number of joint visits with the police, and Mrs K was supported to give video evidence, which resulted in the police being able to take the case forward for prosecution. It went to court and Mrs K's granddaughter pleaded guilty, sentenced to 9 months imprisonment suspended for 2 years but has to do 240 hours community service.



# QUALITY AND PERFORMANCE

The Safeguarding Adults Board reports into the Safer Halton Partnership (<http://www.haltonpartnership.net/site/>), where support for safeguarding activities has continued to be demonstrated.

The Annual Report of the Safeguarding Adults Board is also presented to and scrutinised by the Safer Halton and Healthy Halton Policy and Performance Boards of Elected Members, and to the Domestic Abuse Forum and Learning Disabilities Partnership Board.

One of the main mechanisms for checking standards of safeguarding/adult protection work in operation is individual agency line management and supervision.

The multi-agency Quality and Performance sub-group also has a remit to consider the quality of the service, make recommendations for improvement and monitor action plans, including those arising from cases that have given rise to concern either locally or in other areas.

## Achievements and developments 2009/10:

- Halton Borough Council agreed a local Safeguarding Performance Indicator (PI) within the Service Plan (2010-11). The final outturn figure for all assessments in alleged abuse cases within 28 days is 69% and this constitutes the baseline for 2009/10. Targets have been agreed as follows:
  - 2010/11 - 75%
  - 2011/12 - 80%
  - 2012/13 - 85%
- More frequent, regular reports will be taken to the Safer Halton and Healthy Halton PPBs from early 2010
- Partner agencies are encouraged to report regularly to appropriate Boards/Committees/
- Sub-group:
  - Membership reviewed Feb 2010
  - Dignity in Care Coordinator & PCT Senior Commissioning Manager joined
  - Group terms of reference reviewed subsequently incorporated the remits of two other sub-groups

# Don't turn your back on abuse

- Case audit tool developed and implemented, using peer audit approach
- Agency audit tool being developed and implementation discussed
- Focus groups set up for potential and existing service users and carers, to review safeguarding arrangements, Dignity in Care and Telecare
- In 2009, an external audit of safeguarding within Halton Borough Council Adult Social Care services was commissioned. The audit looked at a small sample of cases in detail, and focused both on Safeguarding Vulnerable Adults and, where there were child protection concerns, the interface issues between Children's Services and Adults' Services

The purpose of the audit of the Safeguarding Adults Service was to improve safeguarding arrangements for vulnerable adults by reviewing current practice and making recommendations for change. All recommendations were progressed through an action plan and will be monitored through the Council Safeguarding Performance Group.

- The National Charity Coordinated Action Against Domestic Abuse (CAADA) undertook a Quality Assurance review of the local MARAC performance and procedures as the national monitoring body of these procedures. Subsequently, the MARAC Operating and Information Sharing Protocol have been reviewed to address the key areas for action contained within the audit.
- Devised templates - meeting minutes and investigating officer report, to provide quality standards and good practice guidance
- Commissioning - Contractual agreements and service specifications applied to substance misuse services and advocacy services have recently been reviewed and now incorporate further standards and measurable indicators relating specifically to safeguarding vulnerable adults. Service standards include protection from abuse, compliance with legislation, training, staff recruitment and selection, and supervision. Providers are specifically required to ensure that staff are trained to recognise safeguarding issues. All contracts now include Dignity in Care and register at least two Dignity Champions
- Learning from inquiries - Halton responded to the recommendation made in the joint Health Service and Local Government Ombudsmen report regarding complaints made by Mencap on behalf of the families of six people with learning disabilities who died between 2003-5 whilst in NHS or Local Authority care. An action plan was developed, which responded to each of the Ombudsmen's decisions.

## QUALITY AND PERFORMANCE CASE STUDY

A is a 20 year old man with a severe learning disability, and behaviours that challenge services. He lives with two other tenants in a supported tenancy out of area. The allegation was of drinks being withheld as a punishment from A and that he was shouted at inappropriately by a staff member. This was not reported to LA until after the disciplinary had taken place and the staff member had been dismissed. Working closely with CQC inspector to monitor the home, and undertake spot visits has increased the quality of the recording processes, and resulted in improvements to care planning, and the overall ethos of the staff towards this young man, and resulted in a better working partnership with the home manager. A's Person Centred Plan and Health Action Plan are being reviewed as an agreed outcome along with a resolution to an outstanding financial matter following the improved relationship with the manager.



# POLICIES, PROCEDURES & GUIDANCE

Policies, procedures and guidance provide a sound value base, consistent and considered approach, facilitate compliance with statutory requirements and good practice standards, support practice, line management and supervision and provide an operational framework. They should contribute to effective service provision to vulnerable people and carers, preventing abuse from occurring and supporting us in dealing with it effectively when it occurs.

Safeguarding adults who might be vulnerable to abuse is everyone's business and all organisations should take steps to prevent abuse from happening and ensure an appropriate response when abuse happens or is suspected. It is therefore important to recognise not only the place of safeguarding specific policies, procedures and guidance, but also those that are safeguarding related i.e. potentially impact on the organisation's ability to safeguard, for example restrictive physical interventions, exclusion from services, recruitment and selection, supervision, training, 'whistle-blowing'.

Both types should be commensurate with the overarching document 'Safeguarding Adults in Halton - Inter-agency Policy, Procedures and Guidance'.

All Halton's inter-agency and public Safeguarding Adults documents are available on the Internet webpage:  
[www.halton.gov.uk/safeguardingadults](http://www.halton.gov.uk/safeguardingadults)

## Achievements and developments 2009/10:

- New sub-group set up, focusing on Safeguarding specific and related policies and procedures. Terms of reference and work plan devised
- Audit tool developed for assessing the quality of safeguarding specific and safeguarding related policies and procedures and the organisation's overarching framework for linking policies and procedures to safeguarding arrangements
- 'Adult Protection in Halton - Inter-agency Policy, Procedures and Guidance' reviewed and updated, taking into account learning, comments and recent changes to statute and good practice guidance. Reviewed distribution.
- Halton Borough Council (HBC) Policy 'Sexual Health and Intimate Relationships' reviewed & updated.
- Anti-Bullying Policy & Procedure reviewed and updated.
- Professional Boundaries document - distributed in the Council directorates
- Halton's Dignity in Care Action Plan and Dignity Charter implemented multi-agency via Board and Halton's Dignity Champions Network



## POLICIES, PROCEDURES & GUIDANCE **CASE STUDY**

Carers raised concerns with regard to Mrs H's front door being left open throughout the day. Mrs H's sons suspected money had been going missing from the property. Whilst paid carers were at the property, an unknown woman entered the property claiming to be looking for the alley gate key. Mrs H had been reluctant to lock the door but all felt that she was vulnerable and placing carers in compromising position if monies were going missing. Mrs H left her front door open as she was not mobile and enjoyed watching people pass by and there were suspicions that passers-by were coming in to her home uninvited. In order to ensure Mrs H's wishes of keeping her door open, a door sensor mat was put in situ as a deterrent and the local community officer agreed to check on the property more regularly and she and her son agreed that she should not have as much money in her purse. There were no more reports of money going missing, and Mr H also put a lock on the middle door in order that it could still be left slightly ajar and distributed keys to relevant people.



## LOOKING FORWARD 2010-11

Appendix 2 identifies the key actions to tackle in 2010-11, however a number are a priority including:

- Developing and implementing our Communications Plan so that members of the Public have an increased awareness of safeguarding adults and seek help to prevent abuse or where abuse is occurring and know how and where to report it.
- Ensure that all our reviewed Policies and Procedures are firmly embedded into practice.
- The Board continues to provide a leadership role, challenges and exposes poor practice.
- Promote and encourage partnership working and publicise models of good practice.
- Review our outcomes and priorities set in 2009-10

# APPENDIX 1

## HALTON SAFEGUARDING ADULTS BOARD TERMS OF REFERENCE

### 1.0 PURPOSE

The purpose of Halton's Safeguarding Adults Board (SAB) is to:

- 1.1 Act as a multi-agency partnership board of lead officers and key representatives, which takes strategic decisions aimed at safeguarding vulnerable adults in Halton.
- 1.2 Determine and implement policy, co-ordinate activity between agencies, facilitate training and monitor, review and evaluate the safeguarding adults/adult protection service.
- 1.3 Promote inter-agency cooperation, to encourage and help develop effective working relationships between different services and agencies, based on mutual understanding and trust
- 1.4 Develop and sustain a high level of commitment to the protection of vulnerable adults.
- 1.5 Ensure the development of services to support people from hard to reach groups  
\* The terms "vulnerable" and "adult" are as defined in "Adult Protection in Halton - Inter-agency Policy, Procedures & Guidance" available at [www.halton.gov.uk/adultprotection](http://www.halton.gov.uk/adultprotection) or [www.halton.gov.uk/safeguardingadults](http://www.halton.gov.uk/safeguardingadults).

### 2.0 RESPONSIBILITY, ACCOUNTABILITY and REPORTING

- 2.1 Local agencies should work together within the overall framework of Department of Health guidance on joint working. The lead agency with responsibility for the establishment and effective working of the SAB is Halton Borough Council's Adult and Community Directorate.
- 2.2 All agencies should designate a lead officer and, if necessary, a nominated other representative.
- 2.3 All main constituent agencies are responsible for contributing fully and effectively to the work of the SAB.
- 2.4 The SAB reports to the Community Safety Partnership through the Safer Halton Partnership, which is chaired by the Chief Executive of Halton Borough Council and the Superintendent of Halton Police.
- 2.5 A formal report of the SAB will be compiled annually and presented to the Safer Halton Partnership, and other forums by agreement.

### 3.0 FUNCTIONS

The functions of the SAB are to:

- 3.1 Ensure that there is a level of agreement and understanding across agencies, about operational definitions and thresholds for intervention.
- 3.2 Develop, monitor, review and evaluate the implementation and effectiveness of Halton's SAB's work plan and sub-groups' work plans for the implementation of strategic decisions and policy.

- 3.3 Develop and keep under review, local policies, procedures, systems and protocols for inter-agency work to safeguard vulnerable adults.
- 3.4 Audit and evaluate the implementation and effectiveness of the safeguarding adults service and associated policies, procedures, systems and protocols.
- 3.5 Promote agreed policies, procedures and protocols to managers, staff, volunteers, service users and the public.
- 3.6 Arrange for information to be gathered and used in the evaluation of the safeguarding adults/adult protection service, through performance assessment and monitoring systems and through consultation with stakeholders.
- 3.7 Develop a training and development strategy, incorporating joint training where appropriate.
- 3.8 Facilitate training and ensure its delivery and evaluation, to help improve the quality of adult protection and inter-agency working.
- 3.9 Ensure that service developments take into account the needs of all vulnerable adults, regardless of their age, gender, race, sexuality, disability, religion or belief, who may experience discrimination and disadvantage.
- 3.10 Ensure that service developments take into account all relevant current legislation, including the Human Rights Act 1998.
- 3.11 Review national guidance and research information as it is issued, consider the implications and make recommendations for local implementation. Action and monitor such implementation.
- 3.12 Respond to consultation exercises where appropriate.
- 3.13 Commission serious case reviews where a vulnerable adult has died or, in certain circumstances, is seriously harmed, and abuse or neglect are confirmed or suspected, acting in accordance with Halton's Serious Case Review Procedure.
- 13.14 Improve local ways of working in the light of knowledge gained through national and local experience, research, Serious Case Reviews, internal and external inquiries, investigations and case studies. Ensure that practitioners benefit from learning and development attained through the SAB and that lessons learnt are shared, understood and acted upon.
- 3.15 Link with other agencies, sectors and forums that have a responsibility for protecting those at risk, such as Halton's Safeguarding Children Board, Domestic Abuse Forum and the Safer Halton Partnership, to ensure that both adult and child protection arrangements benefit from the learning, developments and work undertaken by the other, where appropriate.
- 3.16 Raise awareness within the wider community, of the need to safeguard vulnerable adults, explain how the community can contribute to this process, and facilitate such involvement.
- 3.17 Support and ensure the implementation of the development of quality standards for vulnerable adults, both locally and nationally.

3.18 Carry out an annual audit of alleged adult abuse and adult protection in Halton, through analysis of data and outcomes; report these and forecast developments, through the Annual Report of the Safeguarding Adults Board.

#### 4.0 MEETINGS

4.1 The SAB will meet on a bi-monthly basis, with the schedule of meetings published in advance for a year. Meetings can be called more frequently as circumstances dictate.

4.2 The agenda will be prepared by the Adult Protection Coordinator, in consultation with the Chair of the SAB, and will be issued to all members at least one week before the meeting takes place.

4.3 Meeting agendas will progress the work plan.

4.4 All SAB members will be able to bring appropriate items to the agenda, through the Chairperson or Adult Protection Coordinator. Standing items on the agenda will be by agreement of SAB members.

4.5 The chairperson will arrange for minutes of meetings to be taken and a copy of the minutes sent to each SAB member and other people by agreement, including the Chairs of the Safer Halton Partnership, Practitioners Group and senior managers of public sector partner agencies.

4.6 The accuracy of minutes will be checked at the subsequent meeting.

#### 5.0 SUB GROUPS

5.1 Sub-groups are currently as follows:

- Publicity & Communication
- Training and Development
- Performance & Quality
- Policy & Procedures
- Practitioners Network - in process of being set up
- Safer Recruitment - in process of being set up•

5.2 Other sub-groups may be set up for particular purposes on a short term or standing basis, by agreement of the SAB, to support the work of the SAB, for example:

- Carry out specific tasks;
- Provide specialist advice;
- Represent a defined geographical area within Halton's boundaries.

5.3 All groups working under the auspices of the SAB will be established by the SAB, report to the SAB, and work to agreed terms of reference and work plans or a specific, stated purpose and lines of reporting to the SAB.

#### 6.0 CHAIRING

6.1 The SAB will be chaired by a senior manager of Halton Borough Council's Adults and Community Directorate, as the agency with lead responsibility for coordinating the arrangements for safeguarding vulnerable adults/adult protection in Halton.

## 7.0 ATTENDANCE CODE OF CONDUCT

Members of the SAB make the following undertakings:

- 7.1 To demonstrate a commitment to attend the meetings.
- 7.2 To submit apologies if they cannot attend.
- 7.3 To seek to arrange for an agreed representative to attend if the SAB member is unable to do so.
- 7.4 To send any agenda items to the chairperson at least two weeks before the meeting. Urgent items that arise outside this timescale can be raised through any other business on the agenda or as agreed by SAB members.
- 7.5 To feed back to their department/organisation/agency/sector and canvas views to bring to meetings where appropriate.
- 7.6 To act as a conduit between the SAB and the department/organization/agency/sector they represent or whose views they reflect, to further the adoption of policies, procedures, guidance, protocols and other items endorsed by the SAB.
- 7.7 To listen to SAB members and other attendees and address comments to all attending.
- 7.8 Comments made by anyone attending the SAB, that contribute to any form of discrimination in respect of the age, gender, race, sexuality, disability, religion or belief of others, or the bullying or victimisation of others, are not acceptable and will be challenged by the chairperson and other SAB members.

## 8.0 MEMBERSHIP

- 8.1 In order to carry out its responsibilities effectively, the SAB will seek to have members from each of the main agencies in the public, private and voluntary sectors responsible for working together to safeguard vulnerable adults.
- 8.2 Members' roles and seniority will enable them to contribute to developing and maintaining strong and effective systems, policies, procedures and protocols.
- 8.3 The SAB will arrange to involve others in its work as needed, where they have a relevant interest.
- 8.4 Membership is detailed in a separate table that reflects changes and is routinely updated.

## 9.0 REFERENCES

- 9.1
  - No Secrets - Department of Health - 2000
  - Adult Protection in Halton - Inter-Agency Policy, Procedures and Guidance
  - Working Together to Safeguard Children - Department of Health, Home Office, DfES 1999

DATE TERMS OF REFERENCE REVIEWED: March 2010  
TERMS OF REFERENCE REVIEW DATE: March 2011

# APPENDIX 2

## HALTON SAFEGUARDING ADULTS BOARD WORKPLAN 2010-11

Key to RAG (Red, Amber, Green) Ratings

-  Progress is good. On target to deliver objective.
-  Progress not as expected. May affect delivery of objectives.
-  Significant issues affecting progress. Not on target and/or objective unlikely to be delivered

Halton's Safeguarding Adults Board contributes to the objectives of the Halton Strategic Partnership's Sustainable Community Strategy. The Board will do this during 2010-11 by focussing on the following key priorities:

Priority 1: To safeguard and promote the welfare and dignity of vulnerable adults

Priority 2: To promote the awareness of vulnerable adults and their right to be safe in local communities

Priority 3: To ensure there is a strong multi-agency response to the safety, wellbeing and dignity of vulnerable adults

Priority 4: To equip staff and partner agencies with the necessary tools to both safeguard vulnerable adults and ensure their dignity is respected

Relevant Priority	KEY AIMS	ACTIONS	RESPONSIBLE BODY/LEAD		
1, 3	1. Ensure that an effective partnership structure is in place to safeguard and promote the dignity of vulnerable adults in Halton	Review the Safeguarding Adults Board (SAB) and sub-group structure, reporting mechanisms, membership, terms of reference and evaluation of work plans annually. Ensure they are relevant to meeting the Board's responsibilities and objectives	Safeguarding Adults Board (SAB)	Completed Jan-Apr 2010 Feb 2011	★
		Provide a dedicated training event for the Safeguarding Adults Board	Training & Development Sub-group	Sept 2010	★
		Ensure access to E-learning for the Safer Halton Partnership	Training & Development Sub-group	Sept 2010	★
		Review existing reporting mechanisms to ensure clear lines of accountability of the Board, its member partners and sub-groups	Safeguarding Adults Board	Completed Jan-Apr 2010 Feb 2011	★
1, 3	2. Formalise closer alignment with related services, including domestic abuse, dignity, mental capacity, personalisation/self-directed support, safeguarding children, customer care, community safety and hate crime.	Establish a meetings structure and agenda to strengthen working relationships and agree actions arising from shared priorities	Safeguarding Adults Board	July 2010	★
		Arrange a joint safeguarding/dignity awareness raising event	Publicity & Communications sub-group	Jan 2011	★

# Don't turn your back on abuse

Relevant Priority	KEY AIMS	ACTIONS	RESPONSIBLE BODY/LEAD			
2	3.	Strengthen the contribution from service users, carers and other members of the public in informing the Board's work in an effective and meaningful way.	Establish an engagement programme, incorporating the Board's sub-groups in accordance with their respective terms of reference.	Safeguarding Adults Board	December 2010	N/A - new objective not yet started - build into sub-group work plans
			Strengthen mainstream Advocacy Services to ensure the needs of people with limited or no capacity for representation are particularly addressed	Joint Commissioning Manager for older People	Sept 2010	★
			Consider how performance of advocacy services in relation to capacity can be reported	Quality & Performance Sub-group	August 2010	★
			Review use and provision of the Independent Mental Capacity Advocate (IMCA) service within Halton	Mental Capacity Act Subgroup (Lindsay Smith report to SAB)	December 2010	N/A - new objective not yet started - build into sub-group work plan
			Improve the way in which we ensure that available learning is recorded, shared, informs and drives service developments: <ul style="list-style-type: none"> <li>From the experiences of and outcomes for people who use safeguarding services</li> <li>From the experiences of carers</li> <li>From events occurring both locally, and in other localities, including Serious Case Reviews and Serious untoward Incidents</li> </ul>	Quality & Performance Sub-group	December 2010	★
			Report to the Board on implementation of Halton's Prevention and Early Intervention Strategy 2010-15, which aims to support people to remain active, develop improved social networks and maintain their own health, safety and well-being.	Sue Wallace-Bonner	August 2010	★
			Ensure that learning gathered from awareness raising events provided to date is reported and acted upon	Publicity & Communications Sub-group	August 2010	★
1, 3, 4	4.	Ensure clear responsibilities and governance arrangements to promote safeguarding which is person centred and integral to operational practice	Develop and review safeguarding adults specific policies, procedures and protocols, ensuring they are fit for purpose.	Policies & Procedures Sub-group	August 2010 and ongoing Frequency as stated in documents	★
			Make provision for safeguarding adults related policies, procedures and protocols and Dignity Charter to be impact assessed and audited	Policies & Procedures Sub-group	August 2010	★
			Provide a robust quality and performance framework, which can audit and report on service quality and monitor action plans arising	Quality & Performance Sub-group	December 2010	★
			Establish a process that scrutinises commissioning arrangements, aimed at ensuring robust standards for the provision of safeguarding and dignity	Quality & Performance Sub-group	End December 2010	N/A - new objective not yet started- build into sub-group work plan
			Build into the Board's performance framework arrangements to ensure that individuals who use safeguarding services are fully involved in decision making and in affecting outcomes	Quality & Performance Sub-group	December 2010	N/A - new objective not yet started- build into sub-group work plan

Relevant Priority	KEY AIMS	ACTIONS	RESPONSIBLE BODY/LEAD		
4	5. Ensure a properly vetted and trained workforce of staff and volunteers to ensure that everyone involved in the care of vulnerable adults has the knowledge and skills to protect them	Set up a joint Safer Recruitment sub-group with Safeguarding Children's services	Safer Recruitment sub-group Chair & Safeguarding Adults Coordinator	Sept 2010	★
		Implement a multi-agency training and development plan, to ensure the delivery of training that is fit for purpose, to meet the training needs of both the general population of staff and volunteers and groups with specific responsibilities	Training & Development Sub-group	Ongoing	★
		Evaluate the standard of training delivery	Quality & Performance Sub-group	September 2010 & Ongoing	★
		Monitor training attendance and non-attendance and take follow up action where attendance level is unsatisfactory	Training & Development Sub-group	Sept 2010 and half yearly	★
		Promote training courses to appropriate target groups, included dedicated sessions/courses where indicated appropriate	Training & Development Sub-group	Ongoing	★
1, 4	6. Embed safeguarding arrangements in the development of self-directed support	Map out local work already undertaken and safeguards in place.	SDS & S/G Task Group	Completed	★
		Develop an Action Plan that addresses gaps and further developments needed	SDS & S/G Task Group	Completed	★
		Ensure options for accredited services to be accessed by people who want to use individual budgets or direct payments to secure personal assistants	SDS & S/G Task Group	Completed & Ongoing	★
2, 4	7. Increase awareness of abuse among all stakeholders	Review, develop and implement the publicity and communications plan. To include: <ul style="list-style-type: none"> <li>Raising awareness of the rights of vulnerable people</li> <li>Raising awareness of the potential risks they might experience</li> <li>Preventative measures,</li> <li>What individuals should do if they suspect abuse against an individual in their communities, and</li> <li>Support mechanisms available to those who experience abuse.</li> </ul>	Publicity & Communications Sub-group	July 2010 & ongoing	★
3, 4	8. Engage with practitioners and operational managers, to develop and sustain a high level of commitment and good practice in: <ul style="list-style-type: none"> <li>Safeguarding vulnerable adults</li> <li>Maintaining personal dignity and respect</li> </ul>	Provide and develop a practitioners/ operational managers network and forums, with a remit to: <ul style="list-style-type: none"> <li>Promote and support inter-agency cooperation, understanding and learning, based on mutual understanding and trust</li> <li>Develop effective working relationships between different services and agencies</li> <li>Provide a conduit for practitioners' and operational managers' experience, knowledge and learning to inform local service developments, quality standards and work plans</li> <li>Facilitate reflective practice</li> <li>Strengthen links with services related to Safeguarding Adults e.g. Dignity, Mental Capacity &amp; DoLS, Domestic Abuse, Community Safety, Consumer Protection</li> </ul>	Practitioners Network Set-up Group	Oct 2010	●

## **APPENDIX 3**

**HALTON SAFEGUARDING ADULTS BOARD  
MEMBERSHIP 31 MARCH 2010**

The Board's membership includes strategic level representatives from the following agencies and forums:

- Halton Borough Council
- Halton Safeguarding Children Board
- Domestic Abuse Forum
- Learning Disability Partnership Board
- Halton Community Safety
- Warrington & Halton Hospitals NHS Trust
- St Helens and Knowsley Hospitals NHS Trust
- NHS Halton & St Helens Primary Care NHS Trust
  - Safeguarding Adults
  - Commissioning
- 5 Boroughs Partnership NHS Trust
- Cheshire Constabulary:
  - Headquarters
  - Northern Public Protection Unit
- Cheshire Fire & Rescue Service
- Riverside College
- Probation Service and MAPPA (Multi-Agency Public Protection Arrangements)
- Consumer Protection / Trading Standards
- Housing Trusts/Residential Social Landlords
- Halton Voluntary Action
- Age Concern
- Care Home Services
- Community Day Services
- Domiciliary Care Services
- Dignity in Care
- Care Quality Commission (Regulator/Inspectorate)
- Advocacy services
- A Carer is also a Board member

# APPENDIX 4

## USEFUL INFORMATION

- 'Safeguarding Adults in Halton - Inter-agency Policy, Procedures and Guidance' Version 7 Revised 2010
- Other policies, procedures, protocols, practice guidance, leaflets, training course details and useful links, etc:

Available on the Halton Borough Council website:

Internet: [www.halton.gov.uk/safeguardingadults](http://www.halton.gov.uk/safeguardingadults)

- "No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse" Home Office and Department of Health 2000:

Available on the Department of Health website: [www.dh.gov.uk](http://www.dh.gov.uk)

- "Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work" Association of Directors of Social Services (ADSS) Safeguarding Adults Network 2005:

Available on the Association of Directors of Adult Social Services (ADASS) website at: [www.adss.org.uk](http://www.adss.org.uk)

- Information on the Vetting & Barring Scheme:

Available on the Independent Safeguarding Authority website:

<http://www.isa-gov.org.uk/Default.aspx?page=414>

Reports of Inspections of Adult Social Care, including Safeguarding Adults services can be found on the Care Quality Commission (CQC) website:

<http://www.cqc.org.uk/publications>



**Contact Details:**

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This information can be obtained in Braille, audio, British Sign Language (BSL), large print formats and in other languages upon request - please contact us 0303 333 4300