

REPORT TO: Health Policy & Performance Board
DATE: 10 January 2012
REPORTING OFFICER: Strategic Director, Communities
PORTFOLIO: Health and Adults
SUBJECT: Safeguarding Adults
WARDS: All

1.0 **PURPOSE OF REPORT**

1.1 To update the Board on key issues and progression of the agenda for Safeguarding Vulnerable Adults.

2.0 **RECOMMENDATION: That the Board notes the contents of the report.**

3.0 **SUPPORTING INFORMATION**

3.1 Discussions have begun, aimed at developing a pilot project in Halton based on the 'Safe Around Town' scheme which is currently running in St Helens. The scheme's purpose is to provide a safe sanctuary for people with learning disabilities in St Helens town centre. The working group will think about widening the proposed scope of the scheme in Halton to include vulnerable people of all ages and needs in the wider community rather than limiting it to shopping areas. Halton Speak Out has a lead role in the project and it is hoped that collaboration can also be achieved with other voluntary groups, community centres and employers.

3.2 Feedback received during the Care Quality Commission of Adult Social Care in Halton (in 2010) and from other research highlighted that:

- People wanted a less formal way of raising concerns;
and
- Many people were nervous about raising concerns when they, or their family member, were in a vulnerable situation (such as in hospital, care home, in a dependant position etc)

In response, a working group was formed, which included Social Care Customer Care, Corporate Complaints, Customer Services and Communications & Marketing, to look at developing methods of encouraging the public to provide both positive and negative feedback on services. One of the outcomes is that a logo is being added to all Council literature, which focuses on how we can help the public improve our services to them. The strap-line 'Help us Help You' is used, moving away from focusing on telling people how to complain and emphasising that the

Council welcomes feedback.



Health and private sector partners are being encouraged to adopt the Logo and approach, with their own contact details. Halton Direct Link and the Customer Care Team will monitor the number of Referrals, on a monthly basis, and Communications & Marketing will monitor all artwork produced on an ongoing basis to ensure the logo is used correctly.

3.3 Halton Speak Out (a voluntary sector organisation that supports people with learning disabilities) held an event for self-advocates in September 2011, following the screening of the story about Winterbourne View Hospital on the Panorama TV programme and the news. Halton Speak Out were upset by what they saw and wanted to give members a chance to talk about what had happened, say what they thought about it and to make sure that members knew enough about abuse to recognize it if it happened to themselves or a friend and feel confident enough and know how to speak up about it. Comments about the event included the following:

- 'It would be great if more people came or this could be done again.'
- 'I found it emotional. It helped me to talk about my lifestyle to the staff.'
- 'Enjoyed today. Just sad about people getting hurt but I know something is being done.'
- 'An excellent event talking about a difficult topic.'
- 'I enjoyed today. It was very interesting and I learned a lot.'
- 'It is great people are being made more aware of abuse.'
- 'I can help my friends in supported housing understand more about it.'
- 'I found it good.'
- 'Liked it a lot.'
- 'I felt happy that something is being done but shocked that things are happening. I know the people to talk to if I saw it happening.'

3.4 A presentation was delivered at the Domestic Abuse Survivors Conference in November 2011, providing a 'snapshot' of the Safeguarding Adults service and its links with Domestic Abuse support services, and highlighted the importance of partnership working, including information sharing and referral pathways. The event, attended by approximately 125 delegates including survivors and specialist service providers, explored effective approaches to preventing violence against men, women and children whilst supporting survivors of Domestic Abuse and Sexual Violence.

- 3.5 A newly developed Safeguarding Adults Induction Workbook, intended for all staff and volunteers, has now been finalised. Plans are being made to disseminate it widely to local agencies, groups and individuals including to Elected Members. An advance copy is available below to PPB members.



U:\My Documents\
Training & Developme

- 3.6 The first two of four multi-agency Joint (Safeguarding Adults and Children) Alerter Training Events planned for 2011-12 took place in November 2011. The events, which received very positive feedback from delegates attending, were delivered by a drama group and facilitated by Halton Borough Council officers who were present to deal with any queries arising that relating to local issues
- 3.7 The safeguarding (adults and children) customized training provided for transport staff, contracted transport service providers and volunteers, is being reviewed and updated and messages about Hate Crime and Hate Incidents incorporated.
- 3.8 A range of issues surrounding dignity have been developed and attached at Appendix 1 is a report that will be presented to the Safer PPB (17/01/12).

4.0 **POLICY, LEGAL AND FINANCIAL IMPLICATIONS**

- 4.1 There are no policy, legal or financial implications in noting and commenting on this report.
- 4.2 All agencies retain their separate statutory responsibilities in respect of safeguarding adults whose circumstances make them vulnerable to abuse, whilst Halton Borough Council, through its Communities Directorate, fulfils its responsibility for coordination of the arrangements. These arrangements are in accordance with 'No Secrets' (DH 2000) national policy guidance and Local Authority Circular (2000)7 / Health Service Circular 2000/007.

5.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

5.1 **Children & Young People in Halton**

Safeguarding Adults Board (SAB) membership includes a Manager from the Children and Enterprise Directorate, as a link to the Local Safeguarding Children Board.

Halton Safeguarding Children Board membership includes adult social care representation.

Joint protocols exist between Council services for adults and children.

The SAB chair and sub-group chairs ensure a strong interface between, for

example, Safeguarding Adults, Safeguarding Children, Domestic Abuse, Hate Crime, Community Safety, Personalisation, Mental Capacity & Deprivation of Liberty Safeguards.

5.2 Employment, Learning & Skills in Halton

None identified.

5.3 A Healthy Halton

The safeguarding of adults whose circumstances make them vulnerable to abuse is fundamental to their health and well-being. People are likely to be more vulnerable when they experience ill-health.

5.4 A Safer Halton

The effectiveness of Safeguarding Adults arrangements is fundamental to making Halton a safe place of residence for adults whose circumstances make them vulnerable to abuse.

5.5 Halton's Urban Renewal

None identified.

6.0 RISK ANALYSIS

6.1 Failure to address a range of Safeguarding issues could expose individuals to abuse and leave the Council vulnerable to complaint, criticism and potential litigation.

7.0 EQUALITY AND DIVERSITY ISSUES

7.1 It is essential that the Council addresses issues of equality, in particular those regarding age, disability, gender, sexuality, race, culture and religious belief, when considering its safeguarding policies and plans. Policies and procedures relating to Safeguarding Adults are impact assessed with regard to equality.

8.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

None under the meaning of the Act.