



Peterborough Safeguarding Adults Board Annual Report 2016-17

***Safety, Enablement, Empowerment and
Prevention, at the centre of everything we do***

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FOREWORD



It is my pleasure to introduce the Peterborough Safeguarding Adults Board's Annual report. The report aims to capture the difference we made in 2016/17, set against the priorities we identified in our business plan.

In September 2016 The Local Government Agency (LGA) carried out a peer review of Safeguarding Adults in Peterborough. They found that the Board was working well with strong board activity promoting issues like Making Safeguarding Personal, and working on collaborative projects. It was really pleasing to all of us to receive this National positive endorsement of the work we are doing. The frontline staff and their managers from local agencies need particular mention for their commitment to safeguarding adults in Peterborough.

The biggest challenge the board has had to face is dealing with the requirements, from the 1st of April 2015, of the Care Act 2014. The guidance that the Government sent out has been tested during this time and as a result updated guidance was also issued in 2016, which has involved further changes to working practices in safeguarding.

We have maintained close links with both the Peterborough Safeguarding Children Board and the Cambridgeshire Safeguarding Adult Board, recognising and those organisations that deliver services to both children and adults across the local authority boundaries. Both Adult Boards now have a Joint Executive Board and this will set and monitor the business priorities going forward in 2017-18. A number of the sub-groups are now joint one's as well.

There are still many challenges and the boards are striving hard to work on improving how we do this, through writing policies and guidance, and improving frontline practice, with a full and challenging training programme. This year the board ran a "A Domestic Abuse and Adults Safeguarding" conference, with over 110 delegates, many providing good feedback.

This annual report provides a background to adult safeguarding work in Peterborough and a summary of the work undertaken by the Safeguarding Adults Board (SAB), the sub groups, the Adult Safeguarding Team and partners with insight into local issues. It showcases the developments and initiatives pertaining to safeguarding that have taken place during April 2016 to March 2017. In doing so, it aims to provide a level of assurance that the organisation is fulfilling its statutory duties and responsibilities for safeguarding adults in Peterborough.

I realise there is much more to be done, and we must strive to work with all of the organisations and providers of adult care in Peterborough to make this a safe city to be a resident of, in particular when you are vulnerable and in need of care and protection. The underpinning message however remains the same, that safeguarding is everyone's business, irrespective of role or position. It is everyone's responsibility to safeguard and protect the most vulnerable adults in our society. The adult at risk must remain at the centre of all our actions.

Dr Russell Wate QPM - Independent Chair



BACKGROUND

The implementation of the 2014 Care Act set out a statutory framework for safeguarding (using the 2011 Law Commission Adult Safeguarding report as its backdrop). Peterborough already had a Safeguarding Adult's Board in place before it became a statutory requirement.

The role of The Board is to work as a multi-agency group:

1. To ensure the safeguarding of adults at risk of abuse in Peterborough and to prevent abuse and neglect happening within the community and in service settings by providing effective strategic governance at senior management level across partner organisations.
2. To provide independent governance and audit of safeguarding practices and to promote the safeguarding interests of adults at risk to enable their wellbeing and safety.
3. To promote, inform and support the work to safeguard adults in Peterborough, across all the partnership agencies, and to inform and support cross boundary safeguarding arrangements.
4. To develop Peterborough's strategic safeguarding policies, and ensure the inclusion of these policies in all agencies strategy documents and plans.
5. To address poor practice and robustly act to ensure the principles are maintained.
6. To seek independent legal advice as appropriate.

The key elements of the 2014 Care Act are:

- Safeguarding Adults Boards (SABs) placed on a statutory basis
- Core membership must consist of the Local Authority, NHS and Police
- Partners have a duty to co-operate
- The SAB must have a Strategic Plan, written after consultation with the local Healthwatch and the local community, and it must be published

The SAB must publish an annual report, which must include:

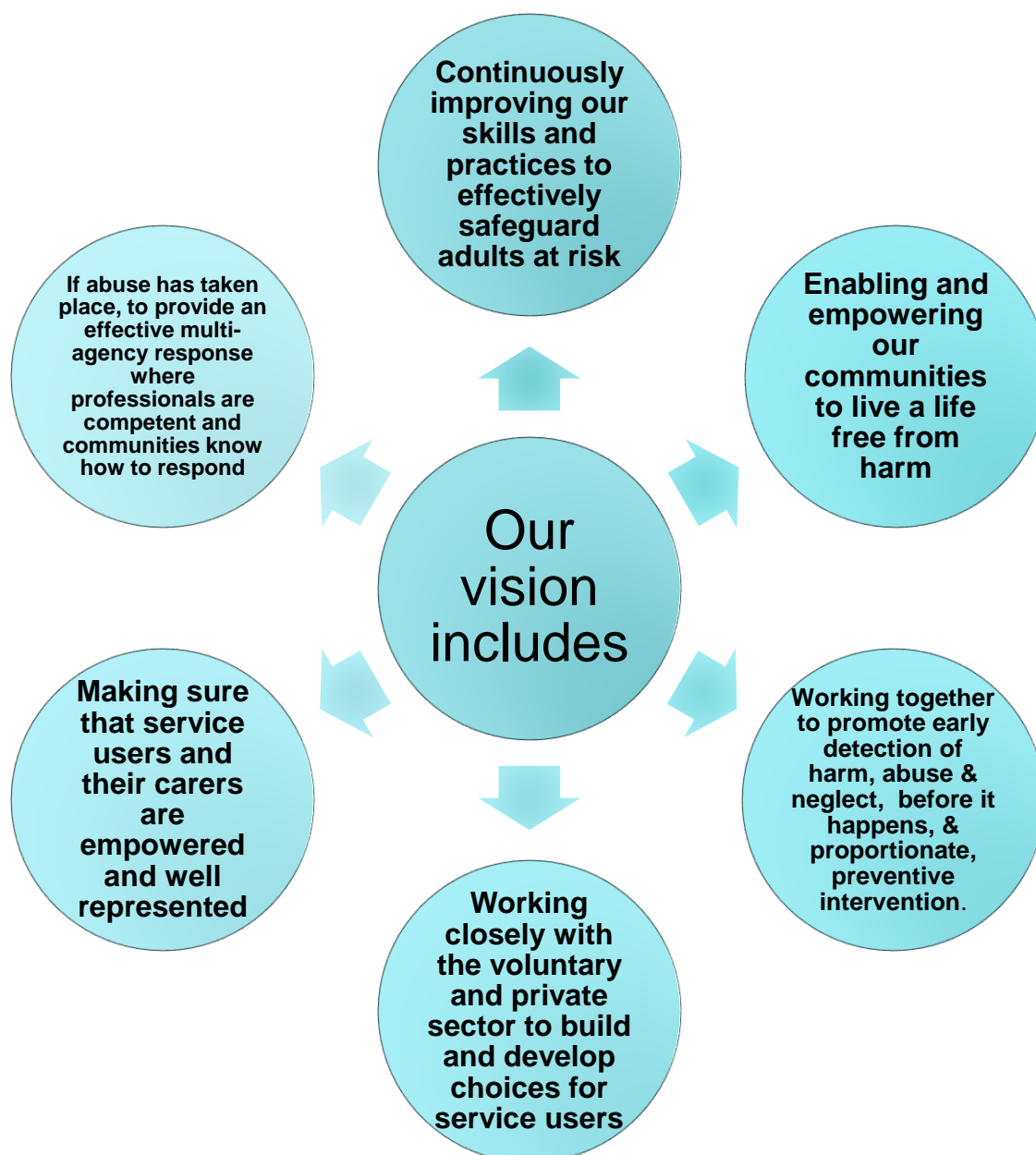
- what the SAB, and its members, have done to carry out and deliver its objectives
- information about any Safeguarding Adult Reviews (SAR's) that are ongoing or have been reported in the year. This must include what the SAB has done to act on the findings of any completed SARs, or where it has decided not to act on a finding, why not
- how the SAB is monitoring progress against its policies and intentions to deliver its strategic plan



OUR VISION

“Safety, Enablement, Empowerment and Prevention will be at the centre of everything we do”

We implement this vision using the firm foundation the Board has developed, where our shared values and beliefs are manifested through close partnership working, commitment and our mutual accountability.



Working within the **six principles** for adult safeguarding is key to delivering our vision – these principles are an aid to understanding the action that need to be taken to protect people and are agreed within the Care Act 2014:



MAKING SAFEGUARDING PERSONAL



The Care Act 2014 defines safeguarding adults as protecting an adult’s right to live in safety, free from abuse and neglect. Making Safeguarding Personal (MSP) aims to make safeguarding person-centred and outcomes focussed and moves away from process-driven approaches to safeguarding.

The SAB continues to have MSP as a central theme in its priorities, it is a regular discussion item at the Board and sub-groups and members are challenged on how they are delivering in this area.





Demand for adult social care continues to increase as older people, people with learning disabilities and younger people with physical disabilities are all generally living longer.

Peterborough has greater areas of deprivation than the England average.

Peterborough's estimated population is 193,980, of which 53% are over 25, 14.3% over 65

In 2016-17 Peterborough City Council supported 2112 older people (65+) and 1031 adults (18-64) with long term packages of care and support

Although life expectancy has been improving we are spending more years in poor health. A woman in Peterborough can expect to live to over 82 but will spend around 23 years in declining health. A man can expect to live to 79 having spent 18 years in poor health.



1 in 17 people over 65 are living with Dementia, which is 1,500 people in Peterborough.

Suicide rates in Peterborough are currently similar to the national average, but admissions to hospital for mental health causes are higher than average.

A growing number of vulnerable people are independently funding their own care but turning to social services to enable funding when their own funds expire.

Information taken from: ONS 2015 midyear figure, Peterborough's multiple deprivations core and the Joint Strategic Needs Assessment Core Dataset Refresh 2016

SAFEGUARDING FACTS AND FIGURES

How much abuse was reported?

The Adult Social Care Team dealt with 1825 new safeguarding concerns (cases that progressed as far as triage) and 294 new enquiries.

Who reported the abuse?

Primary/secondary health care staff raised **21%** of concerns



Social worker/care manager - **18%**

Police – **12%**

Who was abused?

Of the individuals involved in new safeguarding concerns:

59% were aged 65+

31% were aged 85+

Of the individuals involved in new safeguarding concerns:

61% were women



39% were men

Of the individuals involved in new safeguarding concerns:

51% had a physical support need

29% a mental health need

Where were they abused? **40%** of abuse took place in the adults own home. **33%** in care homes

Most commonly reported abuse was:

Neglect – **36%**

Physical – **19%**

Financial – **18%**

What about the risks?

Of the original risks identified 6% remained at the end of investigation – the majority of these occurred where the risk was from contact with someone known to the individual

Of risks posed by service providers **56%** occurred within a care home setting, **28%** within the adult's own home



Of all risks posed to individuals **42%** were by people that were known to them a further **52%** were posed by a service provider

What were the conclusions?

At the end of the investigation, the conclusions were that:

37% of alleged abuse was evidenced as having happened

55.5% of the alleged abuse was evidenced or partially evidenced

35% of the allegations were unfounded or not evidenced

What about the outcome?

63% of those adults who stated a desired outcome for the safeguarding investigation thought that this had been fully achieved. (compared with 47% the previous year)



HOW THE BOARD OPERATES



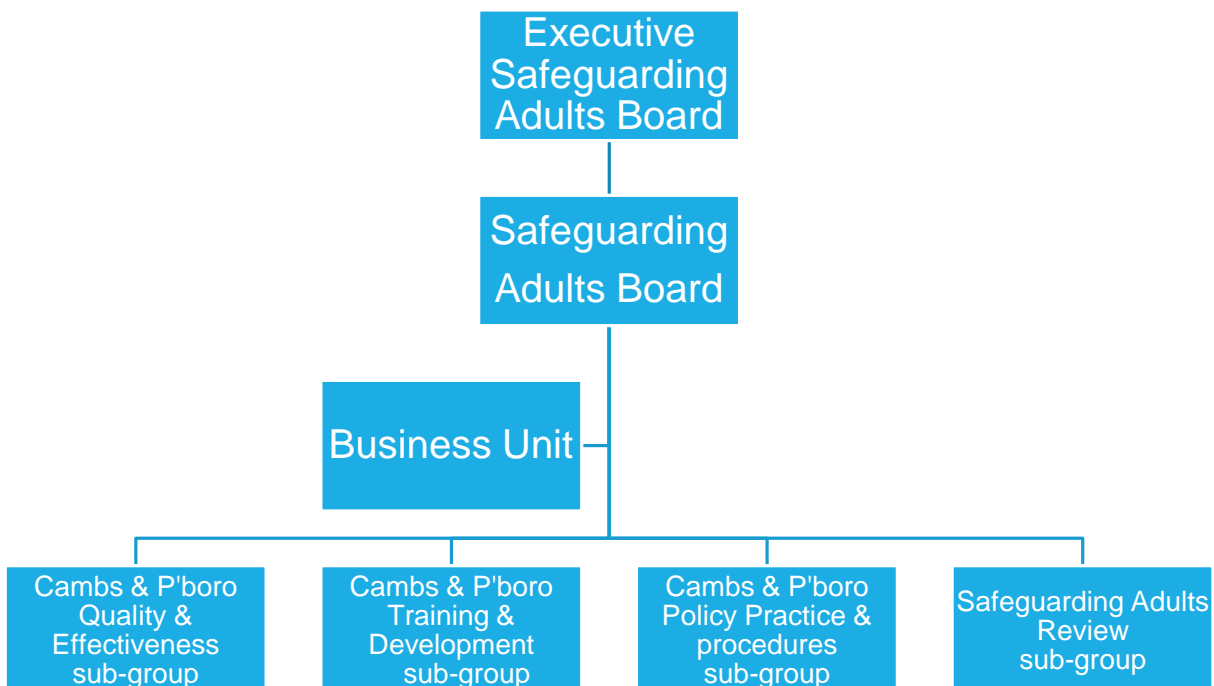
The Board meets 4 times a year and has an Independent Chair, Dr Russell Wate, who has been in post since June 2014. Russell also chairs the Peterborough Safeguarding Children Board (a statutory requirement for a number of years) and this has provided a level of shared understanding across the two boards.

In September 2016 he also became Chair of the Cambridgeshire Local Safeguarding Children Board, and in November, the Cambridgeshire Safeguarding Adults Board. This allows for better partnership working, better use of resources and a consistent approach to Safeguarding across the county. In light of this it was decided in 2016 that some of the work of the Boards should be combined or mirrored across the two Boards, to ensure consistency of practice and policies, and efficient service delivery.

To enable this joint work, the Business Unit which supports the work of all the Boards is being reconfigured to form a combined Adult and Children's, Peterborough and Cambridgeshire Safeguarding Board Business Unit, managed by Jo Procter as Head of Service. This process will complete in July 2017.

A further step towards better joint working was the establishment of the Executive Safeguarding Adults Board (ESAB) in January 2017. The ESAB will meet 3 times a year and is made up of the senior statutory members from Peterborough and Cambridgeshire and together they set the strategic agenda for both SABs.

The Board has to ensure it delivers on its statutory requirements and hold agencies in Peterborough to account for their adult safeguarding responsibilities. This includes the establishment of a multi-agency training programme, policies and procedures and the implementation of a quality assurance programme. To help with this, the work of the Board is progressed via its sub-groups who are tasked with specific responsibilities in line with the Board's priorities:



THE SUB-GROUPS



There are 4 sub-groups, all of which include members from Peterborough and Cambridgeshire:

Policy, Practice and Procedures sub-group

The overarching purpose of the group is to develop and maintain a harmonised policy and procedural framework for Cambridgeshire & Peterborough Safeguarding Adults Boards.

Quality & Effectiveness sub-group (QEG):

To assure adult safeguarding processes in Peterborough and Cambridgeshire are safe, effective and provide a positive customer experience. To commission specific quality and performance analysis work, to report the findings and make recommendations to the SAB's

Training and Development sub-group:

To oversee and commission training which further strengthens the awareness of safeguarding and to ensure that those who respond to and investigate safeguarding concerns have the necessary skills to do so effectively. To look at how training across the county can be better aligned and map what training is already been delivered and to develop a competency framework.

Safeguarding Adults Review (SAR) sub-group

The Care Act 2014 statutory guidance says that a SAB must arrange a SAR when the following criteria is met:

1) when an adult in its area **dies** as a result of abuse or neglect, whether known or suspected, **and** there is concern that partner agencies could have worked more effectively to protect the adult.

2) if an adult in its area **has not died**, but the SAB knows or suspects that the adult **has experienced serious abuse or neglect**.

The SAB delegates this function to the SAR sub-group.

The purpose of a SAR is not to reinvestigate or to apportion blame, it is:

- to establish whether there are lessons to be learnt from the circumstances of the case and the way in which local professionals and agencies work together to safeguard vulnerable adults;
- to review the effectiveness of procedures;
- to inform and improve local inter-agency practice and
- to improve practice by acting on learning (developing best practice)

The sub-group regularly reports to the SAB, and all SAR reports are shared with the SAB before final approval.



In 2016/17 the sub-group met 6 times and during this period no new referrals were received. The sub-group has continued to progress work on two cases that started in 2015:

- a. The case of an elderly lady who died and neglect of her health needs was suspected
- b. The case of a middle aged lady who committed suicide while her mental health needs were known but not met (words taken from the Coroners verdict)

The first of these two cases, **a**, is near completion, the recommendations are being discussed and it is hoped the report will be finalised in the summer of 2017. The recommendations will form an action plan, which will be monitored by the SAB.

The second case, **b**, was completed in March 2017. 7 recommendations were made as part of the review, and work has started on the implementation of these, and several areas have been identified for learning. A leaflet and PowerPoint presentation have been prepared and are available for agencies to use as learning resources. This particular case also involved Children's Services.

The key themes were:

- It is hard for professionals to have a complete picture of what is happening in a person's life when the subject does not want to share information - agencies need robust strategies in place to deal with this
- Supervision could have been better used to discuss risks
- There is a need to challenge the myth that patients will not get a bed, or appropriate treatment if they attend the hospital Emergency Department as a result of a mental health crisis.
- Family/Friends/Carers should not be over relied on to support those with a mental illness
- Children's Services need to have greater awareness of the impact of child safeguarding issues on parental mental health, and the action to take when there is an adverse effect



WHO IS REPRESENTED ON THE SAB

As well as the as the statutory members, other agencies, who represent the services delivering care and support to adults at risk in Peterborough are also members:

Agency	Name
Age UK Peterborough (Voluntary Sector Rep)	Chief Executive Officer
Axiom Housing (Housing Sector Rep)	Operations Director
Cambridgeshire Constabulary (Statutory Member)	Detective Superintendent, Public Protection
BeNCH (Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company)	CRC Deputy Director & Head of Cambs Local Delivery Unit
Cambridgeshire Fire & Rescue Service	Community Safety Advisor & Safeguarding Manager-
Cambs & Peterborough NHS Foundation Trust	Director of Nursing
Cambs Clinical Commissioning Group (Statutory Member)	Deputy Director Of Patient Quality and Safety
Cambs Clinical Commissioning Group (Statutory Member)	Designated Nurse – Adult Safeguarding
City College Peterborough	Vice Principle
Peterborough Healthwatch	Chief Executive Officer
HMP Peterborough	Deputy Director
National Probation	Assistant Director
Peterborough City Council (Statutory Member)	Director for People & Communities
Peterborough City Council	Service Director, Adult Services and Communities
Peterborough City Council	Assistant Director, Adult Operations and Housing
Peterborough City Council	Head of Social Care Commissioning
Peterborough City Council	Safeguarding and Quality Assurance Manager
Peterborough City Council	(Cllr) Cabinet Member
Peterborough & Stamford Hospitals NHS Foundation Trust	Deputy Chief Nurse
Peterborough Regional College	Executive Director (students)
Provider Forum Representative	2 members

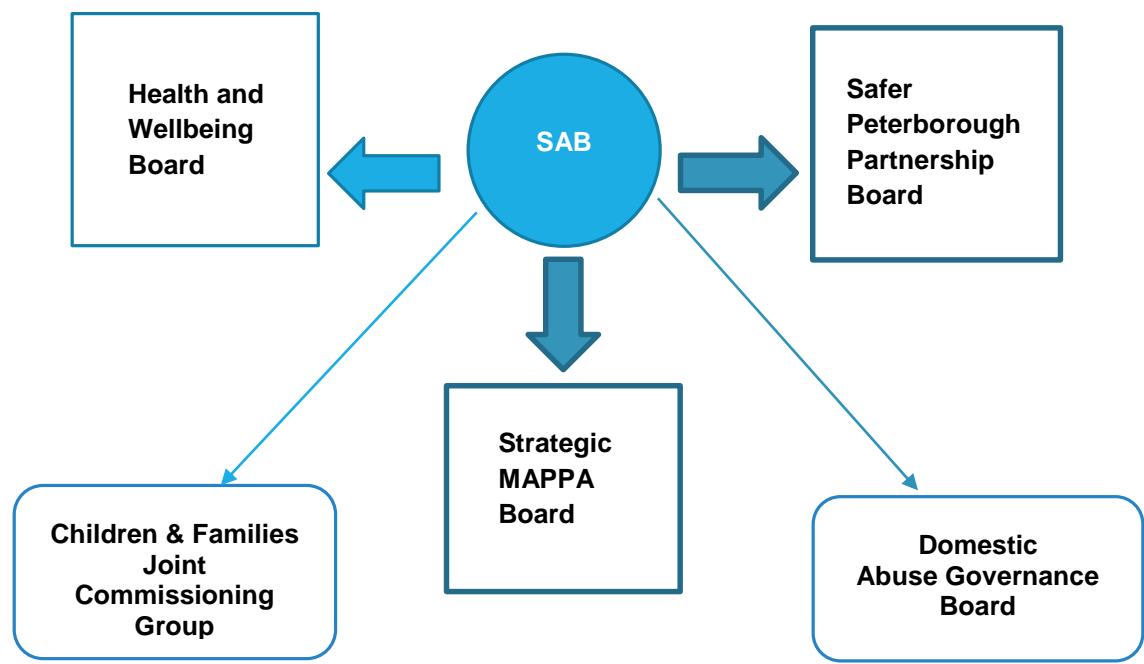
Representatives from partner agencies are of sufficient seniority to make decisions on behalf of their agency and are responsible for disseminating information between the SAB and their agency. The Cabinet Member for Adult Services attends as a participating observer, and can challenge the Board and its members as necessary.



LINKS WITH OTHER BOARDS

The SAB has strong links with other boards who impact on adult services and those involved in the planning and commissioning of services delivered to adults in Peterborough.

The Chair is a member of the Peterborough Health and Wellbeing Board, the Safer Peterborough Partnership and the Strategic MAPPA Board.



Key members of the SAB also sit on the Safer Peterborough Partnership and Domestic Abuse Governance Boards. In addition, the Head of Service is a member of the Domestic Abuse Governance Board and the Children and Families Joint Commissioning Board.

These links mean that adult safeguarding remains on the agenda of these groups and is a continuing consideration for all members, widening the influence of the SAB across all services and activities in Peterborough. This was further enhanced by the introduction of the Inter-board protocol in January 2017, ensuring these boards work better together.

BUSINESS PRIORITIES



In March 2016 the SAB met and agreed the following priorities for 2016-17:

Priority 1: To work in partnership with all agencies to safeguard adults at risk of abuse and neglect, while following the principles of Making Safeguarding Personal – person-led and outcome focused; allowing involvement, choice and control.

Priority 2: To deliver policy and procedures based on collaborative best practice and consultation.

Priority 3: To ensure the workforce has the right skills/knowledge and capacity to recognise and safeguard adults at risk of abuse and neglect.

Priority 4: To seek assurance that adults at risk of abuse and neglect are effectively identified and safeguarded.

As well as these priorities it was recognised that there needs to be focus on:

- Embedding the new Multi-Agency Safeguarding Adults Policy and Procedures
- Community/Service User engagement
- Domestic Abuse, Human Trafficking and Modern Slavery – including upskilling workers in these areas
- Multi-Agency Audits
- Evaluation and mapping of training across the partnership

What have we done to meet these priorities?

Priority 1: To work in partnership with all agencies to safeguard adults at risk of abuse and neglect, while following the principles of Making Safeguarding Personal – person-led and outcome focused; allowing involvement, choice and control.

The SAB has continued to build and maintain strong relationships with partners across Peterborough and Cambridgeshire through the following:

- Executive Safeguarding Adults Board – with cross county membership
- Joint sub-subs are established
- plans are in place for a joint business unit
- first joint conference in March 2016
- shared Safeguarding Adults Review procedures
- joint procedures are being developed
- Inter-board protocol developed to enable better working across other boards

All of this has been done within the principles of Making Safeguarding Personal and members have been challenged over their practice in this area.

Priority 2: To deliver policy and procedures based on collaborative best practice and consultation.

The Peterborough Multi-Agency Safeguarding Adult Procedures were formally adopted in September 2016. Following this, work began almost immediately to develop joint procedures with Cambridgeshire and it is hoped these will be launched in July 2017. Joint guidance for self-neglect and hoarding have also been developed.

Priority 3: To ensure the workforce has the right skills/knowledge and capacity to recognise and safeguard adults at risk of abuse and neglect.

New training and awareness events were introduced to raise understanding in areas identified by staff as where they lacked knowledge, these included:

- advanced awareness training to broaden understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards – aimed at Lead Practitioners and registered managers.
- workshops to introduce the Self-Neglect resource pack, followed by training sessions using newly developed materials.
- Domestic Abuse and Adult Safeguarding conference

The Training sub-group has also started work to develop a competency framework which should be introduced later in 2017.

Priority 4: To seek assurance that adults at risk of abuse and neglect are effectively identified and safeguarded.

Throughout the year the SAB has invited partner agencies to share their work and learning, to provide assurance and be challenged by members. Presentations have included:

- Coercion and Control
- The Victim Hub
- Peterborough Night Shelter
- Winter Pressures
- Quality Improvement Team
- Integrated Mental Health Services

The Chair has also written to local providers of private healthcare, seeking assurance of their practice and procedures.

What about the areas identified as needing focus?

- **Embedding the new Multi-Agency Policy and Procedures** – Procedures are now embedded and used across all agencies
- **Community/Service User engagement** – The First Peterborough Safeguarding Awareness Month took place in March, with over 100 new contacts made, 11 agencies visited and 8 events attended.
- **Domestic Abuse, Human Trafficking and Modern Slavery – including upskilling workers in these areas** – A Domestic Abuse conference took place in March 2017
- **Multi-Agency Audits** – The Quality and Effectiveness sub-group is progressing this work
- **Evaluation and mapping of training across the partnership** – The Training sub-group is progressing this work
- **Sexual Exploitation** – Working in partnership working with the Safer Peterborough Partnership Board (SPPB) has continued, with Street Sex Workers Case Management Meetings, held six-weekly. The SAB supported with the development of an information sharing protocol for members of this group and has challenged as appropriate. The most significant piece of work delivered in this year has been the community awareness raising on sexual exploitation focussed on hotels in the city.

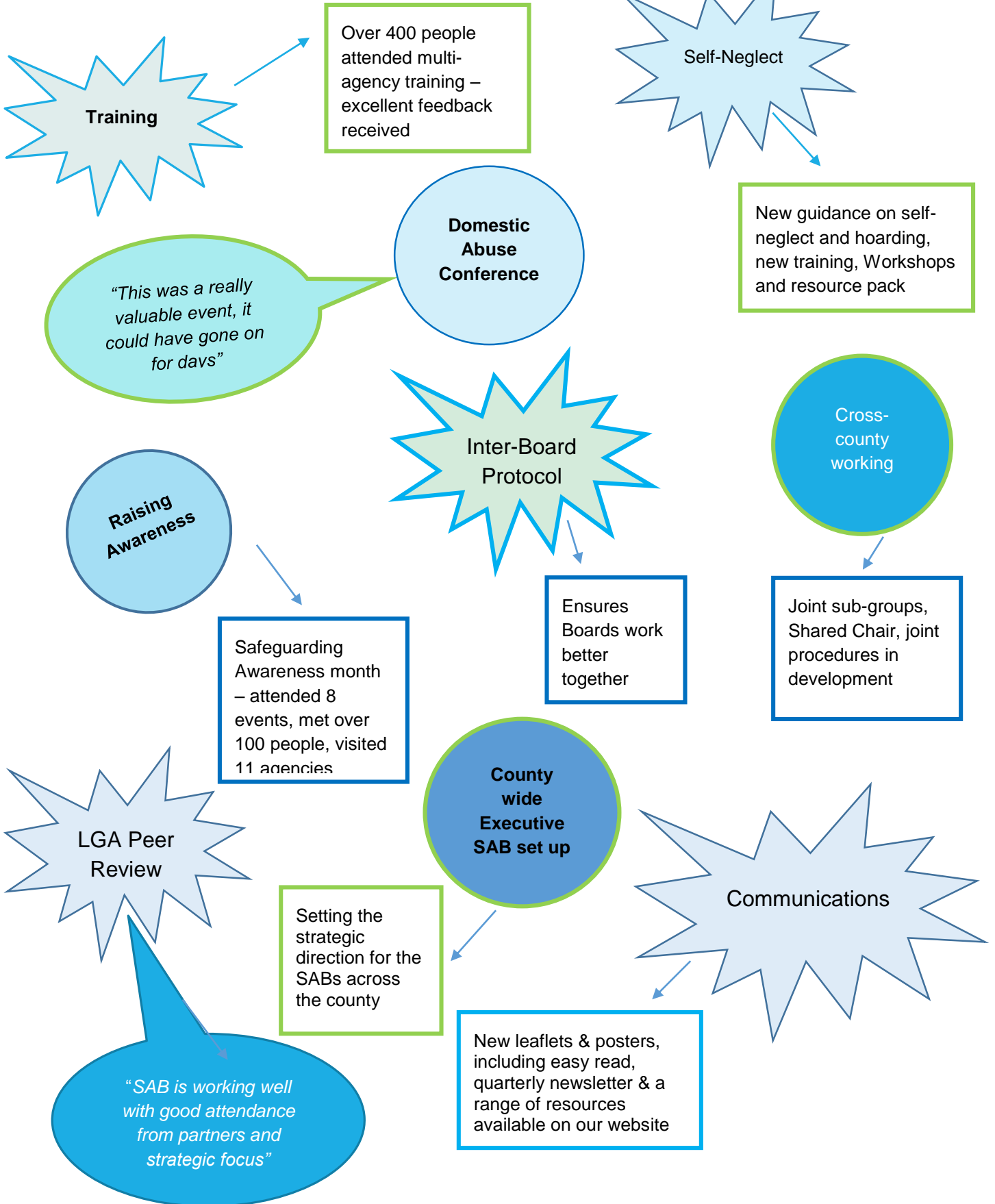
Extensive contact was made with hotels across the city and six sessions of bespoke training were delivered to five different hotels in partnership with the Operation Pheasant Team from the SPPB. These sessions focussed on spotting the signs that an adult or child might be being sexually exploited, and trigger plans for establishments to implement when they have concerns. This area of awareness raising and partnership building across the night-time economy continues to be considered as a priority, and activity will continue in 2017-18. Links continue with HMP Peterborough.



"I had a good understanding of DA before the course but today I have learned lots of new information about perpetrators and elder abuse. The research and case studies were really interesting"

OUR ACHIEVEMENTS

Here are some of the highlights:





COMMUNICATION AND SOCIAL ENGAGEMENT



The SAB has its own website which links with the LSCB website, making it more accessible for those working in both adult and children’s services and for the general public. The website can be found at: www.safeguardingpeterborough.org.uk.

The SAB newsletter, “**SAB News**” is produced quarterly and is sent out via email to a wide range of partners and interested parties, and is also available on the SAB website. It is aimed at anyone who has an interest in safeguarding adults at risk. The newsletter aims to be an important means to keep practitioners and professionals up to date, and to share good practice and important information, it includes updates on local and national policies and developments in Safeguarding, learning from Safeguarding Adult Reviews and upcoming multi-agency training events. Contributions to the newsletter are received from various partner agencies and some information is sourced from national publications and organisations (ADASS, LGA etc.).

A new easy read leaflet “**Keeping Adults Safe from Abuse and Neglect**” was introduced and in November 2016 a new Self-Neglect resource pack was introduced which included a leaflet for professions and one for members of the public and a poster.



These leaflets and the poster are available on the website.



In March members of the SAB Business Unit took part in a number of community events, as part of the first Peterborough **Safeguarding Awareness month**, aimed at raising awareness about the work of the Board and safeguarding in general. These events included:

- 4 days at the Disability and Community awareness event at Serpentine Green
- Age UK Peterborough annual general meeting
- Empowering Women – an event organised by the Police and Crime Commissioner
- Visits to a number of volunteer groups
- The Business Unit also took part in an awareness session to learn more about Dementia and are now proud to be Dementia Friends.



“I never knew people were working together to help the old and vulnerable”



SAFEGUARDING TRAINING

Section 14.110 of the Care and Support Statutory guidance issued under the Care Act 2014 states that each Safeguarding Adults Board should promote multi agency training and consider any specialist training that may be required. On behalf of the Board, the Peterborough City Council Workforce Development Team (Adults) delivered the Safeguarding Adults multi-agency training. The Workforce Development Team is endorsed by Skills for Care as a Recognised provider of training.

Section 14.47 of the Care and Support Statutory guidance states: Mental Capacity is frequently raised in relation to adult safeguarding. The requirement to apply the Mental Capacity Act in adult safeguarding enquiries challenges many professionals and requires utmost care, particularly when it appears an adult has capacity for making specific decisions that nevertheless places them at risk of being abused or neglected. Therefore training on the Mental Capacity Act and Deprivation of Liberty Safeguards are also included in the training offer.

Training provided:

Course	Number Attended
Safeguarding Adults Awareness	65
Safeguarding Adults Refresher	34
Mental Capacity Act and Deprivation of Liberty Advanced Awareness	25
Self-Neglect Workshop	38
Self-Neglect training for professionals who work with people who self-neglect	14
Deprivation of Liberty Awareness	23
Deprivation of Liberty Level 2	20
Mental Capacity Act Awareness	38
Mental Capacity Act and Deprivation of Liberty Refresher	23
Mental Capacity Act Level 2	27
Leading Safeguarding Enquiries (2-Day Course)	33
Mental Capacity Act and Deprivation of Liberty Awareness	60
Total	400

There are also a range of other courses available to, and attended by, the multi-agency workforce, delivered and commissioned by the Peterborough Safeguarding Childrens Board (PSCB), which are relevant to those involved in Adult Safeguarding – the attendance figures for these are reported in the PSCB annual report, they include, but are not limited to:

Honour Based Violence, Female Genital Mutilation, Drug and Alcohol Awareness, Introduction to the Effects of Domestic Abuse, Understanding the Freedom Programme and What is Prevent.



WHAT HAVE THE STATUTORY MEMBERS DONE

The statutory members were asked to consider the following questions when outlining what they have done:

1. What has your agency done to meet the embrace and embed the Safeguarding Principles:
2. What has your agency done to improve the safeguarding and welfare of adults in Peterborough?
3. How does your agency evaluate its Safeguarding effectiveness and what evidence do you have?
4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?

CAMBRIDGESHIRE CONSTABULARY

Cambridgeshire Constabulary have continued to work hard with partners to develop systems, processes, expertise and experience to better safeguard adults at risk. Referrals are made into the Multi Agency Safeguarding Hub where assessments are made, information is shared and onward referral for joint investigations, single agency responses or other early intervention options offered. The MASH Governance Board has been re-invigorated and there is agreement that the adults' side of the MASH will be developed with vigour across Cambridgeshire and Peterborough over the next twelve months.

The Constabulary continue to operate Domestic Abuse Investigation and Safeguarding Units (DAISU) which investigate cases of domestic abuse, supporting victims and those close to them through positive action and bringing offenders to justice. The DAISU have achieved successful outcomes on Coercive Control cases involving adults at risk of harm. The Partnership have introduced daily MARACs which are chaired by managers from the Constabulary and consider cases where a high risk of harm exists.

The Adult Abuse Investigation and Safeguarding Unit (AAISU) continue to undertake investigations into cases of adult abuse, including those in a health or care setting. These investigations include physical, sexual and financial abuse as well as neglect.

The Constabulary are working with the Board to examine the training offers on this topic from both the Board and the Constabulary. The intention is to develop a training offer which compliments that already delivered by the Constabulary to its own workforce and ensure what is delivered is quality assured against Safeguarding Board standards and that the offer by the board is accessible to this hard to reach workforce.

The Constabulary are delivering Safe Lives Domestic Abuse training to 500 staff which will enhance the knowledge of the workforce in particular regarding coercive control.

In 2016-2017 we have

- Continued the development of the MASH, firmly establishing Domestic Abuse and Adult Abuse as priority themes.

- Continued to work in partnership with Peterborough and Cambridgeshire Safeguarding Adult Leads.
- Continued to carry out investigations into cases of Domestic Abuse, safeguarding victims, in particular those that are at risk and bringing offenders to justice.
- Continued to train and prosecute the new Coercive / Control Legislation.
- Continued to investigate those who offend against the elderly, disabled and vulnerable and bring offenders to justice.

Detective Superintendent Lorraine Parker - Head of Public Protection

CAMBRIDGESHIRE AND PETERBOROUGH CLINICAL COMMISSIONING GROUP (CAPCCG)

What has the CCG done to embrace and embed the safeguarding principles?

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) are committed to working with partner agencies to identify all forms of abuse and mistreatment, ensuring that safeguarding is everyone's business.

The safeguarding of adults is firmly embedded within the wider statutory duties of the CCG in order to promote well-being, prevent harm and respond effectively if concerns are raised. The safeguarding principles (as expressed in the Care Act¹ and Care and Support Statutory guidance²) are clearly articulated in the CCG Safeguarding Adults Policy³ and staff training.

Services commissioned by the CCG are expected to comply with the Care Act 2014⁴, Care and Support Statutory Guidance⁵ and Care Quality Commission (CQC) regulations⁶, as well as meeting the requirements of the NHS Contract⁷.

- **Empowerment** – *People being supported to and encouraged to make their own decisions and informed consent.* The broad principles of 'Making Safeguarding Personal⁸' are mirrored in the NHS Constitution⁹ and it is therefore an expectation that all NHS organisations' work to these principles. Similarly, NHS staff are required to address the requirements within the Mental Capacity Act 2005¹⁰ which aims to empower people to make decisions for themselves as much as possible and to protect people who may not be able to take some decisions.

¹<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

²<https://www.gov.uk/guidance/care-and-support-statutory-guidance>

³ <http://www.cambridgeshireandpeterboroughccg.nhs.uk/search> for safeguarding adults policy

⁴ See 1.

⁵ See 2.

⁶ <http://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-13-safeguarding-service-users-abuse-improper>

⁷ <https://www.england.nhs.uk/wp-content/uploads/2016/11/2-service-conditions-fl.pdf>

⁸ <http://www.scie.org.uk/care-act-2014/safeguarding-adults/safeguarding-adults-boards-checklist-and-resources/making-safeguarding-personal.asp>

⁹ <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

¹⁰ <http://www.legislation.gov.uk/ukpga/2005/9/contents>

- **Prevention** – *It is better to take action before harm occurs.* The CCG fully supports a proactive approach to the avoidance of harm. Learning from past incidents via SAB processes (e.g. Safeguarding Adult Reviews) is key for both the CCG and commissioned Providers. Lessons learned as a result of Serious Incidents (Sis) which have safeguarding implications are shared across the local Health economy. The CCG also takes a system leadership role about Fatal Fire Reviews¹¹ and Domestic Homicide Reviews¹² to contribute towards the prevention of future harm. Responses to ‘Whistle blowing’ and complaints that have a safeguarding context equally provide an opportunity for learning.
- **Proportionality** – *The least intrusive response appropriate to the risk presented.* There is an expectation that CCG staff and commissioned Providers will apply the principles of the Mental Capacity Act¹³ to acknowledge the notion of ‘unwise’ decision making, whilst remaining alert to the need to intervene under certain circumstances.
- **Protection** – *support and representation for those in greatest need.* The CCG and commissioned Providers have adopted ‘Safer’ recruitment practices in line with standard NHS requirements to reduce the likelihood of unsuitable staff being recruited. Mindful of the need for support and representation Advocacy is flagged in CCG staff training and we would expect commissioned Providers to do likewise.
- **Partnership** – *Local solutions through services working with their communities.* The CCG takes its responsibilities to partnership working in the safeguarding adults’ arena seriously; the CCG actively participates in the work of the Safeguarding Adult Board, including membership of the Executive Board, Leadership of the Health Executive Quality Network, and engagement with all sub-groups.
- **Accountability** – *Accountability and transparency in delivering safeguarding.* There are Safeguarding Adult requirements specified by NHS England which apply to all NHS organisations¹⁴. Commissioned Providers are required to demonstrate measures around accountability and transparency in the Quality Schedule of the NHS Contract and compliance with these by NHS funded Health Providers is monitored via the Clinical and Contract Quality Review (CCQR) process. As markers of good professional practice around safeguarding adults it is both an expectation and requirement that these principles are adhered to.

What has the CCG done to improve the safeguarding and welfare of adults in Peterborough?

The CCG is robust in holding commissioned health care Providers to account for their performance around Safeguarding Adults. This in turn contributes to raising awareness and

¹¹ A fatal fire review considers all community safety information gathered regarding the person who died in the fire and the circumstances of the fire, in order to identify organisational learning points that can be implemented.

¹² <https://www.gov.uk/government/collections/domestic-homicide-review>

¹³ See 10.

¹⁴

promoting excellent practice by staff, contributing to improving the safeguarding and welfare of adults at risk locally.

How does the CCG evaluate its Safeguarding effectiveness and what evidence do you have?

The CCG completed the Safeguarding Commissioning Toolkit recently, and participates in multi-agency audit as required. In 17-18 the CCG will be part of a regional pilot led by NHS England of a Safeguarding Assurance Tool.

How has the CCG challenged itself and others to improve safeguarding arrangements?

See above.

Carol Davies - Designated Nurse for Safeguarding Adults and Serious Incidents

PETERBOROUGH CITY COUNCIL (PCC)

What has PCC done to embrace and embed the Safeguarding Principles: We have reviewed and updated our operational procedures and supporting documents for safeguarding concerns and enquiries to support front line social workers to embed Making Safeguarding Personal and the Safeguarding principles? The key points below have been noted through ongoing audit and the Peer Review.

- **Empowerment** – *People being supported to and encouraged to make their own decisions and informed consent.* The adult at risk is central to the safeguarding enquiry and their wishes are taken into account at all times. At the start of an enquiry and throughout the enquiry there are clear sections on the forms for capturing the person's (or their appropriate representative) consent, views and outcomes.
- **Prevention** – *It is better to take action before harm occurs.* The Social Work teams work closely with the Quality Improvement Team to monitor any concerns in respect of providers to ensure appropriate support is given to providers to prevent more serious safeguarding concerns. Heads of Service attend the CQC and Adult Social Care Information Sharing meeting with other key partners (CCG/Police/Healthwatch/) to discuss and share information/concerns and agree where support and closer monitoring is required.
- **Proportionality** – *The least intrusive response appropriate to the risk presented* The MASH has dedicated Lead Practitioners who have developed their skills and knowledge resulting in a high number of safeguarding concerns not progressing to section 42 enquiries. This is achieved by robust triage/risk assessment and face to face visits where required and taking into account the wishes of the AAR - early resolution. 18 out of 20 safeguarding enquiries selected for audit were deemed to be proportionate.
- **Protection** – *support and representation for those in greatest need.* Robust risk assessment and use of safeguarding plans to record protective factors and ongoing monitoring through review for those in greatest need.

- **Partnership** – *Local solutions through services working with their communities.* Engagement with key multi agency partners is evidenced through audit and formal/informal feedback. Engagement with local providers has improved significantly through an open and transparent approach to safeguarding, ensuring providers are notified at the earliest opportunity where concerns have been raised and the relevant information is shared to enable them to contribute to the enquiry.
- **Accountability** – *Accountability and transparency in delivering safeguarding.* Good management support and oversight evidenced during enquiries and upon conclusion. Appropriate feedback via Social Workers/Lead Practitioners to the AAR, family, representative, and referrer and where relevant providers, evidenced through audit by the Quality Assurance Team, Heads of Service and Directors.

What has PCC done to improve the safeguarding and welfare of adults in Peterborough?

- skilled and knowledgeable Lead Practitioners ensure a consistent approach to safeguarding referrals and ensures relevant agencies are involved at the earliest opportunity.
- development of multi agency self neglect and hoarding policies to support front line social workers/managers.
- ensuring staff/managers are aware in relation to any learning from audits - briefing sheets are shared with all staff. Senior Manager Audits have commenced with the allocated worker to support reflective practice.
- mandatory training including refresher training relevant to role/responsibility/accountability.

1. 3. How does PCC evaluate its Safeguarding effectiveness and what evidence do you have?

- audit/ Best Practice Forum (case discussion/reflective practice) led by Head of Service,
- learning shared in relation to SAR's,
- feedback from key partners (informal),
- performance data/dashboard.

How has PCC challenged itself and others to improve safeguarding arrangements?

- Action plans developed to address areas identified as requiring improvement following the Peer Review (details below) and Audits.
- Working with key partners to develop agreed multi agency procedures (neglect/hoarding) and the SAB Multi Agency Policy and Procedures.
- Development of the LSE procedure to support frontline staff/managers and key partners/partners to understand process/roles/accountability.

We requested a Peer Review via the Local Government Association in September 2016 to review our adults safeguarding and commissioning processes. The review focused on three key areas:

(i) Delivery of outcomes from frontline staff

(ii) The quality of strategic leadership and governance

(iii) The robustness and effectiveness of commissioning and quality assurance/improvement mechanisms

The team were on-site for four days and included activities designed to enable members of the team to meet and talk to a range of internal and external stakeholders. Alongside council officers and councillors, the review team engaged with key partners from health, the voluntary and community sector, independent care providers, Peterborough Safeguarding Adult Board members, Police and Healthwatch.

Following completion of the review, a number of strengths and areas for development were identified. These are included within the main report attached. The areas for development have been captured in a delivery plan and this is monitored by the Corporate Director's management team on a quarterly basis and the SAB on a 6 monthly basis.

Debbie McQuade, Assistant Director – Adult Operations



LOOKING FORWARD



In May 2017 the ESAB met and agreed the following priorities for 2017-18:

- **Domestic Abuse** - To ensure that adults at risk of abuse and neglect are protected from all types of Domestic Abuse; and when victims are identified they are provided with appropriate support to recover and are safeguarded in line with the principles of Making Safeguarding Personal. In this priority there will be a particular focus on **elder abuse** (over 65)
- **Neglect (including self-neglect and hoarding)** -To ensure that adults, at risk of abuse and neglect, in all settings, are protected from neglect; and when victims are identified they are provided with appropriate support to recover and are safeguarded in line with the principles of Making Safeguarding Personal.
- **Adults living with mental health issues** - To ensure that adults at risk of abuse and neglect are protected, and that practitioners are skilled and trained appropriately to recognise changes in symptoms and behaviours that may indicate a deterioration in their mental health and that a change in care management/planning is required; and when victims are identified they are provided with appropriate support to recover and are safeguarded in line with the principles of Making Safeguarding Personal.

WHO WILL RECEIVE A COPY OF THIS REPORT?

In accordance with the requirements of the Care Act 2014, copies of this report will be sent to:

- the chief executive and leader of the local authority which established the SAB
- the police and crime commissioner and the chief Constable
- the local Healthwatch organisation
- the chair of the local health and wellbeing board

The report will also be available on our website.

FOR FURTHER INFORMATION



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adass	Association of Directors of Adult Social Services
Adults Board (SAB PSAB CSAB ESAB)	The Local Safeguarding Adults Board (SAB) brings together local statutory and independent sector agencies working with adults at risk of abuse. The SAB is responsible for ensuring the Multi-Agency Safeguarding Adults Procedures are effective and preventing adults from experiencing significant harm. Peterborough Safeguarding Adults Board/Cambridgeshire Safeguarding Adults Board. The Executive Safeguarding Adults Board is made up of the Statutory members, and drives the strategic agenda across the county. -
Care Act 2014	The Care Act 2014 introduces major reforms to the legal framework for adult social care, to the funding system and to the duties of local authorities and rights of those in need of social care
Childrens Board PSCB	Peterborough Safeguarding Childrens Board
Enquiry	Previously a safeguarding investigation, A S42 enquiry is the action taken or instigated by the local authority in response to concern that abuse or neglect may be taking place
LGA	Local Government Association
Making Safeguarding Personal (MSP)	A guiding principle for safeguarding which is about engaging with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end.
MAPPA	Multi Agency Public Protection Arrangements
MASH	Multi-Agency Safeguarding Hub
SAR	Safeguarding Adults Review - previously known as a Serious Case Review.
Statutory Members	The Care Act states that the SAB must have representation from the Local Authority, the Police and the local Clinical Commissioning Group.



Creating a safer
Cambridgeshire

