



City of York Safeguarding Adults Board (CYSAB) Annual Report 2014/15 Summary

The role of CYSAB

CYSAB is a partnership of people and organisations across York that leads on safeguarding work to prevent adults being abused or neglected.

Members of the board work together to make sure that arrangements are in place to keep people safe. The members of the board represent these organisations:

- Healthwatch York
- Leeds & York Partnerships
- NHS Foundation Trust
- NHS England
- North Yorkshire Police
- City of York Council
- York Teaching Hospital
- NHS Foundation Trust
- Stockton Hall
- York CVS
- NHS Vale of York Clinical Commissioning Group
- NHS Partnership Commissioning Unit
- The Retreat
- Independent Care Group

Work over the past year

The Care Act

In April 2015, the Care Act made it the law for each local authority area to have a Safeguarding Adults Board. CYSAB has looked at the way it operates to make sure that it meets the new requirements. It has put in place new policies and procedures for **Safeguarding Adults Reviews** and **Lessons Learned Reviews**. These would be carried out when an adult who has care and support needs has suffered serious neglect or abuse and there is concern about whether people have done the right things to protect them.

The Care Act also outlines a new approach, called **Making Safeguarding Personal**, which makes sure that people can make choices about what they want to happen from a safeguarding activity.

The CYSAB worked with independent advocates to help people, who couldn't make decisions themselves, describe how they wanted to be protected when abuse or neglect might have taken place. The council was then able to understand the best approach to helping them in the way they preferred. In most cases, people were able to achieve what they wanted to happen. This approach is now part of how the council works to safeguard adults.

CYSAB has worked with the council to improve the **information, advice and guidance** to help keep people safe from abuse. The Connect to Support portal has been updated to give more information on keeping people safe, including how to report neglect or abuse, advice on domestic violence, bogus traders, online safety and community safety.

To follow the **Winterbourne Concordat**, CYSAB members worked together to identify vulnerable people who are currently placed outside the area, but who might be better able to enjoy a safe and high quality of life back in York. 7 people have been helped to move back to York and 15 others are receiving help and support to move back in the future. For those people still living out of the area, new processes have been put in place to make sure their support and treatment is reviewed and the requirements of the Mental Capacity Act are met.

Self Assessment

The CYSAB needs to be able to understand the progress organisations are making in safeguarding adults. A self-assessment framework has been developed which members of the board complete for their organisation to show where they are strong and where there are things to improve. All partners have completed this assessment.

It has shown that, overall, organisations are able to safeguard adults well, but there are a few areas where improvements can be made:

- Community engagement
- Improving delivery to minority groups
- Embedding the Mental Capacity Act
- Information sharing

Internal Audit

To make sure that everything that needs to happen to be ready for the Care Act has been done, the internal audit team looked at progress.

The internal audit report found that preparations were well underway and there was confidence of the progress made. Two areas where there could be improvements in the future were:

- Processing of Deprivation of Liberty cases is a manual process which could be improved through the greater use of IT.
- The information on the Safeguarding Adults Board website could be made more useful.

Training

The training provided by the Workforce Development Unit has been developed to include a broader range of opportunities. This has meant that an increased number of people have benefited from training in a larger number of areas.

Feedback on training showed that almost everybody who attended thought the training was Good or Excellent.

Key statistics

City of York Council received 1058 alerts in 2014/15, which is an increase from 912 the year before. When an alert is received, the council makes an assessment which looks at the risk and whether it can be resolved. If it can't be resolved, a referral is made for further investigation.

294 individual adults at risk were referred for further investigations into the alleged abuse. Almost two-thirds of these investigations related to women.

In most cases, the person is at risk from someone they know, in their own home. However, an increasing number of people were seen to be at risk in their care home or nursing home.

Serious Cases and Lessons Learned

No serious case reviews needed to be carried out in 2014/15.

However, there were two cases where somebody who was receiving services from the council, NHS or other services had died where more information was needed to see if lessons could be learned to stop similar things happening in the future.

These lessons learned reviews will be reported on in next year's annual report.

Progress against the Strategic Plan

CYSAB has a strategic plan which outlines its work up until 2017. Good progress has been made against each of the actions identified.

Under the Care Act, the board needs to have a plan which has been consulted on by both Healthwatch and the local community. To make sure CYSAB's plan meets this requirement, Healthwatch is developing a strategy to work with the community, which will then help CYSAB develop a new plan to be ready by 2016.