

## **Health, Housing & Adult Social Care Policy & Scrutiny Committee**

**25 July 2018**

Report of the Assistant Director Adult Social Care

### **Safeguarding Adults at Risk Annual Assurance**

#### **Summary**

1. This report outlines arrangements in place to ensure that City of York Council discharges its responsibilities to protect adults with care and support needs from abuse and neglect, whilst maintaining their independence and well-being.
2. The Health, Housing and Adult Social Care Policy and Scrutiny Committee is asked to accept assurance that arrangements for safeguarding adults are satisfactory and effective.
3. The Care Act requires that each local authority must:
  - Make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.
  - Set up a Safeguarding Adults Board.
  - Arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review (SAR) where the adult has 'substantial difficulty' in being involved in the process and where there is no other suitable person to represent and support them.

- Co-operate with each of its relevant partners in order to protect the adult. In their turn each relevant partner must also co-operate with the local authority.

4. Safeguarding duties under the Care Act apply to an adult who:

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

5. The six key principles contained within the Care Act which underpin all safeguarding work are:

- Empowerment – “I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens”.
- Prevention – “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help”.
- Proportionality – “I am sure that the professionals will work for my best interest, as I see them and will only get involved as much as needed”.
- Protection – “I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able”.
- Partnership – “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me”.
- Accountability – “I understand the role of everyone involved in my life”.

## Analysis

6. York Safeguarding Adults Board, (SAB) continues to have a strong focus on partnership working between the following twelve member organisations
  - City of York Council
  - North Yorkshire Police
  - Vale of York Clinical Commissioning Group (CCG)
  - York Hospital NHS Foundation Teaching Trust
  - Tees Esk and Wear Valley NHS Foundation Trust
  - NHS England
  - Stockton Hall Hospital
  - The Retreat Hospital
  - The Independent Care Group
  - York Council for Voluntary Services (CVS)
  - Healthwatch York

7. York SAB vision is that we will do our best to ensure that agencies supporting adults who are at risk or in vulnerable situations, and the wider community, can by successfully working together:
  - Ensure that Safeguarding is Everybody's business
  - Develop a Culture that does not and will not tolerate abuse
  - Raise awareness of abuse
  - Prevent abuse from happening wherever possible.

Where abuse does happen, the SAB and its partners support and safeguard the rights of people who are harmed to; stop the abuse happening, access services they need including advocacy and post-abuse support, have improved access to justice and have the outcome which is right for them and their particular circumstances.

8. The SAB is independently chaired. It continues to meet four times yearly and delivers its work programme through three SAB subgroups. These cover Quality & Performance, Staff development & Training and Lessons Learned & Safeguarding Adults Reviews.

9. A recommendation to agree The SAB 2018 annual report will go to the September 2018 Board, describing the progress against the three year strategic plan (2016/2019). The report will be published following the September board and made available to this committee.

## **Key achievements 2017-2018**

10. 2017-18 has been a year of significant progress for the partnership. Building on previous years work to embed the principles of the Care Act. The completion of the 2017-18 SAB management plan has enabled progress towards completing the three year SAB strategic plan (2016-2019).

Actions completed include:

- Improved information and advice through updated written literature and on the website, with a focus on helping people stay safe.
  - Assurance provided to the SAB by each member that making safeguarding personal approaches are embedded in practice.
  - Greater assurance about the use of advocacy to support people's rights and freedoms.
  - Successful collaboration with partners through national campaigns such as safeguarding week, focussing on the prevention of financial abuse.
  - The completion of up to date multi agency policy, procedure and local operating guidance for front-line staff.
11. CYC has led the multi agency training to front line staff which has put into practice the regional and local multi-agency safeguarding policy and procedures. Agreed in April 2018, these procedures further enable making a safeguarding personal approach across the workforce which has been a strong feature of practice in York over recent years. CYC has run 57 Safeguarding adults related courses, attracting 599 delegates. Subjects range from general safeguarding awareness training to courses on managing the safeguarding process for specialist staff. Courses also cover mental capacity and deprivation of liberty both in terms of increasing awareness and for those required to make best interest decisions and act to protect those who may be deprived of their liberty.
  12. 2018 has seen collaboration between public health, the workforce development unit and the SAB to facilitate two training programmes to address suicide prevention, Assist and Safe-Talk. 123 people have attended Assist training and 75 people have attended Safe-Talk.
  13. During 2017-18 it has not been necessary to carry out a Safeguarding Adult Review (SAR). The lessons learned sub-group of the SAB continues with its rolling programme to ensure that cases requiring multi-agency learning that do not meet the SAR threshold receive the required

oversight of the SAB. The new policy and procedures are now in place to clarify and improve decision making about potential lessons learned or SAR cases.

14. CYC continues to protect people's rights through Deprivation of Liberty Safeguards (DoLS). CYC is using the Association of Directors of Adult Social Services (ADASS) risk based approach to prioritising assessments of those potentially deprived of their liberty. CYC is increasingly training its internal social work staff as Best Interest Assessors (BIAs) to enable them to do this work. There are now 40 Social Workers with this qualification. CYC have established specialist BIA posts to enable those at greatest risk to have the necessary safeguards. As part of the plan for 2018, the SAB intends to monitor waiting times for DoLS assessments.

### **CYC Safeguarding Adults Collection Performance**

15. In 2017-18 City of York Council received a total of 1,052 Safeguarding Concerns. This figure is a decrease from 1,215 Safeguarding Concerns in the previous year.
16. All concerns raised with City of York Council are scrutinised to see if they meet the Care Act's conditions for a section 42 enquiry, and to consider our duties under the Wellbeing Principle (Section 1 of the Care Act) to offer support, advice and information to reduce the risk for the person in question and prevent further harm.

Where the council is unable to resolve the concerns at this stage, further enquiries may take place, either under the auspices of S42 or using 'other' enquiry mechanisms as appropriate. The number of referrals progressed to S42 enquiry in 2017-18 was 374, a reduction of 80 from the 454 progressed in 2016-17. Adults in York were, in 2016-17, less likely to be the subject of a S42 enquiry than elsewhere, and the reduction seen here suggests this will also be the case in 2017-18 when the national safeguarding statistics are published in autumn 2018.

17. The National Safeguarding Adults Collection has a making safeguarding personal indicator which measures if the person who is being safeguarded had their personal outcomes met. Of people who were asked about the outcome of their safeguarding enquiry in York, 60% expressed an opinion about their outcome. Of those, 63% had their outcomes fully achieved, 33% had them partially achieved and 4% said their outcomes were not achieved.

18. The demographics of clients involved in York's completed safeguarding cases remains similar to that found in 2016-17. Around two-thirds of cases involve females, and two-thirds of cases involve those over the age of 65. Increasingly, clients have the support of advocates (89% in 2017-18 compared with 69% in 2016-17). The enquiries are increasingly concluding that risks are either removed (36% in 2017-18 compared with 21% in 2016-17) or reduced (61% in 2017-18 compared with 51% in 2016-17). The most common type of concern investigated was of "Neglect" – around a quarter of all cases. Someone's own home was most likely to be the setting for a concern to take place (32% of all completed cases in 2017-18, a decrease from 38% in 2016-17). Service providers were most likely to be investigated, with 58% of all completed cases involving them in 2017-18, an increase from the 49% in 2016-17.

### **Strategic Plan**

19. The Safeguarding Adults Board Strategic Plan 2016-2019 continues to be implemented to the expected timetable. The following actions have been agreed as part of the 2018-19 management plan in order to make progress towards the three year strategic plan.
- Reporting safeguarding website usage to SAB.
  - Widely circulating the 'Keep Safe Guide' to key public outlets
  - Establishing a safeguarding service user forum.
  - Taking and considering evidence from partners on the implementation of Making Safeguarding Personal.
  - Ensuring partners report to their governing body on an annual basis summarising their safeguarding activity.
  - Engaging the safeguarding team with wider preventative initiatives across the city.
  - Receiving the risk register update at every SAB meeting.
  - Monitor the use of advocates and waiting times for deprivation of liberty safeguards assessments.
  - Receive reports on case file audits on best interest decisions and least restrictive interventions.
  - Continue to work with regional partners on the implementation of multi agency procedures.

## **Council Plan**

20. The proposals within this report relate to the Council Plan priority to focus on frontline services, ensuring all residents, particularly the least advantaged, can access reliable services and community facilities.

## **Implications**

### **Financial**

21. There are no financial implications to this report. Safeguarding activity is undertaken within agreed budgets.

### **Human Resources (HR)**

22. There are no HR implications.

### **Equalities**

23. Safeguarding activity is important to all protected communities of interest. The performance report indicates a relatively high number of referrals.

### **Legal**

24. There are no legal implications.

### **Crime and Disorder**

25. All of the issues and actions relating to Safeguarding Vulnerable Adults contribute to the Safer Communities agenda. Specifically Safeguarding has strong links with the Domestic Violence agenda and to Hate Crime.

### **Information Technology (IT)**

26. There are no IT issues relating to this report.

### **Property**

27. There are no property issues relating to this report.

## **Risk Management**

28. The recommendations within this report do not present any risks which need to be monitored.

## **Recommendations**

- 29.
- (i) The Health and Adult Social Care Policy and Scrutiny Committee note this report and are assured that arrangements for safeguarding adults are satisfactory and effective.
  - (ii) The Health and Adult Social Care Policy and Scrutiny Committee receive the SAB annual report following its publication
  - (iii) The Health and Adult Social Care Policy and Scrutiny Committee receive updates to this report on an annual basis.

Reason: To assure the committee of the arrangements for safeguarding

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**Background Papers** - None

**Annexes** - None

### **Abbreviations**

ADASS- Association of Directors of Social Services

CCG – Clinical Commissioning Group

CVS – Council for Voluntary Services

CYC – City of York Council

DoLS – Deprivation of Liberty Safeguards

SAB – Safeguarding Adults Board

SAR – Safeguarding Adults Review