

**City Of York and North
Yorkshire**

**ADULT PROTECTION
COMMITTEE**

**Annual Report
2005-2006**

CITY OF YORK & NORTH YORKSHIRE ADULT PROTECTION COMMITTEE

ANNUAL REPORT 2005-2006

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Message from the Chair

We are now into our fourth year as a committee and in previous Annual reports I have bemoaned the fact that there is much less awareness in society of the problems of adult abuse than child abuse – with the consequence that fewer resources are dedicated to tackling the problem. Whilst that is still the case, I think we are turning the corner.

The support and publicity generated by Comic Relief in 2005 seems to have had some impact on mainstream drama in bringing issues out into the open. There have also been high profile publicity campaigns by Action on Elder Abuse and some shocking ‘fly on the wall’ television documentaries showing abuse in institutional settings. No-one who has seen such video footage could fail to be both appalled and angered by the callous treatment of vulnerable people.

The partner agencies can build on this growing awareness of the issues. However we need to tread a fine line between heightened community concern and not injuring public confidence in care services. The vast majority of care workers are motivated to do their very best for their clients and the standard of most homes in our area is good. We need to be vigilant in tackling those who fall beneath this standard.

This year’s report contains more information than ever before on the number and type of abuse cases reported for investigation. A pattern has started to emerge of about 60-70 cases being investigated per quarter with physical abuse being suspected in 50% of cases. 86% of reported abuse takes place within the person’s own home or in a residential/nursing home and over two thirds of cases involve an older person. This data enables us to benchmark our area against national data and we hope to refine it further so we can use it to plan preventative work.

The report shows progress against the priorities set for 2005/6 and we have been able to move forward on most. Important activities relating to training and awareness raising amongst staff have continued and local groups have maintained momentum and interest - as shown by the success of local conferences.

I do feel that it is an appropriate time to take stock of the Adult Protection system and consider re-launching the Adult Protection Committee itself. We have put the foundations and building blocks in place for an effective system but I think we need to strengthen our links to other strategic bodies and also consider how adult protection fits within Local Strategic Partnerships (and Local Area Agreements), neighbourhood safety initiatives and the work to improve the general well being of adults set out in the Health and Social Care White Paper – “Our Health, Our Care, Our Say”. The Adult Protection Committee will be starting work this Autumn on working through these issues.

Finally, can I urge you to take this report to your board or committee for discussion. The more that agencies consider how they can contribute to the protection of vulnerable adults the safer people will be. If you do need more information please contact Sally Anderson, Adult Protection Co-ordinator – to whom I am indebted for this report.

Bill Hodson (Chair of the Adult Protection Committee)

Adult Protection Committee – Progress in 2005/6

Key Achievements

Adult Protection Committee and sub committees

- Audit of APC arrangements against 'Safeguarding Adults' guidance
- Development of work plan (incorporating priorities from 'Safeguarding Adults')
- Consolidation of Community Protection Units to include Vulnerable Person's officers, by North Yorkshire Police

Policy and Practice

- Adult Protection Monitoring enhanced and trend reports received quarterly
- Funding received from all four Primary Care Trusts
- Budget allocated for training priorities (£5K)
- Preparation work commenced for reviewing investigation procedures based on 'Safeguarding Adults' guidance

Training

- Training for investigators rolled out across York and North Yorkshire and programmed into NYCC base budget for 2006/7
- Training for Chairs of Strategy Meetings commissioned – to start 2006
- Multi-agency local awareness event attended by 80 delegates in Malton – June 2005
- Multi-agency local awareness event planned for Craven and Harrogate – planned for July 2006

Safeguarding Adults

In October 2005, the ADSS published 'Safeguarding Adults – A National Framework of Standards for good practice and outcomes in adult protection work'. This was developed through the ADSS-led national 'Safeguarding Adults' network, which combines partner representation alongside adult protection representatives from ADSS branches. It does not replace 'No Secrets', but aims to collect best practice and aspirations together into a set of good practice standards, intended to be used as an audit tool and guide by all those implementing adult protection work.

The definition of 'Safeguarding Adults' in the document is used to mean "all work which enables any adult 'who is or may be eligible for community care services' to retain independence, well being and choice and to access their right to live a life that is free from abuse and neglect"

At the time of publication, the City of York and North Yorkshire Adult Protection Committee continues to operate under the terms of reference, adopted in 2003, and aims 'to work together to protect vulnerable adults from abuse' and to implement the 'No Secrets' guidance.

Adult Protection Committee – Progress in 2005-6

Progress on key priorities 2005-6

Develop rolling programme of investigator training	
Promote Action on Elder Abuse awareness raising training materials	
Actively promote the use of the POVA list	
Produce an Annual Report	
Respond to consultations on national initiatives	
Improve understanding of the way investigations are carried out, by reviewing the procedures. Develop guidance on strategy meetings	
Introduce serious case review protocol	
Continue to develop improved systems for activity monitoring. Respond to guidance on national performance indicators	
Continue to develop and maintain links with other networks and national groups	
Continue to identify resources and partnerships to deliver shared training	
Develop training for chairs of strategy meetings	
Build on success of multi-agency awareness raising events	
Develop information for the public and user-friendly materials on adult protection	
Develop e-learning materials for training	
Continue to address the issue of funding for the Adult Protection Committee	
Develop information sharing protocol	
Develop ways of consulting and involving service users in monitoring and evaluation of policy and practice	
Multi-agency training for managers and lead officers	

Completed



Started/ongoing



Not yet started



TRAINING AND AWARENESS

Achievements/Progress in 2005-2006

- Four two day sessions of **training for investigators** was delivered, by the Ann Craft Trust (49 places), funded by partnership funding and match funding from the local authorities. Further courses will be delivered on a rolling programme as necessary.
- Two sessions of **training for chairs of strategy meetings** has been commissioned, to be delivered by the Ann Craft Trust by December 2006.
- **A Multi-agency awareness event** successfully organised by Scarborough, Whitby, Ryedale Local Adult Protection Group (LAPG) attended by 80 delegates. A further event is planned by Craven and Harrogate LAPG in July 2006.
- **Study Days** organised by University of York, funded by Workforce Development Confederation (NHS) for health and social care staff and managers in hospitals and nursing/residential homes. There have been 8 study days in Scarborough, Harrogate, York and Northallerton, providing training for 162 staff (Hospital 33, PCT 39, Nursing Homes 68, Social Services 18, Volunteers 4)
- **Foundation Training** delivered for social care staff on older people's, LDAF and mental health foundation courses. Includes module on recognising and responding to abuse and neglect (In 2005/6 there were 402 NYCC social care staff trained)
- Learning Support North Yorkshire provided a number of one-day **Protection of Vulnerable Adult** training sessions attended by 98 delegates.
- Project Officer developed **presentations** and supported a number of **information sessions** (Older People's Reference Group, NYCC Registered Managers, Quality Group, Domiciliary Providers – Harrogate, Housing wardens – Richmondshire, Person Centred Planning Team – York, Benefits and Assessment Team, Camphill Community, and Adult Tutors in Northallerton)

Adult Protection Activity

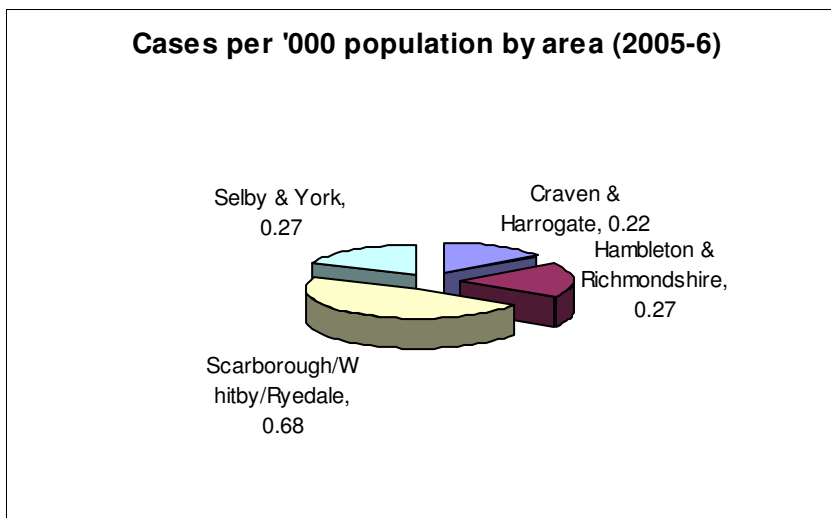
Since April 2004, the Adult Protection Committee has been receiving quarterly activity reports. This information has been summarised from the abuse of adults monitoring systems used by North Yorkshire Social Services and City of York Community Services to record the number of incidents of actual or suspected abuse that are investigated under the adult protection procedures. From April 2005, the activity monitoring form was modified to introduce information about client type, incident location and referrer. For comparison I have selected some of the data resulting from the Adult Protection National Data Monitoring Report, published March 2006, where data from 639 referrals and 8 local authorities was analysed over a 6 month period June to December 2005.

During the year 2005-2006 The records show that there have been a total of 262 cases investigated. In the majority of cases (217 or 83%) the investigation included a multi-agency strategy meeting or case conference.

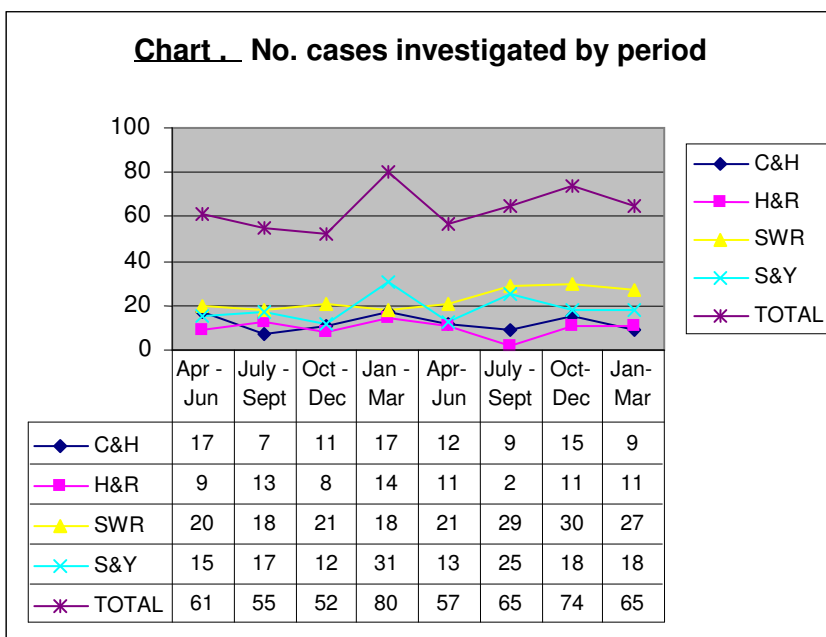
The following charts give a summary of the following information

- Number of Cases
- Outcome of investigations
- Type of abuse
- Client type
- Location of incident

NUMBER OF CASES

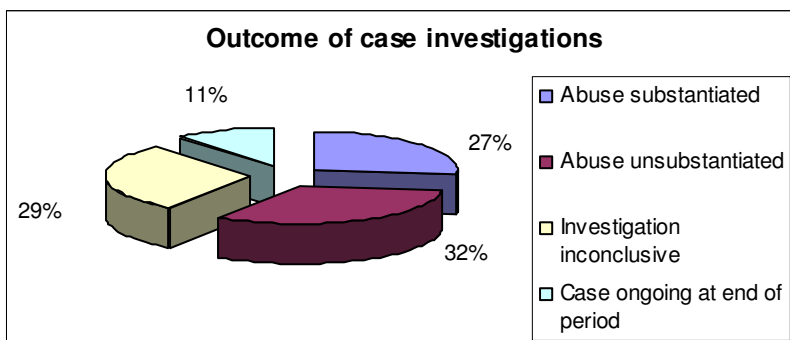


The chart above shows that the number of cases in each Local Adult Protection Group area varies from 0.22 in Craven and Harrogate to 0.68 in Scarborough/Whitby/Ryedale with an average of 0.34. In 2006/7 local groups will be considering these figures and exploring the basis for these variations.



The chart above shows the number of cases investigated for each quarter by area for the period April 2004 to March 2006, by Local Adult Protection Group area. The number of cases appears to be relatively stable for the whole period with a marked increase in January to March 2005. This is caused by an increase in cases in Selby for that period.

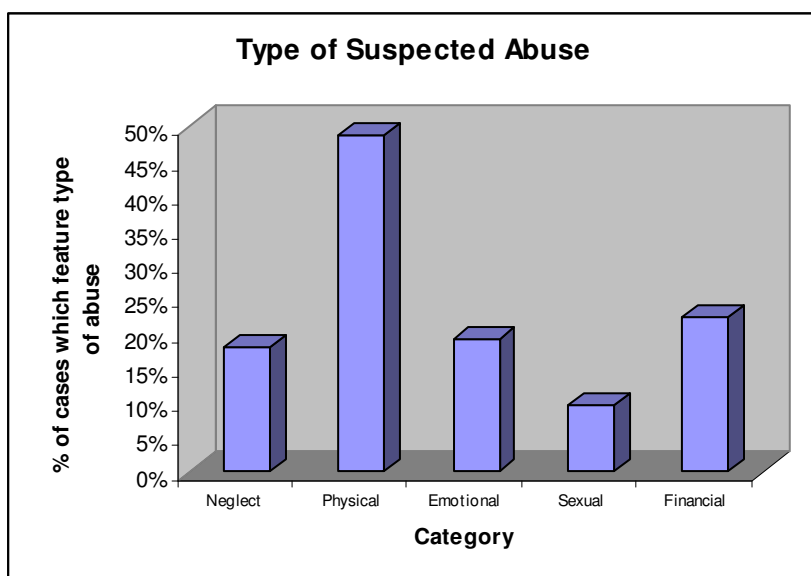
OUTCOME OF INVESTIGATIONS



The chart above shows the findings of abuse following an investigation. In just over a quarter of the cases (27%) abuse was substantiated and plans were made to protect the vulnerable adult.

In nearly a third of the cases (32%) abuse was not substantiated, while in the remainder of the cases, the investigation was inconclusive (29%) or still ongoing at the end of the monitoring period (each quarter) (11%). In these cases a variety of responses were made and there was often increased monitoring of the situation to ensure that the vulnerable adult was protected.

TYPE OF ABUSE



The chart above shows the proportion of cases in which different types of abuse were suspected. It is not possible to show the relative proportions of the type of abuse because the recording system recognises that more than one type of abuse can occur in each case and multiple abuse is found in many cases.

Main points to note: The most prevalent types of abuse for the whole period are physical and financial abuse. Physical abuse occurs in 50% cases, ranging from 46% for Hambleton & Richmondshire to 58% for Craven and Harrogate. Financial abuse occurs in 23% cases for the whole area, ranging from 11% in Hambleton and Richmondshire to 29% in Scarborough, Whitby, Ryedale.

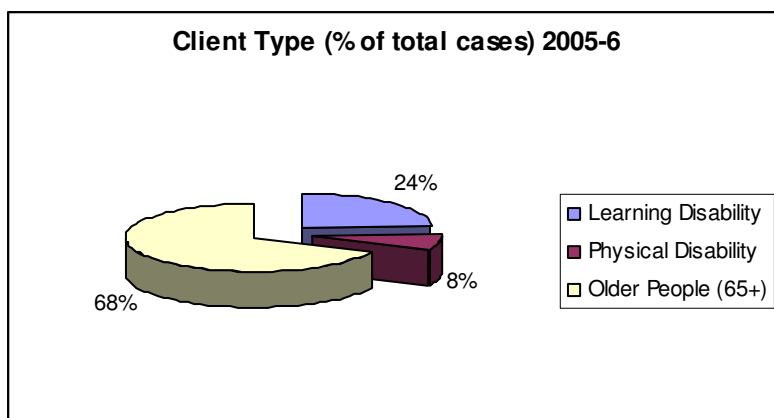
Although the general pattern appears to be similar to the national study, it is not possible to make a direct comparison due to the use of different categories and the fact that the study uses a multiple abuse category, whereas we record each type of abuse that is suspected in a case.

National Data (6.6.05 – 2.12.05)

Type of abuse	Physical	Sexual	Financial	Neglect	Psychological	Other*
% of cases	34%	8%	16%	15%	14%	12%

*Includes Institutional, Discrimination, Multiple abuse and Not known

CLIENT TYPE



Client type by area (percentage of total cases for each area) for the period April 2005 to March 2006

Main points to note: The majority of cases in each area affect older people aged 65 and over (including older people with mental health problems) (68%) with a range from 48% in Selby and York to 79% in Craven and Harrogate. A very small proportion of cases affect people with physical disabilities. The cases that affect people with learning disabilities show the greatest variation from 12% of cases in Craven and Harrogate to 40% in Selby and York, with an average for the whole area of 24%. The high figure for Selby and York appears to be due to a larger number of cases for the period July to September 2005.

Cases for adults aged 18 to 64 with mental health problems have not been included at this stage as they are not currently being collected in a consistent way.

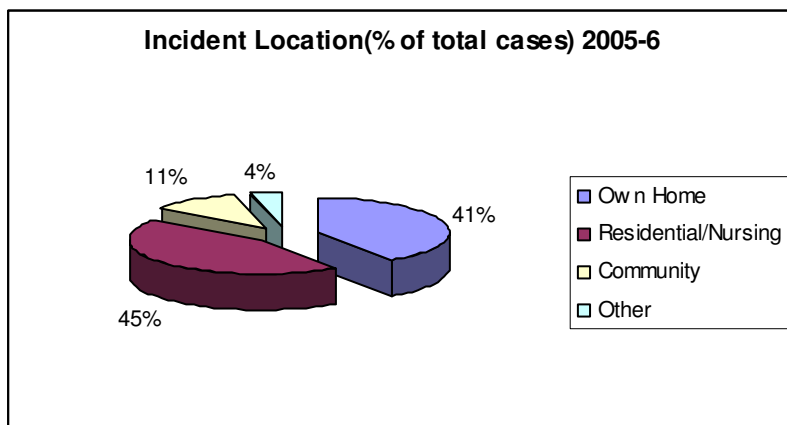
Compared with the national study, this area has a similar level of cases affecting people with learning disabilities and people with physical disabilities but a much higher proportion of cases affecting older people in the City of York & North Yorkshire. It is not possible to make a direct comparison as the national study uses additional categories.

National Data (6.6.05 – 2.12.05)

Vulnerable adult	Learning Disability	Physical Disability	Older Person	Mental Health	Other *
% of cases	25%	12%	37%	8%	18%

*Includes Frailty, Substance Misuse, Not known

LOCATION OF INCIDENT



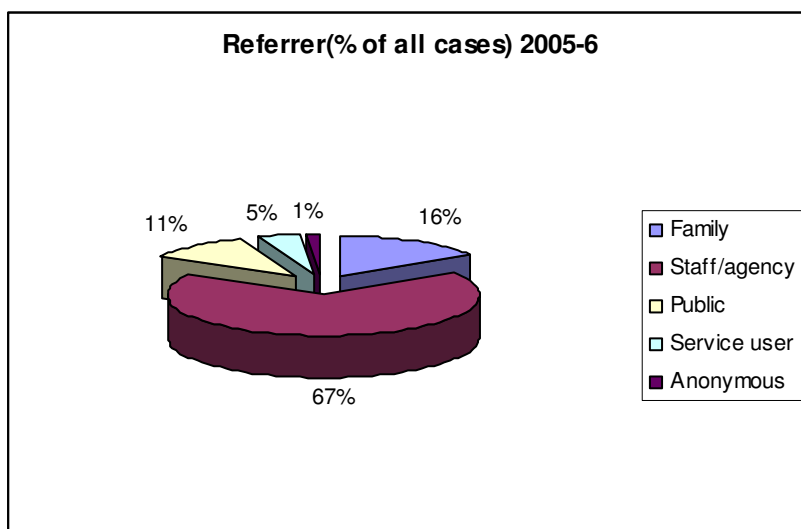
The majority of incidents occur in residential or nursing homes (45%) or service users' own homes (41%) Compared with the national study, it would appear that this a very similar pattern, although again it is not possible to make a direct comparison as the national study uses additional categories.

National Data (6.6.05 – 2.12.05)

Location	Own Home	Res/Nurs	Daycare	Community	Education (not used)	Hospital	Other*
% of cases	32%	38%	2%	3%	0	2%	23%

*Includes Perpetrators Home, Public Place, Relative's Home, Other, Not known

REFERRER



The majority of referrals are made by staff or other agencies (67%), while a significant proportion come from family members (16%) and members of the public (11%). Compared with the national study, it would appear that this a very similar pattern, although again it is not possible to make a direct comparison as the national study uses different categories. The number of referrals from service users themselves is low in both sets of figures.

National Data (6.6.05 – 2.12.05)

Referrer	Family	Staff /agency	Public	Service user	Anonymous	Other	Not known
% of cases	10%	46%	Not used	9%	0.3%	3%	32%

Work of the Local Adult Protection Groups

Achievements/Progress

During the year the Local Adult Protection Groups have:-

- **Monitored and evaluated** the ways that policies, procedures and practices are working through consideration of case studies.
- **Developed skills** of the members of the groups through training sessions and invited speakers
- **Increased awareness** of local staff and volunteers of the multi-agency policy and procedures through newsletters, meetings and events.
- **Reviewed the activity monitoring figures** and considered reasons for local variations and ways of increasing the level of reporting.

Key Local issues

Each Local Group submits a quarterly report to the Adult Protection Committee (APC), which includes issues that need consideration by the APC, so that there can be a co-ordinated approach across the APC area.

Partnership/ Partner organisations

- Relationships within and between criminal justice organisations/ and other organisations
- Links between adult protection with domestic violence
- Terms of Reference of local group/Relationship with APC
- Sustainability of groups
- Local variations in activity monitoring

Training

- Very positive feedback for training events and investigator training
- Identified need for training of chairs of strategy meetings
- Important to roll out regular multi-agency awareness training
- Mechanisms to cascade awareness training to more staff groups
- Use of other initiatives/networks to deliver training

Effective Procedures

- Support for people involved in adult protection process (at all levels)
- Importance of multi-agency communication
- Clear mechanism required for reporting back to referring agency/referrer
- Roles and responsibilities in investigations in integrated teams
- Points of entry into adult protection procedure – needs to be clear

Information and Publicity

- Lack of information for the general public and service users
- Use of other mechanisms to increase awareness e.g. links with community safety promotion.

Messages from the Chairs of Local Adult Protection Groups

Selby, York and Easingwold

This year, the group went through a period of change with the Chair, Karen Pavey, leaving in the first half of the year. Karen had worked hard to establish the group and my thanks go to her for that hard work and to Sally Anderson and Tom Roche for holding the fort whilst I have been getting settled into a new role in City of York and in a position to take up the role Karen has vacated.

During the year, the group started by evaluating the conference held in March 2005 attended by 100 delegates. This was considered to have been a very successful event and one that the group would wish to repeat.

Tony Jameson-Allen from the Learning network for dementia reported to the group that there had been a 90% response rate from local homes requesting support and training in raising awareness of dementia. As a result a network event was held for care homes. This was well attended with forty delegates. The network would next be organising an event on engaging older people in meaningful activities. Regular newsletters are produced in which an article on protecting vulnerable adults from abuse is to be included.

Related to the work on dementia, the local group has also started to consider raising awareness on the Mental Capacity Act to be introduced in April 2007.

During the year the group was joined by Joanne Ward in her role as Domestic violence co-ordinator. This has enabled the group to consider a wider range of issues.

The learning from the application of the procedures has led to the group seeking to reinforce some key components of the vulnerable adult procedures:

- The importance of communication between agencies
- The need for strong links between the day and out of hours services
- Information sharing between agencies
- Support to victims
- Awareness raising within the registered home sector.
- The role of agencies within initial strategy meetings

The group is looking to work with the City of York and North Yorkshire Adult Protection Committee and other local groups to relaunch and set clear objectives for the next year.

Planning for the introduction of the Mental Capacity Act and considering what impact this may have on the vulnerable adult working arrangements will figure strongly in this.

KEITH MARTIN. Chair and Head of Adults Services, City of York

Scarborough, Whitby and Ryedale

Local agencies in Scarborough, Whitby and Ryedale have continued to meet to coordinate their work in the field of adult protection. The group have regularly discussed issues arising from practice, inter-agency cooperation and promoting awareness amongst front line staff and managers.

The revised Multi-agency Adult Protection Procedures were launched locally on the 30th June 2005 in an event organised by the Local Adult Protection Group. This was attended by over 80 delegates from a range of organisations, with particularly strong representation from the police. The importance of the subject was emphasised by a local drama group who performed a short piece on issues affecting a family where the family member may be the subject of abuse. At times quite powerful, this provided opportunity for challenging and reflective discussion in small groups. The overwhelming response from those attending was very positive and the local group would like to consider a further similar event, although it is worth noting that considerable time and effort went into the organisation and there was considerable commitment from a number of individuals to make it happen.

There was also the opportunity during the year to work very closely with a number of Independent Sector Providers, mainly in the learning disability field, on coordinating those organisations own policies and procedures in dealing with allegations of abuse with the multi-agency procedures. This work was time consuming and detailed but helped significantly in raising knowledge and

awareness at all levels in the organisations and allowing broader practice issues to be discussed in the Local Adult Protection Group. The openness and willingness to participate by these organisations is greatly appreciated and particularly thanks must go to the Wilf Ward Trust whose staff worked with members of the Adult Protection Group in producing a Best Practice Guide on the interface between multi-agency procedures, personnel and disciplinary procedures within organisations and the role of the police. This guide has subsequently been presented to the City of York and North Yorkshire Adult Protection Committee and will be incorporated as a Good Practice Guide in the procedures in due course.

The local committee looks forward to supporting the work of the Adult Protection Committee and to raising the profile and awareness of adult protection across Scarborough, Whitby and Ryedale.

MICHAEL HUNT
Chair and General Manager,
Community Care
Scarborough/Whitby/Ryedale

Hambleton and Richmondshire

The Hambleton and Richmondshire Local Adult Protection Group has continued meet each quarter, allowing representatives from a range of partner organisations to be part of the local network for adult protection. Whilst average attendance at the meetings has reduced slightly from the previous year, the interest across the whole spectrum of partners has remained much the same.

Our plans in this year for improving awareness and promoting effective interagency working centred around the idea of “opening up” the local meetings to include a workshop session, inviting groups of staff/volunteers from partner agencies to join in. The aim of such sessions was to ensure that staff understood the local procedures and arrangements and had an opportunity to ask questions of the local group. A small group of Health staff attended the first session in September 2005. Another session is planned for later this year. Most importantly, behind the scenes, we know that the multi agency

partnership continues to operate to tackle instances of alleged abuse through our agreed procedures, helped in no small measure by the positive impact of the presence of a Vulnerable Person’s Officer (VPO) North Yorkshire Police. We look forward to the role the VPOs will play in further improving our partnership arrangements for responding in individual cases.

The group has done some work to refresh the action plan for 06/07. The group has committed to holding a staff event in the autumn, aiming to repeat the success achieved in previous years. We are also working on compiling a register of local groups/agencies that will show the position of each of the partners in respect to its arrangements for protecting adults and its role within the local partnership.

Once again, I look forward to another year of collaboration with colleagues who share a commitment to support and protect those who are vulnerable.

IAN PEASLEY
Chair and Area Manager – Learning Disabilities

Craven and Harrogate

The Craven and Harrogate group has continued to meet regularly. One meeting was held in Skipton to establish links with agencies in the Craven area and ensure local issues were being recognised. An outcome from this was the acknowledgement that there had been little recent opportunity for CHRDPCT staff in Craven to attend any training on adult protection and subsequently 68 staff attended training and awareness

sessions with further sessions planned for later this year. The group also welcomed the regular participation of the Police Vulnerable Persons Officers.

The group ran a successful workshop on the 5th July at Bolton Abbey Village Hall entitled “No Secrets, Working Together to Protect Vulnerable Adults from Abuse”. Speakers from Social Services, Housing, Police, Crown Prosecution Service, Commission for Social Care Inspection and Kirby’s

Solicitors described the roles and responsibilities each had in different stages of adult protection.

The key themes which emerged from the day were:

- suspicion of abuse must not be kept hidden
- communication and cooperation between agencies and individuals is essential
- protection of vulnerable adults needs to be part of the culture of all organisations
- staff knowledge and awareness of what constitutes abuse

so the group are considering another event later in the year. The scale of this response and the wide range of agencies, organisations and groups represented indicate that there is a great desire to engage on protection of vulnerable adult issues and suggests that the task for the group for the coming year must be to find ways to make meaningful contact with all of those interested.

KEVIN MILLAR
Chair and Head of Learning Disabilities, Craven, Harrogate and Rural District Primary Care Trust

Nearly 80 people attended but demand for places were almost double this and

Work of the Project Officer

During the year the Project Officer has continued to support the APC and its working groups and concentrated on the main priorities of the Adult Protection Committee.

Adult Protection Committee and sub committees

- Carried out an audit of APC arrangements against 'Safeguarding Adults' guidance and prepared work plan.

Policy and Practice

- Consolidated Adult Protection Activity Monitoring reporting system.
- Carried out preparation work for reviewing investigation procedures based on 'Safeguarding Adults' guidance

Training

- Developed costed training plan for 2005/6.
- Delivered awareness training and information sessions
- Developed training course and staff leaflet in partnership with NYCC Adult Learning Service.
- Planned and supported Multi-agency awareness events, Scarborough, Whitby, Ryedale, June 2005 and Craven and Harrogate, July 2006

Other activities

- Established Adult Protection Reference Group for NYCC Adult and Community Services
- Provided information in support of the Delivery Improvement Statement and Inspections for Learning Disability (CYC) and Physical and Sensory Impairment (NYCC)
- Represented the APC at regional meetings and conferences
- Responded to consultations including Green Paper 'Independence, Wellbeing and Choice'

USE OF RESOURCES

The work of the City of York and North Yorkshire Adult Protection Committee, Training Advisory Group and Local Adult Protection Groups is supported with financial contributions from partner agencies.

INCOME 2005/6

Partner	Amount
City of York Council	£6000
North Yorkshire Police	£5000
Selby & York PCT	£5000
Hambleton & Richmondshire PCT	£2400
Scarborough, Whitby, Ryedale PCT	£2900
Craven, Harrogate & Rural District PCT	£3750
North Yorkshire County Council	£6000*
TOTAL	£31,050

*In addition to this funding, NYCC provide support to the Project Officer (Adult Protection), including office accommodation, administrative support services and line management.

EXPENDITURE 2005/6

Heading	Amount
Project Officer	£23180
Project Officer (training)	£523
Annual Report - printing	£680
Meetings	£124
Training – Investigator (Ann Craft Trust)	£2000
Training – Chairing Strategy meetings (Ann Craft Trust)	£1300
Multi-agency awareness events	£1875
Sub total	£29682
Uncommitted	£1368
Total	£31050

KEY PRIORITIES 2006-2009

Following the preliminary audit of arrangements using the 'Safeguarding Adults' framework of good standards (see page 3), the Adult Protection Committee developed key priority areas and a rolling work plan. It was agreed that the following standards would be priority areas for 2006 -9. Further work will be done during 2006/7 to 'firm' up the detailed targets for each year and continue to develop an effective progress monitoring system.

The Partnership/ Partner organisations (Standards 1&2)

- Review the vision and objectives of the Adult Protection Committee
- Review partnership effectiveness and working arrangements
- Review partnership membership and identify which local partnerships the APC and LAPGs need to have links with
- Conduct an audit of partner agencies capacity for adult protection to inform future strategy
- Respond to national reporting requirements
- Develop a 'serious case review' protocol

Training and Awareness (Standard 5)

- Support local multi-agency awareness raising events
- Commission and deliver training for chairs of strategy meetings
- Develop multi-agency training for managers and lead officers
- Ensure that the training strategy is appropriately resourced

Effective procedures (Standard 9)

- Review and publish revised multi-agency referral and investigation procedures
- Develop information sharing protocol

Engaging Citizens (Standard 11)

- Develop information for the public and service users.
- Consider ways to involve service users and carers in all aspects of the work

CONTACT DETAILS - GROUPS

FOR FURTHER INFORMATION ABOUT THE CITY OF YORK AND NORTH YORKSHIRE ADULT PROTECTION COMMITTEE, LOCAL ADULT PROTECTION GROUPS OR KEY AGENCIES, PLEASE CONTACT:

Bill Hodson (**Chair**)
Director
Community Services
City of York Council
10/12 George Hudson Street
York YO1 6ZE
01904 613161
bill.hodson@york.gov.uk

Sally Anderson
Project Officer (Adult Protection)
North Yorkshire Social Services
County Hall
Northallerton
DL7 8DD
01609 532438
sally.anderson@northyorks.gov.uk

Kevin Millar
Head of Learning Disabilities
Craven, Harrogate and Rural
District PCT
The Hamlet, Hornbeam Park
Harrogate
HG2 8RE
01423 815150
kevin.millar@chrd-pct.nhs.uk

Michael Hunt
General Manager (Community
Care)
North Yorkshire Social Services
North Yorkshire House, 442-444
Scalby Road,
Scarborough
YO12 6EE
01723 508480/ 508689
(secretary)
michael.hunt@northyorks.gov.uk

Keith Martin
Head of Adult Services
City of York Community
Services
Community Services,
10/12 George Hudson Street,
York
YO1 6ZE
01904 613161
keith.martin@york.gov.uk

Ian Peasley
Area Manager (Learning
Disability)
North Yorkshire Social
Services
The Old School
East Road
Northallerton
DL6 1SZ
01609 771953
ian.peasley@northyorks.gov.uk

CONTACT DETAILS – LEAD AGENCIES

CITY OF YORK

Bill Hodson
Senior Assistant Director Strategic
Services
Community Services
City of York Council
10/12 George Hudson Street
York YO1 6ZE
01904 613161
bill.hodson@york.gov.uk

NORTH YORKSHIRE COUNTY COUNCIL

Neil Revely
Assistant Director
Adult and Community Services
North Yorkshire County Council

CRAVEN, HARROGATE AND RURAL DISTRICT PCT

Kevin Millar
Head of Learning Disabilities
Craven, Harrogate and Rural District
PCT
The Hamlet, Hornbeam Park
Harrogate
HG2 8RE
01423 815150
kevin.millar@chrd-pct.nhs.uk

HAMBLETON AND RICHMONDSHIRE PCT

Jacqui Bennett
Lead Nurse for Funded Nursing and
Adult Protection
Hambleton and Richmondshire PCT
Station Road Business Park
Station Road
Thirsk
YO7 1PZ
Jacqui.bennett@hrpct.nhs.uk

County Hall
Racecourse Lane
Northallerton
North Yorkshire
DL7 8DD
Neil.revely@northyorks.gov.uk

NORTH YORKSHIRE POLICE

DCI Alan Carey
North Yorkshire Police
Headquarters
Newby Wiske
Northallerton
DL7 9HA
Alan.carey@northyorkshire.pnn.police.uk

SCARBOROUGH, WHITBY AND RYEDALE PCT

Annie Beedle
Locality Manager, Whitby
Whitby Community Hospital
Springhill
Whitby
North Yorkshire
YO21 1EE
annie.beedle@swrpct.nhs.uk

SELBY AND YORK PCT

Kevin Pratt
Head of CAMHS, Addictions and
Older People's Services
Bootham Park Hospital
Bootham
York
YO30 7BY
kevin.pratt@sypct.nhs.uk