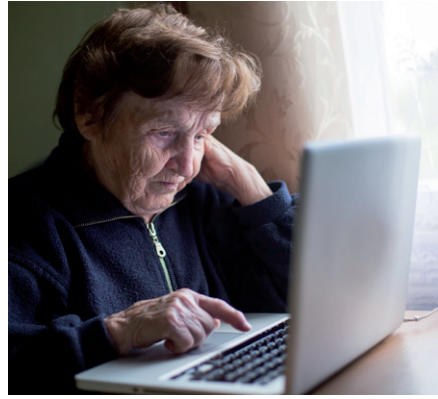


Annual Report 2015/16

Executive Summary



Foreword

by Kevin McAleese CBE, Independent Chair

This is my third annual report as Independent Chair of the City of York Safeguarding Adults Board (CoYSAB) and covers the year ending 31 March 2016.

The work of the Board is driven by its vision: “We aim to ensure that agencies supporting adults who are at risk or in vulnerable situations, and the wider community, can be successfully working together:

- Establish that Safeguarding is Everybody’s Business
- Develop a culture that does not tolerate abuse
- Raise awareness about abuse
- Prevent abuse from happening wherever possible
- Where abuse does unfortunately happen, 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
 - have the outcome which is right for them and their circumstances.”



Kevin McAleese CBE
Independent Chair, City of York Safeguarding Adults Board

York is a great place to live and work and our job as the Safeguarding Adults Board is to help protect every adult’s right to live there in safety, free from abuse and neglect. It is above all is about people and organisations working together to prevent and to stop both the risks and experience of abuse and neglect, whilst at the same time making sure that the adult’s wellbeing is promoted, including having regard to their views, wishes, feelings and beliefs in deciding on any action. Whilst in a city of over 200,000 people we can never eliminate risk entirely, the Board is satisfied that in 2015/16 the arrangements in place for safeguarding adults across a range of organisations were broadly effective and appropriate.

Introduction

The Report's pages contain a wealth of information about adult safeguarding activity across the City of York and the contributions made by partner agencies.

The work of the Board includes the safety of individuals in local health services, local care and support services and prisons and approved premises. The Care Act 2014 has made Safeguarding Adults Boards statutory bodies like Children's Boards, with legal obligations to produce both an Annual Report and an on-going Strategic Plan which must both be published. The Act also clarifies that the local authority, the clinical commissioning group covering York and the local police force must be represented on SABs. In fact, there are twelve local organisations who have full membership.

This Executive Summary sets out brief details about our work and actions during the year. There is a great deal of further detail in our full Annual Report, which will be available on our website at www.safeguardingadultsyork.org.uk.



Some facts and figures

During 2015/16, the Council's safeguarding team received a total of 1,108 safeguarding concerns (formerly known as alerts) concerning 863 different individuals. This was an increase of nearly 5% from 1,058 the previous year. Where the Council was unable to resolve the concerns at the initial stage, a safeguarding referral was made for further investigation. There were a total of 468 cases which progressed to formal enquiries. Some 75% of adults at risk were already known to the Council's Social Services, the majority having physical support needs. In line with the national picture, 61% of safeguarding concerns raised related to women with care and support needs and 98% of the concerns raised related to people of white ethnic origin, which reflected York's overall demographic pattern.

Neglect accounted for 31% of the concerns investigated, followed by psychological abuse (22%) and physical abuse (19%). Financial or material abuse accounted for 17% of the concerns raised. This trend in York has been consistent in all quarterly reports to the SAB, and reflects the national picture.

The 18-64 age group, which is some 64% of the total York population, was represented in just 38% of safeguarding adult referrals made during 2015/16. By contrast, the over 65 age group, which is just under 18% of York's total population, was represented in 62% of safeguarding adult referrals made. This is unsurprising and in line with national trends, which confirm that people 65 and over will have increasingly higher care and support needs and are more likely to need both hospital, home support and residential care services. People aged 85-94 were the most over-represented group in safeguarding concerns.

The data sets also indicate that the source of safeguarding risk has most frequently been people known to the adult with care and support needs (as per last year) and this has most frequently been located within their own home. In 2015/16, vulnerable adults were most at risk in their own homes, followed by care homes and then by being in hospital.

Finally, action was successfully taken to reduce or remove the safeguarding risk in the majority of cases. In 59% of all completed enquiries, the risk was noted to have reduced, and in 29% to have been removed. In only 4% of cases did the risk remain. This was a significant improvement in the outcomes for adults with care and support needs on previous years, as in 2014-15, 22% of cases resulted in no action being taken and in 67% of cases the risk remained.

How are we doing?

Between October 2015 and January 2016 the Association of Directors of Adult Social Services (ADASS) in Yorkshire & Humberside conducted a regional “mystery shopping” focussing on access to services. The method adopted was based on the Care Quality Commission ‘access to service’ toolkit and a range of scenarios which have been developed through the regional Standards and Performance network. The assessment was conducted by real customers testing how easy it is to access services over the telephone, face to face, and on the internet. The feedback that was then taken from their captured observations and experience.

Face to face, telephone and internet scenarios were used, with City of York staff by calling at West Offices, including the following questions:

- Can you tell me who I need to contact to report suspected abuse, as I have concerns about a neighbour and don’t know who to contact?
- I am not sure if this is an emergency or not but my Mum/Dad is in residential care and recently their money has been going missing.
- I am not sure what to do as my Mum says that staff sometimes shout at her and so doesn’t want me to say anything.
- How do I report a safeguarding concern?
- How do I report suspected abuse?

Each of the outcomes were rated **Excellent** (Lots of useful information, helpful staff, very satisfied with the service received, enquiry dealt with promptly), **Good** (some information given, knowledgeable staff, satisfied with the service given, enquiry deal with in a timely manner), **Fair** (limited information given, fairly satisfied with the service, enquiry deal with in a reasonably timely manner and Unsatisfactory (no information given, poor customer experience, didn’t feel valued, unhelpful staff, very dissatisfied with the service).

These are the results for City of York Council, with comparisons back to 2012:

Scenario	2015/16 Rating	2014 Rating	2013 Rating	2012 Rating
Telephone	EXCELLENT	GOOD	GOOD	FAIR
Website	EXCELLENT	GOOD	FAIR	GOOD
Face to Face	GOOD	GOOD	GOOD	FAIR
Reception	GOOD	GOOD	EXCELLENT	UNSATISFACTORY
Out of Hours	EXCELLENT	GOOD	UNSATISFACTORY	GOOD
Safeguarding Access	EXCELLENT	GOOD	GOOD	

The SAB was delighted to see such progress demonstrated over the past four years.

Formal audits and reviews

We are pleased to report that there have been no cases during 2015/16 which merited a Safeguarding Adults Review under the Care Act 2014, just as there were not in 2014/15. However, there were two suicide cases during 2014/15 which required investigation for Lessons Learned, and details of both are in the full Annual Report.

The Board invited each partner organisation to complete an up to date assessment of their state of readiness for safeguarding, using a standard self-assessment tool. The results were that all organisations were at least Good across virtually all measures. The next stage is for each organisation to invite another one to peer review its results, which will then be discussed at Board level.

Training and development

The full Annual Report shows the extensive training programme which is established for staff from partner organisations and the very high levels of positive evaluations received. A total of 417 staff attended Safeguarding Levels and Mental Capacity Act Levels 1 to 4 training during 2015/16, of whom 65% were from organisations other than City of York Council. Such training at Level 1 only was provided free, with a fee for non-attendance at any course.

The Board is pleased to report that an Impact Assessment tool for use by managers with staff attending training has been developed by the Workforce Development Unit. This has been designed to support managers in checking on the transfer of learning from the classroom to their day to day roles. This is due to be piloted on a small number of courses during May/June 2016 and if successful, it will be rolled out to all safeguarding courses during 2016/17. The safeguarding training offer is currently being reviewed for 2016/17. The current levels 1-4 will no longer form part of the offer and a new range of courses is being developed based on Making Safeguarding Personal.

A skills analysis of Board members was conducted in the Summer of 2015. The responses to the needs analysis were varied and demonstrated the breadth of experience of members on the Board. In response two full-day development sessions were held in January and April 2016 which were very well attended by Board members on behalf of their organisations.

Achievements during 2015/16 and Priorities and challenges for 2016/17

The full Annual Report confirms that planned changes set out in the Strategic Plan for 2015/16 were delivered, including:

- Safeguarding as a priority to be addressed featured in the published plans of all SAB partners
- A Safeguarding Systems Leadership Group covering North Yorkshire Police and both North Yorkshire and York Councils was successfully established
- Development Days for the full Board were successfully held during 2015/16
- All SAB partners presented a safeguarding report to their relevant governing bodies
- All SAB partners were signed up to the revised West and North Yorkshire and York multi-agency safeguarding policies and procedures, with appropriate training organised
- The Making Safeguarding Personal agenda was highlighted and is being implemented across SAB partners
- The City of York Safeguarding adults website was totally rewritten and is accessible at www.safeguardingadultsyork.org.uk.
- The “user voice” was captured with Healthwatch York becoming a full SAB member and also conducting public involvement in the next Strategic Plan

For 2016/17, the new Strategic Plan will include plans to:

- Roll out a new Communications Strategy and launch it in the community
- Add more publicly accessible information on the website about abuse and neglect
- Agree a Quality Assurance framework across all partners
- Commission Healthwatch York to undertake a public consultation on adult safeguarding
- Publish a Preventative Strategy
- Include information on how to keep safe on the public part of the website
- Use public feedback on the website to review and update safeguarding arrangements
- Monitor and report on the use of advocates for people who lack mental capacity
- Develop local operational guidance on safeguarding for all SAB partners, underpinned by new training arrangements
- Plan and host an annual Safeguarding week, in conjunction with West and North Yorkshire Councils
- Publicise and present the SAB Annual Report to any community group requesting it
- Develop and maintain an annual risk register

Contacts

City of York Council, West Offices, Station Rise, York YP1 6GA

To report a safeguarding concern:

- contact adult social care, tel: **01904 555111** (office hours) or fax **01904 554055**
- hearing impaired customers can use the text facility **07534 437804** and generic fax number **01904 554017**
- out of hours, tel: **01609 534527**

If you're not sure what to do, our adult social care team can give you advice.

To report a crime:

- in an emergency, contact the police: 999
- if the person is not in immediate danger, contact the police: 101

If you would like this information in an accessible format (for example in large print, in Braille, on CD or by email) please call **(01904) 551550**

This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.

Polish

Bu bilgi kendi dilinizde almanız mümkündür.

Turkish

此信息可以在您自己的语言。

Chinese (Simplified)

此資訊可以提供您自己的語言。

Chinese (Traditional)

 **01904 551550**

