

**SSAB Presentation of the Annual
Report 2015/16 to Scrutiny Board
16.02.17**

Annual Report 2015/16

- **What's New**
- **Contributions & Achievements**
- **Summary of Progress Against the Board's Priorities**
- **Performance Data**
- **SSAB Priorities 2016/17**

What's New

- Reporting template
- Case studies – Qualitative data
- Contribution from the Domestic Abuse Strategic Partnership (DASP)
- Data on additional categories of abuse identified in the Care Act 2014
- Feedback form

Partner Contributions Key Highlights

Service user experience & feedback on the safeguarding process:

- *“On completion of the Safeguarding Process – the worker will provide either the person, advocate or family member/friend a copy of a questionnaire so that they can express the quality of their experience of the safeguarding journey” - SMBC*
- *“WMP have a comprehensive internal and external communications strategy which incorporates the WMP website (www.west-midlands.police.uk) that not only provides the public with general information regarding organisational communication and information, but includes hyperlinks to local geographic areas” – WMP*

Partner Contributions Key Highlights

Service user experience & feedback on the safeguarding process:

- *“Adult safeguarding information for patients has been improved by development of an accessible/easy read poster developed with Speech & Language Therapy Colleagues. Posters are used in both inpatient and outpatient areas.” - BCPFT*

Partner Contributions Key Highlights

Safeguarding achievements & the difference made:

- *“A key development this year has been the commissioning of a voluntary perpetrator programme on a 2-year pilot basis. The programme is being evaluated by the University of Birmingham to inform and shape future work with domestic abuse perpetrators on a local and regional level” - DASP*

Partner Contributions Key Highlights

Safeguarding achievements & the difference made:

- *“The Sandwell Hub that is funded by Public Health and managed by West Midlands Fire Service, was re launched in May 2015. There are over 40 agencies that use the Hub and the numbers of referrals are steadily increasing. There has been an increase of 40 % in the number of referrals in the last 12 months.*

In 2015/16 WMFS had 120 Vulnerable Person Officers (VPO) cases in the Sandwell Area” - WMFS

Partner Contributions Key Highlights

Safeguarding achievements & the difference made:

- *“WMASFT hosted the 4th National Ambulance Clinical and Patient Safety Conference which the safeguarding team contributed to and hosted the National Ambulance Safeguarding Group. This event was in Partnership with WMAS, the College of Paramedics and AACE (Association of Ambulance Chief Executives). The safeguarding team led a series of workshops and the event was very positively received” - WMAS*

Partner Contributions Key Highlights

Training:

- *“Level 2 Safeguarding Training- Classroom based and attendance expected on a 3 yearly basis” – SWBHT*
- *“All staff, Governing Body members and GP practices received Adult Safeguarding level 1 (100 GP sites and 170 CCG staff)” - CCG*

Partner Contributions Key Highlights

Safeguarding achievements & the difference made:

- *There are a number of ways in which ASC seek to assess the effectiveness of the Safeguarding input into cases:-*
- *The Making Safeguarding Personal process allows the ASC to assess whether the outcomes that the service user identified at the start of the process was achieved and therefore reduced the risk of repeat incidents.*
- *The operations manager via an in-house tracker database ensures that ASC monitor repeat incidents as well as trends identified. This data is used to ensure that the safeguarding team work robustly with the quality team and commissioning to ensure that we have a coordinated approach when dealing with Safeguarding concerns*

Partner Contributions Key Highlights

Training:

- *ASC ensure that they promote the training provided by the SSAB – Managers/ Practitioners training on Safeguarding, Mental Capacity training and Deprivation of Liberty Safeguards (DoLS).*
- *Over the 2015/2016 training has also been provided on the following:-*
 - Alongside Birmingham Council two days of training was provided on Community DoLS.*
 - Training has also been provided on Modern Slavery and Forced Marriages.*
 - An in house training event was also provided on the Mental Capacity Act Assessments.*
 - Training on the provision of Independent Mental Capacity Advocate.*

Summary of Progress Against the Board's Priorities 2015/16

Protection

Contribute and influence the strategic development of practice and undertake safeguarding adult reviews.

Quality & Excellence

Continue to focus on effective delivery and high quality processes.

Prevention

Continue to raise awareness of adult abuse communicating effectively with all partners and members of the public.

Sub-Group Contributions Key Highlights

Quality & Excellence: Safeguarding achievements & the difference made

- *The Council's ASC Operations Manager, the Quality Team and the Quality and Excellence Chair on the basis of scrutinised data devised a short training event at West Midlands Care Association meeting on the 2 February 2016.*
- *"Data recorded on the performance dashboard under 'types of abuse' during April, May and June 2015 shows acts of neglect and omissions as 106 events with 22 acts where the alleged perpetrator was known to the individual and during the months of January, February and March 2016 after the training and study day these incidents which would include medication mismanagement are shown as significantly reduced and represented as 51 incidents with 5 acts where the alleged perpetrator was known to the individual".*

Sub-Group Contributions Key Highlights

Prevention, Learning & Development: Safeguarding achievements & the difference made

“During 2015-16 the SSAB participated in the following events and activities promoting the work of the board and the ‘See Something Do Something’ campaign:

- *Safer Six Town Events*
- *SSAB held a market stall at each of the six towns of Sandwell Safer Six Event*
- *Childrens Social Care Inductions*
- *Mince Pie Coffee Morning*
- *Dignitea Day*
- *Prevention Conference*
- *Open Days at Residential Homes*
- *Creation of a SSAB Twitter account*
- *Production of quarterly newsletters”*
- *Produced a two minute film*

In addition the sub-group and Lead Officer have undertaken work to commission and develop a website for the board to be launched early 2017

Sub-Group Contributions Key Highlights

Protection: Safeguarding achievements & the difference made

- *“A review was undertaken with all partner agencies in February 2016. The concern form has been amended to reflect all appropriate risk assessments, rationale for decision making and location of abuse.” The Section 42 processes are now integrated into the electronic recording system. The updated concern form was launched July 2016.*
- *One SCR report completed with action plan. This is awaiting publication.*

Safeguarding Performance Data

Safeguarding concerns / enquiries commenced in period

The data in this section relates to concerns or enquiries which commenced during the reporting period. Note that S42 enquiries are a subset of concerns.

Activity	2014/15	2015/16	Comparative analysis
Number of concerns	1963	2242	↑
Number of concerns (average per month)	164	187	↑
Number of enquiries	1233	1069	↓
Number of enquiries (average per month)	103	89	↓

Safeguarding Performance Data

- Throughout the year 2015/16 there has been an increase in concerns but an overall reduction in the numbers of enquiries which was the same during 2014/15.
- Introduction of the Care Act 2014 / Making Safeguarding Personal in line with desired outcomes.
- The number of safeguarding concerns over the last year has increased to 2242 which is an increase of 279 on the previous year's figure of 1963.

Safeguarding Performance Data

Concerns and enquiries by source of contact

	2015/16 Number of Concerns	2015/16 Number of Concerns Converted into Enquiries	2015/16 Enquiries/ Concerns (%)
Sandwell council	287	130	42
NHS	814	304	37
Police	59	19	32
Independent sector	1297	605	47
General public	92	48	52
All other	65	32	49

Safeguarding Performance Data

- The decrease of concerns progressing to enquiries continues to be reflected across all of the 'concerns and enquiries by source of contact'.
- There has been a change in Social work practice. Social Workers are identifying risks earlier in the process using a robust risk analysis with management oversight meaning that fewer concerns are progressing to the enquiry stage and they are being responded to in an appropriate manner at the concern stage.
- The SSAB have adopted the now widely used campaign 'See Something , Do Something' including the development of a short film. The numbers of enquiries and concerns by source of contact including members of the public will continue to be monitored to assist in determining the impact of the campaign.
- WMAS continue to refer a high number of concerns however only a low percentage of these become enquiries. Work is being done across the Region to develop ambulance crews understanding of Adult Safeguarding and what may constitute a concern.
- Conversely the conversion from concern to enquiry is high from the Independent Sector and this represents effective training and a clear understanding of a safeguarding concern.

Safeguarding Performance Data

Concluded cases by type of abuse

Type of abuse	Source of Risk					
	Social Care Support 2014/15	Other - Known to individual 2014/15	Other - Unknown to individual 2014/15	Social Care Support 2015/16	Other - Known to individual 2015/16	Other-Unknown to individual 2015/16
Physical Abuse	147	412	10	112	313	12
Sexual Abuse	4	38	14	1	24	2
Psychological Abuse	50	90	6	18	62	5
Financial & Material Abuse	50	196	40	34	114	7
Discriminatory Abuse	2	0	0	0	1	1
Organisational Abuse	4	1	0	0	1	0
Neglects & Acts of Omission	347	91	8	309	78	4
Totals	604	828	78	474	593	31

Safeguarding Performance Data

- *“Multiple categories of abuse can be identified within the same enquiry and are reflected in the figures. The highest type of abuse during 2015/16 is shown to be physical abuse with ‘other-known to individual’ being the source of risk which was the same in 2014/15. We understand this increase to reflect circumstances of individuals who are living in shared occupancy or residential settings and may be assaulting one another either intentionally or as an expression of distress or anxiety.*
- *‘Neglect & acts of omission’ where the source of risk is identified as ‘social care support’ was the second highest type of abuse through both 2014/15 and 2015/16”.*

Safeguarding Performance Data

- It is of note that in Sandwell our data reporting represents all types of enquiries including service user on service user abuse ,this gives a more accurate picture of real events and supports more effective safeguarding. Not all authorities record in this way which is why Sandwell figures in relation to physical abuse may appear higher when compared with neighbouring authorities.
- *There are now four additional categories of abuse that we are gathering intelligence on they are; domestic abuse, sexual exploitation, modern slavery and self-neglect . These will be scrutinised and reported on in future reports.*

Safeguarding Performance Data

Counts of enquiries by location and source of risk

Location & Source of Risk						
	Social Care Support 2014/15	Other - Known to Individual 2014/15	Other- Unknown to Individual 2014/15	Social Care Support 2015/16	Other- Known to Individual 2015/16	Other- Unknown to Individual 2015/16
Care Home	345	222	8	257	154	7
Hospital	1	81	9	2	74	4
Own Home	238	393	43	208	301	13
Community Service	8	35	1	7	25	0
Other	7	75	7	7	51	5
Totals	599	806	68	481	538	29

Safeguarding Performance Data

- *“The data shows us that the highest amount of referrals in both 2014/15 and 2015/16 came from individuals in ‘care homes’ where the source of risk was identified as being social care support. In the other reporting categories, the data in both 2014/15 and 2015/16 shows that in ‘hospitals’, ‘peoples own home’, ‘community services’ and ‘other’ the highest amount of referrals came from individuals where they knew the alleged abuser.*
- *The Local Authority manages provider related concerns via its escalation panel and commissioning”.*

Sandwell Safeguarding Adult's Board Priorities 2016/17

Prevention, Learning & Development:

- *“Develop a service user engagement plan in partnership with Healthwatch. Project plan and proposal to come to the board for discussion and approval in January 2017*
- *Facilitate a campaign with Sandwell Safeguarding Children's Board and Domestic Abuse Safety Partnership building on the Think Family model”*

Sandwell Safeguarding Adult's Board Priorities 2016/17

Quality & Excellence:

- *“Work with partners to develop a self-assessment audit tool to enable us to review and consider the quality of practice.*
- *Ensure making safeguarding personal is imbedded in practice”*

Sandwell Safeguarding Adult's Board Priorities 2016/17

Protection:

- *“Review the SAR process and ensure all agencies refer cases appropriately.*
- *Review Position of Trust policies and procedures with partners”*