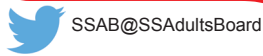


# Sandwell Safeguarding Adults Board



## ANNUAL REPORT 2016/2017 Executive Summary

**SEE  
SOMETHING  
DO  
SOMETHING**

**Safeguarding  
is everyone's  
business**

### SEE SOMETHING

If you are concerned that an adult with care and support needs is at risk of abuse or neglect and is unable to protect themselves

### DO SOMETHING

- In an emergency dial 999
- Call Sandwell Council on 0121 569 2266
- Out of hours 0121 569 2355



The full version of the Annual Report and an Easy Read version is available on our website at [www.sandwell.org.uk](http://www.sandwell.org.uk) or by contact Lisa Roberts on 0121 569 5471

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# Foreword from the Chair

Welcome to Sandwell's Safeguarding Adults Board Executive Summary 2016-17.

Hello all,

Welcome to Sandwell's Safeguarding Adults 2016-17 Annual Report Executive Summary, which provides the Board and agencies with the opportunity to reflect on their achievements in 2016-17 and plans for the year ahead. It also gives us the opportunity to demonstrate the Board's fulfilment of its role and commitment to safeguard adults with care and support needs in the Borough of Sandwell.

We continue to work in partnership to ensure we work effectively to better protect adults at risk of harm (people with support needs).

The Board maintains its commitment to working with adults at risk from harm to ensure that they continue to be at the centre of all planning and decision making.

We have continued to strengthen our relationship with Healthwatch who we have commissioned to promote and develop an infrastructure to enable effective service user involvement.

The Board now has its own website which can be found at;

[www.sandwellsab.org.uk](http://www.sandwellsab.org.uk).

One of our key achievements for this year has been working in partnership with West Midlands Fire Service and Sandwell Council's Neighbourhoods and Communities Directorate. We have developed and launched a Hoarding Framework containing clutter images with ratings, clear guidance and a pathway. This has impacted on practice significantly and contributed to effective safeguarding in areas of high risk.

I am delighted to present this executive summary to you and I would urge you to read the full report at [www.sandwell.org.uk](http://www.sandwell.org.uk)



Eddie Clarke

Independent Chair,

Sandwell Safeguarding Adults Board



Six Principles of  
Safeguarding

empowerment

prevention

proportionality

protection

partnerships

accountability

# What's New

The SSAB have launched their own website

[www.sandwellsab.org.uk](http://www.sandwellsab.org.uk)



# Contributions & Key Highlights

## Service user experience & feedback on the safeguarding process:

### Adult Social Care

We have a Safeguarding Questionnaire which is forwarded to customers at the final stage of S42 Enquiry.

Recording Making Safeguarding Personal (MSP) outcomes on adult social care records.

Case file record and safeguarding plan/enquiry form.

Case conference, actions

### Domestic Abuse Strategic Partnership

The Identification and Referral to Improve Safety (IRIS) pilot in Sandwell and West Birmingham is progressing well and is successful regarding increased referrals. Sandwell and West Birmingham have adopted a 'unique' model of IRIS that essentially makes the most of existing services. This works well and shows that fidelity to the programme can be retained at the same time as molding it to local context and needs. Importantly, it has made a considerable difference to the safety and wellbeing of people living locally who are living with domestic violence and abuse.

West Midlands Ambulance Service is a responsive organisation with education and information on the Trust website which is available externally and the Safeguarding team works closely with Patient advice and liaison services Patient Advice and Liaison Services (PALS) and our Patient Experience team to collect and collate feedback from services users to feed into training, information, policies and procedures where appropriate.

## Safeguarding achievements & the difference made:

### West Midlands Fire Service

This year our Safe & Well checks were updated to include how 'safe' the individual feels using the Short Warwick- Edinburgh Mental Wellbeing Scale (SWEMWBS).

### West Midlands Police

In November 2016 West Midlands Police (WMP) introduced new operational response principles (for all people contacting WMP, not just Vulnerable Adults), which included the introduction of a new grading policy to support the identification of the most suitable Primary (initial response) and Secondary (Investigation management and outcome) investigation resource.

## Black Country Partnership Foundation Trust

The Trust safeguarding team produces quarterly and annual assurance reports to reflect adherence to safeguarding policies, procedures and best practice and incorporates the key priorities identified at the commencement of the financial year and in year emerging priorities.

### Training:

## Sandwell & West Birmingham Hospital Trust

Staff targeted to expand mandatory training with highlighted gap in knowledge. Currently level 2 is face to face and mandated at band 7 and above. The review indicates level 2 could be scenario based e-Learning ensuring staff can identify and raise safeguarding concerns/ Deprivation of Liberty Safeguards (DoLS ). Level 3 class room based with a lesson plan to be aimed at a higher level of detail around legislation.

## West Midlands Police

West Midlands Police have appointed two staff to work within the WMP Learning and Development department who have been commissioned to undertake a review of continuous professional development training (CPD), which will be used as part of a wider review of core training outlined above.

## Sandwell & West Birmingham Clinical Commissioning Group

We have offered Bluestream online e-Learning training to all care homes across Sandwell & West Birmingham.

Continued with a rolling programme of training events including cross cutting initiatives such as PREVENT and Child Sexual Exploitation (CSE) – including holding a CSE conference.

We have actively participated in campaigns in partnership with Sandwell Safeguarding Adult Boards. The Prevent Strategy seeks to stop people becoming terrorists or supporting terrorism both in the UK and overseas.

# Sub-Group Strategic Objectives 2016/17

## 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 Sub Group was relaunched with a new Chair, membership and lead officer to refocus on building the group and ensuring membership from all statutory partners.
- A fresh look at how the Board is assured about safeguarding referrals and looking at correlation with other agencies and highlighting any discrepancies
- Including the DoLS lead in the membership of the group to provide an insight to statistics and trends locally
- Participating in the development of an engagement strategy and an engagement group to ensure all activity is inclusive and reflective of the needs of Sandwell
- Ensuring Making Safeguarding Personal is embedded in practice.

### Prevention, Learning & Development

Safeguarding achievements & the difference made

- Sandwell Safeguarding Adults Board (SSAB) dedicated website now live and being accessed
- Increased outreach activities exceeding our goal of 12 per year
- Provision of more e-Learning packages
- Successful conference, best practice forums and events
- Introduction of safeguarding briefs for agencies that do not require formal training but need an overall basic safeguarding awareness. An example of where this method has been used is volunteers

### Protection

Safeguarding achievements & the difference made

- Review operational practice and forms timescales (September 2016)
- Ensure all agencies have a Position of Trust Lead (POT) and associated policy and process for further development 2016/2017
- Undertake an analysis of Serious Adult Review's (SAR's) or lack of SAR's to ensure continued developments in practice and feel assured as a board timescale 2016)



# Safeguarding Performance Data

## Number of Concerns/Enquiries

### Number of concerns

There has been a slight increase in the number of concerns received by the council during 2016-17 compared with 2015-16 (just over 1.5%). The analysis of the increase would suggest that the increase can be attributed to multiple categories of abuse within the same investigation and more than one concern in respect of the same person.

### Number of enquiries

During 15-16 just under half of concerns progressed to enquiry, whereas during 16-17 just under a fifth progressed to enquiry. This reduction is a reflection of the change in the ASC recording system that enabled S42 enquiries to be monitored more accurately.

Since the Care Act, Safeguarding ASC have re-designed their social care systems to reflect the legislation and the definition of a S42 Enquiry and have made changes in their practice. Prior to the change in practice all concerns were being immediately progressed to S42/Investigation. Current practice ensures greater management oversight at the point at which a concern is raised enabling more effective solutions and signposting without the necessity to progress to a S42.

The data now collected more accurately reflects the operational picture with detailed work being undertaken at the point at which a concern is raised to establish the level of risk and/or whether it is a safeguarding concern or an issue for care management or other redirection meaning the number of actual enquiries undertaken are fewer in number but are complex safeguarding matters.

Concerns raised (commenced) within the period	2015/16	2016/17
Number of individuals with a concern	1686	1779
Number of concerns	2369	2408

Cases concluded within the period	2015/16	2016/17
Enquiries	1074	444
Concerns	2316	2408
% conversion rate	46%	18%

## Concerns and enquiries by source of contact

Conversion rates for 2016-17 show that concerns raised by the general public quite often result in a section 42 enquiry, however, very few concerns raised by the NHS and the Police do. Work continues to be undertaken with all of our partners in uniformed services to clarify a common understanding of what constitutes a safeguarding concern as opposed to someone with additional support needs needing more robust support. It is of note that uniformed service colleagues have contact with adults with additional support needs during unsociable hours and on these occasions' opportunities to direct referrals appropriately may be more limited.

<b>Conversion rate by source of concern</b>	<b>2016/17</b>
Sandwell Council	16%
NHS	8%
Police	9%
Independent Sector	24%
General Public	38%
All other	18%

## Concluded S42 enquiries by type of abuse

During 16-17 the majority of enquiries were due to safeguarding concerns relating to neglect or physical abuse. Over half of the enquiries during 16-17 had an abuse type of neglect and a quarter had an abuse type of physical.

In the table that shows types of abuse by location we can see that the highest numbers are represented in settings where the individual is living in their own home (community) which could include a shared living situation.

A high prevalence of physical abuse we can hypothesise relates to service user on service user assault. This may be linked to a significant learning disability or dementia where the intent is not to cause harm but rather an expression of an individual's communication.

<b>Concluded S42 enquiries by type of abuse</b>	<b>2015-16</b>	<b>2016-17</b>
Physical Abuse	437	114
Sexual Abuse	27	10
Psychological Abuse	85	24
Financial or Material Abuse	155	55
Discriminatory Abuse	2	0
Organisational Abuse	1	6
Neglect and Acts of Omission	391	230
Domestic Abuse	4	5
Sexual Exploitation	0	0
Modern Slavery	1	0
Self-Neglect	12	7
<b>Total</b>	<b>1115</b>	<b>451</b>

## Concluded S42 enquiries by location

The highest number of enquiries related to S42 concerns are alleged to have taken place in the persons own home. This is closely followed the number of enquiries that were alleged to have taken place in a care home setting.

<b>Concluded S42 enquiries by location</b>	<b>2015-16</b>	<b>2016-17</b>
Own Home	493	211
In the community (excluding community services)	NA	3
In a community service	31	7
Care Home - Nursing	402	93
Care Home - Residential		90
Hospital - Acute	87	11
Hospital - Mental Health		15
Hospital - Community		7
Other	61	7
<b>Total</b>	<b>1074</b>	<b>444</b>

# Sandwell Safeguarding Adult's Board Priorities 2017/18

## Prevention, Learning & Development

- To continue to develop a specific campaign focus with the aim of continued improvement of awareness of Safeguarding and what 'to do' if you 'see something' with a considered focus on Prevention of Violence & Exploitation (PoVE) and community based campaigns
- Enable the identification of effective support to be delivered in a timely fashion including oversight of the provision of support to victims of violence and exploitation
- To facilitate a conference in October 2017 with a prevention focus considering 'What is adult Safeguarding?' and the range of support available to individuals where there may be concerns but they are not Safeguarding concerns

## Quality & Excellence

- Relaunch the Sub Group with all statutory partners fully represented
- Develop a new performance framework to reflect quantitative and qualitative data required to assure SSAB of Safeguarding quality and processes and effective analysis of all data
- Support the development of a service user engagement forum and the engagement plan

## Protection

- Care Act readiness – ensure local policies and procedures are re-written (where appropriate) in line with West Midlands guidelines and approved by the Board
- Launch the revised Safeguarding Adult Review Procedures and toolkit
- Review Position of Trust policies and procedures with partners

# Conclusion

This Executive Summary gives a flavour of the full version of the Annual Report document with a focus on contributions, progress on agreed priorities for last year and the identification of agreed priorities for 2017-18.

To view the full version of the report please visit the SSAB website:

[www.sandwellsab.org.uk](http://www.sandwellsab.org.uk)

or contact:

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Sandwell Safeguarding Adult's Board Manager  
Tel: **0121 569 5477**

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Independent Living Centre  
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Smethwick  
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[www.sandwellsab.org.uk](http://www.sandwellsab.org.uk)



Click paste the link below to watch our 2 minute film 'See Something, Do Something'  
<https://www.youtube.com/watch?v=l1f0WZEuKno>

**SEE SOMETHING DO SOMETHING – SAFEGUARDING IS EVERYONE'S BUSINESS**  
IF YOU ARE CONCERNED THAT AN ADULT WITH CARE AND SUPPORT NEEDS IS AT RISK OF ABUSE  
OR NEGLECT CALL SANDWELL COUNCIL ON 0121 569 2266