

# Annual Report 2017-2018 Overview for Scrutiny Board 21.01.19

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# Partner contributions & key achievements

## Sandwell Metropolitan Borough Council (SMBC) - Adult Social Care (ASC)

- Record and report on Making Safeguarding Personal outcomes and test this through case file audits to ensure we can evidence that practice is person centred.
- Contribute to Safeguarding Adult Reviews including making referrals when and where appropriate and ASC are represented at the Protection Sub Group.
- Produce quarterly performance data in partnership with the data team which is presented to the Quality & Excellence Sub Group and the Board and subject to robust scrutiny.



# Partner contributions & key achievements

## West Midlands Fire Service (WMFS)

- Has clear safeguarding procedures in place which inform all employees on what to do in the event of a safeguarding issue arising.
- 2017/18 Vulnerable Persons Officers (VPO's) will be replaced with Complex Needs Officers who will be trained to a higher level than VPOs to ensure those most vulnerable can be supported.
- Upstream safeguarding.
- Serious Incident Review policy has been updated to improve internal and external learning from incidents that result in injury or death from fire. Recommendations are embedded into internal procedures and shared externally.

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# Partner contributions & key achievements

## West Midlands Police (WMP)

### (1) Local Authority arrangements;

West Midlands Police operates across seven Local Authority areas. All have different operating approaches. We are working together with partners to develop consistency across the Region.

### (2) Joint investigations

Our intent is to develop an early intervention model for investigative pathways. This approach would allow all partners to work together.

### (3) Development of Adult MASH (Multi Agency Safeguarding Hub) across the WMP area

Working together with our partners across the West Midlands Region to develop where appropriate adult MASH.



# Partner contributions & key achievements

## Black Country Partnership Foundation Trust (BCPFT)

- Ensure that external reviews are administered through the newly developed Safeguarding Governance Process.
- Ensure that there is consistent representation at internal and external safeguarding meetings, engaging more with clinical staff.
- Develop service improvement measures to monitor and audit the safeguarding system.

## Sandwell & West Birmingham Clinical Commissioning Group

- Continue to build strong links with the SSAB and the Sub Groups to ensure effective working together and safeguarding.
- Lessons learnt around the recent local SAR's will be promoted at a safeguarding leads forum later in 2018. The GP safeguarding assurance toolkit will also be updated as required to share good practice around safeguarding adults.



# Partner contributions & key achievements

## West Midlands Ambulance Group (WMAG)

- Ensure focus remains on quality assurance, including further audits on staff knowledge and quality of referrals.
- Continue to embed lessons learnt from SCR's, DHR's, SAR's and CDOP's and share with wider organisation through the internal Learning Review Group (LRG) and key staff communications.

## Sandwell & West Birmingham Hospital Trust

- SWBH have a commitment to provide Adult Safeguarding training to its staff.
- Compliance target is 85%. Training and Targets are monitored by the care commissioning group and a financial penalty imposed if the organisation fails to reach its target.
- SWBH will provide IMR reports for SARs where the organisation has been involved.
- SWBH actively contribute/participate in SARs, reviews and disseminate learning.



# Partner contributions & key achievements

## 4 Boards

- The 4 Board Managers have been building on formalising relationships to ensure a reflective infrastructure to capture agreed themes and priorities agreement of the partnership protocol).
- Each statutory Board agreed to lead on identified work-streams within the Prevention of Violence and Exploitation (POVE) umbrella.
- SSAB make an active contribution to the 4 Boards partnership.



# Sub-Group Strategic Objectives 2017-18

## Prevention

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

## 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.





# Safeguarding Performance Data

<b>Total Concerns Raised (commenced)</b>	<b>2016-17</b>	<b>2017-18</b>	<b>Up/Down/Same</b>
<b>Number of individuals with a concern</b>	1779	1704	Down
<b>Number of concerns</b>	2408	2506	Up
<b>Cases concluded within the period</b>	<b>2016-17</b>	<b>2017-18</b>	<b>Up/Down/Same</b>
<b>Enquiries</b>	444	545	Up
<b>Concerns</b>	2408	2545	Up
<b>% Conversion Rate</b>	18%	21%	Up



# Safeguarding Performance Data

## Number of Concerns/Enquiries

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.



# Safeguarding Performance Data

During 2016/17 the average number of concerns per quarter was 602. The average number of concerns per quarter in 2017/18 was 627. Overall the numbers of individuals with a concern has gone down but the number of individuals experiencing multiple safeguarding concerns has increased.

There was a 4% increase in the number of concerns received during 2017/18 compared to the previous year.

This data tells us that the safeguarding team and professionals are responding to increasingly complex safeguarding matters and ensuring that individuals with potentially increased risk are in receipt of a service.



# Safeguarding Performance Data

<b>Conversation Rate by Source of Concern</b>	<b>2016-17</b>	<b>2017-18</b>	<b>Up/Down/Same</b>
<b>Sandwell Council</b>	16%	24%	Up
<b>Health</b>	8%	14%	Up
<b>Police</b>	9%	28%	Up
<b>Independent Sector</b>	24%	25%	Up
<b>Public</b>	38%	33%	Down
<b>All other</b>	18%	18%	Same



# Safeguarding Performance Data

## Source of Concern

Conversion rates for 2017-18 show that concerns raised by the public quite often result in a section 42 enquiry. The numbers of concerns raised by the NHS and the Police that were progressed to a section 42 have increased significantly in comparison to the previous year.

Work continues to be undertaken with all our partners in uniformed services to clarify a common understanding of what constitutes a safeguarding concern as opposed to someone with additional support needs requiring 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.



# Safeguarding Performance Data

<b>Concluded S42 enquiries by type of abuse</b>	<b>Total 2016-17</b>	<b>Total 2017-18</b>	<b>Up/Down/Same</b>
<b>Physical Abuse</b>	114	156	Up
<b>Sexual Abuse</b>	10	21	Up
<b>Psychological Abuse</b>	24	74	Up
<b>Financial or Material Abuse</b>	55	76	Up
<b>Discriminatory Abuse</b>	0	10	Up
<b>Organisational Abuse</b>	6	11	Up
<b>Neglect and Acts of Omission</b>	230	248	Up
<b>Domestic Abuse</b>	5	6	Up
<b>Sexual Exploitation</b>	0	4	Up
<b>Modern Slavery</b>	0	1	Up
<b>Self-Neglect</b>	7	43	Up
<b>Total</b>	451	650	Up



# Safeguarding Performance Data

## 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.

SSAB continues to seek assurance from the provider escalation process and the Quality and Excellence Sub Group have developed a quality assurance tool to be shared with partners and providers to enable organisations to consider in a proactive manner their evidence framework for safeguarding and identify areas for future work, this will be rolled out from October 2018.



# Safeguarding Performance Data

<b>Concluded S42 enquiries by location</b>	<b>2016-17</b>	<b>2017-18</b>
<b>Own Home</b>	211	242
<b>In the community (excluding community services)</b>	3	16
<b>In a community service</b>	7	7
<b>Care Home - Nursing</b>	93	124
<b>Care Home - Residential</b>	90	103





# Safeguarding Performance Data

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# Sandwell Safeguarding Adults Board Priorities 2018/2019

## Prevention, Learning & Development

- To develop a specific issue campaign accessing all media options including social media.
- Consideration to be given to exploring data to inform the nature of the campaign.
- Undertake a scoping exercise with partners identifying a range of prevent work happening within strategy services and the wider community – mapping work to be undertaken.
- Work with partners to ensure there is collaboration on identifying learning and development needs and how they should be met.
- Review data collection methods with reference to learning and development.
- Develop a mandatory training offer.



# Sandwell Safeguarding Adults Board Priorities 2018/2019

## Quality & Excellence

- Continue to support the development of the Q&E Sub Group.
- Continue to build on the performance framework and data set to ensure qualitative data is evidenced to provide assurance of quality of the safeguarding experience.
- Develop a multi-agency audit tool.
- Continue to understand the implementation of making safeguarding personal and the impact for service users.
- Continue to work with all colleagues under the auspices of the 4 Boards arrangement as outlined in the partner protocol.



# Sandwell Safeguarding Adults Board Priorities 2018/2019

## Protection

- Continue to ensure local policies and procedures continue to be written and reviewed in line with the West midlands procedures.
- Launch the Safeguarding Adult Review Procedures.
- Arrange for Safeguarding Adult Reviews to be undertaken as required, produce report and action plans and identify learning.

