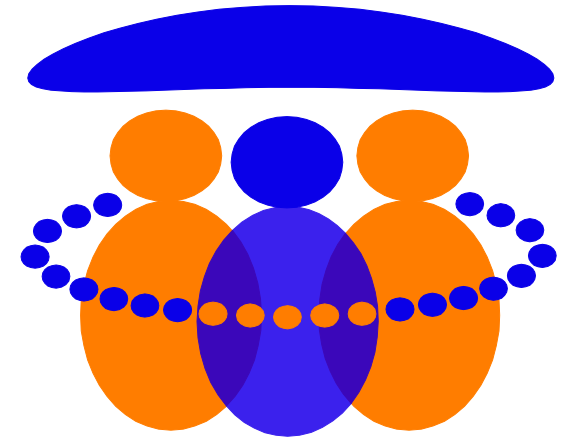




& our **Partners,**

Committed to
Safeguarding Adults



Safeguarding Adults work in 2016 - 2017

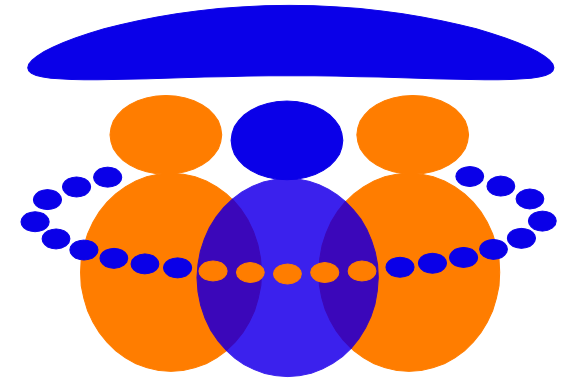
- a summary for staff and volunteers





& our Partners,

**Committed to
Safeguarding Adults**



This is the 10th Annual Report published on behalf of Harrow's Safeguarding Adults Board (HSAB) and contains contributions from its member agencies. The Board is statutory and coordinates local partnership arrangements to safeguard adults at risk of harm. This report details the work carried out by the HSAB last year (2016/2017) and highlights the priorities for 2017/2018



Statistics – headline messages

- 1,662 safeguarding adults (sga) concerns compared to 1,690 in 2014/15 - a 2% decrease
- 39% of concerns were taken forward as enquiries (654 cases) – almost exactly the same as 2015/16
- repeat referrals increased again from 19% in 2015/16 to 31% in 2016/2017 – will need further scrutiny



Statistics – headline messages contd...

- completed enquiries were at 95% - suggesting sga cases are progressing to a conclusion and not “drifting”
- 48% of concerns (45% of enquiries) from different ethnic backgrounds – broadly in line with the adult population in the borough



Statistics – headline messages contd...

- where abuse took place - the highest percentage was in the client's own home (63%) with a reduction in concerns at care homes (long term and temporary placements) from 20% to 14%.

Figures in other settings remain small e.g. 1% acute hospitals; 6% in mental health in-patient units; 8% in supported housing

- allegations for older people are still highest at 317 (3 more than the previous year)
- male: female = 33% : 67%



Statistics – headline messages contd...

- figures for MH showed a small increase from 31% in 2015/16 to 33% (6 more users)
- figure for people with a LD was 71 people compared to 88 in 2015/2016 – stable numbers



Statistics – headline messages contd..

- percentage for PD was 38% (249 people) - data collection method makes analysis difficult as younger disabled adults not counted separately
- financial abuse at 22% (188 people) was the most common referral reason for the **first time**
- neglect at 21% (180 people) was second highest, but the same percentage as the previous year
- allegations of physical abuse dropped from 201 people to 161 people



Statistics – headline messages contd..

- it is the second year for cases of self-neglect to be reported under the safeguarding adults' statistics and there was a small increase from 11 to 14 concerns dealt with under the local arrangements
- locally, family members and partner (35%); social care staff e.g. home care workers (19%); and health care worker (6%) were the most commonly alleged "person alleged to have caused harm" (PACH)



Statistics – headline messages contd..

Source of sga concerns – important given levels of training and awareness raising:

- 12% SWs and care managers (↓ 4%)
- 13% primary health care staff (↑ 3%)
- 8% residential care staff (↓ 2%)
- 7% family (↓ 1%)
- 17% mental health staff (→)
- 10% Police (↑ 3%)
- 17% secondary health care staff (↑ 1%)



Statistics – headline messages contd....

- outcomes for victims are varied, including: “increased monitoring” (the most common) at 13%
- other outcomes include: - offer of assessment or community care services (13%); moved to different services (5%); MARAC referral (2%); management of access to finances (2%); advocacy referral (2%)
- outcomes for the PACH in relation to Police action/criminal prosecutions increased to 16% (up 4%)
 - 26 more cases (very positive)



Deprivation of Liberty Safeguards (DOLS)

Key element of safeguarding prevention

- 425 new cases last year

(a decrease of 300 on the previous year – to be expected after the huge increase post the Cheshire West judgment in 2014)
- 361 (85%) were granted



Statistics – headline messages contd....

From analysis of the statistics, areas for focus in 2017/2018 are:

- repeat referrals
- financial abuse
- community safety; and
- older people at risk in their own homes



Making A Difference – safeguarding work in 2016/2017

Prevention & Community Engagement

- all information leaflets were updated – MSP and Care Act focus
- the “little book of big scams” and “think Jessica” leaflets were widely promoted with the public
- support/training for local residential homes and DCAs e.g. a Best Practice Forum with a focus on “do not resuscitate orders”; covert medication and advance decisions/“living wills”; and training in working with dementia and epilepsy
- HSAB newsletter, articles and speaking with the general public e.g. for WEAAD 2016 (AUKH)
- first joint conference on domestic abuse with the HSCB

Prevention/Community Engagement contd...

- joint visits with Trading Standards officers to the victims of door step crime/distraction burglary to identify any specific issues for more vulnerable people

Outcomes:

- last year the “users by experience” reported that people were feeling safer at the bus station now that there is a greater police presence
- the easy to read articles about on-line safety and keeping safe in the community had been well received
- in February 2017, three “experts by experience” met 50 Heads and teachers and gave a presentation about their concerns. The teachers were very keen to run some sessions in their schools which will take place in 2017/18
- there was a reduction in concerns from care homes which indicates some positive impact from the training/support being provided by social services and NHS staff

Quality and Performance

User feedback

Independent social worker continues to interview users after the investigation is concluded. Good feedback with users feeling more in control of the process. Both internal and external file audit tools are based on MSP outcomes

Positive outcome - *MSP approach is putting users in control and has significantly improved understanding of the SGA process

* - making safeguarding personal



Quality and Performance contd....

- third “mystery shopping” exercise was commissioned by the HSAB which was carried out by users (supported by Mind in Harrow) in Autumn 2016 with a focus on front door/access points in Adult Social Care – **process needs further refinement**



Quality and Performance contd....

Case audit

In February 2017, a joint case audit process was undertaken with the HSCB for the first time - to ensure that a “think whole family” approach is being taken by staff across all involved agencies

- good process for learning, and an action plan is in development



Quality and Performance contd...

Statistical analysis

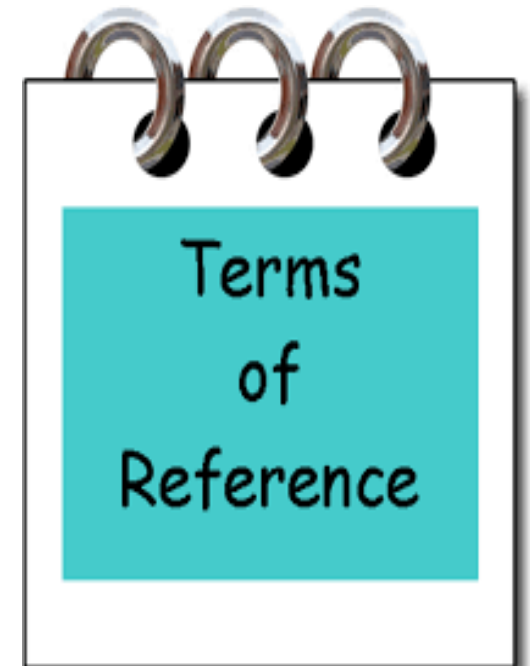
As requested by HSAB members in 2015/16, two “deep dives” into the statistics were carried out in 2016/2017 – the first looking at prevalence of abuse by user group and the second at domestic abuse (DVA)

- in the first exercise it was notable that whichever user was experiencing the abuse and whatever the type of abuse, the location was their own home. For all groups the person alleged to have caused the harm was a family member or partner (Brunel University research findings agree)
- in the 2nd exercise there was no variation by ethnic group; DVA is highlighted as a significant aspect of risk within the female MH user group; and there were low numbers or no referrals from Housing and the voluntary sector

Quality and Performance contd...

Outcomes

- ongoing analysis by the HSAB of relevant sga statistical information has enabled adjustments to be made to training events and also to briefing sessions e.g. a higher emphasis on DVA as it relates to adults in need of care and support
- the terms of reference for the Adults Risk Enablement Panel have been amended to include attendance by relevant managers from Children's Services - in recognition of the high risk young people being discussed there and the benefit of advice/support from those colleagues



Training & Workforce Development

- 1516 people received some training
(an increase of 343 from 2015/16)
- some new areas covered e.g. Library Managers
- the HSAB held its first annual conference jointly with the HSCB – DVA focus
(170 staff attended)
- mental capacity (incl DoLS),
unwise decisions and safeguarding
– sessions for Providers



Training & Workforce Development

Outcomes:

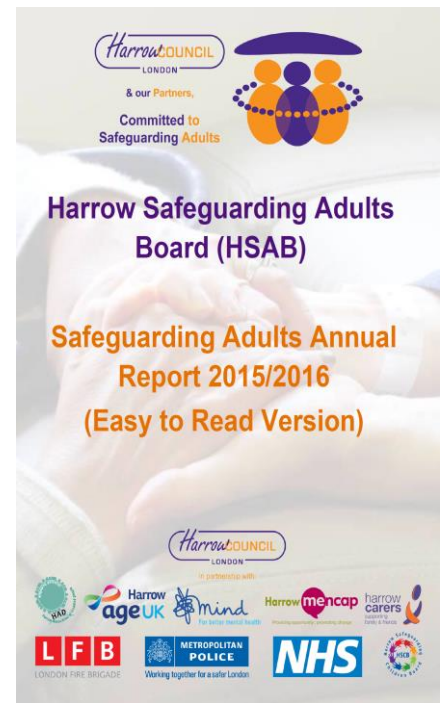
- file audits continue to show a growing confidence in use of the Mental Capacity Act/best interest decision making, with more cases being taken to the Court of Protection than in 2015/16
- both the joint HSAB/HSCB conference and qualified social worker conferences produced a greater understanding of the roles and responsibilities of workers across a range of agencies plus a commitment to future collaboration
- there are good case examples in DoLS work of the involvement of a Best Interest Assessor or independent section 12 doctor highlighting ways in which restrictions on individual's can be reduced e.g. picking up where a care home (not in Harrow) had removed all personal effects from a resident's room when he appeared to lose the mental capacity to recognise them

Policies/procedures and governance

- the safeguarding adults' website was kept up to date and has a section for easy to read information
- the Annual Report 2015/2016 was produced in concise “Executive Summary” and “Easy to Read” versions to make information about the work of the Board as accessible as possible
- the Board has agreed a new Strategic Plan for 2017 – 2020
- the Board developed and approved a policy for implementing SARs when required

Outcomes

- independent file audits continue to show growing confidence in working with families by staff in Adult Services. These audit findings were fed back to and discussed with the Children's Safeguarding Board (HSCB) quality assurance sub-group meeting
- an independent management review was carried out in one case with an action plan agreed by the HSAB and a “learning the lessons” event held for relevant staff



Joint work with the HSCB

- a practitioner representative from the Council's Safeguarding Adults/DoLS Service, relevant NHS and voluntary sector staff provide daily information to MASH (Multi-agency Safeguarding Hub) where threshold decisions about referred children are discussed.



This ensures appropriate information sharing and therefore decisions are taken in the most informed way possible

- relevant staff from Adults Services attend task and finish groups run by the HSCB e.g. training - to ensure that a joined up approach takes place whenever possible

Outcomes:

- file audits show better outcomes for young adults in specific cases where joint work was effective

“Looking ahead”

Some key priorities for 2017 2018

- further improvement in the numbers of Police action/prosecutions
- projects highlighted by users take place e.g. working with schools to raise awareness of disability/mental health issues
- more work is done with care providers and the general public about fire safety – in the context of deaths in care home fires and Grenfell Towers



Looking ahead - priorities for 2017 2018 contd....

- revisit “repeat referrals” and learn from case analysis
- continue to embed making safeguarding personal (MSP) in casework practice
- a joint approach to domestic abuse with a focus on areas highlighted by statistical analysis e.g. Housing and the voluntary sector
- relevant campaigns take place e.g. a focus on scams, door step crime, distraction burglary

