

Committee: **Joint Education and Learning & Social Services (Safeguarding) Scrutiny Committee**

Date of meeting: **25th October 2018**

Report Subject: **Adults Safeguarding Performance Information for the period from the 1st April 2017 to the 31st March 2018**

Portfolio Holder: **Cllr John Mason, Executive Member Social Services
 Cllr Clive Meredith, Executive Member Education**

Report Submitted by: **Damien McCann, Director of Social Services**

Report Written by: **Andrew Day, Adults Commissioning and Safeguarding Service Manager (Temp) and Sarah Jones, Pova Coordinator.**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
22.6.18	26.6.18	11.10.18			15.10.18	Info Item– 31.10.18		

1. **Purpose of the Report**
 - 1.1 The purpose of this report is to provide Scrutiny Members with Safeguarding Performance information relating to Adults Services from 1st April 2017 to the 31st March 2018. The information provided will enable Members to identify Safeguarding areas within the Authority which require further development to improve Safeguarding practice and procedures for Adult Services.

2. **Scope and Background**
 - 2.1 To enable greater focus on the Safeguarding agenda, Corporate Leadership Team and Elected Members agreed for safeguarding information to be reported to a Joint Social Services/Education and Learning Scrutiny Committee after each school term.

 - 2.2 The Gwent-wide Adult Safeguarding Board (GwASB) was established in January 2011, merging the three Council Area Adult Protection Committee arrangements in Blaenau Gwent, Torfaen and Monmouthshire, with those of Caerphilly and Newport. The Safeguarding Board follows the Collaborative footprint for Public Services in Wales, built upon the Local Health Boards and Police Authorities area, therefore Gwent-wide. The Board’s initial creation was a proactive response to Welsh Government’s commitment to the protection of adults at risk through the introduction of a legislative framework, and the anticipation that through this framework statutory regional Safeguarding Boards would be created.

- 2.3 In summary the Social Services and Well-being (Wales) Act 2014:
- Changes a number of definitions including moving away from the term ‘vulnerable adult’ to a legal definition of an ‘adult at risk’.
 - Increases the scope for intervention as ‘adult at risk’ can encompass a wide range of vulnerable people and once they are defined as an “adult at risk”, the Act provides various agencies with duties to protect that individual.
 - Reinforces the key principle that safeguarding and protection is ‘everyone’s responsibility’ and provides a legal framework to ensure that key statutory agencies accept equal responsibility to protect adults at risk in addition to having a duty to report allegations.
 - Provides a duty to investigate allegations of abuse towards an adult at risk.
 - Provides a legal framework that is explicit in ensuring that Social Services is the lead coordinating agency although there will be a legal ‘enhanced’ duty whereby Social Services can request the other agencies encompassed by the legal framework provide assistance.

3. **Options for Recommendation**

- 3.1 The report has been considered and agreed by the Corporate Leadership Team.
- 3.2 That Members scrutinise the contents of the report and give consideration to the current and forthcoming demands placed on the Adults Safeguarding team and to agree:

Option1

- Accept the approach and information as detailed in the report.

Option 2

- Consider the information and provide comments on where improvement can be made to the current monitoring processes.

4. **Evidence of how does this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

- 4.1 The Social Services and Well-being (Wales) Act 2014 places a statutory duty on all local authority’s to produce an annual report on the discharge of its social services functions. The Annual Report contributes and forms part of the Annual Council Reporting Framework (ACRF).

5. **Implications Against Each Option** ***Risk including Mitigating Actions***

The Directorate Risk Register identifies safeguarding as high risk and is therefore monitored as part of the quarterly report of the Director of Social Services via the business planning process for each option. The Directorate Risk Register includes what actions have been taken to mitigate these risks.

5.1 ***Impact on Budget (short and long term impact)***

There are no immediate budget implications related to this report.

5.2 **Legal**

There are no legal implications related to this report

5.3 **Human Resources**

There are no staffing implications related in this report

6. **Supporting Evidence**

6.1 **Performance Information**

Performance and data is provided within the report.

6.2 The number of reports received of an ‘adult suspected of being at risk’ during the given period was 514. During the same period for the previous year there were a total of 479 referrals received. Out of the 514 referrals received 100% progressed to an enquiry.

Number of reports of an adult suspected of being at risk received during the year	514 for 2017/2018
1st April 2017 to 30th June 2017- 127	
1 st July 2017 to 30 th September 2017- 130	
1st October to 31 st December 2017- 125	
1st January 2018 to 31 st March 2018- 132	

6.3 The numbers of referrals received within the different categories of abuse or neglect are shown below for 2017/2018. It should be noted that concerns about more than one type of abuse can be reported within the same referral.

Category of Abuse	Gender	Age - 18-64	Age – 64 and over
Physical	Male	22	33
	Female	24	78
Sexual	Male	9	2
	Female	10	10
Emotional/Psychological	Male	17	18
	Female	25	40
Financial	Male	15	19
	Female	16	46
Neglect	Male	16	66
	Female	21	128
Total	Male	79	138
	Female	96	302
	Total	175	440

6.4 The most prevalent category in the given period was neglect. From the data received the highest number of referral were received for females aged 65 and over where the least number of referrals were for male aged 18-64. This is the same pattern as in other years.

6.5 The lowest category of referrals for the types of abuse is sexual abuse. This is the lowest reported category every year. This could be for a number of reasons. One being that there are less incidences of sexual abuse taking place and this is a true and accurate recording or that sexual abuse is more difficult for carers to identify and more difficult for an alleged victim to report.

6.6 Referrals of domestic abuse are captured as part of the data return for the Welsh Government, of the above, there were 64 cases of domestic abuse reported.

		Age 18-64	Age – 64 and over
Domestic	Male	5	8
	Female	18	33

6.7 Each of the five local authorities have different structures in place to respond to concerns about domestic violence however GWASB partner agencies are represented on local and regional domestic abuse forums. There are strong links between practitioners in safeguarding and domestic abuse fields of practice and domestic abuse training is available to all agencies across Gwent in a variety of formats.

6.8 As discussed in the previous report, the increase in domestic abusive situations had placed pressure on the safeguarding team and as a result Social Services made a business case to use the Intermediate Care Fund (ICF) from Welsh Government to fund 1 support worker for 12 months. The domestic abuse/safeguarding support worker was appointed on a fixed term basis within the Adult Information, Advice and Assistance (IAA) hub to undertake initial screening of the safeguarding referrals, primarily in relation to domestic abuse cases. A review of the post evidenced a positive impact on the resources of the safeguarding team and meeting requirements within the SSWBW Act 2014 for preventative services. Therefore as a result the post has been extended for another 12 months until April 2019.

6.9 The breakdown of the place where the abuse occurred can be seen in the table below, where 69 allegations of abuse were reported within the persons own home. And 39 within a care home setting. This could be residential, nursing or respite care.

Place alleged abuse or neglect occurred	Total
Own Home	69
Community	14
Care Home Setting	39
Health Setting	7
Total	129

6.10 The persons alleged responsible are broken down in the table below. Paid employees being alleged perpetrators for 81 of the 129 referrals that were progressed and 37 being a relative or friend. To progress the referral consent is needed from the alleged victim, but that consent can be overridden when a paid employee is the alleged perpetrator. In a high majority of domestic referrals alleged victims do not consent to the referral progressing through safeguarding.

Person alleged responsible	Total
Paid Employee	81
Relative / Friend	37
Volunteer / Unpaid employee	0
Other service user	4
Other	7
Total	129

Of the 129 referrals, 87 progressed to an investigation. 12 being criminal and 75 non-criminal.

6	Number of criminal investigations that concluded during the year	12
7	Number of non-criminal investigations that concluded during the year	75
Total investigations		87

The conclusions of the referrals taken through the safeguarding process were:

- 17 cases were admitted
- 14 cases the allegation was withdrawn
- 33 cases were disproved
- 42 cases were proved
- 11 cases were inconclusive
- 10 cases were inconclusive but likely on balance of probability
- 2 cases were inconclusive but unlikely on balance of probability.

6.11 The referrals received come from a variety of sources, as listed in the table below. The majority of the referrals were submitted from provider agencies with the local authority as the second highest referrer. There were no self-referrals during the year, which has identified the possibility that awareness raising for safeguarding is needed with those using the services and the public in general.

Source of Referral	Total
Self-reported	0
Relative / friend	13
Local authority	128
Police	9
Local health board	47
Independent hospital	0
Ambulance service	4
Care regulator	2
Provider agency	264
Probation	1
Third sector	35
Advocate	1
Other	10
Total	514

Of the 514 referrals received, and the 514 enquiries undertaken, 129 of those enquiries concluded that action was needed, however, 12 people refused to participate in any action being taken. Therefore 117 were progressed through the safeguarding process and the following data reports on those progressed and not the total of referrals.

6.12 **Update from the CSSIW Review February 2017**

A review was undertaken in February 2017 by CSSIW. The site visit took place in one day with two inspectors. They met with the safeguarding team, IAA senior practitioner, business support for safeguarding, manager of supporting people, contracts and commissioning manager and two designated lead managers.

The feedback highlighted some 'Areas for Development' including:

- Some inconsistencies may arise as regards decision making and advice from Designated Lead Managers (DLMs). – Following this regular forums have been held with the Designated Lead Managers to improve consistency and to consider and review lessons learnt.

- To utilise the Gwasb feedback questionnaire – this is to improve community / citizen involvement and co-creation of Adult Safeguarding processes and procedures. Gwasb questionnaires were developed to be used with all adults at risk and/or families at the end of the safeguarding process. The questionnaires were distributed to all designated lead managers in Blaenau Gwent but following feedback from other authorities that the forms were not fit for purpose, it was decided not to use them and to report back to Gwasb. It has been agreed that Blaenau Gwent will revisit this in 2018 and develop feedback questionnaires that can be used locally until such time a regional feedback process is developed.
- To develop a system that monitors case activity and ensures timeliness of closures of cases and progress / timeliness and outcomes of investigations.

A quality Assurance system is now in place for all safeguarding referrals that progress through the process. Business Support undertake a review of the documentation to ensure paperwork has been completed in line with the policy and guidance and the Safeguarding coordinator undertakes a qualitative review of 10% of the cases that have progressed.

6.13 *Expected outcome for the public*

Quarterly reporting provides the public with the opportunity to view progress of the Directorate and ensure accountability.

6.14 *Involvement (consultation, engagement, participation)*

The Social Services and Well-being (Wales) Act 2014 looks to build and strengthen on existing arrangements by involving service users, carers and other key partners where possible in helping shape and influence future design of services.

6.15 *Thinking for the Long term (forward planning)*

The Gwent wide Adult Safeguarding Board has developed a new partnership agreement between local authorities and agency partners including Gwent Police, Aneurin Bevan University Health Board, Wales Probation Trust, Gwent Association of Voluntary Organisations which sets out a clear and shared vision to ensure all adults in Gwent are safeguarded effectively through partnership working and community engagement.

6.16 *Preventative focus*

Providing this report and the level of detailed safeguarding information to the Joint Safeguarding Committee enables Members to ensure risks are identified and acted on.

6.17 *Collaboration / partnership working*

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6.18 ***Integration(across service areas)***

The development of the Corporate Safeguarding Policy and the Departmental safeguarding leads meetings helps ensure all departments within the Authority are aware of their responsibilities for safeguarding and are kept updated with any issues trends within safeguarding.

6.19 ***EqlA (screening and identifying if full impact assessment is needed)***
Not applicable.

7. **Monitoring Arrangements**

7.1 The performance of the department is monitored throughout the financial year from April to March and reported to Joint Safeguarding Scrutiny Committee.

Background Documents /Electronic Links

The following hyperlink provides further details on the governance and structure on the Gwasb: <http://www.gwasb.org.uk/index.php?id=35>

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