



Dorset Safeguarding Adults Board Bournemouth, Christchurch & Poole Safeguarding Adults Board Joint Business Plan 2019-20

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Dorset and Bournemouth, Christchurch and Poole Safeguarding Adults Boards

Joint business plan 2019-20

Introduction

In 2018 the Safeguarding Adults Boards (SABs) of Dorset and Bournemouth and Poole agreed a new three year joint strategy. The core values and approach to adult safeguarding are outlined in the strategic plan.

The Boards will also continue to be guided by the 6 person-centred principles set out in the Care Act

- empowerment
- prevention
- proportionality
- protection
- partnership and
- accountability

Progress on objectives in 2018-19

During 2018-19 there has been a refresh of the multi-agency procedures, now including a protocol for large scale enquiries and information sharing guidance in the light of GDPR. A specific section in the procedures now sets out the approach to be taken between Safeguarding Adult Services and MARAC when an individual in need of care and support is subject to domestic abuse.

There has been greater outreach to the community via information stalls at the Emergency Services day and other local events.

Organisations have responded to an independent audit of decision-making in respect of section 42 enquiries and increased their own auditing of cases to oversee improvements in practice. For example in Dorset Council 26% of concerns now progress to a Section 42 enquiry compared to less than 10% prior to the audit.

Internal audits also focus upon Making Safeguarding Personal and how far individuals are asked about the safeguarding outcomes they would like and to what degree these have been met. The recorded figures are still at a relatively low level.

Concern about the low use of advocacy in safeguarding enquiries has been monitored by the quality assurance sub group via meetings with both the provider and commissioners.

A new 3 year training strategy has been agreed. A training framework has been developed for adoption by statutory agencies which addresses the lessons learned from reviews in terms of risk assessment, risk management and information sharing. Business Managers and training leads of the SABs, Safeguarding Children Boards (LSCB) and the Community Safety

Partnerships (CSP) meet regularly to develop a combined approach to embedding shared lessons from reviews.

A number of training sessions have been run across the county on contracture management, following the findings of a SAR in Dorset.

The SABs and LSCBs organised a listening event involving practitioners and managers from a wide variety of organisations to focus on implementing a whole family approach.

Members of the Boards have been briefed on the progress of preparations for Local Government Reorganisation and continued to make line of sight visits to one another's offices and hospitals.

There has been increased engagement with carers and service users through the Learning Disability Partnership Boards (LDPB), especially in relation to the SAR in respect of 'Harry'.

The Boards have assumed responsibility for overseeing the final stages of implementing recommendations from the Advocare independent report.

Draft work programme for 2019-20

In December each Board held a development morning to identify emerging issues and plans for the new business year. These were shared with independent providers at events in February and their views also taken into account.

The Boards have agreed to focus attention on 3 overarching concerns whilst also maintaining progress on 'business as usual' through their 5 joint sub-groups.

The key concerns will be

- domestic abuse
- exploitation
- neglect and self-neglect

Overarching aims

Domestic Abuse

Aims

Adults in need of care and support are identified and protected from the risk of domestic abuse

Adults in need of care and support are able to protect themselves from the risk of domestic abuse

Adults in need of care and support who are subject to domestic abuse receive a service that meets their needs and provides them with specialist support and advice

Professionals know when to intervene to protect an adult with care and support needs who is subject to coercion and control

Current position

The 'Harry' SAR/DHR indicated that at the time of the review MARAC and Safeguarding were not aligned and that Domestic Abuse Advisors (DAA) were not equipped to respond appropriately to adults with a learning disability.

An appendix (6) has been added to the multi-agency procedures providing guidance to staff to improve integration between MARAC and safeguarding.

All DAAs have since received Safe Lives training regarding 'safeguarding vulnerable adults' and have completed a workbook pp 34-40, Block 4, Key Choices, Options, Support Available to High Risk Clients, Safe Lives.

6.6 FTE advocate posts are to be appointed in the east and west of the county to improve liaison between health and domestic abuse services.

An independent multi-agency audit of adults with a learning disability who were subject to domestic abuse was undertaken in February. It highlighted findings that

- Health and social care professionals had not fully embraced key learning about how to handle risks arising from domestic abuse.
- Referrals were not being made to involve specialist DAAs in casework.
- The DASH was not being completed.
- When an individual was referred to MARAC, it was not clear from files what was the outcome of that referral.
- It was therefore not possible to conclude if staff were following the guidance set out in the procedures.

Next steps

- Health and social care organisations to ensure that staff are fully aware of key learning in respect of domestic abuse and that this is embedded in their day to day practice.
- All organisations need to ensure that their staff understand the role played by partner agencies in preventing and managing domestic abuse.
- The author of the independent audit has been asked to provide case summaries of those cases reviewed in the audit.
- Further detailed review/evaluation of case highlighted by author within audit report to be undertaken by manager independent from casework to inform action plan in response to learning.
- The author be invited to run a workshop(s) with practitioners and managers focussing on the learning from the audit.
- A robust pathway from adult social care into MARAC processes is developed, initially using learning disability as a model.
- The learning synopsis from 'Harry' to be disseminated to both staff in statutory services and independent providers and presented at multi-agency workshops. Evaluation of the impact of learning from the review will be collated.
- The SAB is working with the LDPB in Bournemouth, Christchurch and Poole to develop a Keeping Safe workshop(s).
- The SAB to seek an understanding from the Police and Domestic Abuse Strategy Group that domestic abuse community services are actively receiving medium and standard risk domestic abuse referrals from the police and that these services are equipped to respond appropriately to adults with a learning disability.
- Liaise with the Domestic Abuse Strategy Group concerning programmes for perpetrators, especially where the perpetrator has care and support needs.
- Take stock of progress following the multi agency workshops to determine further developments required in respect of pathways; training; commissioning; the skills mix in services.

Exploitation

Aims

Adults with care and support needs subject to exploitation are identified and supported at an early stage and, where appropriate, enabled to move away from crime.

Support services for victims of exploitation should be accessible and sensitive to their needs.

Current position

Whilst exploitation is an emerging issue for adults with care and support needs, the Boards do not yet have sufficient data about the nature and level of threat to focus their planning.

Independent providers have referred to adults in their care being targeted as part of county lines. The Police have information about 'vulnerable' adults being cuckoo-ed and subject to both financial and sexual exploitation.

There are a number of organisations involved in formulating a partnership response to exploitation, each with individual action plans. County Lines has so far concentrated more on the response to children but it is recognised that there should also be a focus on adults at risk of criminal exploitation.

Next steps

Hold discussions with the leads for exploitation issues concerning the best way for the SAB to contribute to action plans currently being configured for 2019-20, particularly in respect of county lines, sexual violence, modern slavery and sexual exploitation of the homeless.

Encourage coordination and clarity of governance of the partnership response to exploitation.

Continue discussions with Bournemouth University concerning the development of a tool to assess vulnerability to exploitation, similar to the CAROL model for young people.

Identify a SAB that has already made progress on this issue and learn from its model.

Neglect and self-neglect

Aims

Targeted initiatives to prevent instances of neglect and self-neglect result in a reduction of safeguarding concerns.

Current position

As with exploitation the Boards do not at present have a sufficient analysis of neglect and self-neglect to focus its planning. There is a difference however in that the Boards themselves collect a substantial amount of data and that 'neglect and acts of omission' are the most prevalent reason behind safeguarding concerns.

Neglect and acts of omission in 2017-18 accounted for 55% of safeguarding concerns in Dorset Council compared with a national average of 32%. The figure is lower for Bournemouth and Poole (44% respectively in Q4 2018-9) but still above the previous year's national average.

South West Ambulance Service report a high number of ambulance call-outs are for reasons of neglect and self-neglect especially in rural areas of Dorset.

In respect of self-neglect it is known that staff are largely unaware of the guidance and toolkit produced on this issue and held on the Boards' websites.

Next steps

1. Analysis of data held about neglect to identify the most common themes – Dorset council has decided to sub divide the 'neglect and acts of omission' code so as to identify more specific data in respect of
 - missed visit(s)
 - medication error
 - provider not following care plan
 - pressure sores
 - carer not following professional advice/care plan
 - carer stress
2. The training and workforce sub-group to publicise again the self-neglect guidance
3. CQC to report at the next cycle of Board meetings on levels of neglect found among providers and to steer the Boards as to how prevention efforts may be improved
4. The forthcoming audit of Multi Agency Risk Management meetings (MARM) to identify how far neglect is the reason for calling a MARM and document what outcomes and benefits have followed from meetings.
5. Present examples of good practice in responding to self-neglect at Board meetings so that these can be disseminated and built upon.

Key Business as usual objectives being progressed by the Boards' sub- groups

Effective Prevention

- Update the Boards' communications plan to ensure wide awareness of adult abuse and neglect and its impact
- Develop the Boards' websites, publicity materials and use of social media
- Continue to work with commissioners and the CQC to ensure early intervention when providers do not meet adequate standards of care and safety
- Improve use of safeguarding data to identify where prevention approaches should be focussed
- Enhance prevention by maximising the influence of Board members who sit on other partnership boards

Effective Safeguarding

- Continue to ensure that MARAC and adult safeguarding interventions are aligned
- Jointly with the CSPs undertake a 'deep dive' audit into the effectiveness of Multi Agency Risk Management meetings (MARM)
- Seek assurance that, where 'risk remains' following a safeguarding enquiry, appropriate measures are in place to try to protect the individual
- Improve the frequency with which feedback is provided when a safeguarding concern has been raised
- Continue to develop the Making Safeguarding Personal approach
- Engage with prisons locally to support approaches to safeguarding in custody using the recommendations from the national ADASS/Safeguarding Chairs survey

Effective Learning

- Deliver events to disseminate learning from the inquest and SAR into the death of 'Harry'
- Meet any training needs emerging from the independent domestic abuse audit and the MARM 'deep dive'
- Develop approaches to involving carers and service users in the design and provision of training
- Deliver training in relation to pressure ulcers and keep safeguarding training up to date, e.g in respect of changes to the Liberty Protection Safeguards
- Further develop the joint approach with the Childrens Boards and CSPs to implementing the learning from all reviews

Effective Governance

- Conduct a review of the organisation of the Safeguarding Adults Boards that takes account of wider developments such as LGR and changes to the structure of the Safeguarding Childrens Boards
- Continue to engage in a coordinated way with other partnership boards on working with the whole family/Think Family approach.
- Link with Carers Reference groups, service user organisations and the new Healthwatch provider to further develop stakeholder engagement with the Board
- Increase the level of auditing to examine the effectiveness of multi-agency practice

Resources

One objective not followed through in 2018-19 was a review of the Boards' budgets and the contributions of members to them. This has been carried forward into the new year as part of the overall review of the organisation and joint working practice of the two Boards.

For 2019-20 therefore it is proposed that member contributions and the budgets of the Boards remain unchanged.

Risk register

The Boards' risk register has been reviewed and risks which have been reduced or are no longer relevant have been removed. When available the register will be cross referenced with the inter-agency risk register being developed.

Barrie Crook

Independent Chair

10th June 2019