



LEICESTERSHIRE AND RUTLAND SAFEGUARDING
ADULTS BOARD (LRSAB)

Executive Summary to Annual Report 2014/15



This overview summarises the key achievements, outputs, outcomes and impact of the work of the Leicestershire and Rutland Safeguarding Adults Board in 2014/15. It also highlights the further improvements that will be sought in 2015/16.

We recognise that the annual report has to be a detailed and complex record of our work, so this summary is intended to be accessible to a wider audience, and enable readers to understand the impact of our work over the last year.

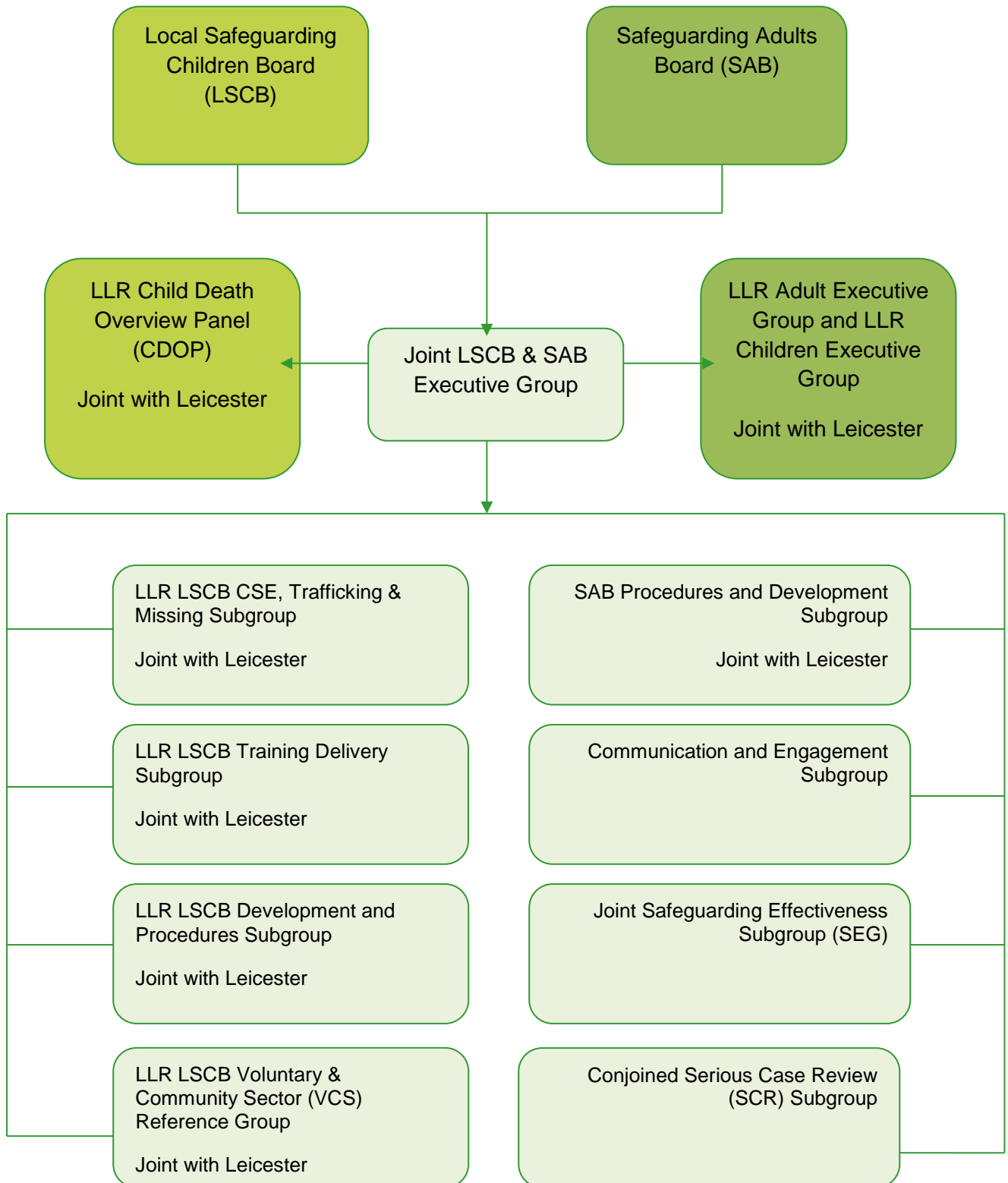
The overview includes reference to the work that has been undertaken in collaboration with the Leicestershire and Rutland Local Safeguarding Children Board (LRLSCB)

The information is presented alongside the key priorities in our business plan 2015-16.

A handwritten signature in black ink that reads "P. R. Burnett". The signature is written in a cursive style with a large, sweeping flourish at the end.

Paul Burnett
Independent Chair, Leicestershire and Rutland Safeguarding Boards

Leicestershire & Rutland Local Safeguarding Children Board and Safeguarding Adults Board 2014-15



Business Plan Priorities 2014/15

The Business Plan for the Leicestershire and Rutland Safeguarding Adults Board (LRSAB) was combined with that of the Leicestershire and Rutland Local Safeguarding Children Board (LRLSCB) in 2014/15. We are reporting separately on performance this year. The priorities set specifically in relation to the LRSAB were:

Priority 1: To be assured that 'Safeguarding is Everyone's Responsibility'

Priority 2b: To be assured that adults in need of safeguarding are safe

Priority 2c: To be assured that services for children, services for adults and services for families are effectively coordinated to ensure children and adults are safe

Priority 3b: To be assured of the quality of care for any adult supported by registered providers

Priority 4: To be assured that our Learning and Improvement Framework is raising service quality and outcomes for children, young people and adults

Priority 5: To be assured that the workforce is fit for purpose

In addition a number of cross-cutting priorities were set, as follows:

- Safeguarding services are coordinated
- The voices of children and adults are heard
- The voices of staff are heard
- Sub-regional and regional coordination will be maximised
- Effective communication must underpin all Board activity.



Priority 1:

To be assured that 'Safeguarding is Everyone's Responsibility'

The LRSAB has met 4 times during 2014/15. The majority of Board members have achieved the targeted 75% attendance rate with those agencies that now have a statutory responsibility to attend – the local authorities, Leicestershire Police and the two CCGs - achieving 100%.

There is a need to improve attendance rates from NHS England, the two arms of the Probation Service and the voluntary, community and private sectors.

Partner agencies compliance with agreed safeguarding standards was tested using the SAB Compliance Audit of Safeguarding Adults Assessment Form (SAAF). Leicestershire County Council, Leicestershire Police, Leicestershire Partnership Trust and NHS England assessed themselves as 'Effective'. All other agencies assessed themselves as 'Working Towards Effectiveness' and have put in place action plans to secure full effectiveness.

All partner agencies attending the annual Safeguarding Summit thus enabling senior leaders to contribute to the LRSAB needs analysis and priority setting and to reflect resulting objectives in their own agencies strategic plans.

Rutland County Council was the subject of an Adult Social Care Peer Review in February 2015. As well as establishing a clear message that safeguarding is everyone's business the Council was found to have strong political oversight, support and challenge at the Safeguarding Adults Board and Scrutiny.

The new Quality Assurance and Performance Management framework became fully operational during 2014/15. This aligns performance measures with the business plan and tests impact in both quantitative and qualitative terms as well as against service user and staff views and opinions. Contributions to the framework now extend across all partners whereas in the past we relied almost wholly on information from the two County Councils.

All relevant agencies made their financial contribution to the running of the LRSAB in full providing the Board with a budget of £103,153. The budget was spent in full as was a significant proportion of the reserve account that had been challenged in the past.

Steps were taken to extend opportunities to secure the engagement and participation of service users including work with Healthwatch. Projects funded through the reserve account included pilots to develop improved engagement of

adults with learning disabilities. This is an area of work that still requires further development however if we are to secure engagement and participation from across the communities of Leicestershire and Rutland.

The Care Act

A key focus of LRSAB during 2014/15 was tracking of the progress of the Care Bill, now the Care Act 2014, which featured the introduction of statutory status for Safeguarding Adults Boards as well as significant change to adult safeguarding arrangements.

The Board has:

- reviewed and revised its membership and terms of reference to secure Care Act compliance;
- carried out a major revision of Adult Safeguarding Policies and Procedures to secure Care Act compliance;
- introduced the Multi-Agency Policies and Procedures which include: management of investigations in health care settings; individualised approaches to safeguarding based on the 'Making Safeguarding Personal' programme;
- addressed frameworks for financial abuse, domestic violence and abuse, the needs of carers, self-neglect, modern slavery and forced marriage.

Approaches to serious case reviews have also been reviewed in light of new expectations in relation to Safeguarding Adult Reviews (SARs).

Priorities for 2015/16

Our priorities to ensure that 'Safeguarding is Everyone's Business' next year are to:

- Be assured that the Board and partner agencies are fully compliant with the Care Act
- Be assured that effective Board arrangements remain in place to provide strategic leadership
- Be assured that the Better Care Together programme incorporates, promotes, measures and evaluates on safeguarding outcomes within its improvement plans
- Enable members of the public in Leicestershire and Rutland to be aware/understand what constitutes a safeguarding concern/alert/referral with a view to increasing appropriate reporting
- Enable elected members in Leicestershire and Rutland to be aware/understand what constitutes a safeguarding concern/alert/referral
- Listen to and report what members of the public say about their experience of safeguarding, and evidence how these views impact on Board priorities and plans of action. The engagement activity of the Board will also be increased
- All agencies are compliant with safeguarding standards and expectations as monitored through the Safeguarding Adults Assurance Framework.

Priority 2b:

To be assured that adults in need of safeguarding are safe

In Leicestershire:

- there was a 22% reduction in the number of safeguarding referrals following a spike in referrals in the previous year. The referral rate is now more in line with statistical neighbours;
- the majority (64%) of referrals continue to relate to adults in care homes;
- 70% of referrals relate to people over 65 and 42% relate to those over 85;
- The most common type of risk was neglect and omission – accounting for 43% of all cases. 23% related to physical abuse and 13% to financial or material abuse.

The Board commissioned the Ann Craft Trust to undertake a review of referral patterns – triggered initially better to understand the significant increase in referrals during 2013/14 but latterly to analyse this against the subsequent reduction in referrals in 2014/15. Proposals are now being considered to address the findings of the review which include: changes to the way we record data; improving staff understanding of risk categories; improving engagement with supported living and domiciliary care services; increasing safeguarding awareness in the community and within ethnic minority groups; better managing responses to intense media coverage of safeguarding issues.

In Rutland

- there was an increase in the number of safeguarding alerts and the increase has been incremental across the year;
- 52% of referrals were from residential settings and there has been an increase in the proportion that come from the community – possibly related to the 'community agent' initiative developed as part of the Better Care Together programme in the County; this is an important shift in the profile of alerts;
- Older people continue to be the largest group to which safeguarding referrals relate
- Neglect and acts of omission together with physical abuse were the most prevalent types of abuse.
- There have been no safeguarding alerts relating to discriminatory or institutional abuse.
- There is a concern that no safeguarding alerts were raised by the Police in relation to work in Rutland

Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS)

As in many other parts of the country Leicestershire and Rutland has experienced an increase in the number of DoLS referrals following the supreme court judgement in relation to a case in Cheshire West.

The LRSAB has continued to scrutinise performance particularly in relation to:

- pressures on staff resources both in terms of volumes of activity but also specifically in relation to best interest assessment;
- staff awareness, confidence, competency and compliance in relation to MCA and DoLS across the partnership particularly in the care sector;
- service user experience.

A key opportunity to enhance our response to these and other issues presented in the shape of the NHS MCA Improvement Programme through which we have gained access to an additional investment of £471,110 across Leicestershire, Rutland, Leicester and Lincolnshire. This programme was launched in the spring of 2015 and impact will be reported in the next annual report.

Priorities for 2015/16

Our Business Plan 2015/16 priorities to secure assurance that adults in need of safeguarding are safe are to:

- Be assured that thresholds are understood and provide proportionate assistance and risk management to adults in need of safeguarding
- Implement the new Care Act compliant safeguarding procedures across Leicestershire and Rutland and assure ourselves that they are effective
- Ensure that the Self-Neglect element of the Care Act compliant procedures are fit for purpose
- Be assured that adults are safe in care, including residential establishments, care homes, domiciliary care and nursing homes
- Be assured that adults are safe in the community
- Be assured that DoLS are effectively managed to ensure safety of adults without capacity
- Be assured that the increasing number of DoLS referrals can be managed across Leicestershire and Rutland
- Participate in the NHS England MCA/DoLS Programme to contribute to improvements in the implementation of MCA and DoLS across Leicestershire, Rutland, Leicester City and Lincolnshire
- Be assured that recommendations from Winterbourne are fully embedded in safeguarding practice.

Priority 2c:

To be assured that services for children, services for adults and services for families are effectively coordinated to ensure children and adults are safe

This priority was introduced to test the effectiveness of safeguarding across the children and adult service arenas and to gauge the impact of the closer alignment between the LRSAB and the LRLSCB.

The monitoring and scrutiny of transitions of young people from children to adult services has revealed that none of these young people had child protection plans and no complaints were received in relation to the Transitions Service. From a safeguarding perspective therefore no concerns have been identified. The quality of transition for the 152 cases that are open to the Transitions Service is of course for other partnership bodies to assess.

Monitoring of adults that may pose a risk to children, young people and adults in need of safeguarding (through MAPPA – the Multi-Agency Public Protection Arrangements) has evidenced that the number of Level 2 and 3 offenders in Leicestershire and Rutland is considerably lower than neighbouring areas largely due to the adoption of the 'Four Pillars' process.

Similarly the number of cases referred through MARAC (Multi-Agency Risk Assessment Conference) is lower than similar areas based on the Safe Lives recommendations.

The LRSAB in collaboration with the LRLSCB has similarly carried out scrutiny and challenge of Supporting Leicestershire Families and Changing Lives Rutland to ensure that these programmes include safeguarding as a cross-cutting theme and work to support a safer Leicestershire and Rutland. Both programmes have been successful against their specific target outcomes which themselves contribute to reducing safeguarding risk. In addition there has been good evidence to show effective interfaces between the interventions from these programmes and core safeguarding policies and practices.

Priorities for 2015/16

Priorities under this heading for 2015/16 relate to:

FGM

Prevent

Domestic Abuse

Think Family approaches including Supporting Leicestershire Families and Changing Lives, Rutland

Priority 3b:

To be assured of the quality of care for any adult supported by registered providers

The proportion of safeguarding referrals relating to registered provider settings in the past had led the LRSAB to specifically monitor quality of care in these settings.

The Safeguarding Effectiveness Group – one of the subgroups of the LRSAB – has been monitoring performance in registered settings with a view to providing the Board with assurance that performance is improving and that actions taken to support settings is effective.

During 2014/15 this process has been enhanced through closer working with CQC including their attendance at two Board meetings per year.

A snapshot of information taken from ten care homes put together by the Quality Improvement Team (QIT) demonstrates the positive impact the team has had on reducing the number of substantiated incidents reported in care homes which have received intervention from QIT.

In December 2014 the LRSAB delivered its 'Improving Standards in Care Conference'. This was attended by 60 delegates from across Leicestershire and Rutland and was positively evaluated by those that attended

Priorities for 2015/16

The priorities under this heading for 2015/16 are to:

- Continue monitoring quality of care in residential and care home settings
- Extend this scrutiny to include domiciliary care and supported living settings;

Priority 4:

To be assured that our Learning and Improvement Framework is raising service quality and outcomes for vulnerable adults

There were no Serious Case Reviews undertaken by the LRSAB in 2014/15.

The Board has however considered a range of national reports with a view to ensuring provision in Leicestershire and Rutland is addressing key learning and acting to drive up quality. This year the particular focus has been on Winterbourne View and Mid-Staffordshire Hospital action plans. Regular reporting has taken place that has assured LRSAB that local actions are meeting national requirements and recommendations.

Two Domestic Homicide Reviews were undertaken and completed during 2014/15. The action plans arising from these reviews have contained specific actions for both individual agencies and multi-agency operations. Specific recommendations relating to the LRSAB have all been completed. Some individual agency recommendations were not fully completed by the end of the year and will be monitored carefully in the current year.

In April 2014 the SCR subgroup held a development day to consider how we conduct reviews and the methods by which we could provide focused, inclusive and timely learning – this led directly to the development of a combined IMR/chronology process and practitioner learning events that reflected the principles of root cause analysis. Outcomes have also been fed into the Learning and Development Framework so that future training and workforce development addresses these issues.

Significant work has been done to ensure that key learning and recommendations from reviews for practice are disseminated to front-line staff through the revised LRSB website and through our regular newsletter 'Safeguarding Matters'.

The new Adult Safeguarding Policies and Procedures including the Multi-Agency Policy and Procedures also reflected learning and improvement that had been secured through earlier reviews.

A key element of our Learning and Improvement Framework is the new quality assurance and performance management framework that has sought to provide a more holistic account of impact.

Priorities for 2015/16

The priorities under this heading for 2015/16 are to:

- Review the Learning and Improvement Framework to ensure it is Working Together and Care Act compliant
- Seek assurance that appropriate settings are receiving and embedding appropriate recommendations from SCRs and other review processes
- Extend our capacity to provide comparative quality assurance and performance data to test performance in Leicestershire and Rutland against national and benchmark authority performance.

Priority 5:

To be assured that the workforce is fit for purpose

Training and workforce development has continued to be a key priority for the LRSAB to ensure that staff are able to deliver safeguarding expectations with confidence and high levels of competence.

Key developments in 2014/15 included:

- The introduction of a Safeguarding Competency Framework, to guide learning, evidence practice and support managers, implemented from April 2014.
- A Best Practice Guide to support the role of Training/Learning Commissioners in commissioning development opportunities that meet the competencies and best standards of delivery implemented
- Evidence Log exemplars to support supervisors and managers
- The development of a Quality Assurance Framework and template to enable reporting into the Board (based on the Fitzpatrick Model and consistent with the LSCB)
- The development of a Joint Children and Adults Trainers Network.

Evaluations of training delivered have been positive.

Another test of effectiveness in this area is the rigour of recruitment processes in securing safe recruitment. The Safeguarding Adults Assessment Framework (SAAF) found that all agencies that regarded this as relevant assessed themselves as compliant.

There are plans to increase the rigour and robustness of the SAAF in 2015/16.

Arrangements have been made to secure effective implementation of the need for Designated Adult Safeguarding Managers across Leicestershire and Rutland during 2015/16.

Priorities for 2015/16

The priorities under this heading for 2015/16 are to:

- Be assured that the adult safeguarding training Competency Framework is understood and accessible to all practitioners
- Seek assurance that supervision of workers and cases is good
- Seek assurance that caseloads across the partnership are appropriate and manageable.

Membership of the Leicestershire & Rutland Safeguarding Adults Board 2014/15

Independent Chair

East Leicestershire and Rutland Clinical Commissioning Group
East Midlands Ambulance Service
EMCARE
Melton Borough Council (representing the borough and district councils)
Leicestershire County Council
Leicestershire Police
Leicestershire Partnership Trust (LPT)
Leicestershire Probation Trust
NHS England (Area Team)
Rutland County Council
University Hospital Leicester
Vista Blind
West Leicestershire Clinical Commissioning Group

Observer status

Leicestershire County Council Lead Member
Rutland County Council Lead Member

Professional Advisers to the Board:

Boards' Business Office Manager
Legal Advisor for the Safeguarding Boards
Heads of Children's safeguarding in the two Local Authorities

