

APPENDIX 1



Hertfordshire Safeguarding Adults Board

Annual Report 2016-2017

Hertfordshire
Safeguarding Adults Board

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Foreword from the Executive Member

Thank you for taking the time to read the Hertfordshire Safeguarding Adults Board's annual report for 2016-2017. As Executive member for Health and Community Services I am once again delighted to have contributed a further year to the work of the Board as the strategic link between the agencies represented on the Board and the elected members of Hertfordshire County Council. Last year I reported that we had appointed an Independent Chair; Liz Hanlon, and a head of adult safeguarding; Keith Dodd. This is their second respective years of being in post and both have been extremely busy over the last year, and, I believe taken us to a position of real strength as a board.

As a partnership we have accomplished many things over the last year, including two multi- agency planning days to look at our business plans and priorities, and held another very successful annual safeguarding adults conference.

Two of our focuses over the last year have been on self neglect and hoarding, both very difficult areas to address. A pilot area was chosen to look specifically at hoarding; this has been so successful that we are now rolling this work out across the other districts and boroughs.

Our business plans for the coming year are, once again very challenging, however I have every confidence that we will continue to make the lives of the people of Hertfordshire a happy and health one without fear of abuse, neglect or harm.

I have been very pleased to see another hugely successful year for both the partnership and the county council; however, as I say every year we know we must never become complacent, we continue to strive for excellence in order to meet the challenges we face in the coming years. We will continue to work hard in partnership to meet the challenges we face and to improve the outcomes of our most vulnerable citizens.

Colette Wyatt-Lowe
Executive Member for Health and Community Services

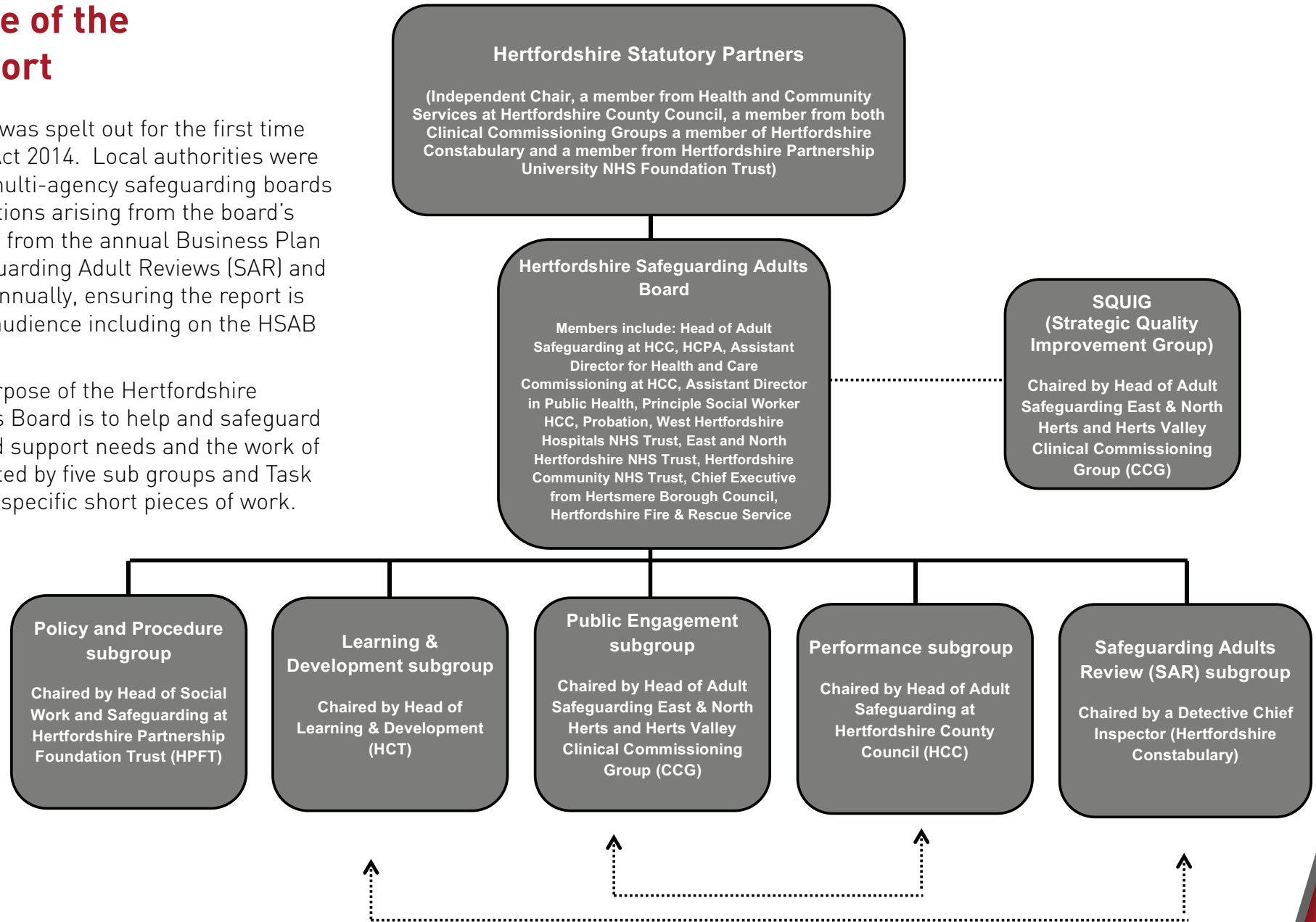


The Purpose of the Annual Report

The Purpose of the Annual Report

Adult Safeguarding was spelt out for the first time in law, in the Care Act 2014. Local authorities were required to set up multi-agency safeguarding boards to undertake the actions arising from the board's strategic objectives, from the annual Business Plan and from any Safeguarding Adult Reviews (SAR) and to report on these annually, ensuring the report is available to a wide audience including on the HSAB Web Site.

The overarching purpose of the Hertfordshire Safeguarding Adults Board is to help and safeguard adults with care and support needs and the work of the board is supported by five sub groups and Task & Finish groups for specific short pieces of work.





The Purpose of the Annual Report

This is the third annual report of the HSAB since the Care Act 2014 and in this report we will consider how the HSAB is:

- assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance;
- assuring itself that safeguarding practice is person-centred and outcome-focused;
- working collaboratively to prevent abuse and neglect where possible;
- ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred;
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in Hertfordshire.

The work of the Board and Sub Groups is underpinned by the six safeguarding principles:

- **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent;
- **Prevention:** it is better to take action before harm occurs;
- **Proportionality:** the least intrusive response appropriate to the risk presented;
- **Protection:** support and representation for those in greatest need;
- **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse;
- **Accountability and transparency** in safeguarding practice.

Our Business Plan outlines how HSAB will seek to prevent abuse and neglect and how it will help and protect adults at risk. It covers the actions required by HSAB and each of its partner agencies to implement our strategies and will also inform the local community and all interested groups about the work of HSAB. The Business plan is a proposal to support our vision for safeguarding adults in Hertfordshire.

Both our three year Business Plan for 2017-2020 and previous Annual Reports can be found [here](#).

The HSAB vision is that all adults at risk live, work, cared for and supported in an environment free from abuse, harassment, violence or aggression. HSAB's mission is to work in partnership to ensure that Hertfordshire is a safe place to work and live for all adults at risk and to assure that people who have care & support needs are empowered to speak out and make informed choices, are kept safe from abuse or neglect and that where abuse has taken place, agencies act together, swiftly and competently.

As always, we welcome any comments on the content or format of this report to inform the development of future reports to ensure they are relevant, informative and accessible to the citizens of Hertfordshire as well as the agencies/constituencies directly involved in the day-to-day work of supporting those adults who experience or are at risk of experiencing abuse or neglect.

If you would like this document in large print, Braille, audio formats or require it in languages other than English please contact the Safeguarding Business Unit on **01992 588757**.

NB Do not use this number for safeguarding concerns – the contact number is **0300 123 4042**.

You can keep up to date with HSAB by following us on Twitter [@HertsSab](#)



HSAB Annual Safeguarding Conference 2016

The 2016 conference covered the then new categories of abuse:

*Female GM
Modern Slavery
Self Neglect*

Workshops included:

DOLS/MCA
MSP
PREVENT
*Human Trafficking/Modern Slavery
Forced Marriage and Domestic Abuse*

Over 100 delegates from across the statutory sectors attended the HSAB 2016 annual safeguarding conference. Feedback was overall very positive, although these were challenging subjects to address. Many of the delegates wanted to know more about the HSAB and its members and as a result the first HSAB newsletter was launched in March 2016.

Delegates also wanted opportunities to network with other professionals and a series of networking forums were organised which included the relaunch of the new SAFA policy. At this forum the ambulance service gave a dynamic presentation about their roles, the demographics covered and how they make safeguarding referrals. More forums are being organised for 2017/18.

Q : What is HSAB, who are its members and how can we find out more?

A : First Quarterly newsletter launched

Q : Can HSAB organize networking events?

A : Practitioner forums organised



Independent Chair's Report



It is my pleasure to introduce the 2016/17 Safeguarding Adults Annual Report on behalf of Hertfordshire Safeguarding Adults Board. I hope that you find it an interesting and useful document. It provides evidence on progress against the board's business plan as well as our response to the complex and ever changing safeguarding agenda. The board has developed significantly throughout the last year and I feel has gone from strength to strength. As a board we have identified our priorities for the year and I will go into a bit more detail below regarding our recent achievements.

Working with the Public

A key priority for the HSAB for 2016/17 was Making Safeguarding Personnel and to work with carers and service users to benchmark where the organisations really are on this and to look at ways to improving the service that we, as professionals, give to our service users. A Quality Monitoring Practitioner was appointed by the board with the remit of interviewing carers and services users who had been supported through safeguarding. The feedback has been very positive and during this next financial year the focus will be on embedding the outcomes from the surveys into practice.

The first Service User Workshop was held in March 2017 which was well attended with some lively debate. The next steps for this group are still being shaped and some of the service users went on to attend this year's conference. I would particularly like to thank those service users and their carers who attended the day's event.

Self-Neglect & Hoarding

The Hertfordshire wide Hoarding protocol has been launched across the 10 districts and is currently being embedded into working practices.

The Hoarding policy is a live document and in the process of being further amended following Care Act revision.

Self-neglect is a difficult and challenging issue to address for service users, carers, front line workers and significant others, including the community. The board have recently commissioned a multi-agency self-neglect audit. The audit involved the scrutiny of cases and also face to face interviews and workshops with practitioners. A great deal of learning has come out of the review which will be embedded into the board's business plan.

Self-Assessments

This is the first year that the Board has introduced self-assessments, surrounding safeguarding, for all agencies. Each agency has completed their own self assessment which have then been scrutinised through interviews and presentations. These self-assessments have then led to individual learnings and developments within those agencies. Action plans have been developed and are being monitored by the Board.

The joint HSAB/HSCB Business unit

Both the Adult's and Children's Safeguarding boards are very pleased to now have a fully

integrated Business unit. The unit will support the Board and their sub groups and will be taking forward the priorities throughout the next year. The Business Unit and staff from partner agencies attended a Self-Neglect Masterclass. Outcomes from this and input from professional experts is being fed into a new Best Practice Around Managing High Risk focus Group. The group is looking at developing practice guidance surrounding Making Safeguarding Personnel and individual decision making.

Safeguarding Adult Reviews

Two SAR's were completed last year and those findings are being reported on within this report. Throughout the last year we have received four SAR referrals from a range of agencies. One of those referrals fitted the criteria for a SAR. This review has just started and a manager and practitioner learning event is being set up to identify and take forward recommendations that emerge from the review.

I would like to thank all Board members for their help, support and enthusiasm throughout the last year and I look forward to working with them throughout the next year.

Elizabeth Hanlon
Independent Chair March 2015 – Present



Board meeting attendance for April 2016 – March 2017

Agency	Representative	May-16	July-16	Sep-16	Nov-16	Feb-17	Mar-17
-	Independent Chair	Y	Y	Y	Y	Y	Y
HCC	Operations Director	Y	Y	Y	Y	Y	Y
East & North Herts CCG	Director of Nursing and Quality	Y	Y	Y	Y		
Herts Valley CCG	Director of Nursing and Quality	Y	Dep	Y	Y	Y	Y
Hertfordshire Constabulary	Assistant Chief Constable	Dep	N	Dep	Dep	N	Dep
HPFT	Executive Director of Quality & Safety, Director for Infection Prevention and Control	Y	Dep	Dep	Dep	Dep	Y
HPFT	Head of Social Work & Safeguarding	Y	Y	Y	Dep	Y	Y
HCPA	CEO	N	N	N	N	N	N
HCC	Assistant Director, Commissioning	N	N	N	Y	N	N
Hertsmere Borough Council	CEO	Y	Y	Y	Dep	Dep	Y
National Probation Service	Head of Hertfordshire LDU	Y	Dep	Dep	Dep	N	Dep
Public Health	Assistant Director	Y	Y	Y	Dep	Y	N
Community Protection	Assistant Director	Y	N	Y	Y	Y	N
West Hertfordshire Hospital Trust	Chief Nurse & Director of Infection/Prevention Control	Dep	Y	N	Y	Dep	Y
East & North Herts NHS Trust	Director of Nursing & Patient Experience	Dep	N	N	Dep	Dep	Dep
HCT	Deputy Director, Quality Governance, Deputy Chief Nurse	Dep	Dep	Y	Dep	Y	Dep
Children's Services	Head of Child Protection	Y	Y	Y	Y		
Children's Services	Independent Review Service Manager					Y	Y
HCC	Head of Adult Safeguarding; Sub group Chair	Y	N	Y	Y	Y	Y
HCT	Head of Learning & Development; Sub group Chair	Dep	Dep	Y	Dep	Y	Y
Hertfordshire Constabulary	Detective Chief Inspector; Sub group Chair	Y	N	Y	Y	Y	N
East & North Herts & Herts Valley CCGs	Head of Adult Safeguarding; Sub group Chair	Y	Y	Y	Y	Y	Y
HCC	Principal Social Worker		Y	Y	N	N	Y



Concerns- 4403 Adults



- Hertfordshire reported **4403** safeguarding concerns in 2016-17. This equates to a rate of **488** concerns per 100k population and is a significant (**67%**) increase from the **2633 (292 rate per 100k)** concerns reported in 2015-16. (**Note - increase can be attributed to improved recording on ACSIS and the change in criteria for eligibility post care act*)

S42 Enquiries-1991 Adults.



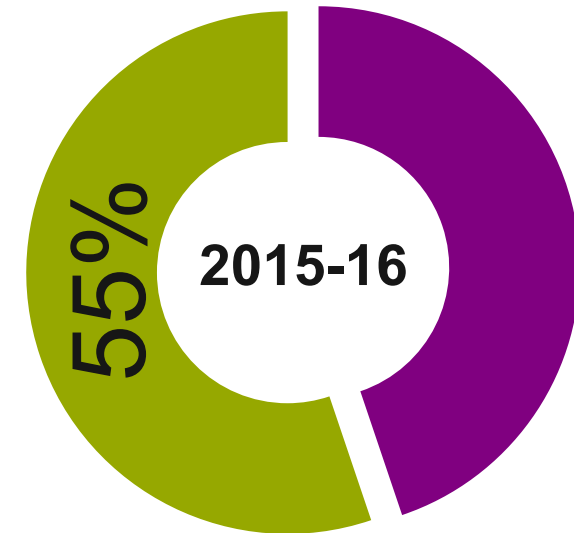
1991 of the reported safeguarding concerns progressed to a section 42 Enquiry. This equates to a rate of **221** S42 enquiries per 100k population and represents a **37% increase** from the 1453 (161 rate per 100k) S42 enquiries reported in 2015-16. (**note Hertfordshire also report "Other" enquiries (336) but these are not included by NHS digital for benchmarking*)



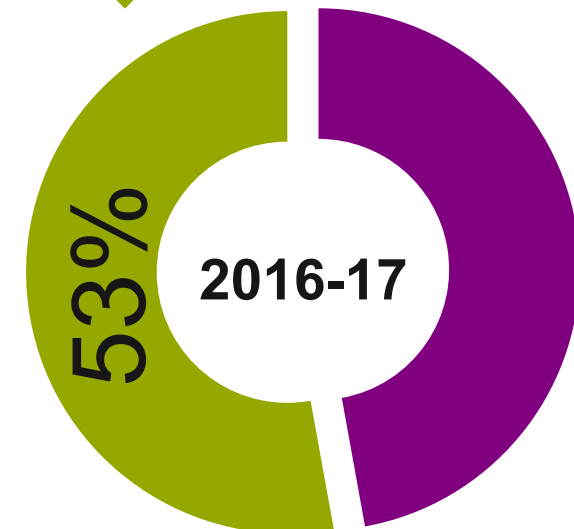
Concerns Progressing to Enquiry (S42 & Other)

53% of Concerns reported in 2016-17 were converted to a section 42 Enquiry this is compared to 55% in 2015-16. Although volumes have increased significantly throughout the year conversion rate has remained consistent Throughout 2016-17.

PLEASE NOTE- This conversion rate includes concerns progressing to both "Section 42" and "Other" Enquiries



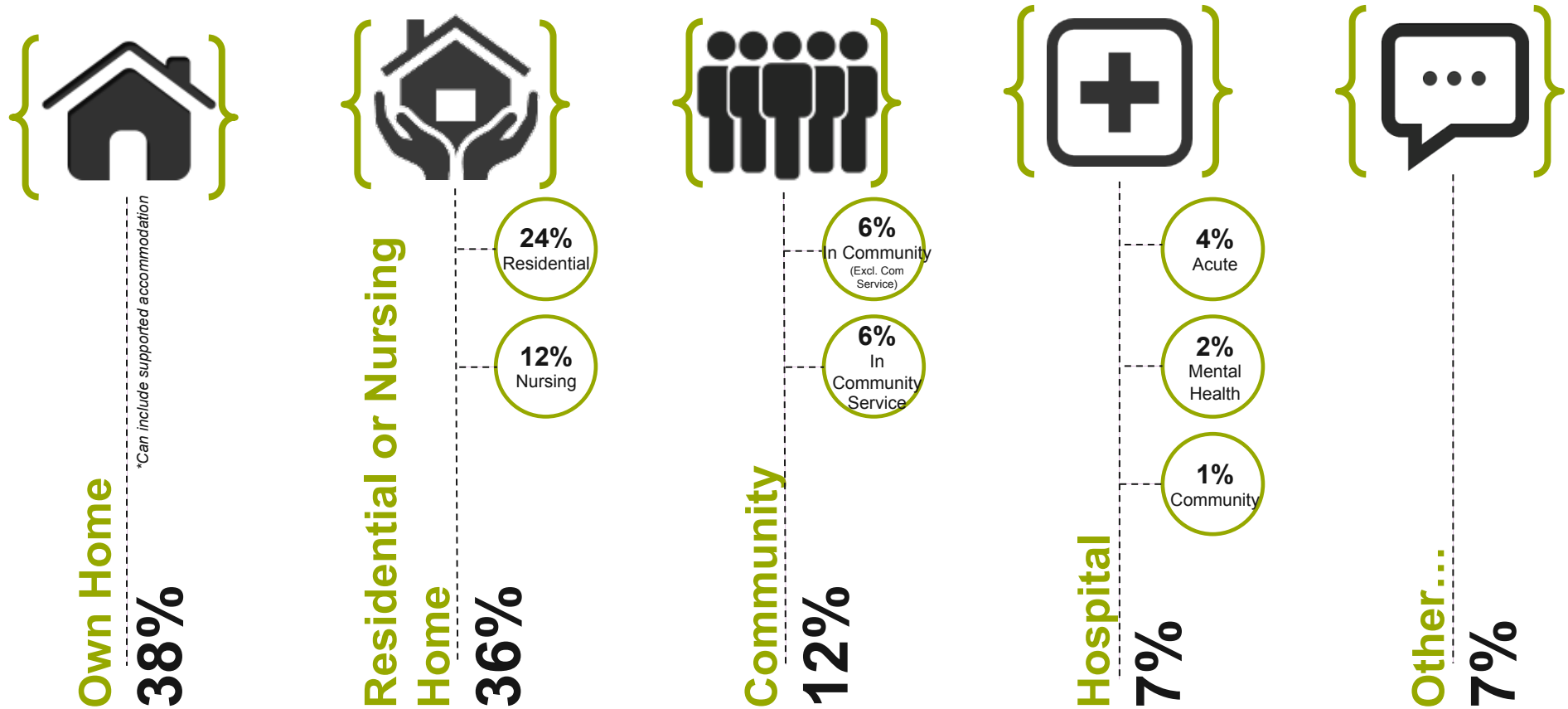
Decrease





Safeguarding Activity and Trends (Provisional)

% Split Location of Risk – Section 42 Enquiries



38% of the safeguarding enquiries reported in 2016-17 took place in the at risk persons own home with 36% taking place in a residential or nursing setting.

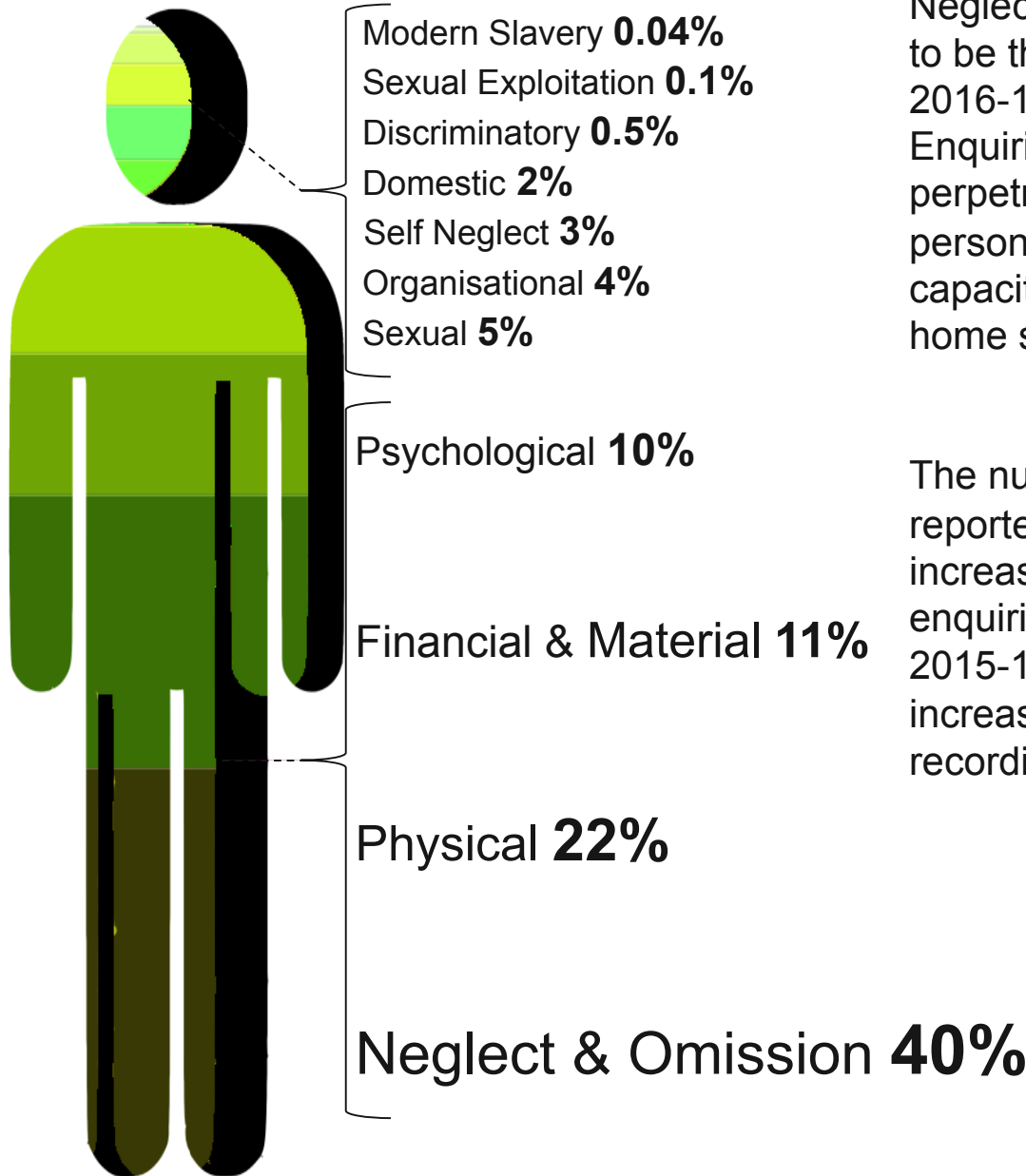
The number of enquiries where the abuse or Neglect took place in a hospital setting increased by 2% in 2016-17 (7%) from the 5% reported 2015-16.

Clients at risk in a community setting have increased to 12% in 2016-17 from 5% in 2015-16



Safeguarding Activity and Trends (Provisional)

% Split Type of Risk – Section 42 Enquiries



Neglect and acts of omission continues to be the most reported type of risk in 2016-17 accounting for 40% of S42 Enquiries. 51% of these cases were perpetrated by someone know to the person at risk in a service provider capacity (e.g. Residential or Nursing home staff).

The number of domestic abuse cases reported under Safeguarding has increased with 58 cases reported for S42 enquiries in 2016-17 compared to 11 in 2015-16. This can be attributed to an increased awareness and improved recording process.



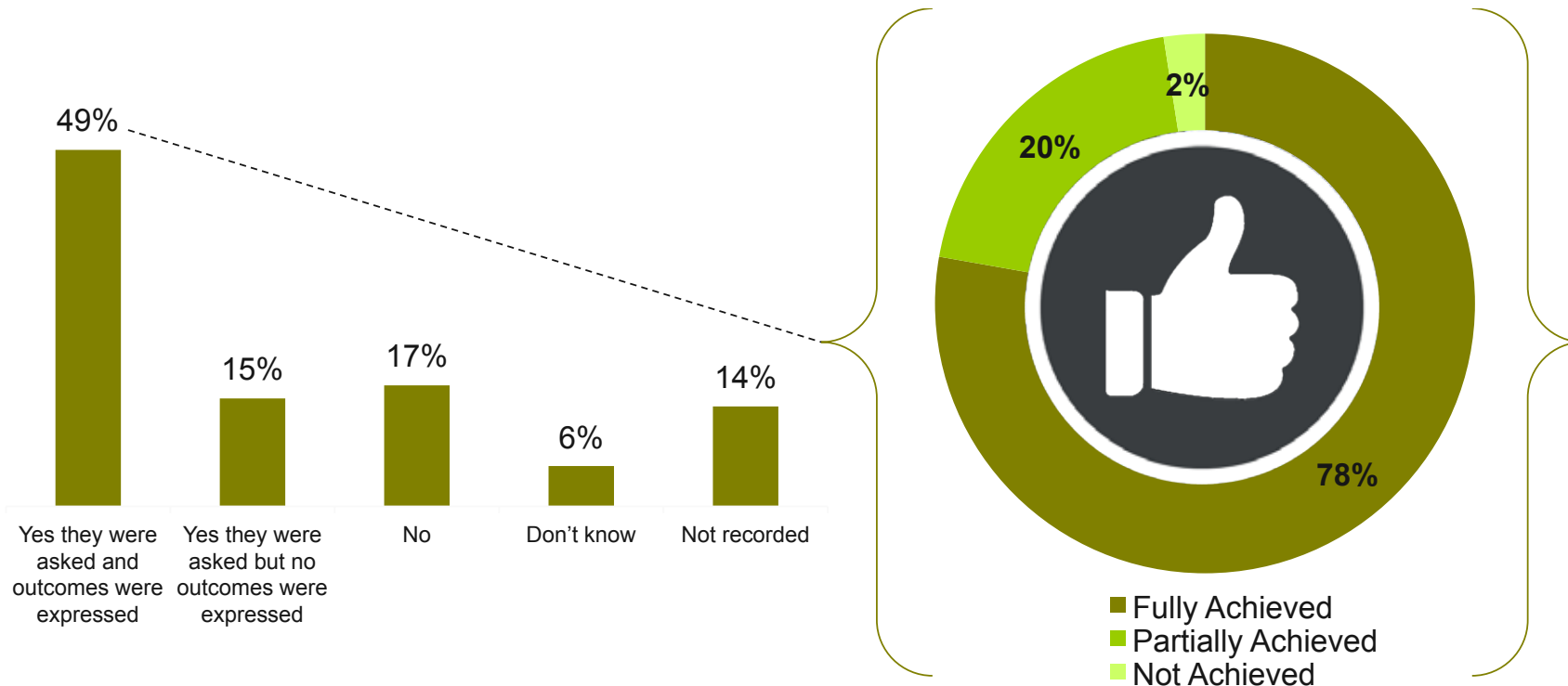
Safeguarding Activity and Trends (Provisional)

Making Safeguarding Personal

The safeguarding Adults collection now covers “Making Safeguarding Personal” as a non mandatory inclusion. Hertfordshire county council built the ability to record client outcomes into ACSIS in 16-17. *(Please note HPFT are unable to report on Outcomes HPFT data is added to the “not recorded field”)*

64% of clients involved in a safeguarding adults enquiry were asked what their desired outcomes were with **30%** either not asked or not recorded. **6%** were recorded as “Don’t know”, this relates to the “Not yet determined” field on ACSIS.

Of the clients whom expressed their desired outcomes, **98%** had their outcomes achieved or partially achieved with only **2%** not achieved.





Reports from agencies

Hertfordshire Safeguarding Adults Board continues to recognise that safeguarding adults is everybody's business. In this Annual Report the majority of achievements have been reported through individual agency reports and Sub group reports. It is significant that many of the activities have involved a multi-agency approach, as the case studies demonstrate.

Hertfordshire County Council - Adult Care Services



In October 2016 Adult Care Services (ACS) updated its recording process to clearly reflect the Care Act and Making Safeguarding Personal. This update has led to more accurate recording of safeguarding concerns, enquiries and outcomes for individuals and has been a contributing factor to the increase of safeguarding activity as shown in the data return.

Domestic abuse was highlighted as a category of abuse which was being under reported within adult safeguarding. In January 2017 Adult Care Services organised a conference on Domestic Abuse and Safeguarding for its staff and since this conference recording of Domestic Abuse incidents have increased significantly.

In light of the Care Act 2014, Herts County Council (HCC) and Hertfordshire Partnership Foundation NHS Trust (HPFT) reviewed the delegation of safeguarding responsibilities from HCC to HPFT. As a result of this review arrangements were put in place to strengthen the accountability to HCC when HPFT undertake Statutory Safeguarding functions including more robust monitoring and supervision.

Work continues on the safeguarding dashboard and it is hoped this will be fully operation before the end of 2017.

HCC continues to host specific posts recruited to the HSAB including the new Adults Safeguarding Business Manager and the Quality Monitoring Practitioner for Safeguarding.

ACS has put in place a new, robust practice governance framework headed by a practice governance board. There are ongoing weekly live audits of safeguarding practice completed by Heads of Service and Deputy Heads of Service across all operational teams. From September 2017 monthly file audits will commence across each department, covering all aspects of case recording and practice, including safeguarding.

ACS, in partnerships with Libraries across Hertfordshire, are hosting Scam Awareness Roadshows in June and July 2017 to give local people an opportunity to learn more about doorstep, phone and postal criminal cons and cheats – how to avoid them, and how to report a scam and how to get help. There are 20 Scam Aware Roadshow events across Hertfordshire over June and July 2017. Residents can also visit their local library for free and trusted information and advice, and to pick up useful leaflets and items.



Reports from agencies

Hertfordshire Constabulary



The SAFA (Safeguarding Adults From Abuse) team have provided a Detective Constable to deliver an input as part of the Adult Care Workers Investigations training which takes place approximately every two months. The feedback has been very positive and the provision is set to continue. SAFA has continued to work with partners to provide awareness sessions on neglect offences to G.Ps, highlighting key indicators of potential criminal offences.

A son who stole pension payments of £10,000 after his Mother died – pleaded guilty at court and received 18 weeks imprisonment, suspended for 12 months and Rehabilitation activity for 15 days within 12 months.

A home-care assistant, graded as a senior carer, who had a regular round of visits and duties to people's addresses. The police investigation concerned 10 thefts from three different addresses and service users. Under caution, she admitted to 'borrowing' £20 from one service user but denied all theft allegations. She was charged with multiple counts of thefts of small amounts of money, which amounted to £420.00 and pleaded guilty at Court to all nine counts of thefts. She was sentenced to imprisonment for six months, suspended for 21 months, unpaid work of 100 hours, costs, compensation costs and victim surcharge.

Throughout the year, SAFA has also provided awareness sessions to front line uniform police officers and detectives, building awareness of SAFA's role in Safeguarding Vulnerable Adults and increasing resilience regarding incidents coming to police notice outside the SAFA team working hours. In addition, SAFA has provided adult safeguarding awareness sessions to DAISU (Domestic Abuse) detectives. SAFA is assisting with the planning of a Mental Capacity Act Conference later in 2017.

There has been significant SAFA work taking place throughout the year around those adults living with dementia who are at risk of being reported missing. This has involved partnership working with other police units, HCS, industry and an academic. The project involves the use of GPS devices which are provided to families with a relative who is at risk of going missing due to dementia. An evaluation of the pilot has been completed by Dr Karen Shalev-Green from the Centre for the Study of Missing Persons, University of Portsmouth. Her report identifies good practice and challenges which have been previously discussed in academic research. The value of the project was demonstrated through one user who went missing prior to the pilot for over nine hours, but was recovered quickly on a subsequent occasion due to use of the GPS device. The reduced risk to the user and the anxiety of his family which was alleviated cannot be overstated. The estimated public cost saving of over £10,000 compared to the first missing episode is also worthy of note.

A carer who made withdrawals from a vulnerable elderly man's bank account, with no permission to do so, was charged with Fraud by False Representation and pleaded guilty.



Reports from agencies

A Care Worker who had worked under a stolen identity at Baldock Manor Hospital from 19/03/2014 and 10/08/2015. She used her employment as an opportunity to steal from two patients by using their bank cards to withdraw cash from ATMs and to pay for her personal expenditure. She stole over £30,000. She was convicted at court with the following offences –

Assisting Unlawful Immigration into EU member State - 8 months imprisonment

Theft – 32 months imprisonment

Dishonestly make false representation to make gain for self x 2- 32 months imprisonment

Total – 32 months imprisonment

SAFA team

- The following outcomes have been recorded for the SAFA team.
- The team have processed 869 referrals - (initial investigation/enquiry is applied to all referrals including follow up enquiries with the referrer, possible witnesses and safeguarding strategy discussions).
- Of these 869 referrals 163 were allocated for further investigation.

The findings are to be discussed with Sue Darker (HCS) and Chief Superintendent Mick Ball to consider if we can further this work.

The SAFA management team also has responsibility for policies and partnerships relating to mental health. April 2016 saw the introduction

of a 'Street Triage' pilot collaboration with HPFT to provide clinical support to front line officers dealing with people in mental health crisis. The scheme has gone from strength to strength resulting in a significant reduction in the number of people detained under S136 of

SAFA outcomes

From January 2016 – December 2016;

24 people have been dealt with by SAFA offenders having been arrested for offences of sexual assault, assault, theft, fraud and neglect. A further 48 people have been interviewed under caution. 42 ABE interviews have been conducted with vulnerable adults.

Following investigation;**

9 people were charged or summonsed to court
4 people were cautioned.

A total of 19 charges or cautions were administered
Nine people were convicted at court while one person was acquitted.

**It should be noted that, due to the time lag between investigation and court hearings, the outcomes of investigations do not directly correlate to the 2016 referral figures.

The Mental Health Act. The addition of a paramedic to the team has further improved the level of care given to the service user, avoiding A&E attendance in many cases. Evaluation of the scheme is expected to be very positive and an expansion of the scheme to provide street Triage both day and night is planned. Close partnership working and the Kingsley Green health based 'place of safety' have ensured for a second year that no people subject to Section 136 have had to be detained in Hertfordshire police cells.



Reports from agencies



Herts Valleys Clinical Commissioning Group & East & North Herts Clinical Commissioning Groups

CCGs are statutory NHS bodies with a range of statutory duties including safeguarding adults. CCGs are responsible for commissioning most hospital and community healthcare services and need to be assured that the organisations from which they commission have effective safeguarding adult arrangements in place. To deliver this responsibility the CCGs have in place an adult safeguarding lead who undertakes a pan Hertfordshire role on behalf of Herts Valleys CCG and East and North Herts CCG.

The CCGs produced an annual safeguarding adult report with priorities identified for 2016 – 2017, which included:

- Provide training to GPs and Practice Nurses on all aspects of adult safeguarding.
- Raising awareness of domestic abuse ensuring value for money.
- Lead the HSAB Public Engagement Group to increase public awareness and engagement of adult safeguarding.
- Ensure adult safeguarding is embedded in CCG programmes.
- Steer the Strategic Quality Improvement Group to provide greater transparency across organisations processes.

PREVENT is the Governments counter-terrorist programme which aims to stop people being drawn into terrorist-related activity.

Throughout 2016/2017 the CCGs gained assurance from NHS commissioned services through participation at providers safeguarding committees, self-assessment audit, annual assurance visits. Bi-annual audit of patient records for Mental Capacity Act assessments and supervision of Named Professionals.

Safeguarding forms part of the NHS contract and the Head of Adult Safeguarding monitors provider organisations quality requirements via a quarterly dashboard and discussion with the relevant Named Professional; these include training levels and risk management which are set out in quality schedules, with concerns escalated to Quality Review Meetings held regularly with each provider.

The Head of Adult Safeguarding provided/facilitated a broad range of training during 2016/17 including:

- Safeguarding adult and Prevent training as part of the CCGs induction programmes. Adult safeguarding training to GPs and other practice staff as part of their formal study days and in response to specific issues.
- A programme of conferences for GPs was funded and developed by the CCGs in partnership with the Local Medical Council, throughout the year covering topics such as **Prevent**, domestic abuse and Mental Capacity Act.
- The CCGs funded and organised training for Named Professionals on Prevent and enabled similar sessions to be held with key staff within each Trust.



Reports from agencies

The CCG Head of Adult Safeguarding established and co-chaired the Hertfordshire Mental Capacity Forum with the Operations Director of HCS. The purpose of the forum is to share best practice including literature for staff and patients, the review of the Best Interest Assessment templates and planning for a conference.

The CCG Head of Adult Safeguarding on behalf of the HSAB developed a self-assessment audit template for use by non-health organisations. Progress / Achievements during 2016/2017 include:

- Continued funding of the Hertfordshire Safeguarding Adults Board (HSAB)
- Leadership of the Public Engagement Group
- Prioritised funding for the 2017 HSAB conference
- Identified funding for the MCA 2017 conference
- Chair of the Strategic Quality Improvement Group



Updates from the 10 District Councils

Three Rivers District Council



During the last year Three Rivers District Council has agreed a revised safeguarding children and adults at risk policy reflecting the new requirements of the Care Act, Mental

Capacity Act, Forced Marriage Act, Female Genital Mutilation Act, Domestic Violence, Crime and Victims Act, National Prevent Strategy, MAPPA Arrangements, Making Safeguarding Personal, Deprivation of Liberty Safeguards, and the Safeguarding Adults At Risk Policy and Procedures of HSAB.

We have continued to roll out training on safeguarding adults at risk for designated safeguarding leads and Councillors as well as undertake awareness session and tools on reporting mechanisms for concerns. In addition we have provided multi agency training sessions on forced marriage, honour based violence, female genital mutilation WRAP and suicide prevention. The Council has developed guidance for its Designated Safeguarding Leads(DSLs) on reporting structures for honour based violence, FGM and adult PREVENT referrals. It has also developed guidance for referrals regarding Domestic Abuse, assisting DSLs to both assess the need for adult and children safeguarding referrals. Mandatory e-learning remains in place for all staff on Safeguarding adults at risk. A clear and structured training programme is in place. Specialist training programmes are in place for staff working with adults at risk such as the Council's Get Set programme for people with learning disabilities.

The Council is becoming a third party reporting centre for Hate Crime, which will be lead on by designated safeguarding leads. Grant giving by the Council requires providers to comply with the requirements of HSAB and HSCB as do contracts with providers working with adults at risk, and children and young people.

Through the "Community Safety Partnership" the Council has expanded investment in medium risk Domestic Abuse Casework through Herts MIND Network. This casework has highlighted a number of domestic abuse adult safeguarding, and early help issues, for the elderly, and adults with learning disabilities. In addition the partnership has invested in a Community Support Worker to undertake assertive outreach with adults with common mental health disorders who are coming to the attention of the Police, Housing Providers, ASB Services, Housing Needs and Environmental Health. The Council and Housing Providers have continued to invest in the Adults With Complex Needs Pilot – You Can alongside the CCG, HCC and Herts Constabulary. Safeguarding remains a standing item on the agendas of the different structures with the Community Safety Partnership.

Having started training senior members of staff on the Mental Capacity Act and Deprivation of Liberty Safeguards the Council is now developing its policies and procedures and training programme in this area.

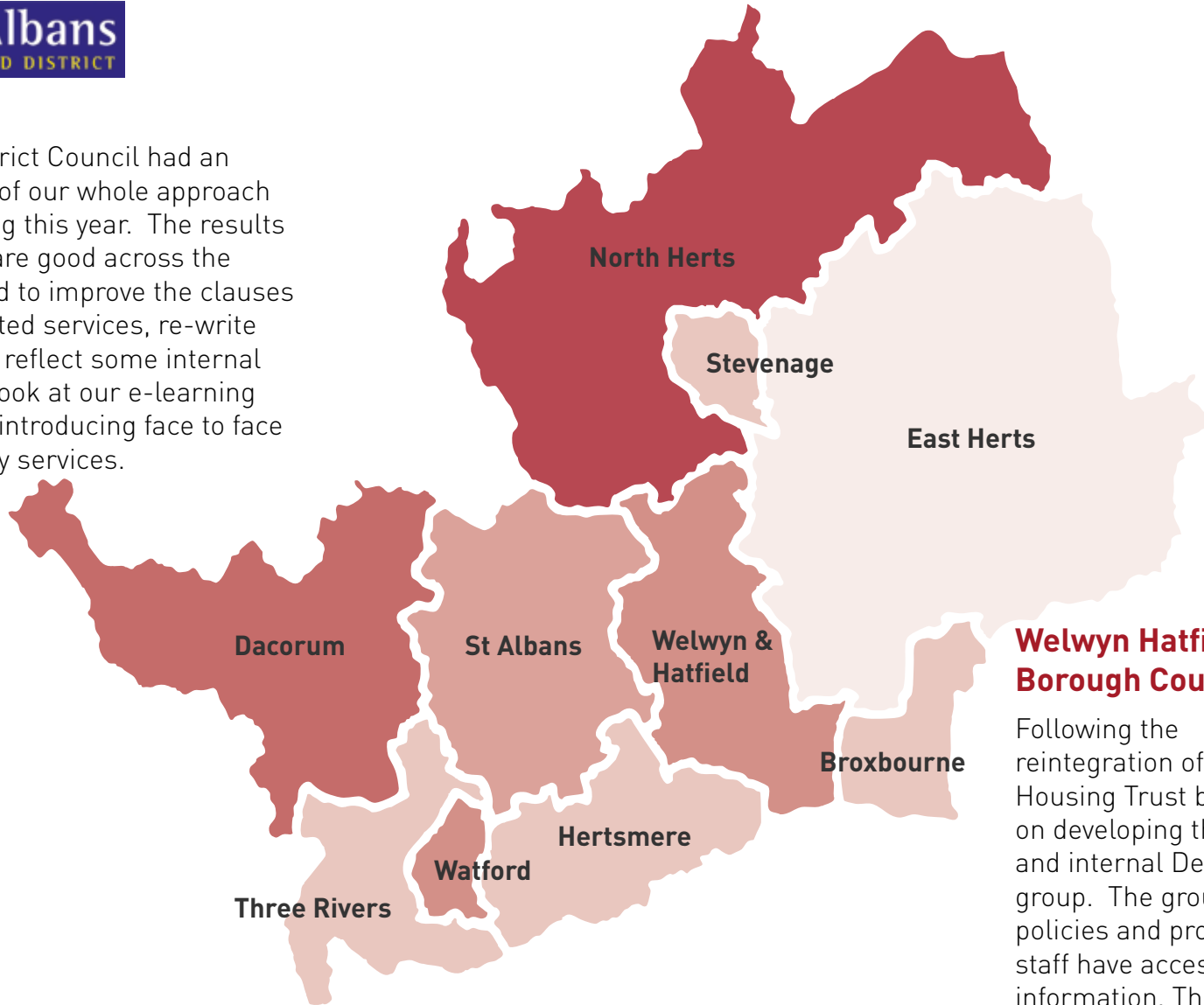


Updates from the 10 District Councils



St Albans

St Albans District Council had an internal audit of our whole approach to safeguarding this year. The results were that we are good across the board but need to improve the clauses in our contracted services, re-write the policies to reflect some internal changes and look at our e-learning with a view to introducing face to face training for key services.



Welwyn Hatfield Borough Council



Following the reintegration of Welwyn Hatfield Community Housing Trust back into the Council the focus is on developing the Safeguarding Steering Group and internal Designated Safeguarding Officers group. The group is reviewing the Council's policies and procedures and ensuring that all staff have access to training, development and information. The council continues to support partners, raise awareness and inform staff on Safeguarding Adults, Domestic Abuse, Honour Based Abuse, Prevent and Modern Slavery matters.



Updates from the 10 District Councils

North Hertfordshire District Council



The Council have been focussing on strengthening our infrastructure and resources to support safeguarding and in 2016 were pleased to build the new role of 'Safeguarding Support Officer' into the organisation giving us for the first time a role dedicated to supporting safeguarding both adults at risk and children corporately. Since then we have adopted a new safeguarding policy to reflect changes in legislation and concentrated on ensuring we have a trained and informed workforce who are well supported to recognise and refer concerns. This has involved refresher training for our Designated Safeguarding Officers and a total revision of our induction procedures for all staff.

Our staff intranet has been developed to ensure staff have easy access to relevant policies, procedures and guidance to support them.

We have responded to the audit from the HSAB as well as requests for information about BME and traveller communities. Further improving our e-learning package is a key focus for 2017 as well as the development of a corporate safeguarding group.

Watford Borough Council

Watford Borough Council continues to work hard and positively with all partners to ensure safer standards are set and implemented and up to date training is delivered.



During 2016/17 we have;

- Updated our Safeguarding Policy and procedures to reflect emerging areas of focus.
- Identified and provided relevant staff with adult safeguarding training.
- Reviewed and updated posts requiring DBS checks.
- Agreed a review and assessment of safeguarding roles, training, governance across the council in order to test and make improvements as appropriate.
- Continued to implement Prevent Agenda by updating E learning for all staff.
- Developing strategy to address modern slavery using the national referral framework.
- Watford Community Protection Group continues to deliver intervention for vulnerable persons using the safety net case management system.
- Taxis, new driver training day – all applicants for a licence trained in spotting and reporting CSE/safeguarding concerns during one day specialised training course prior to issue of drivers licence.
- Existing drivers – 240 existing drivers have undergone training in spotting and reporting CSE/safeguarding concerns. Training on-going for existing drivers as part of Professional Drivers Update Course.
- Guidelines of the issue of licences updated and include a section on sexual and indecency offences.
- Pub watch have worked with the police to implement the stay safe training for door staff and other frontline staff.
- Amended annual BID excellence awards marking scheme to include emphasis on importance of safeguarding vulnerable customers.
- We arranged Old People Awareness and learning, a community safety initiative to give advice on safety from scams and home safety.
- Arranged a Workshop to Raise Awareness of Prevent for 10 staff working in our leisure centers.



Updates from the 10 District Councils

Stevenage Borough Council

For Stevenage Borough Council (SBC) the aim for 2016/2017 was to embed the corporate Safeguarding Adults at Risk policy that was approved by the Strategic Leadership Team in Q4 2015/16. A training programme across 3 different contact levels with adults at risk was developed and made available for staff across the organisation to access throughout the year. New staff receive a safeguarding briefing at the corporate induction, this takes place monthly.



Safeguarding training was delivered to 195 staff in total, 120 of these being staff identified as having regular contact with adults at risk, who were trained as a matter of priority in Q1 of 2016/17.

SBC commissioned specialist training in Prevent and Mental Capacity, alongside delivering 3 Workshops to Raise Awareness of Prevent (WRAP) to internal teams.

SBC staff continues to regularly attend the Multi Agency Public Protection Arrangements (MAPPA), Multi Agency Risk Assessment Conferences (MARAC) and Channel Panel meetings, alongside representing the Council on a number of subgroups across the Safeguarding Boards, including the newly established Prevent Board. SBC also continues to facilitate Multiple Needs Working Group and a Mental Health and Learning Disability Housing Forum, to support complex cases and prevent homelessness amongst our vulnerable groups.

SBC supported the Hertfordshire Domestic Abuse Board's Honour Based Abuse (HBA), Forced Marriage (FM) and Female Genital Mutilation (FGM) subgroup in the development of the HBA and FM policy and procedure which is to be implemented across Hertfordshire.

Planned work for Q4 of 2016/17 include:

- Developing an eLearning safeguarding module, along with updating the SBC Safeguarding Adults at Risk corporate policy in line with the Health and Community Services: Safeguarding Adults at Risk issue 10.
- SBC have been developing corporate guidance for internal case supervision to support staff regularly working on safeguarding cases which is to be launched in 2017.
- SBC are also working with partners to develop a hoarding protocol for Stevenage.

The Department for Communities and Local Government has awarded Stevenage Borough Council and its partners £107,000 to provide extra support to victims of domestic abuse. The Stevenage Against Domestic Abuse's (SADA) Safe Space initiative will provide victims of domestic abuse, from Stevenage and Welwyn and Hatfield, with a safe and secure place to stay; where they can make important decisions on their futures in emergency situations.

SBC, in February 2017, hosted and facilitated a Domestic Abuse (DA) conference for partners to raise awareness of the complexities of DA and of available services across Hertfordshire to support victims of DA.



Updates from the 10 District Councils

Dacorum Borough Council



Dacorum Borough Council's safeguarding adult at risk policies and procedures have been reviewed and are going through internal approval stages. Training opportunities for staff, members, volunteers and contractors continue to be provided. A rolling programme of Safeguarding Adults at risk training for appropriate staff continues. There has been a particular focus on Domestic Abuse training, supplemented with steps to raise awareness and develop understanding of FGM, forced marriage and honour based abuse.

Prevent training has been provided to over 600 people through WRAP workshops that have involved staff, members, contractors and volunteers.

Having included safeguarding requirements in the tender process, all contractors and commissioned services are being supported to provide annual reports relating to safeguarding policies and procedures and being monitored. Regular sessions at supported housing services are provided to raise awareness of safeguarding adults amongst tenants, carers and families. A specific safeguarding and domestic abuse link has been added to the council's intranet site, a valuable resource which provides staff with access to relevant information.

A **'Let's Dance'** programme, aimed at reducing social isolation and involving vulnerable adults in the community through leisure activities has been provided in the borough alongside dementia friendly film screenings and shows at the Old Town Hall leisure facility.

Broxbourne Borough Council



In Broxbourne 111 staff received safeguarding training in 2017/17 which covers all aspects of the safeguarding agenda (child and adult), prevent and domestic abuse and hate crime. The adult safeguarding elements include an overview of the types and nature of abuse, spotting the symptoms and referral procedures. A decision has been taken to extend compulsory safeguarding training to all staff in the organisation including 'back office' roles.

External contractors carrying out functions on behalf of the organisation are now required to adopt fit for purpose safeguarding policies and it is now being incorporated in Service Level Agreements with voluntary sector organisations e.g. CAB. Staff working directly with vulnerable adults on a regular basis are also offered additional training.

Number of referrals to Designated officer

In the year to date a total of 16 cases were referred to the Designated Officer for Vulnerable Adults in the year which was a slight increase on the previous years. The majority related to older residents with possible concerns around neglect but also included more complex cases including potential financial abuse. All such cases were referred to Adult Care Services.



Updates from the 10 District Councils

East Herts Council

During 2016/17, the council brought together its responsibilities for safeguarding under one lead officer, the newly created Head of Housing and Health. In addition, the Executive Member for Housing and Health now explicitly covers safeguarding within his remit.

The Council's Safeguarding Policy has been reviewed and updated. This work included briefing the Leadership Team on their specific roles and responsibilities and rolling this out to all officers. The revised policy makes reporting concerns more straightforward. In addition, PREVENT training has been delivered to 229 officers and is now embedded in the council's induction programme.

Towards the end of 2016/17, an audit of the council's safeguarding policies, procedures and arrangements was carried out by the Shared Internal Audit Service, SIAS. SIAS were able to provide 'substantial assurance that there are effective controls in operation'. The council has incorporated a series of suggested further improvements, including providing an annual summary to the Leadership Team and elected members of the safeguarding notifications raised by the council.



Taxi driver safeguarding

Much effort has been put into updating the council's approach to taxi licensing. The new 'Drivers Handbook' stresses both the importance of the safety of passengers and the role drivers can play in identifying safeguarding issues. This has been backed up with a new mandatory driver training programme which covers safeguarding for all new drivers and those renewing their licence. A total of 24 drivers received the training between its introduction in October 2016 and the end of March 2017.

Hertsmere Borough Council

We have safeguarding awareness for all staff which is incorporated into the Council's induction programme. Staff who have frontline dealings with Vulnerable Adults and Children have level 1 training which is renewed every three years. We have updating our Safeguarding Policy to incorporate the latest legislation.

We have reviewed our Licensing of Private Hire Vehicles and Taxis to include:

- "Fit and Proper" person
- Licensing Checks
 - Driving Experience and Driver Assessment
 - Medical Fitness/Right to work in the UK
 - Criminal Records Checking
 - Knowledge Tests
 - Spot Checks on the weekends and nights

We are now running courses in prevent and internet abuse.





Reports from agencies

Healthwatch Hertfordshire's role in safeguarding

Healthwatch Hertfordshire's job is to shape and improve health and social care services across Hertfordshire.

We independently represent people in our local communities, are committed to ensuring that the views and experiences of people living in the county are represented, and use our influence with commissioners and people making decisions about health and social care service provision to help make change happen.

How do we assist the public?

- We also have a signposting function where we help people to find information about local care and health services by letting them know what they can do, or, if we can't, by putting them in touch with someone who can;
- Promoting work of the HSAB at events and meetings and having a stand at the HSAB Annual Safeguarding Conference.

There are a number of ways that Healthwatch Hertfordshire is involved with the safeguarding agenda:

Volunteers: our authorised representatives involved in our Enter and View visiting programme (our statutory powers to go into health and social care locations and monitor and report on our findings) receive Safeguarding training to support their role on visits and also in their community where they are often active.

We also promote the HSAB role and reporting potential abuse by using the posters and banners and giving out leaflets to the public and providers we visit.

This year 13 volunteers and staff undertook safeguarding adults training with a particular focus on care homes.

Representation: The Healthwatch Hertfordshire Quality Manager attends the Hertfordshire Safeguarding Adults Board Public Engagement Subgroup. Healthwatch Hertfordshire has a stand at the annual Safeguarding Conference.

Listening to feedback and raising concerns:

This may be through engagement with the public at events or focus groups, via a phone call to our office or as part of an Enter and View visit.

We have found that members of the public sometimes feel more comfortable talking to us when they think care has not been delivered appropriately and are not sure how to escalate this or want to remain anonymous. This may be in a hospital or care home for example and we can advise people how to take this forward and liaise with the different agencies involved if required.

To support the team to deal with potential safeguarding calls, we have developed a new safeguarding process which covers (a) what to do when taking a safeguarding call (b) who to 'refer' to/how to report it, and (c) how to record the incident internally for our staff. Information coming into Healthwatch is shared across the health and social care network.



Reports from agencies

Carers in Herts

Carers in Hertfordshire works in partnership with HSAB in order to ensure that we are as informed and up to date as possible with regards to Safeguarding.



It helps to ensure that as an organisation all staff know how to seek further support and guidance if they have any safeguarding concerns. Our own Policy, which is updated on an annual basis, links with the guidance set by Hertfordshire Safeguarding Adults Board.

We provide an in-house overview of safeguarding of adults to all new staff, trustees and volunteers who join the organisation. This overview is also used for staff who have are not new but would like a refresher or when there have been important changes.



Carewaves: The magazine for Carers:

To raise awareness of who safeguarding applies to, the categories of abuse; guidance on those who lack capacity; as well as how to report a safeguarding concern.

West Hertfordshire Hospital NHS Trust (WHHT)

Adult Safeguarding 2016

Safeguarding across WHHT remains a priority across clinical areas. Safeguarding concerns are recognised more frequently. Work is ongoing to ensure staff considers a holistic approach, which encompasses 'think family and making safeguarding personal'. Trust staff need to always consider that there is a child behind every parent and a parent behind every child.

Key Indicators of Activity and achievement

- Continued significant increase in DoLs applications.
- Increased number of referrals for adult safeguarding issues predominantly relating to allegations of neglect
- Increasing number of referrals to the Independent Domestic Violence Advisor (IDVA)
- From January 2016 Mental Capacity and DoLS training became part of the Mandatory framework. This has resulted in an increase in compliance which is monitored via the safeguarding panel. Training compliance in December 2016 was 76%. In addition an e learning package was developed.
- Increase in Healthwrap training throughout Trust high risk areas to meet with expected CCG target.
- Three clinical areas have been awarded with "Purple star" for Learning Disabilities, and another five clinical areas working towards this award
- Additional training sessions have been provided by and external expert to medical and surgical divisions in relation to MCA and DoLS to increase awareness and knowledge
- Named consultant has been undertaking additional teaching in relation to MCA and DoLS predominantly targeting junior Drs and consultants



Reports from agencies

West Hertfordshire Hospital NHS Trust (WHHT)

- The safeguarding team made progress with the safeguarding strategic work plan which is underpinned by the Trusts core values. The work plan is annual and allows for a monthly review that is RAG rated, so progress for objectives is clearly visible. The work plan was designed to ensure the Trust drives forward the safeguarding agenda across the organisation. Actions from audits and external reviews are added to the work plan and progress against these actions is reviewed bi-monthly. The work plan is monitored, reviewed and challenged by the Trust Safeguarding Panel.
- Bi - annual Safeguarding newsletter is produced by the safeguarding team. This is distributed to all Trust staff. It provides information on the safeguarding team, contact numbers and updates on key safeguarding issues
- Introduction of Hertfordshire wide MCA & DoLS competencies in Five care of the elderly/ medical clinical areas. Progress has been monitored by the safeguarding team. There is a plan to roll these out to other clinical areas.
- Trust documentation has been reviewed and now contains prompts for Mental Capacity assessments, there is a DoLS care plan on trial in 4 clinical areas
- Monthly dip dive audits are undertaken relating to safeguarding, these include MCA and DoLS, and learning disabilities
- Trust wide audit undertaken for MCA , DoLS and compliance with missing persons policy
- Five Trust staff completed Best Interest Assessor training
- Easy read patient information package has been purchased and these leaflets are available to all clinical staff who need to provide patient information in an easy read format
- Easy read signage has been implemented at the St Albans site for dental dept, x ray and blood clinic

- Following the Care Act 2014, Trust policies were reviewed to include changes within the new legislation. Training packages have been updated to reflect the changes. In addition key policies such as Chaperone policy, suicide prevention and the management of patient with Learning Disabilities and autism have been reviewed and updated
- Hertfordshire Safeguarding Adults Board has established a Safeguarding Adult Review sub group. The Trust Named Nurse for safeguarding adults is a member of this group. The Trust has contributed to a case and shared the action plan with the safeguarding panel members.
- The Trust completed an Internal Management Review to contribute to a Domestic Homicide Review (DHR).

The safeguarding team raised over £100 selling cupcakes and raising awareness for World Elder Abuse Awareness Day.



Reports from agencies

East and North Hertfordshire NHS Trust



East and North Hertfordshire NHS Trust is a large Acute Hospital Trust and Cancer Centre. Services are provided on four main sites; Lister Hospital, Stevenage, New QEII Hospital, Welwyn Garden City, Mount Vernon Cancer Centre, Northwood Middlesex and Hertford County Hospital, Hertford. The Trust also provides renal dialysis services in Stevenage, Luton, Bedford, St Albans and Harlow. Maternity services are provided at the Lister Hospital in Stevenage and Community Midwives provide services across the whole of East and North Hertfordshire.

The Trust is a member of the Hertfordshire Safeguarding Adults Board (HSAB) and is represented on the HSAB by the Director of Nursing, Liz Lees MBE.

The Director of Nursing is the Executive Lead for Safeguarding in the Trust and is a member of the Trust Board. The Trust Adult Safeguarding team includes the Lead Nurse Adult Safeguarding, the Adult Safeguarding Nurse and the Adult Safeguarding Doctor and a part time admin assistant. They work with the Trust's clinical and managerial teams across the Trust, and the hospital based social work teams, to promote and support Adult Safeguarding. This work includes identifying and reporting concerns about abuse or neglect in the wider community with, or on behalf of, our patients, assisting in safeguarding enquiries and providing clinical advice when required to the social work team.

The Trust actively participates in the multi-agency work of the HSAB and has contributed to the work of the sub-groups including participation in the Policy Group, Learning and Development group, preparing for the annual safeguarding conference and the Mental Capacity Act forums. In addition, the Trust has participated in Safeguarding Adults Reviews (SAR) and Domestic Homicide Reviews

(DHR). Along with these activities for the board the Adult Safeguarding Nurses regularly meet with the CCG Head of Adult Safeguarding.

The Trust publishes an annual Adult Safeguarding report which was presented at the May 2017 Trust Board meeting.

The Clinical Commissioning Group (CCG) Adult Safeguarding also undertook their annual assurance review in March 2017 and was assured overall by the Adult Safeguarding arrangements and practices within the Trust.

Key findings from the review were:

- Increased safeguarding adult capacity with the addition of the Falls Prevention Nurse to support the Lead Nurse.
- Dip sampling of patient records has shown a mixed picture for the recording of Mental Capacity Act (MCA) assessments.
- Training compliance for levels 1 and 2 has increased to over 90%
- The Lead Nurse and ED Consultant have been identified to attend the Learning Disability Mortality Review training and then undertake reviews.
- Through the dementia care strategy and fund raising campaign the Trust has developed the environment of the Elderly Care wards to be more dementia patient friendly.
- The on-site Independent Domestic Violence Advocate has enabled early intervention with victims of domestic abuse.
- The Palliative Care team has worked with voluntary services to train volunteers to sit with patients who are at the end of their lives to ensure they are not on their own.



Reports from agencies

Good Practice identified was:

- ▶ The Trust had four Best Interests Assessors (BIA) in practice who support staff to embed their knowledge around the Mental Capacity Act.
- ▶ The Lead Nurse holds monthly MCA / DoLS training workshops across the Trust.
- ▶ MCA is discussed at Clinical Governance meeting.
- ▶ Training has been provided to the Operations on call staff.
- ▶ Introduction of a dedicated Enhanced Care Team to special patients with dementia which has reduced hospital stays.
- ▶ The Trust has been shortlisted for a Royal College of Nursing award for their 'Stay with me' John's Campaign.

From April 2016 to March 2016 the Trust recorded 238 safeguarding concerns; this was a 41% increase on the number recorded for the previous year. The concerns include safeguarding concerns raised by Trust staff about alleged abuse or neglect in the wider community. Five cases about care in the Trust have been investigated under the NHS Serious Incident Framework.

During the past year the Trust has participated in two SARs and provided information for four DHRs undertaken by the HSAB.

A hospital based Independent Domestic Violence Advisor (IDVA) has worked with the Trust since 2015 to provide support to victims of domestic abuse, raise awareness of domestic abuse and provide advice and guidance to Trust staff. Refuge took over the Hertfordshire IDVA services in October 2016 and since then turnover of IDVA has been high and at the present time the post is vacant.

Deprivation of Liberty Safeguards (DoLS) have increased year on year since 2014. During 2016/17 there have been 216 applications for DoLS made by the Trust as the managing authority. Of these only two went on to Standard authorisation by the Supervisory Body, the main reason being that the majority of patients were discharged or died before the DoLS team were able to complete the Standard Authorisation process.



Reports from agencies

HCPA (Hertfordshire Care Providers Association)



HCPA activity is centred on helping Hertfordshire adult care providers to raise their standards of quality by offering fully-funded training, network events and study days, low cost or Fully Funded business services, advice and tailored support.

We manage over £1 million of funding for adult social care training courses and qualifications for our members on behalf of the government, the local authority, the NHS, and other funding agencies. We offer a broad range of training and qualifications to enable private, voluntary and independent care providers, at all levels of their career, to keep up to date with local and national initiatives and continually improve their knowledge and skills.

A key part of our role is to act as a collective voice for Hertfordshire care providers. We listen to feedback from our members and work closely with our partners at Hertfordshire County Council (HCC), Care Quality Commission (CQC), Clinical Commissioning Groups (CCG's), Skills for Care and other public bodies, to help make positive changes in the Herts adult social care sector.

"We're Hertfordshire Care Providers Association (HCPA) and we are creating a county where all adults who receive care are given a service of true quality, personalised to their needs and support organisations to safeguard adults who use their services."

Support Safeguarding Advice

HCPA work with providers and offer on-going support, safeguarding advice, specialist toolkits or leadership coaching and support, HCPA are also represented on HSAB sub groups.

Numbers of Private Independent and Voluntary Learners HCPA have trained in 2015/16.

Open courses through Approved Training Providers

- 293 learners – half to one day
- Safeguarding Champions – 19 learners (15 days of training) – Champions go on to train internal
- Safeguarding Forums - 133 learners – 2 hours to half day
- Leadership Level Courses including Safeguarding – 29 embedded over a 2 month course



Reports from agencies

Hertfordshire Community NHS Trust (HCT)

HCT were re-inspected by the CQC and were delighted to receive a rating of 'Good', having previously received a 'Requires Improvement' in February 2015.

HCT has maintained excellent rates of staff training for safeguarding adults during the year. We have ensured that 96% of all new staff receive Induction training within 3 months of commencing employment with the Trust and that, where relevant to their role, 98% of staff receive additional training within 3 years. We have updated our combined safeguarding adults and children's staff training in line with the NHS Safeguarding Adults: Roles and competences for health care staff – Intercollegiate Document (2016).

HCT has noted that raised awareness has resulted in an increase of over 50% in the number of safeguarding adults concerns raised by our staff this year. The majority of concerns have been raised by staff from our Community Teams. The top three categories noted by our staff are Neglect, Self-neglect and Physical abuse.

Continued partnership working has been demonstrated through regular attendance at HSAB meetings by the Deputy Director Quality & Governance/Deputy Chief Nurse, and the HCT Safeguarding Team is represented at every subgroup.

Progress and key achievements for HCT:

- We have joined up the learning following reviews of adult and children Serious Case Reviews and created combined action plans to embed improvements across the Trust.
- We have created a joint adult and children policies for our staff to increase the focus on adults and children who experience Domestic Abuse.
- We developed our children's Not Brought in policy to include **Vulnerable adults** who are not brought in for health appointments.
- We have further embedded MCA into everyday practice by developing: a ward handover sheet to provide clarity where there is doubt about a patient's capacity, a DOLS leaflet was developed for relatives or carers to clearly explain the DOLS procedure and the DOLS flowchart has been revised in line with current best practice.
- We commenced the roll-out of the local Mental Capacity Assessment competency framework.
- We now provide mandatory supervision to all our safeguarding champions.
- HCT's Safeguarding Adults Team led on the development of an MCA and Safeguarding Adult App to be shared with partners.
- The Electronic Clinical Record has been improved to streamline documentation for safeguarding concerns, Mental Capacity Assessments, and to make it simpler to record whether a patient has a relative or carer with Lasting Power of Attorney who can be consulted when making clinical decisions.
- We have improved electronic information systems to keep staff up-to-date with lessons learned from safeguarding cases or complaints, via our quarterly staff Safeguarding newsletter, articles in 'Clinical Matters' (our clinical newsletter for staff) or our weekly staff newsletter 'NoticeBoard'.



Reports from agencies

Herts Partnership Foundation Trust HPFT

Hertfordshire Partnership
University NHS Foundation Trust 

Over the past 12 months the HPFT Safeguarding Team has worked to increase the awareness of safeguarding across the organisation with an associated increased level of Safeguarding activity for both adults and children being recorded. This is in response to increased awareness and action locally and nationally, particularly in the areas of Historic Child Sexual Abuse, Domestic Abuse and Radicalisation.

Decision making practice continues to be strengthened through additional training and practice development. Where concerns regarding performance and quality exist there are plans in place to address these and a structure through which these concerns are monitored. This, alongside a clear competency framework for adults and children's safeguarding, will ensure that practice continues to improve and develop to increasingly higher standards.

On March 1st 2017 HPFT and HCC signed a Section 113 agreement to formalise HPFT's role in statutory safeguarding adult enquiries. This arrangement with HCC will provide a more consistent governance, management and supervision structures across Hertfordshire Adult Safeguarding.

The safeguarding team has been expanded in response to additional duties for specific groups or risk areas including Domestic Abuse, Radicalisation and Looked After Children (LAC) / Care Leavers.

During the year funding was secured for three new posts of Band 7 Senior Safeguarding Practitioners. Two are full time generic safeguarding posts to deliver training and increase practice capability within the workforce. The third is a more specialised post dealing with Looked after Children (LAC) and Care Leavers.

Great Care, Great Outcomes - together

In line with the Trust strategy of 'great care, great outcomes – together' during 2017/18, the Safeguarding Team aim to improve the quality of safeguarding practice towards a vision of:

- preventing harm and enabling safety through vigilance,
- competence and personalised outcomes focused practice.

This third post is funded for two years and will allow us to take forward work with these most vulnerable and high risk young people. All three posts have been appointed to with start dates in December and early January.

In the latter part of the year both the Consultant Safeguarding Nurse and the Head of Social Care & Safeguarding left the trust. These posts were appointed to at the end of December 2016, which introduces a new leadership team for the service.

The additional team staffing resources and a clear vision for safeguarding, the final three months of 2016/17 have laid the foundations for improvement in all aspects of safeguarding adults.

WRAP (Workshop to raise awareness of Prevent

As part of our increasing response to Radicalisation we have made significant inroads into ensuring that the required staff are WRAP trained with 594 people alone completing this training during Q3 2016/17. There are currently 6 trained facilitators in the Trust across all SBUs and with expertise within the Safeguarding Team.



Reports from agencies

Hertfordshire Community Protection Directorate and Fire and Rescue Service



Hertfordshire Community Protection Directorate and Fire and Rescue Service has promoted and delivered significant learning in safeguarding adults through a range of community delivered services and the development of education packages for professionals, explaining the services we can provide to high fire risk residents.

The Hertfordshire Home Security Service (HHSS) provides a greater range of provision of safety and security equipment to vulnerable residents, allowing for a more bespoke service to enable and support independent living.

The aim of this service is for Hertfordshire residents to have the opportunity to:

- feel safe in their home
- provide a one stop shop to prevent vulnerable residents becoming victims of crime,
- Prevent perishing in a fire an
- prevent them from slips, trips and falls.

Around the concept of Making Every Contact Count, training has been provided to the team that provides this service and referral pathways have been developed with various partner agencies.

Caring together

The 'Caring Together' awareness training has continued to be promoted by Learning and Development and is facilitated by the Community Protection Directorate's 'Joint Protection Services' at local fire stations located throughout the County. As a result of this training and the established referral pathway, fellow professional organisations visiting vulnerable people at their home operate a two way referral mechanism with the Fire and Rescue Service ensuring access to advice and equipment.

Partnership Working

In 2016/17 Hertfordshire Fire and Rescue Service worked in partnership with Public Health and developed and rolled out '**Safe and Well**' visits. The program was rolled out across eight districts with the remaining 2 districts coming online in May 2017. These visits incorporate a 'safe section' including fire safety, security and doorstep crime and a 'well section' which includes questions around health e.g. social isolation, nutrition, hydration and promoting and physical activity. The visits are prioritised to the most vulnerable and play a key role in keeping Hertfordshire residents safe, well and comfortable in their own homes.

A new Community Directorate Adult Safeguarding Policy was developed in 2016/17 along with an associated training plan, with a launch date of 1st April 2017. Hertfordshire Community Protection Directorate and Fire and Rescue service remain fully committed to the safeguarding of adults in Hertfordshire, and continue to be a valued and vital partner on the Hertfordshire Safeguarding Adults Board and its sub-groups.



Reports from agencies

Public Health

HCC Public Health's role is primarily that of assurance that robust systems are in place across its topic areas, the Department also provides and commissions some front-line adult services: smoking cessation, sexual health and drugs & alcohol treatment. All Public Health contracts include requirements for staff to undertake appropriate levels of safeguarding training and supervision and quarterly reporting of safeguarding concerns and actions taken. Safeguarding matters are a standing item for Public Health's Assurance and Governance Group.



Sexual Health Services

Sexual Health Service encompasses sexual health clinics for sexually transmitted infections, including HIV and contraception. It is provided by Central London Community Services, with doctors from Chelsea & Westminster Hospitals NHS Trust.

Safeguarding Supervision

The practitioners from Sexual Health Hertfordshire that are offered safeguarding supervision are:

- Doctors,
- Nurses,
- Health Advisors,
- Health Care Assistants
- Outreach Team.

Since Quarter four 2016/17 safeguarding supervision has been provided by the Named Nurse for Safeguarding and ad hoc safeguarding advice from the Barnet Safeguarding team.

The sexual health practitioners' attendance at safeguarding supervision continues to achieve the target of 90%

Safeguarding Training

Safeguarding training is provided through online training and in classroom sessions. Compliance with Safeguarding Adults training is provided to Public Health through CLCH Learning and Development:
Level 1 – 100%
Level 2 – 92%

Safeguarding Concerns

Most commonly, safeguarding concerns in adult treatment involve disclosure about potential risks to children.



Reports from agencies

Drugs and Alcohol Services

Adult drugs and alcohol treatment services are commissioned from one main provider (recovery model), who contributed to the Hertfordshire Safeguarding Adults Board audit of neglect, and a secondary provider (abstinence model).

Safeguarding Supervision

Safeguarding supervision for drugs and alcohol workers is provided in-house.

Safeguarding Training

85% of staff have undertaken safeguarding training. Further training through e-learning and internal training is being delivered to achieve the 95% target. Quarterly reports of training compliance form part of contract monitoring.

Safeguarding Concerns

There were no safeguarding concerns raised by the abstinence-based service.

A process is in place for dealing with serious incidents (which for this service are primarily drugs or alcohol-related deaths of current or recent service users; 21 in 2016/17) some of which include a safeguarding concern. Safeguarding concerns for drugs and alcohol service users have been raised directly with social services by the service provider, with ongoing participation in enquiries where required. Serious Incidents are signed off by the commissioner (Public Health) only when documentary evidence of completion, including recommended actions, has been received. Progress and communication of service-wide improvements is undertaken at regular contract monitoring meetings.

Hertfordshire Smoking Cessation Service

During 2016/17, HSSS workers have raised two concerns about adult service users relating to a number of issues such as domestic abuse, health or other concern. The learning from such cases has resulted in the revision of the Public Health staff guidance with respect to contacting appropriate mental health services out of hours.



Reports from agencies

National Probation Service

Safeguarding Adults Policy Statement and Supporting Practice Guidance

A National Probation Service (NPS) Safeguarding Adults policy statement and supporting practice guidance were launched in May 2017. They reflect the provisions of Part 1 of the Care Act 2014. The policy statement and practice guidance have been developed in consultation with **the NPS National Adult Safeguarding Group**.

The policy statement focuses on NPS involvement with offenders in the community, either as part of a community sentence or following release from custody. It acknowledges the NPS's responsibility for safeguarding and promoting the welfare of adults at risk as well as the contribution NPS staff can make to the early identification of an offender's care and support needs.

The supporting practice guidance is in two sections. The first gives background information on adult safeguarding and care and support needs to provide context; the second focuses on the identification assessment and management of offenders within that context. It has been produced to support NPS staff working with offenders in the community who:

- pose a risk of harm to adults at risk
- pose a risk of harm to adults at risk in general
- are adults at risk
- have care and support needs
- are carers in need of support

In addition to established mandatory training in support of adult safeguarding principles, the recent policy and practice guidance will be embedded across the NPS staff group.

The NPS is responsible for delivery of the statutory victim contact scheme. All staff carrying out victim contact work are alert to adult safeguarding concerns.

The NPS lead for Safeguarding Adults with the SEE Division rests with David Messam, Head of North Essex. The Divisional lead provides strategic oversight for a clear line of accountability within the SEE Division for safeguarding adult work. The lead ensures that safeguarding is:

- embedded within relevant local practices and processes
- relevant learning from safeguarding adults reviews and other multi-agency reviews is cascaded throughout the Division and that a positive learning environment exists
- there is appropriate management representation at local SABs within the Division in accordance with the NPS National Partnership Strategy Framework
- information sharing agreements are in place where necessary
- action is taken to implement the SAB's strategic plan.

Our key focus both Divisionally and locally this year will be:

- the integration and transition of offenders on release from custody,
- supporting the Offender Personality Disorder Pathways and
- improving outcomes for Women offenders.

The Integrated Offender Management project refresh within Hertfordshire will focus a multi-agency approach on:

- services for women,
- young adults and
- offenders convicted of domestic abuse.

We will also be concentrating on the issue of:

- stalking,
- sharing best practice across Divisions to support the needs of victims
- to better manage perpetrators.



Making Safeguarding Personal

Making Safeguarding Personal Survey (January 2017 to October 2017)

Making Safeguarding Personal aims to shift emphasis from processes to commitment to improving outcomes for people at risk of harm. The key focus is on developing understanding of what people wish to achieve, recording their desired outcomes and then seeing how effectively these have been met.

The survey will help gather information about safeguarding services, how improvements could be made, to shape best practice and whether services are meeting the principles set out within the Care Act 2014.

Developed by NHS Digital in 2014 the survey aims to measure if adults at risk and those who support them think the safeguarding process was effective and whether adults at risk felt safer after a safeguarding investigation. To complete two hundred surveys from January 2017 to October 2017.



Subgroup Reports

HSAB continues to delegate responsibility for developing the responses to its Business Plans to its subgroups which report back at Board meetings. HSAB has five subgroups; the Public Engagement Sub-group, the Performance Subgroup, the Learning and Development Subgroup, the Policy & Procedure sub group and the SARs sub group.

The Public Engagement Subgroup

The role of the HSAB Public Engagement Sub-Group is to promote awareness of Adult Safeguarding throughout Hertfordshire and engage with the public. The focus of the group during 2016 – 2017 was to raise awareness of adult safeguarding and the work of the HSAB amongst professionals and the public through the production of materials and the use of social media.

Membership:

Herts Valleys and East and North Clinical Commissioning Groups –
Head of Adult Safeguarding (Chair)

Hertfordshire Community NHS Trust – Named Nurse Adult
Safeguarding (Vice Chair)

Hertfordshire Constabulary – Detective Sergeant

Health & Community Services – Head of Adult Safeguarding

West Hertfordshire Hospitals Trust – Deputy Chief Nurse

District Council Representative

East & North Clinical Commissioning Group – Public Engagement
Manager

Hertfordshire Care Providers Association

Healthwatch

Supported by the HSAB Business Support Officer

Achievements in 2016-2017

- World Elder Abuse Awareness Day highlighted by the Board and partners. The sub-group developed an action plan to ensure that all partner agencies promoted WEAAD throughout their organisations.
- The development of a multi – platform safeguarding adult app.
- Review of publicity materials.
- A draft version of a leaflet for the victims of abuse detailing what they can expect from the safeguarding adult process.
- Further development of the HSAB website
- Agreeing the funding of an awareness raising campaign in partnership with Herts County Council.
- The launch of a new campaign page developed to provide a focus for digital activity for this campaign.
- A Facebook advertising campaign launched at the end of November targeting six different resident groups.
 - Females aged 18-34
 - Females aged 35-64
 - Females 65+
 - Males aged 18-34
 - Males aged 35 – 64
 - Males aged 65+
- A press release was sent out in October to tie in with the publication of the HSAB Annual Report and was picked up by a number of local papers.



Subgroup Reports

Priorities for 2017 -2020

The sub group will:

- Undertake themed based awareness campaigns to develop community awareness and engagement of adult abuse and its impact with a focus on: hoarding, self-neglect, domestic abuse, financial abuse, scamming and unwise decisions.
- Evaluate progress of the campaign and implement any identified learning.
- Complete, launch and implement the safeguarding adult app.
- Develop the HSABs communication plan and review the HSABs publicity materials.
- Promote World Elder Against Abuse Day June 15th.

Tracey Cooper

Chair of the Public Engagement Sub group

April 2017



Subgroup Reports

The Learning and Development Subgroup

The Learning and Development Subgroup was reinstated during 2015/16 and retains an active membership.

Membership

Hertfordshire Community NHS Trust - Head of Learning and Development (Chair)

Health and Community Services - Deputy Head of Workforce Development (Vice Chair)

Health and Community Services Senior Learning and Development Officer – Adult Safeguarding

East & North Hertfordshire NHS Trust - Adult Safeguarding Lead

Herts Valleys and East & North Hertfordshire Clinical Commissioning Groups - Head of Adult Safeguarding

HCPA – Chief Executive

West Hertfordshire Hospitals NHS Trust – Consultant in Elderly Care

Hertfordshire Partnership Foundation Trust – Head of Social Care and Safeguarding

Hertfordshire Constabulary – SAFA Unit Detective Sergeant

National Probation Service – Senior Probation Officer

Hertfordshire County Council - Programme Manager Domestic Violence and Hate Crime

Hertfordshire Fire and Rescue Service – Risk Reduction Manager

District Council Representative

Supported by the HSAB Business Support Officer

Activities during 2016/17

The subgroup organised a programme of Safeguarding Forums to provide a higher level of knowledge and skills for frontline staff. There was no Safeguarding Conference during this year as it has been moved to coincide with World Elder Abuse Awareness Day on the 15th June. The June 2017 conference will focus on self-neglect and financial abuse.

The subgroup undertook a survey of partner agencies to understand what each is doing to train staff in Safeguarding Adults, Mental Capacity Act and Deprivation of Liberty Safeguards. This showed that 95% of respondents provide safeguarding training for staff and approximately 60% provide training in MCA/DOLS.

2 E-newsletters were produced and distributed widely across Hertfordshire, as well as a number of other information sheets.

Plans for 2017/18

- Delivery of the Safeguarding Adults Conference and Safeguarding Forums
- A further review of training provided by partner agencies to identify gaps in provision
- Consideration of the training programme to be delivered directly by the Board
- Supporting the quality of safeguarding training provided to frontline staff.

Jane Trundle
Chair of Learning & Development sub group
April 2017



Subgroup Reports

The Performance Subgroup

The Performance Subgroup throughout 2016/17 has been well represented by the Partner agencies which are listed below with attendance remaining consistent throughout the year.

Membership:

Health and Community Services - Head of Adult Safeguarding (Chair)
Deputy Head of County Community Safety Hertfordshire County Council
Community Protection (Vice chair)
Hertfordshire Partnership Foundation Trust - Head of Social Care and Safeguarding
West Hertfordshire Hospitals Trust – Adult Safeguarding Lead Nurse
Hertfordshire Community NHS Trust - Safeguarding Adults Specialist Nurse
Health and Community Services - Performance Information Officer
Hertfordshire Police - Detective Sergeant
Hertfordshire Partnership Foundation Trust – Safeguarding Nurse
POhWER – Regional Manager
Supported by the HSAB Business Support Officer

Objectives 2016/17: the Sub Group was tasked with meeting the following objectives as part of its work plan in 2016/17:

1. Analyse the statistical data to identify the referring patterns and the trends within distinct communities being referred
2. To implement the recommendations through making safeguarding personal

Progress:

The sub group aimed to fully embed the electronic dashboard in 2016/17 by replacing its quarterly paper reports to the HSAB with a

live interactive electronic dashboard. Whilst progress has been made on the development of the dashboard it is yet to go live and the group continues to oversee its development.

Achievements:

The Sub-group has helped to define the safeguarding data received each quarter from HCS and HPFT. This data is analysed and used to identify areas of concern or good practice that can be considered in more detail and this is then shared with the partnership to improve safeguarding practice.

The sub-group has overseen the incorporation of service user and carer experiences of safeguarding within the analysis. This is demonstrated by individual outcomes being recorded on every enquiry which forms part of the data analysis. The sub-group has also overseen the recruitment of a worker to undertake a survey with service users and carers around Making Safeguarding Personal. The survey started in January 2017 and has been well received with good engagement from those requested to take part.

Priorities 2017/18:

- To analyse the findings from the Making Safeguarding Personal Survey and identify any areas of concern to the HSAB and to highlight any good practice.
- To fully embed the electronic dashboard and ensure effective analysis of the collected data to inform HSAB's direction of travel.
- Develop a HSAB Performance Management Framework (PMF) which includes an agreed multi-agency data set and self-assessment framework

Keith Dodd
Chair of Performance Sub Group
April 2017



Subgroup Reports

The Policy & Procedure Subgroup

Membership

Health and Community Services - Head of Adult Safeguarding (Chair)
Hertfordshire Partnership Foundation Trust - Safeguarding Nurse -
(Vice chair)
Hertfordshire Community NHS Trust - Safeguarding Adults Specialist
Nurse
West Hertfordshire Hospitals Trust - Adult Safeguarding Lead Nurse
Health and Community Services - Community Learning Disability
Service - Deputy Head of Service
Health and Community Services - Older People and Physical Disability
- Team Manager
CRI Spectrum - Senior Social Worker
East & North Hertfordshire and Herts Valley CCG - Head of Adult
Safeguarding
East & North Hertfordshire NHS Trust - Lead Nurse Adult
Safeguarding
Workforce Development, HCS - Senior Learning and Development
Officer
Trading Standards - Principle Officer
HCPA - Forums Lead
Supported by the HSAB Business Support Officer

Achievements

Policy and Procedure Sub-Group

The policy and procedure sub-group met 3 times in 2016/17 as a whole group. There were various smaller task and finish groups that met

throughout the year to undertake specific pieces of work in relation to the Hertfordshire Safeguarding Adult at Risk Policy.

Achievements

The main focus of this group over the last year was to update the Hertfordshire Safeguarding Adults at Risk Policy. January 2017 saw the launch of the updated policy and associated Executive Summary. There are some key messages in the Care Act 2014 which underpin good safeguarding practice; the policy has been updated to reflect these:

- Local Authorities have a duty to promote individual wellbeing.
- Implementation of making safeguarding personal principles. This means when abuse or neglect occur, it needs to be dealt with swiftly, effectively and in ways that are proportionate to the concern raised. The adult at risk must be at the centre of any safeguarding response and must be empowered to have as much control in decision making as possible.
- The adult at risk must be supported to achieve the outcomes that are important to them.
- Local Authorities must arrange for independent advocacy when appropriate.
- There is a duty for partners to co-operate and respond appropriately to safeguarding concerns
- Local authorities have a duty to conduct a section 42 safeguarding enquiry or make sure others do. While the Local Authority is responsible for leading the response, Police and NHS practitioners are bound to engage in this process as required.
- The HSAB must arrange to carry out a Safeguarding Adult Review when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the partner agencies could have done more to protect them.



Subgroup Reports

The policy and procedure sub-group continues to work on some of the appendices of the Safeguarding Adults at Risk Policy that still require an update and to identify any legislative or practice led developments that may influence the policy going forward.

Objectives 2016/2017

- To oversee the update of the Safeguarding Adults at Risk policy and present to HSAB for sign off.
- To monitor the implementation of partner agencies internal policies to ensure compatibility with the Hertfordshire Multi-agency Policy.
- To support the creation and implementation of a Countywide Hoarding Protocol.

Priorities for 2017/18

Keith Dodd / Kate Linhart
Chair of Policy & Procedure Sub Group
April 2017



Subgroup Reports

Safeguarding Adults Reviews Subgroup

Membership

Hertfordshire Constabulary – Detective Chief Inspector (Chair)

East & North Hertfordshire & Herts Valley CCG – Head of Adult Safeguarding (Vice Chair)

West Hertfordshire Hospital Trust – Adult Safeguarding Lead Nurse

Hertfordshire Community NHS Trust – Names Nurse for Adult Safeguarding & PREVENT lead

Hertfordshire County Council – Head of Adult Safeguarding

Hertfordshire County Council – Principle Lawyer Hertfordshire County Council - Head of Child Protection

Hertfordshire Partnership Foundation Trust – Head of Social Care and Safeguarding

County Community Safety Unit – Programme Manager, Domestic Abuse, Stalking and Harassment, and Hate Crime

National Probation Service - Head of Hertfordshire LDU Supported by the HSAB Business Support Officer

Objectives

1. Ensure that recommendations from SARs both locally and nationally, DHRs and SCRs across Hertfordshire are effectively followed through, that actions are completed and learning is embedded into practice.
2. Develop a process to implement the Learning from local and national SARs.
3. Seek assurance that all agencies and practices understand their role and the expectations of participation in Safeguarding Adults Reviews under the Care Act and support the involvement of their staff at all levels in the Adult Case Review process.

Achievements

To assist agencies to understand their role and their expectations when participating on a SAR the sub group have created a guidance document.

This year there have been three new referrals for consideration of a SAR, although only one of these referrals fitted the criteria. This will be taken forward as a multi-agency learning event, facilitated by an independent person and will be reported on in next year's annual report. One referral received at the end of last financial year didn't meet the criteria for a SAR or MASIR but the sub group felt that there is learning from this event that can be shared. The Independent Chair will facilitate a half day learning event with those agencies involved later this year.

Last year saw the first of two formal reviews under the SAR process

Ms A

HSAB commissioned a SAR following the death of Ms A who was aged 18 and a member of the Traveller community. Ms A was living in temporary housing with her baby son. She had a history of ADHD and depression and sustained domestic abuse during her intermittent relationship with a young Caribbean man of similar age. Ms A was supported by her own mother but this relationship was fragile at times. Ms A felt isolated from her community as a result of the dual heritage of her baby.

The recommendations of the SAR were covered under four main categories: recommendations to strengthen interagency working; recommendations to strengthen risk assessments; recommendations on workforce development; recommendations on promoting learning from this review. In concluding the recommendations, attention was drawn to the importance of on-going monitoring and audit of progress with implementation.



Subgroup Reports

Rachel

HSAB commissioned a SAR following the death of Rachel, who died following a fire at her home. The verdict from the coroner's inquest was that this was an alcohol related accidental death. Rachel lived alone in a council owned property and had two adult children. The reports from those agencies involved with Rachel prior to the review period indicate that she had a long term history of addiction to alcohol and alcohol abuse.

The review identified three main areas for recommendations:

1. To review the SOOHS (Safeguarding Out Of Hours) policy protecting all adults at risk;
2. Review and update the HSAB Safeguarding Adults from Abuse policy;
3. Multi agency Learning and Development.

As a result of this SAR a task and finish group was set up by the HSAB to specifically look at self neglect and the impact of unwise decision making. This also linked up with the multi agency self neglect audit which was also commissioned.

The recommendations of both the SAR's have been turned into SMART action plans which have been agreed by the HSAB.

The completion of these SARs has allowed the sub group the opportunity to review the process from end to end and has identified areas of the process to be reviewed and will be reflected in the guidance documents.

Priorities

1. Ensure learning from SARs is disseminated and implemented within agencies;
2. Create a bulletin to be shared with all agencies to disseminate any learning from SARs;
3. Review guidance documents for SARs.

Tracey Cooper
Vice Chair of SAR Sub Group
April 2017

Tracy Pemberton
Chair Safeguarding Adults Review
Sub Group



Glossary and acronyms

Abuse includes physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and organisational abuse.

Adult at risk means adults who need community care services because of mental or other disability, age or illness and who are, or may be unable, to take care of themselves against significant harm or exploitation. The term replaces 'vulnerable adult'.

Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.

Concern is a worry that an adult at risk is or may be a victim of abuse or neglect. A concern may be a result of a disclosure, an incident, or other signs or indicators.

Capacity is the ability to make a decision about a particular matter at the time the decision needs to be made.

Care setting/services includes health care, nursing care, social care, domiciliary care, social activities, support setting, emotional support, housing support, emergency housing, befriending and advice services and services provided in someone's own home.

Carer refers to unpaid carers, for example, relatives or friends of the adult at risk. Paid workers, including personal assistants, whose job title may be 'carer', are called 'staff'.

CMHTs (community mental health teams) are made up of professionals and support staff that provide specialist mental health services to people within their community.

Consent is the voluntary and continuing permission of the person to the intervention based on an adequate knowledge of the purpose, nature, likely effects and risks of that intervention, including the likelihood of its success and any alternatives to it.

CPS (Crown Prosecution Service) is the government department responsible for prosecuting criminal cases investigated by the police in England and Wales.

CQC (Care Quality Commission) is responsible for the registration and regulation of health and social care in England.

DAISU (Domestic Abuse, Investigation and Safeguarding Unit) – Herts Police Team investigation allegations of domestic abuse where there is an intimate relationship.

DoLS (Deprivation of Liberty Safeguards) are measures to protect people who lack the mental capacity to make certain decisions for themselves. They came into effect in April 2009 using the principles of the Mental Capacity Act 2005, and apply to people in care homes or hospitals where they may be deprived of their liberty.

DSL (Designated Safeguarding Lead)

Enquiry establishes whether any action needs to be taken to stop or prevent abuse or neglect, and if so, what action and by whom the action is taken.



Glossary and acronyms

IMCA (Independent Mental Capacity Advocate) established by the Mental Capacity Act (MCA) 2005 IMCAs are mainly instructed to represent people where there is no one independent of services, such as family or friend, who is able to represent them. IMCAs are a legal safeguard for people who lack the mental capacity to make specific important decisions about where they live, serious medical treatment options, care reviews or adult safeguarding concerns.

MAPPA (Multi-agency Public Protection Arrangements) are statutory arrangements for managing sexual and violent offenders.

MARAC (Multi-agency Risk Assessment Conference) is the multi-agency forum of organisations that manage high-risk cases of domestic abuse, stalking and 'honour'- based violence.

Making Safeguarding Personal is about person centred and outcome focussed practice. It is how professionals are assured by adults at risk that they have made a difference to people by taking action on what matters to people, and is personal and meaningful to them.

Mental Capacity refers to whether someone has the mental capacity to make a decision or not.

Modern Slavery encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Person alleged to cause the harm is the person or adult who is alleged to have caused the abuse or harm.

Public interest – a decision about what is in the public interest needs to be made by balancing the rights of the individual to privacy with the rights of others to protection.

Safeguarding adults is used to describe all work to help adults at risk stay safe from significant harm. It replaces the term 'adult protection'.

Safeguarding adults review is undertaken by Hertfordshire Safeguarding Adult Board when a serious case of adult abuse takes place. This is a requirement of the Care Act 2014 and the aim is that agencies and individuals to learn lessons to improve the way in which they work.

SI (Serious Incident) is a term used by the National Patient Safety Agency (NPSA) in its national framework for serious incidents in the NHS requiring investigation. It is defined as an incident that occurred in relation to NHS-funded services resulting in serious harm or unexpected or avoidable death of one or more patients, staff, visitors or members of the public.

Significant harm is not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development.

Wilful neglect is an intentional or deliberate omission or failure to carry out an act of care by someone who has care of a person who lacks capacity to care for themselves.