



Hertfordshire Safeguarding Adults Board

Annual Report 2015-2016

Hertfordshire
Safeguarding Adults Board

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Forward from the Cabinet Member

Foreword from the Executive Member

Thank you for taking the time to read the Hertfordshire Safeguarding Adults Board's annual report for 15-16. 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

Since last year we have seen some huge changes. We are very pleased to be able to say that we are now fully compliant with the new legislation that the new Care Act legislation brought us in April 2015. Our statutory partners, the police and both CCG's are fully on board with the work of the board and are now financially contributing to the work we know we still have to do. All our other important partners are also working closely with us and the board is growing from strength to strength.

In line with the care act recommendations, regular updates and this annual report are now formally presented to the Chief Executive and the Leader of the council for their oversight of safeguarding adults in the same way that they have historically done with children's safeguarding; this is an extremely positive development for us.

I am also very pleased to be able to report to you that we have now appointed a new Independent Chair; Liz Hanlon, and a new head of adult safeguarding; Keith Dodd. Together, working with partners I believe this will take us up to the next exciting level in our work to improve the lives of the people of Hertfordshire.

We have, again seen much activity in our work on Deprivation of Liberty Safeguards (DOLs) to ensure that people are supported as least restrictively as possible whilst also being able to keep safe from harm. We are currently awaiting the findings of a national review of the current legislation; this will enable us to consider any recommendations that we may need to adopt to improve the functions of the supervisory body.

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 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

Hertfordshire County Council

Member of the Hertfordshire Safeguarding Adults Board



The Purpose of the Annual Report

The Purpose of the Annual Report

The Care Act (2014) defines safeguarding as protecting an adult's right to live in safety, free from abuse and neglect. Hertfordshire Safeguarding Adults Board (HSAB) is responsible for agreeing how the relevant agencies in Hertfordshire cooperate to safeguard and promote the welfare of adults at risk of abuse or neglect. Our Strategic 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 Strategic plan is a proposal to support our vision for safeguarding adults in Hertfordshire over the next year.

Both our Strategic Plan and Business Plan for 2016-2017 can be found here www.hertfordshire.gov.uk/HSAB

The HSAB vision is that all adults at risk live and work, are 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.

The role of the HSAB is to:

- Maintain and develop inter-agency frameworks to safeguard adults within Hertfordshire;
- Scrutinise the outcomes of Safeguarding Adult Reviews and the key performance data analysis produced by the key agencies to ensure the effective delivery of safeguarding practices in Hertfordshire;
- Challenge current safeguarding practices in Hertfordshire;
- Seek assurance that the safeguarding practice delivered by all the key organisations is maintained at the highest level and meets appropriate organisational and professional standards';
- Agree and oversee a strategic plan and publish an annual report.

You can keep up to date with HSAB by following us on Twitter [@HertsSab](https://twitter.com/HertsSab)

This Annual Report contains details of the work undertaken by HSAB and its subgroups through the year. 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 at risk of experiencing abuse or neglect.



Independent Chair's Report (Elizabeth Hanlon)

It is my pleasure to introduce the 2015/16 Safeguarding Adults Annual Report on behalf of Hertfordshire Adult Safeguarding 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. It also recognises issues for future work and sets out the future priorities of the board. You will note that the strategic objectives remain the same for the forthcoming year; however the business plan has been revised and developed to tackle highlighted priorities for the year. This year we have also introduced a joint strategic plan which looks at partners and their competencies regarding safeguarding adults.

I was appointed the Independent Chair of Hertfordshire Adults Safeguarding board in March 2015. I have found strong working relationships and a wealth of safeguarding knowledge and expertise across all partners. The board is well attended and enthusiastic with members willing to contribute their time and expertise to ensure that the people of Hertfordshire are effectively safeguarded.

The Care Act came into force in April 2015. This legislation puts safeguarding adult's boards on a strong statutory basis, better equipped to prevent abuse and to respond when it occurs. In Hertfordshire we have actively prepared for this to ensure that we meet the new responsibilities laid down in the act, making sure that safeguarding adults is high on the agenda. Making safeguarding personal is also a priority in Hertfordshire and all partners have remained solidly committed to the safeguarding agenda and partnership working is evident in the work that has been completed over the last 12 months.

I am looking forward to the next 12 months and believe that the Hertfordshire Safeguarding Adults Board will continue to grow in strength and would like to thank all the board members for all their help and support over the last year and their continued support for the forthcoming year.

Elizabeth Hanlon
Independent Chair March 2015 – Present



Snapshot of HSAB

Work of the HSAB over the last year

Safeguarding Adults Reviews

The HSAB Business Support Officer led on a piece of work looking at three national cases and what the themes following these are telling us. A report came to HSAB in May 2016 and it was agreed to continue to formalise this going forward to report back to the Board to enable us to consistently improve on our practice and performance in this area.

Health & Community Services (HCS) Mock Inspection

HCS undertook a mock CQC inspection in June 2015 and again in January 2016 to test compliance, and to look at the standard of recording practice in front line teams. This was undertaken with partners and the recommendations and action plan is overseen by the Board on a regular basis.

Peer Review

Hertfordshire also commissioned a Peer Review in November 2015 to look at safer commissioning arrangements. Overall the review went well and the Council were rated as being a high functioning council, the action plan that followed is also sighted by the HSAB. The final report and findings were presented to a member's panel in February 2016.

Joint Children's and Adults Safeguarding board

In March 2016 we held a joint board meeting as a matter of good practice. This enabled a forum to learn from each other's work and create a strong working relationship with colleagues from Children's services.

Missing persons

Much work has been done locally to put in place workable arrangements for the protection of adults at risk of going missing, either due to their learning disability, mental ill health or older age condition's such as dementia. A task and finish group are close to having technology in place that can be used with certain people to enable families or professionals to be able to track where someone might have gone when missing. The ethics of how this is used is still under scrutiny. The Operations Director for HCS is also a member of the National Missing persons Bureau so is sighted on what is working nationally to steer this work.

Hoarding

We know that hoarding is a big problem for some individuals and creates both difficult living standards and risks of fire etc. to individuals and their neighbours. A pilot has been run in Welwyn and Hatfield led by community protection, in partnership with, the police, public health and district councils to work with individuals to minimise these risks. At a recent HSAB meeting, it was agreed that we roll this out to the other districts as it has been a huge success and was agreed for match funding for this programme for the first year. This has raised the issue of housing and the relationships with the districts and housing associations, the independent chair has now arranged to start attending a county wide housing forum to try and bridge some of the gaps.



Making Safeguarding personal

Hertfordshire are signed up to the national Making Safeguarding Personal programme to ensure that every time an individual is considered in need of safeguarding that they are consulted, where possible, and asked what they require as an outcome of the investigation. We have worked hard in this and it has formed part of the mock inspection and Peer review that were undertaken to ensure front line staff and advocacy agencies are well versed in what this means in practice, how the Mental Capacity Act is used and ensure that we don't second guess what people might want to happen during and following an investigation. Work on this is slow but will form a huge part of the work over the coming months.

Safeguarding Together Conference

On the 23rd February 2015 HSAB hosted a multi-agency conference and had workshops on

- PREVENT; Anti radicalisation
- Human trafficking/modern slavery
- Forced marriage/Domestic Abuse
- There was also a talk on a Multi Agency approach to Self-Neglect and the Law.

This also gave agencies the opportunity to network and ensures that they had some knowledge of other areas of work that are being led by different partners.



Safeguarding Activity and Trends

Concerns

- 3352 Concerns Year to date for 2015-16
- The number of concerns has increased by roughly 8% quarter on quarter from Q1 to Q3 with a 17% increase in Concerns in Q4 (889) compared to Q1(758). Concerns for Q4 increased by roughly 3% compared to Q3.
- HCC's Older People and Physically Disabled Department have accounted for the most concerns this year (1449, 43%) followed by CLDT & Transition (1330, 40%). Herts Valleys area (OPPD) has continued its upwards trend into Q4 with a year high of 244 concerns.
- OPPD has seen the largest volume of concerns in Q4 (419) this was an increase from Q3 (403). CLDT & Transitions accounted for 305 Concerns in Q4 the lowest volume of concerns for CLDT this year.
- Social care staff and Health staff continue to account for the largest source of Concerns, 39% and 30% respectively.
- Primary Support reason of Learning Support continues to maintain the highest volume of concerns with 1180 (35%) for 15-16. This is followed by Physical-Personal Care with 783 (23%) concerns for 15-16.

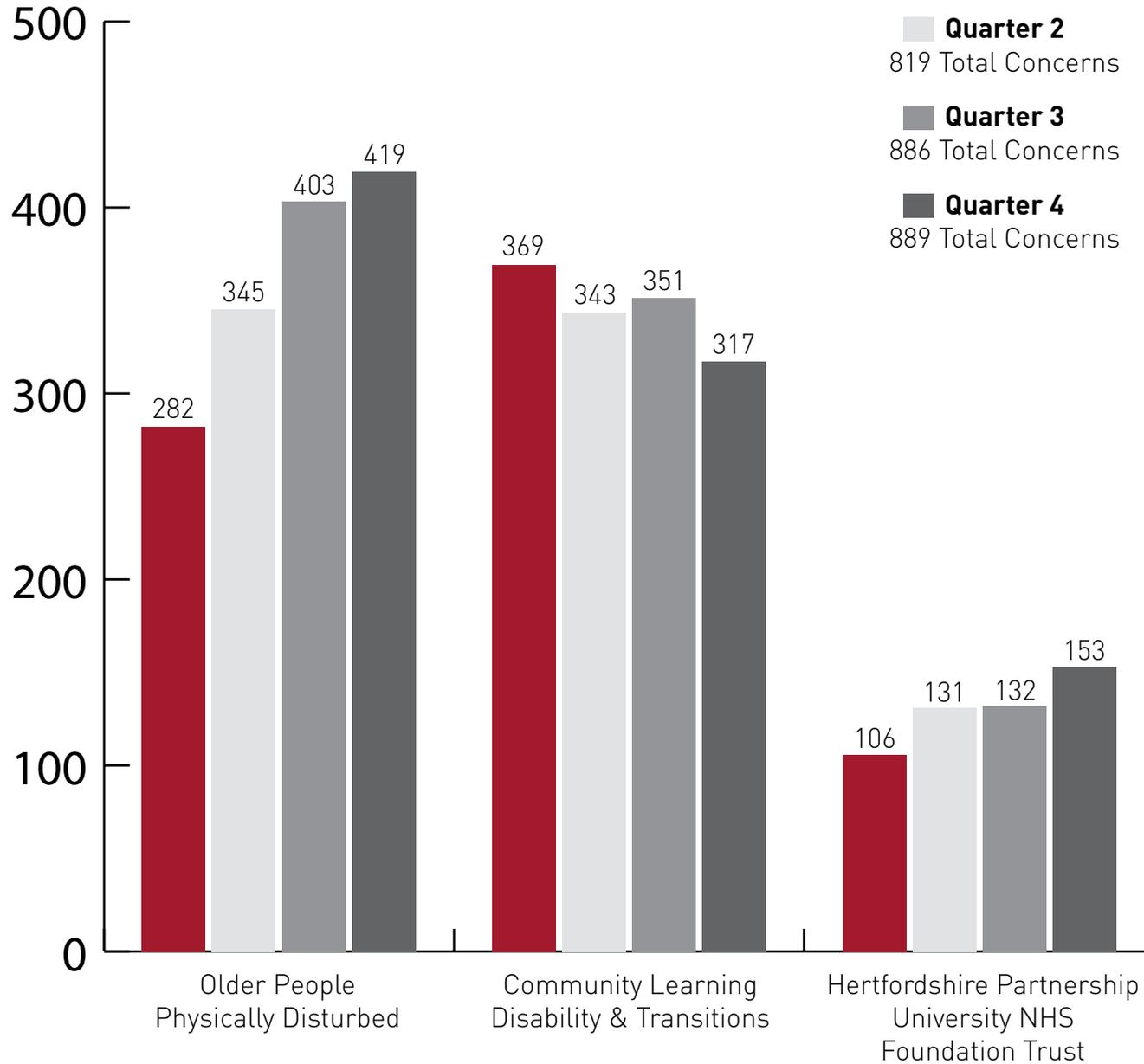
Enquiries

- 1320 Enquiries Year to Date for 2015-16
- The number of Enquiries has decreased by roughly 31% in Q4 (268) compared to Q3 (393). This is the lowest volume of enquiries for 15-16.
- OPPD teams account for the most enquiries recorded by a large margin. Year to date OPPD have accounted for 57% (755) enquiries. CLDT & Transitions have accounted for 27% (356) with HPFTs total accounting for 14% (182)
- OPPD also have the highest concern to enquiry conversion rate at roughly 52%. Comparatively CLDT & Transitions have a conversion rate of 27% despite high numbers of concerns. HPFT Conversion rate for 15-16 sits at 36%. It is worth noting that OPPD's East & North and Herts Valleys areas conversion rates dropped significantly in Q4.
- The Primary Support Reason-Personal Care and Support again accounts for the largest volume of enquiries for Q4(88). However after a large increase in the number of Personal Care cases in Q3 (158) volumes have reduced significantly into Q4 (88).
- Management Decision not to investigate decreased on completed investigations in Q4 (37) compared to Q3 (78). This is the lowest volume for 15-16. Outcome partially substantiated increased in Q4 (26) compared to Q3(11).
- Neglect and Acts of omission have accounted for 35% of Abuse types for 15-16 with 118 cases recorded in Q4. This is followed by Physical Abuse accounting for 25% of cases for 15-16.
- Own Home (36% of cases) and Care Home (32% of cases) accounted for the highest number of location of abuse cases for 15-16.

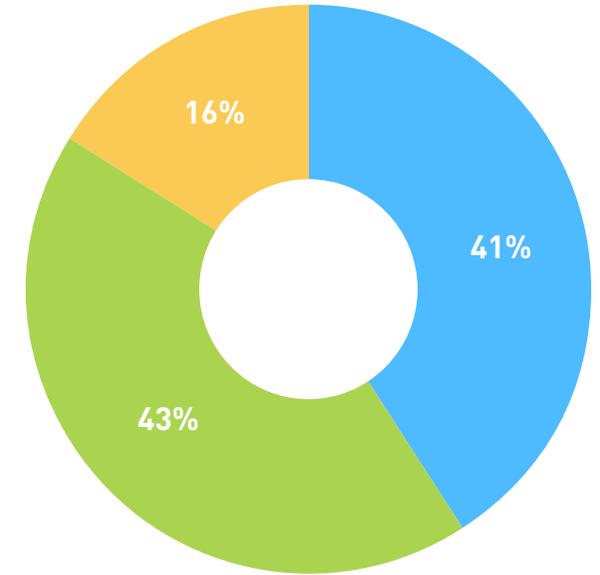


Safeguarding Concerns by Area

Concerns Year to Date 2015/16



- Quarter 1**
758 Total Concerns
- Quarter 2**
819 Total Concerns
- Quarter 3**
886 Total Concerns
- Quarter 4**
889 Total Concerns

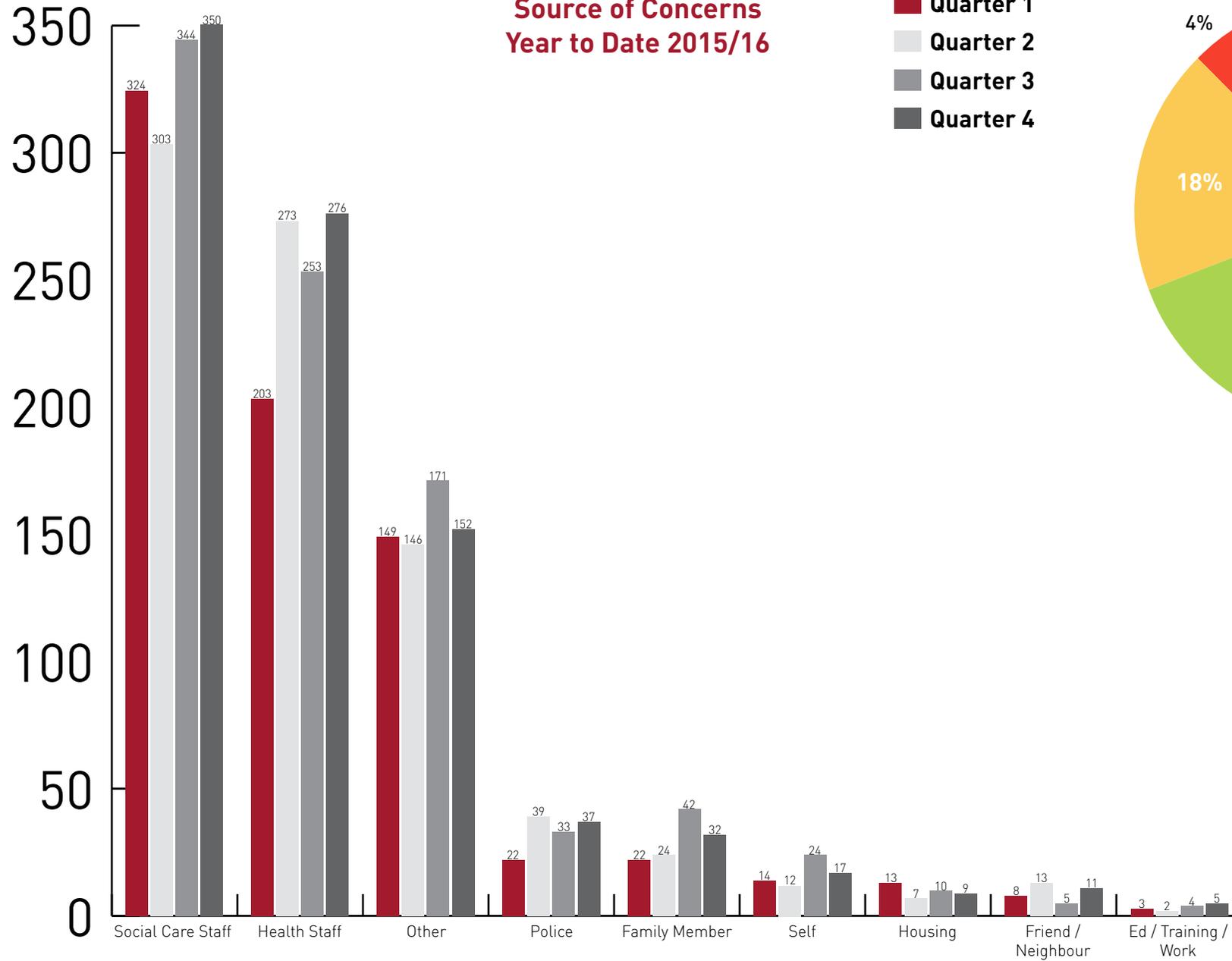


- Older People Physically Disturbed
- Community Learning Disability & Transitions
- Hertfordshire Partnership University NHS Foundation Trust

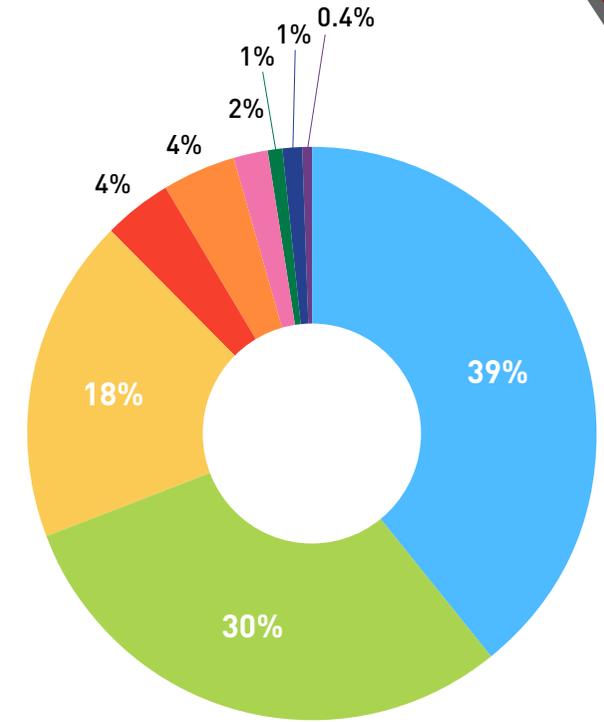


Safeguarding Concerns by Source

Source of Concerns Year to Date 2015/16



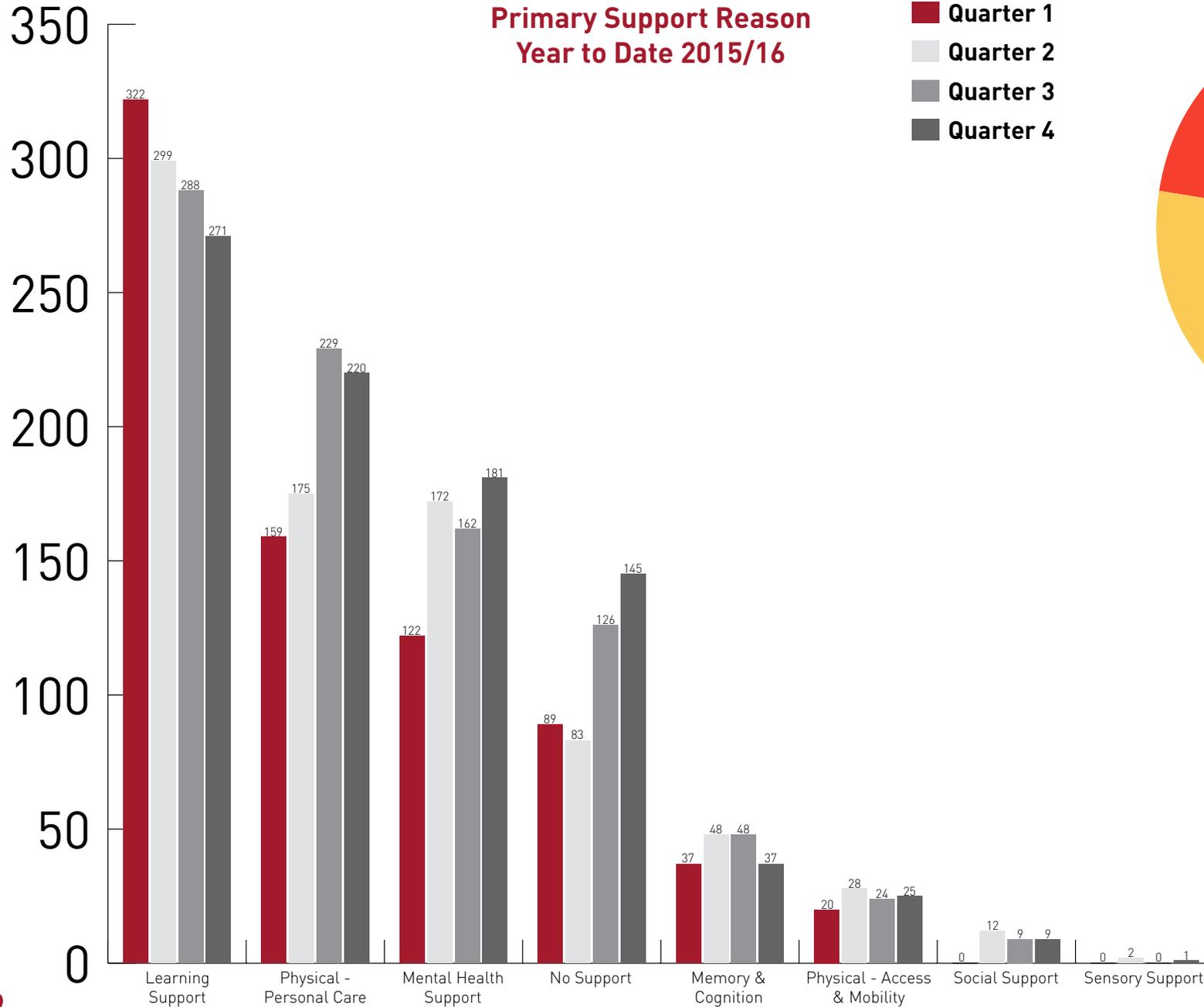
- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4



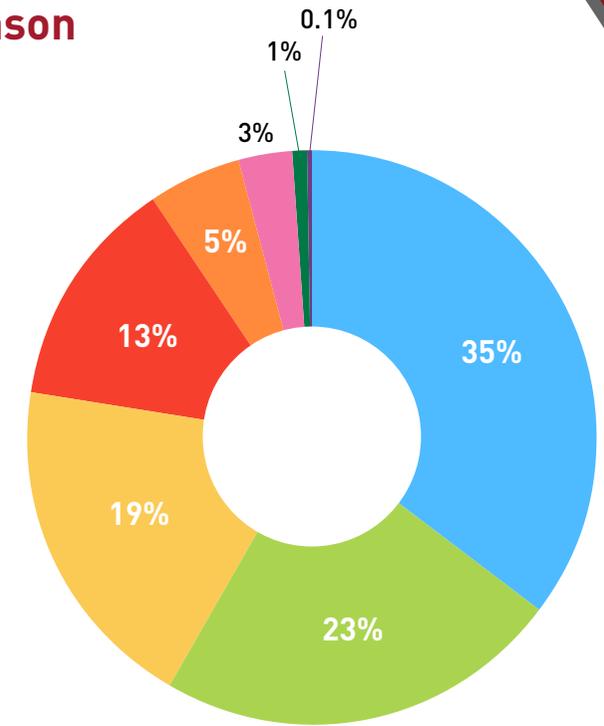
- Social Care Staff
- Health Staff
- Other
- Police
- Family Member
- Self
- Housing
- Friend / Neighbour
- Ed / Training / Work



Safeguarding Concerns by Primary Support Reason



■ Quarter 1
■ Quarter 2
■ Quarter 3
■ Quarter 4

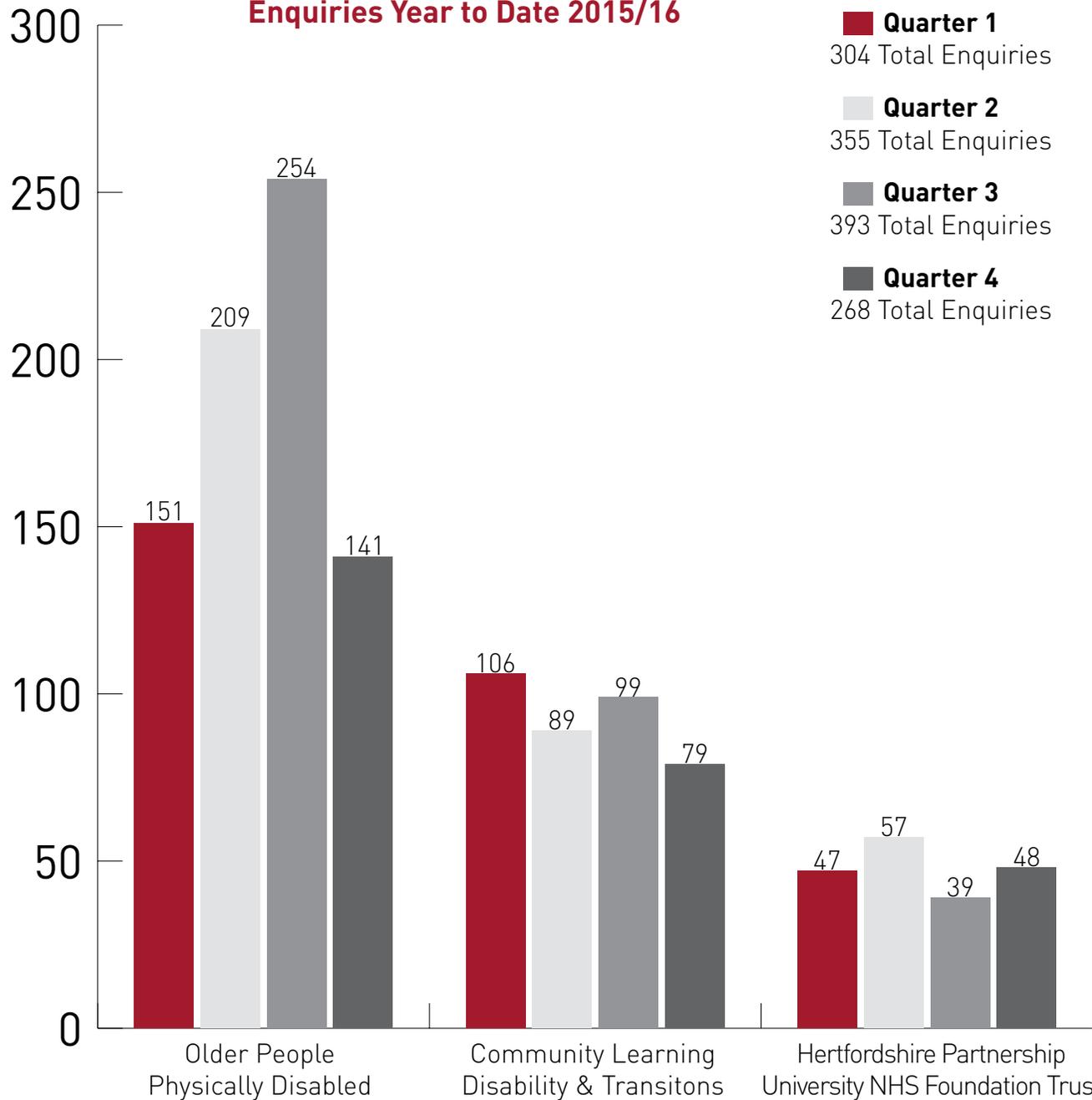


■ Learning Support
■ Physical - Personal Care
■ Mental Health Support
■ No Support
■ Memory & Cognition
■ Physical - Access & Mobility
■ Social Support
■ Sensory Support

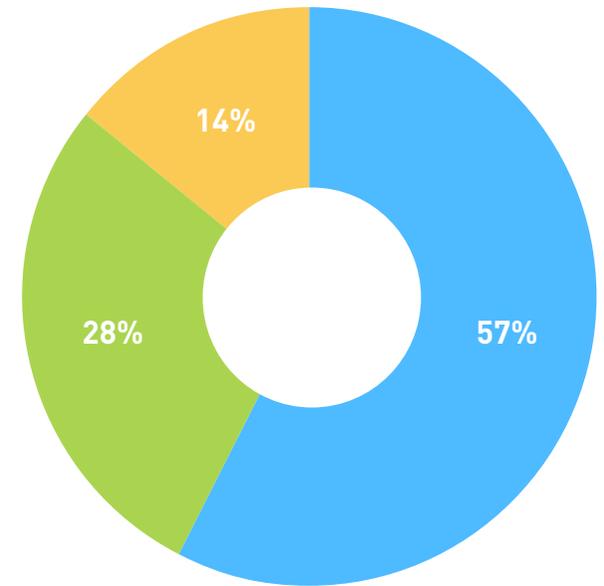


Safeguarding Enquiries by Area

Enquiries Year to Date 2015/16



- Quarter 1**
304 Total Enquiries
- Quarter 2**
355 Total Enquiries
- Quarter 3**
393 Total Enquiries
- Quarter 4**
268 Total Enquiries

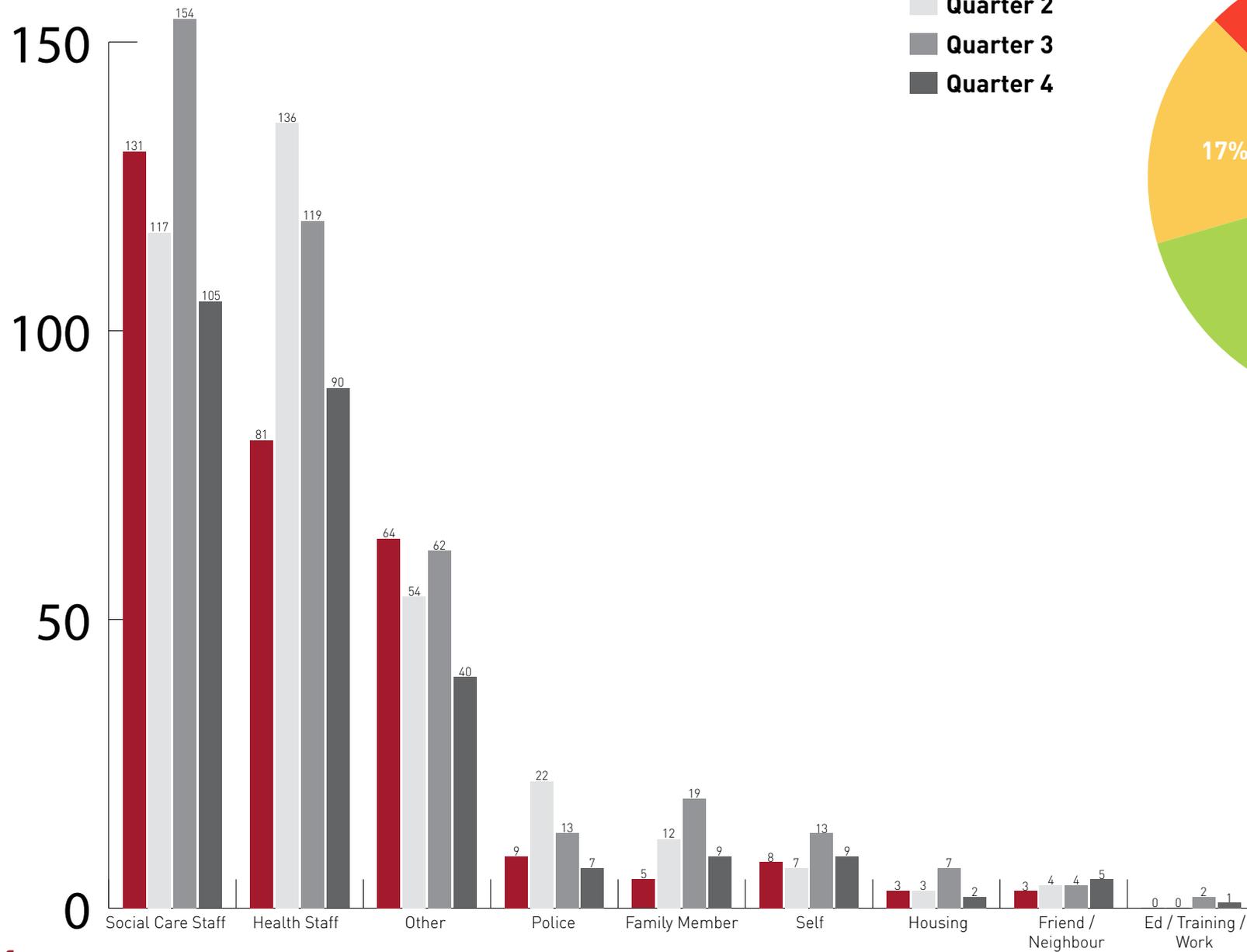


- Older People Physically Disturbed
- Community Learning Disability & Transitions
- Hertfordshire Partnership University NHS Foundation Trust

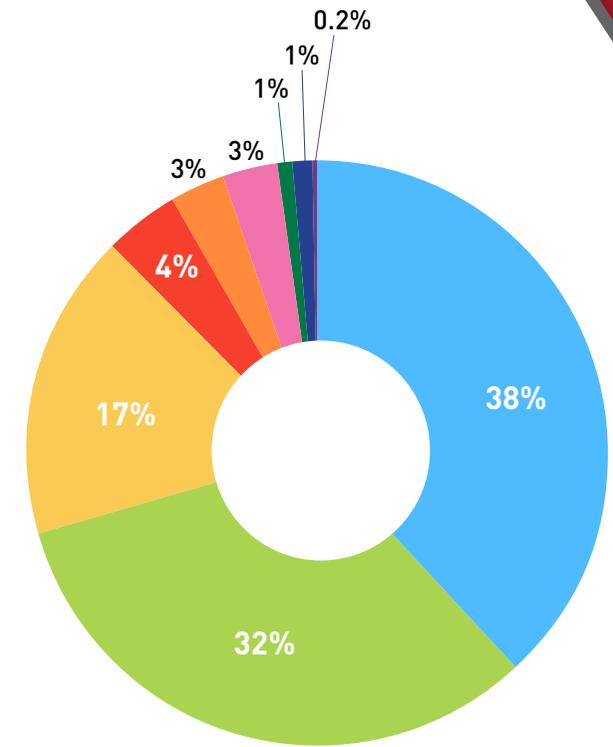


Safeguarding Enquires Year by Source

Source of Enquiries Year to Date 15-16



- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4



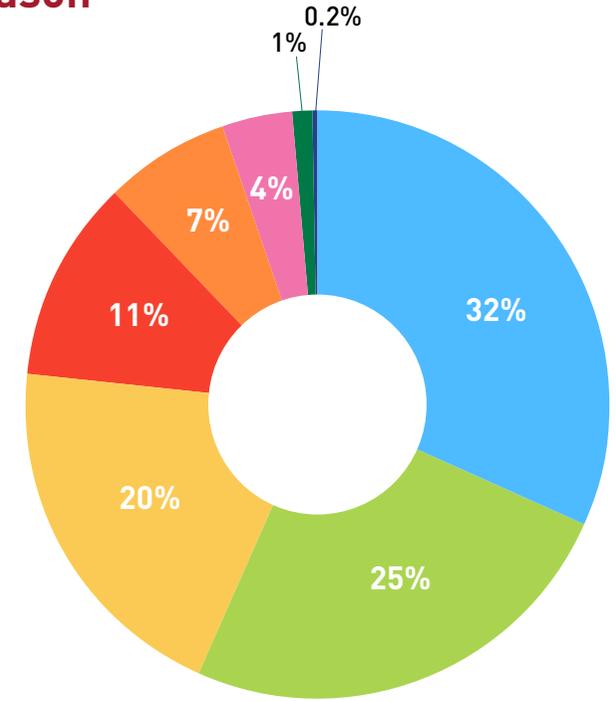
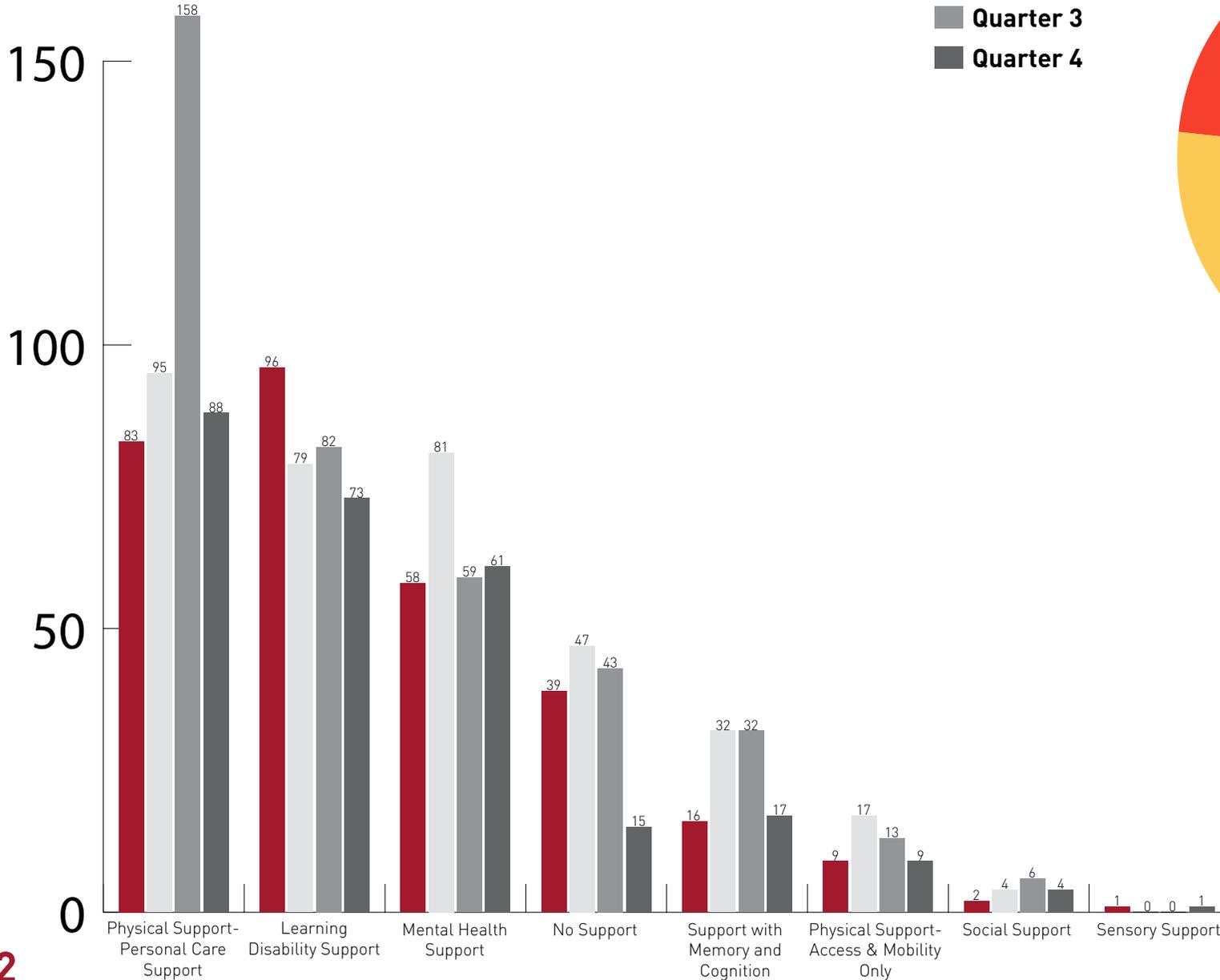
- Social Care Staff
- Health Staff
- Other
- Police
- Family Member
- Self
- Housing
- Friend / Neighbour
- Ed / Training / Work



Safeguarding Enquiries by Primary Support Reason

Primary Support Reason Year to Date 15-16

- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4

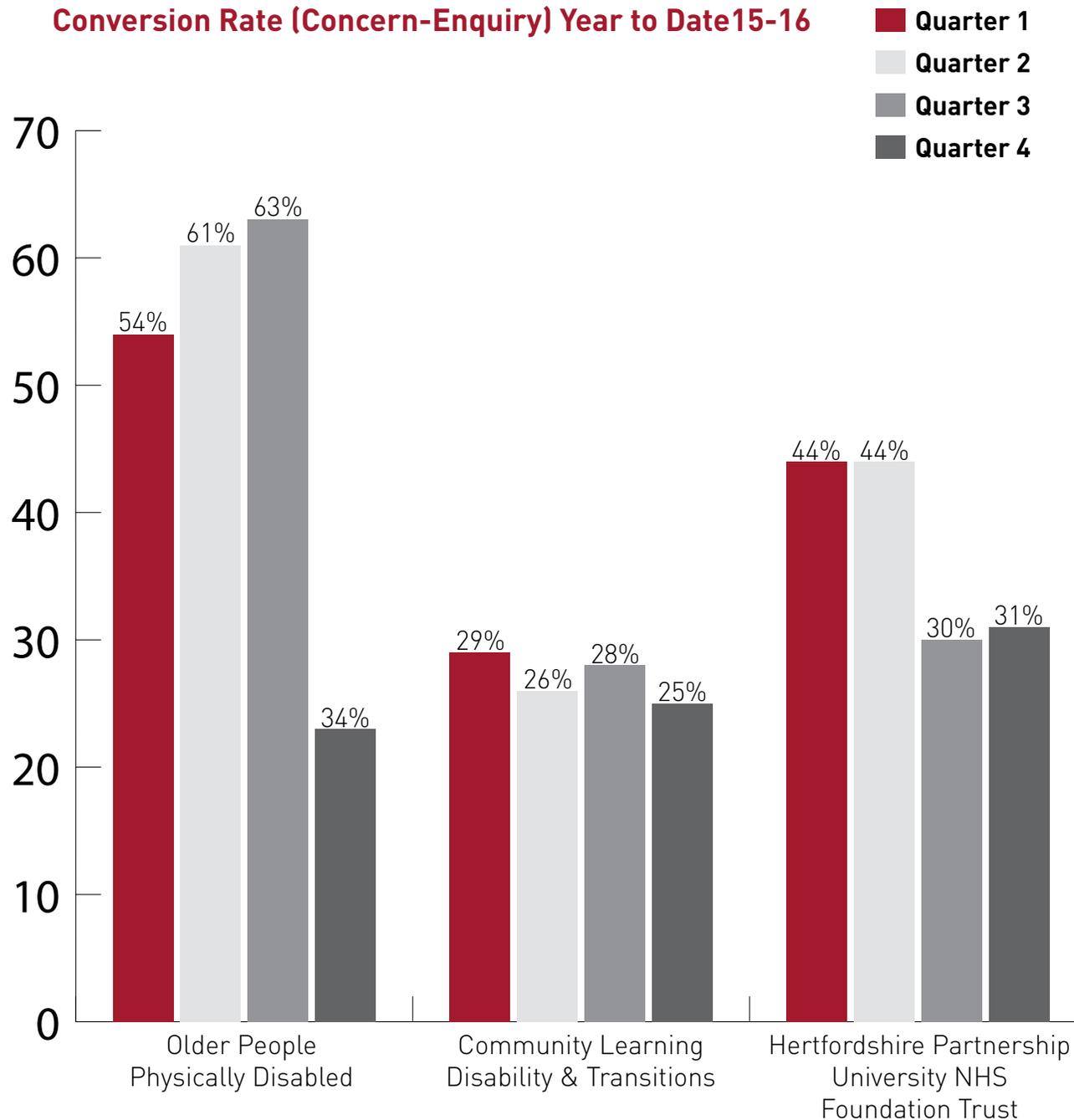


- Physical Support- Personal Care Support
- Learning Disability
- Mental Health Support
- No Support
- Support with Memory & Cognition
- Physical Support- Access & Mobility
- Social Support
- Sensory Support

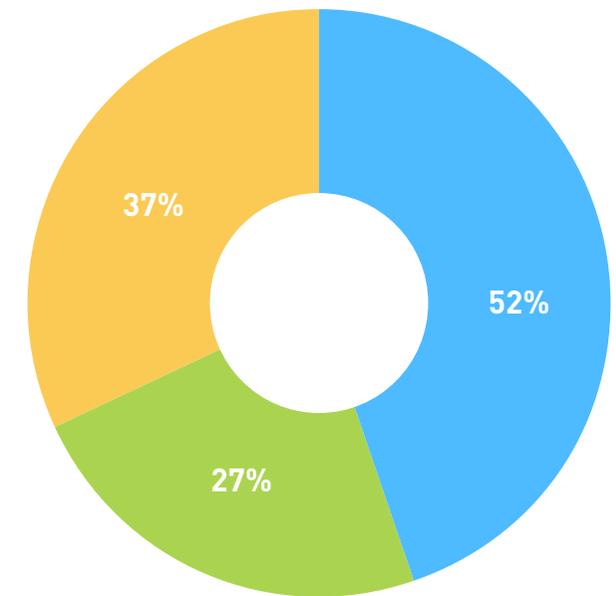


Safeguarding Concerns to Enquires Conversion %

Conversion Rate (Concern-Enquiry) Year to Date 15-16



■ Quarter 1
■ Quarter 2
■ Quarter 3
■ Quarter 4

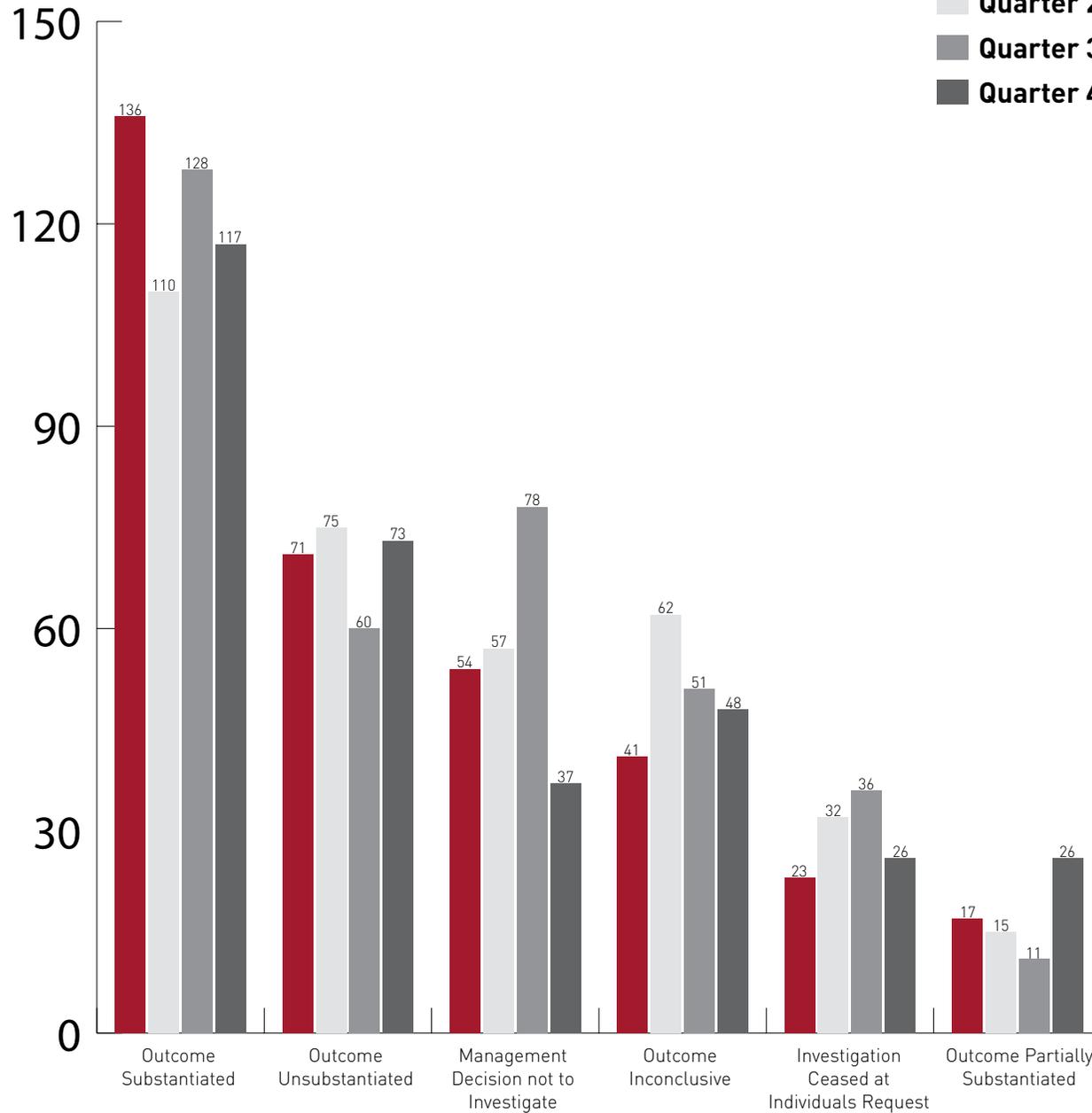


Older People Physically Disturbed
Community Learning Disability & Transitions
Hertfordshire Partnership University NHS Foundation Trust

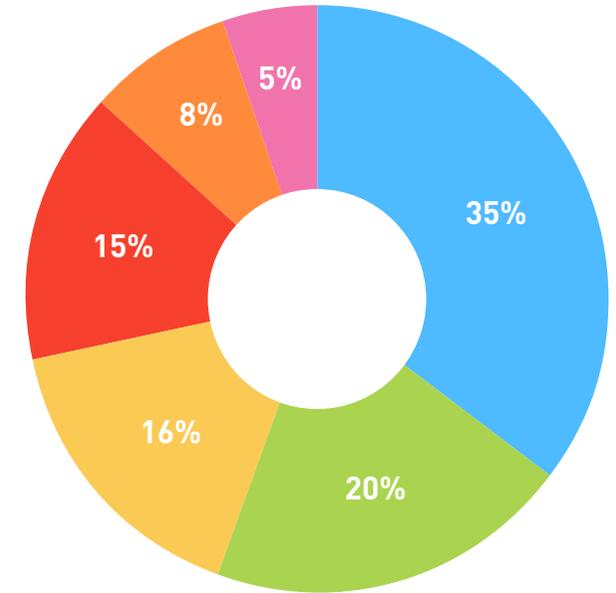


Safeguarding Enquiries - Case Conclusion

Case Conclusion Year to Date 15-16



- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4

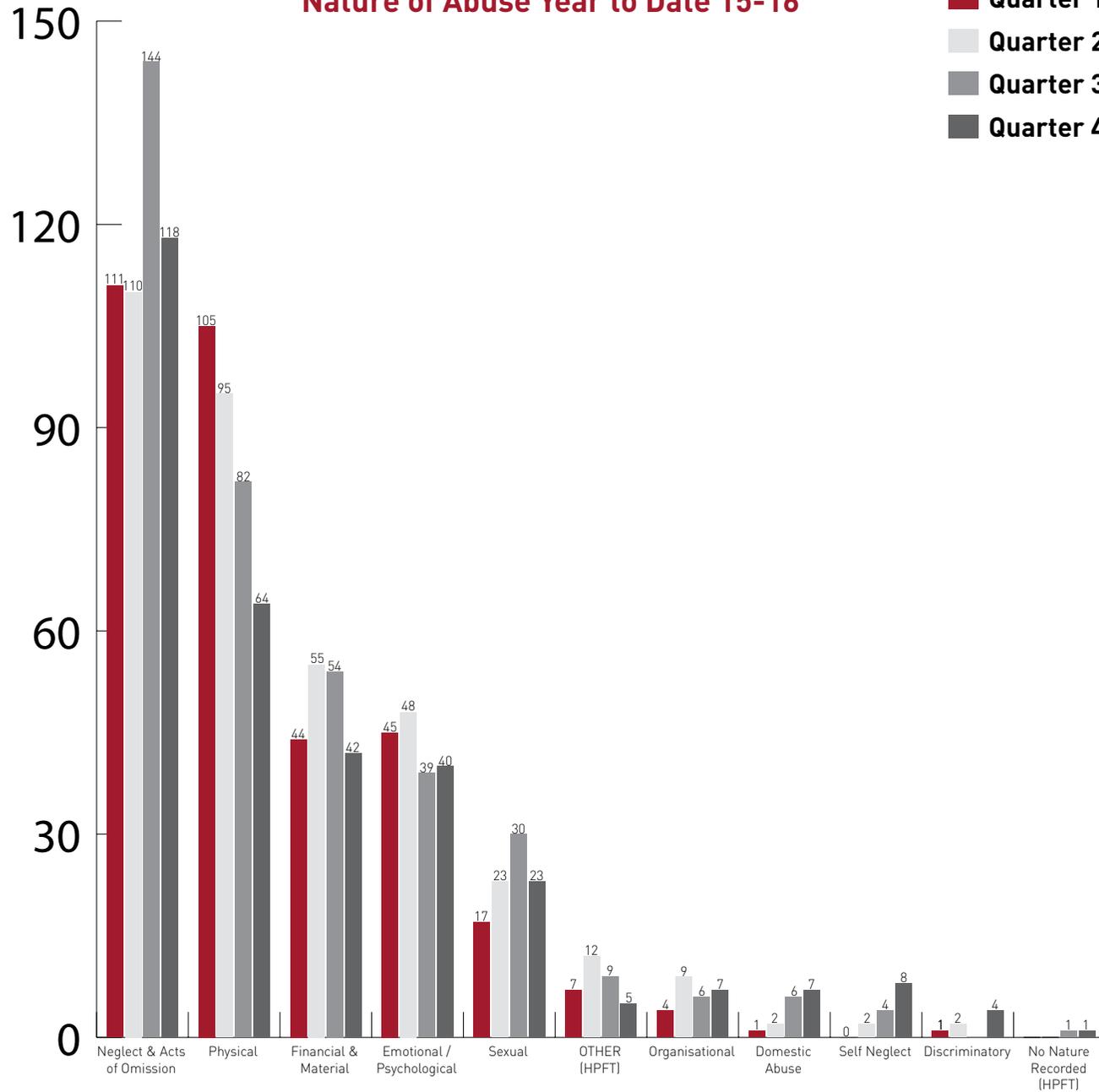


- Social Care Staff
- Health Staff
- Other
- Police
- Family Member
- Self
- Housing
- Friend / Neighbour
- Ed / Training / Work

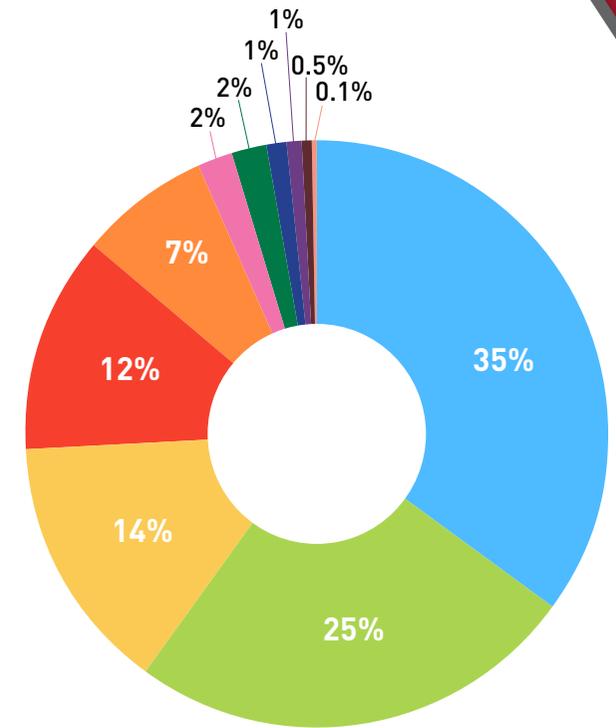


Safeguarding Enquiries - Nature of Abuse

Nature of Abuse Year to Date 15-16



■ Quarter 1
■ Quarter 2
■ Quarter 3
■ Quarter 4

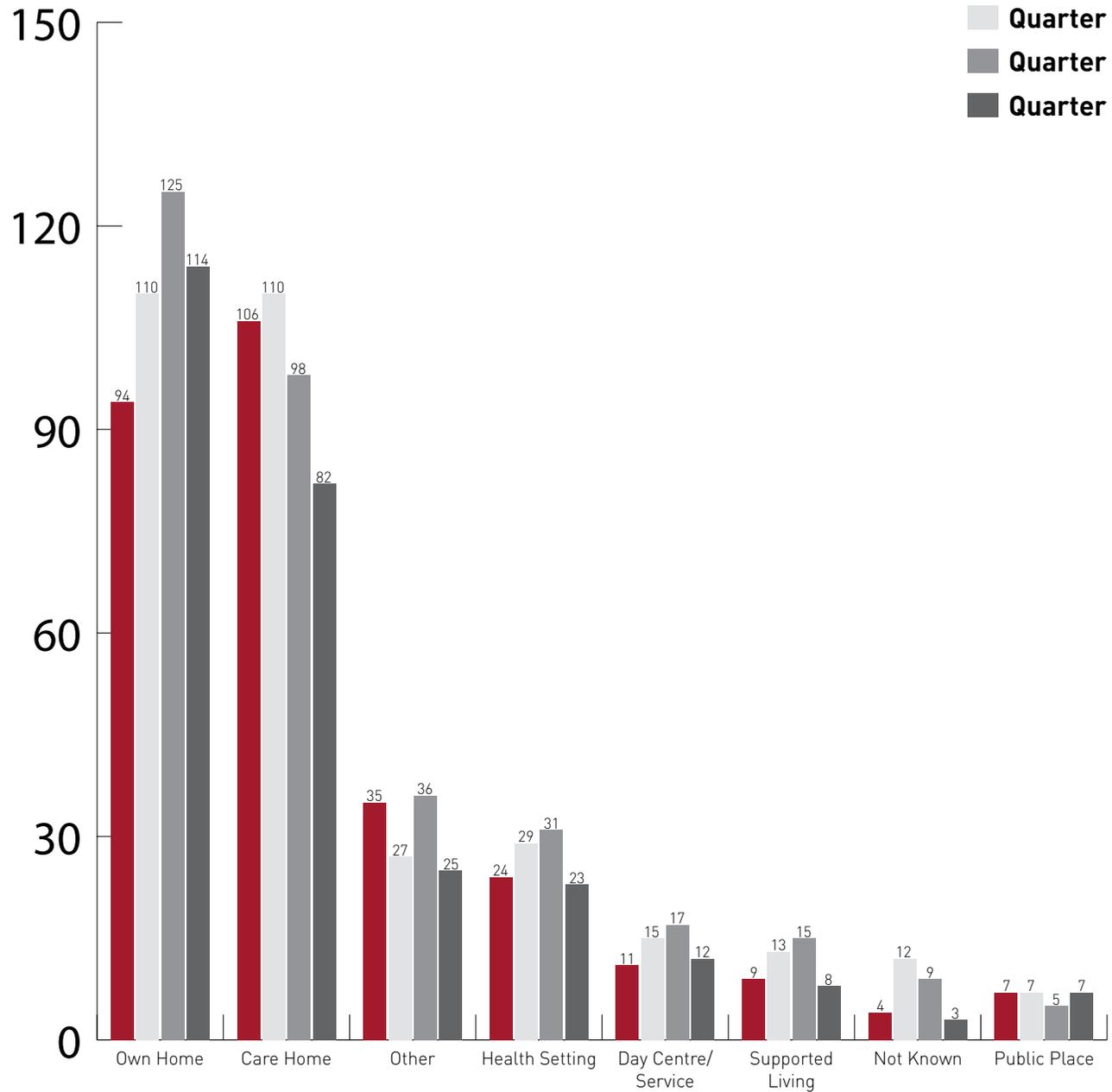


- Neglect & Acts of Omission
- Physical
- Financial & Material
- Emotional / Psychological
- Sexual
- OTHER (HPFT)
- Organisational
- Domestic Abuse
- Self Neglect
- Discriminatory
- No Nature Recorded (HPFT)

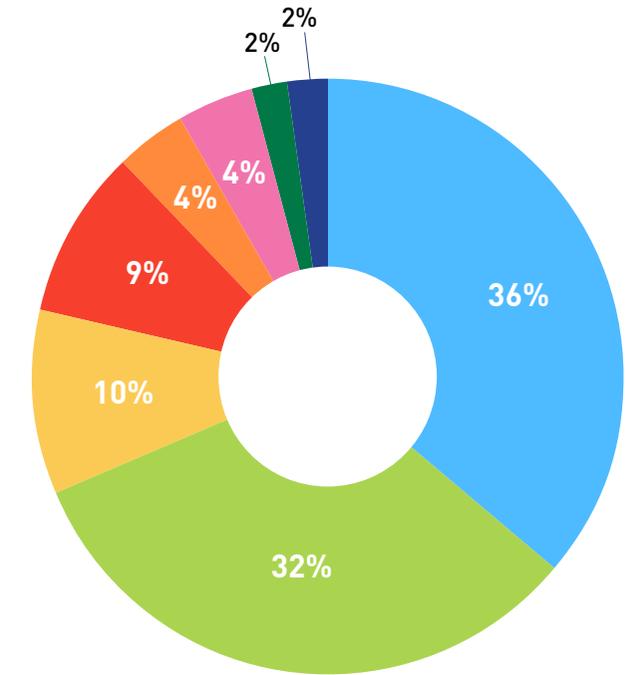


Safeguarding Enquiries - Location of Abuse

Location of Abuse Year to 15-16



- Quarter 1
- Quarter 2
- Quarter 3
- Quarter 4



- Own Home
- Care Home
- Other
- Health Setting
- Day Centre / Service
- Supported Living
- Not Known
- Public Place



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

Hertfordshire County Council has continued to receive safeguarding concerns and lead on enquires as set out in the Care Act 2014. Last year Hertfordshire County Council received over 2800 safeguarding concerns and undertook over 1100 safeguarding enquiries. We have incorporated the new categories of abuse (domestic violence, self-neglect and modern slavery) into our recording systems and have delivered training to operational staff.

In the last year Health and Community Services (HCS) undertook two Mock Inspections which covered safeguarding practice and performance. Whilst there was evidence of good safeguarding practice and decision making e.g. closer involvement with Service Users and holding meetings in the community, there were some areas where consistency of decision making is not being delivered to quality that we would want. As a result an action plan has been developed to improve

practice and performance across HCS and this is being monitored by the Practice and Quality Governance Board that is chaired by the Operations Director LD/Mental Health and Autism, Sue Darker. Hertfordshire also commissioned a Peer Review in November 2015 to look at our safer commissioning arrangements. Overall the review went well and we were rated as being a high functioning council, the action plan that followed is also sighted by the HSAB. The final report and findings was presented to a member's panel on the 1st February 2016.

Hertfordshire are signed up to the national Making Safeguarding Personal programme to ensure that every time an individual is considered in need of safeguards that they are consulted, where possible, and asked what they require as an outcome of the investigation. We have worked hard in this and it has formed part of the mock inspection and peer review that were undertaken to ensure front line staff and advocacy agencies are well versed in what this means in practice, how the Mental Capacity Act is used and ensure that we don't second guess what people might want to happen during and following an investigation. Work on this is slow but will form a huge part of the work over the coming months.

Hertfordshire County Council launched its new web pages after consultations with partners and members of the public. These are now more user friendly and make it clear how to raise a safeguarding concern about an individual or report care concerns about an organisation.



Reports From Agencies

Case Example

A safeguarding concern of wilful neglect raised by Hertfordshire Police following observations that a service user was left on his own in his support workers vehicle.

As part of the safeguarding investigation it was necessary to assess the service user's capacity to make a decision about their treatment and their understanding of the presenting risks and how to manage those risks if left unsupported in the community.

The mental capacity assessment determined that there was sufficient evidence under the Mental Capacity Act 2005 that the service user lacked capacity in relation to keeping their self independently safe whilst in the community, if left alone for any period of time, and was also impaired by their acute levels of anxiety which would present itself in such a situation.

The Police led on the investigation and the support worker was arrested and suspended from work. The case went to trial in 2015 and they were found guilty of ill treatment and neglect of a person who lacks capacity under section 44 of the MCA. In January 2016 the support worker was sentenced to a 6 month custodial sentence suspended over 2 years and fined £1200. The support worker also received an automatic disqualification preventing them from working with children or vulnerable adults.

Hertfordshire County Council commenced work on a performance data dashboard. Working closely with the HSAB Performance sub-group the dashboard has been developed to provide live data on safeguarding activity undertaken by Hertfordshire County Council.

Hertfordshire County Council has continued developing prevention programmes that stop or reduce the chance of a person being abused or neglected. Think Safe programmes working with people with learning disabilities have spread across the county whilst the teams in older people's and physical disability services are building community links and networks.



Reports From Agencies

Hertfordshire Constabulary

The SAFA (Safeguarding Adults From Abuse) team have embarked upon a joint training programme with Social Workers, which has included Making Safeguarding Personal and Mental Capacity Act training. There has been discussion regarding the involvement of SAFA staff in the delivery of training to Adult Care workers.

The SAFA training / input was provided to all Safer Neighbourhood policing teams and frontline detective teams during the early part of 2016 with a view to increasing the knowledge of front line officers in respect of offences relating to neglect and abuse, as well as the role they have to play in safeguarding vulnerable people. They also received an input regarding the work of partners in safeguarding adults.

Throughout the year, awareness sessions have been provided by staff from SAFA to key partners, for example a GPs forum, detailing the work of SAFA and highlighting key indicators that should partners should be aware of which may be evidence of neglect and / or abuse – new offences under the Criminal Justice and Courts Act 2015. In addition similar training was also provided to Learning Disability Managers and Deputy Managers.

There has also been developing work in respect of utilising the Neighbourhood Watch Online Watch Liaison (OWL) network to reach a significant number of households across the county with messages both to raise awareness of the work of SAFA and partners but also

as a means of disseminating preventative messages. This will involve disseminating messages via a dedicated Senior Watch OWL network. Currently there is ongoing work in respect of vulnerable elderly missing people with dementia or similar conditions. This has involved considerable partnership working with a view to developing measures with a view to prevention and quick time locating of missing persons. This involves the collation key information in respect of those identified as potentially at risk with a view to putting in place protective measures and should they subsequently still go missing there is in place a reactive protocol with a view to locating them at an early stage.

The following outcomes have been recorded for the SAFA team. The team have processed 827 referrals - (initial investigation/enquiry is applied to all referrals including follow up enquiries with the referrer, possible witnesses and safeguarding strategy discussions). Of these 827 referrals 188 were allocated for further investigation.

From January 2015 – December 2015;

19 people have been arrested by SAFA officers for offences of sexual assault, assault, theft, fraud and neglect.

An additional 7 people were dealt with in custody (i.e. having been arrested by other officers).

61 people have been interviewed under caution.

55 ABE interviews have been conducted with vulnerable adults.



Reports From Agencies

Following investigation;**

14 people were charged or summonsed to court for a total of 38 offences

7 people were cautioned.

A total of 45 charges or cautions were administered

9 people were convicted at court while 2 people were 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 2015 referral figures.

Cases include:

Concerns of the financial abuse of an elderly woman after it came to light that her care home fees had not been paid leaving her with an enormous debt and at risk of eviction.

During the investigation a family member was identified as the offender and it became clear that other members of the family had also fallen victim to him after he told them a series of complex lies which they wholeheartedly believed and which caused them to live in fear for over 5 years. In all the offender defrauded his family of over £200,000 and he was charged with theft in relation to this. He pleaded guilty to all charges at Harrow Crown Court and was sentenced to 5 years in prison.

A young man with learning disabilities was out in the community with a carer who was supposed to be engaging him in outdoor activities. Instead he was left sitting in a car alone for at least an hour on two separate occasions. This was reported to police by a neighbour and resulted in the carer being found guilty of two counts of wilful neglect of an adult who lacks capacity. The case was heard at St Albans Crown Court where the Judge imposed a suspended sentence.

Concerns of possible sexual abuse committed against a man with learning disabilities were caught on camera. As a result a relative was arrested and charged with five counts of sexual activity with a mentally disordered person and sentenced to two years imprisonment by the Judge at St Albans Crown Court.

Following suspicions that money was going missing from an elderly adult, the family used CCTV to identify the offender who was in fact the carer. The carer pleaded guilty to two counts of theft at Stevenage Magistrates Court.

A carer was cautioned after he admitted assaulting a disabled adult by tipping him out of a wheelchair. As a result of this the carer will be prevented from working with vulnerable adults or children in the future.

An offender obtained employment as a carer by providing false references. Once employed, he then stole petty cash from the person he was supposed to be caring for. Following a trial at Stevenage Magistrates Court he was found guilty of all counts which resulted in him receiving a 2 year suspended prison sentence and 100 hours community service



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 whole health economy role.

During the year, the CCGs have developed and implemented an adult safeguarding strategy and action plan with the aim:

- To keep people safe and free from potential or actual abuse or neglect.
- To be a leading county in adult safeguarding.

The vision is to support and embed adult safeguarding processes within all commissioned services, and to embark on a programme to sustain and improve adult safeguarding in line with CCG Commissioning Strategies and local priorities related to safeguarding adults.

The CCGs produced an annual safeguarding adult report with priorities identified for 2015 – 2016, which included:

- Development and implementation of the safeguarding adult strategy action plan.
- Working in partnership with other statutory partners to lead the development of domestic abuse services.
- Embedding adult safeguarding assurance mechanisms.
- Implementation of the Mental Capacity Act action plan.

Throughout 2015 2016 the CCGs gained assurance from NHS commissioned services through participation at providers safeguarding committees, annual assurance visits 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; 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 provides safeguarding adult and Prevent training as part of the CCGs induction programmes and to GP practices when they have been involved in a safeguarding adult issue. As part of the overall Mental Capacity Action Plan the CCG commissioned a scrutiny and challenge audit of MCA practice of the four main providers in Hertfordshire by an external expert. The purpose of the audit was to review compliance with Mental Capacity Act (MCA) provisions through conducting case file audits and interviews with the



Reports From Agencies

workforce on specific units chosen by the provider. Following the audits each organisation received a report including recommendations to be shared with their executive team and monitored at their Safeguarding Committees.

The CCG Head of Adult Safeguarding reviewed the reports and produced a summary overview with county wide actions which include:

- Developing a county wide Knowledge & Competency Framework
- Developing and implementing a peer review process
- Implementing use of balance sheet
- MCA Conference /master class 2016

Progress / Achievements during 2015/2016 include:

- Continued funding of the Hertfordshire Safeguarding Adults Board (HSAB)
- Funding secured for Independent Domestic Abuse Advocate Service
- Development of a MCA app
- Leadership of the Public Engagement Group
- Development of a MCA competency framework

District Councils

St Albans

St Albans Safeguarding response for Adults at Risk is managed by the Community Protection team to ensure that information is collated from across the various council departments. This team of two full time and two part time staff also manages the Council's response to Safeguarding Children, high risk anti-social behaviour, Domestic Abuse, CCTV, The Community Safety Partnership and the Prevent agenda.

Safeguarding procedures were amended to clarify the Prevent duty and that radicalisation of adults at risk of abuse.

Training has been provided to front line staff on the Prevent duty and individual staff and have attended specialist training on Mental Health and Community Care.

The Principal Community Protection Officer is the standing District Council representative on the Channel Panel.

The team have seen a significant increase in the issues experienced by and carried out by persons with Mental Health and personality disorders.



Reports From Agencies

Three Rivers District Council

During 2015/16 we have:

- revised and updated our e-learning package for safeguarding adults at risk to reflect the new legislation and guidance
- reviewed the needs for and commissioned training courses for safeguarding adults at risk for relevant staff
- rolled out our training on PREVENT and vigilance
- reviewed our reporting procedures for passing on concerns about adults and children at risk of radicalisation
- reviewed and updated our safer recruitment practices and posts requiring DBS checks
- centralised our safeguarding referrals to an electronic format so that all designated safeguarding leads can check on referral histories and access records
- reviewed our grant and contract processes to comply with our safeguarding policy and practices
- updated our referrals process or designated safeguarding leads to identify pathways to support adults in need who do not meet the thresholds for safeguarding referrals
- completed the self-assessment audit for FGM and forced marriage

Case Example

An NHS Support Worker was investigated by the SAFA team for stealing cash from an 87yr old, a 73yr old, a 85yr old and a 91yr old. The worker was employed to support these victims with their finances, bills and shopping. Instead, she used their money to pay her own bills and fund her equestrian hobby. The worker pleaded guilty to the thefts and was sentenced to 10 months imprisonment at Cambridge Crown Court. She also asked for a further theft of cash to be taken into consideration. In total she admitted stealing cash in excess of £42,000 from the four victims between 01/05/2010 and 31/12/2012. The judge accepted her guilty plea and that she had been of previous good character before sentencing her to 10 months imprisonment.



Reports From Agencies

North Hertfordshire District Council

- NHDC has a group of 12 designated safeguarding officers who have all undertaken level 2 training in safeguarding vulnerable adults. This is refreshed every three years.
- A number of training initiatives have taken place during 2015/16 to develop skills and knowledge across the organisation in general safeguarding issues that may apply to adults. These have included the Prevent duty and sexual exploitation.
- During 2016 we have plans to review and update our corporate safeguarding policies and procedures to take into account issues including FGM and honour based abuse and violence.
- We have recently completed a safer staffing audit to ensure that all staff employed by us or our contractors receive the appropriate employment checks, training and supervision to work with vulnerable adults.
- We undertook an awareness campaign for staff and the public on domestic abuse and violence.

Watford Borough Council

Key identified front line staff continue to have Adult safeguarding training particularly in Play and Housing services. The Safeguarding Policy has been amended and we have put in place the 'Adults referral process' flow diagram.

Defining and addressing vulnerability within the community continues to be the underpinning theme of the community protection group (CPG) which has as part of its remit has undertaken both training of its members, and a peer review of partners safeguarding procedures.

The increasing use of safety net now as the case management tool for repeat victims based on the police standard risk assessment promotes highly detailed information sharing among a wide range of partners resulting in clear accountability in relation to requested actions and timetable for delivery of preventative plans.

Welwyn Hatfield Borough Council

WHBC has through 2015/16 been working with our main contractors to improve their understanding of their legal and moral responsibility around safeguarding both children and vulnerable adults. Additionally the council has continued to develop its internal Designated Safeguarding Officers group - by providing specialist training, development and information. The council also continues to support its local Domestic Abuse Forum and Sunflower project and has made PREVENT Awareness Training available to all its front line staff and key partner agencies.

Stevenage Borough Council

For Stevenage Borough Council (SBC) the aim for 2015/2016 was to develop a corporate policy in line with the Care Act (2014), Department of Health Guidance (2014) and Hertfordshire's safeguarding adults at risk policy, procedure and practice guidance (2015). The SBC safeguarding adults' policy was approved by the Strategic Management Board in Q4 2015/16. Training for priority staff, pertinent to the safeguarding adult's process, is taking place in Q1 of 2016/17.



Reports From Agencies

Training was delivered to 260 staff in safeguarding children that included a basic awareness of safeguarding adults (categories of abuse and internal contact point for raising concerns). 27 staff (predominately in supported housing) accessed the Hertfordshire safeguarding adults' e-learning package. An internal training package appropriate to the levels of contact with adults for all staff across the council is in development and to commence Q2 2016/17.

4 SBC staff trained to deliver the Governments Counter Terrorism Workshop to Raise Awareness of Prevent. 3 sessions have been held to date with future sessions planned.

Every post within SBC is appropriately assessed to determine their level of contact with adults. In line with safe staffing procedures, SBC will vet potential employees using the Disclosure and Barring Service (DBS) and any unsupervised work with adults at risk, which meet the definition of regulated work, will be at an enhanced level. Additionally, all individuals recruited to SBC undergo pre-employment referencing covering a three year period.

SBC facilitated a Hate Crime Awareness Seminar to raise awareness of hate crime and of the necessity to report these. SBC became a third party reporting site. 4 CSC staff were trained to progress reports through True Vision (in partnership with the county community safety unit).

SBC staff regularly attend the Multi Agency Public Protection Arrangements (MAPPA), Multi Agency Risk Assessment Conferences (MARAC) and Channel Panel meetings.

SBC staff also represent on a number of County subgroups within the Adults, Children's and Domestic Abuse Boards including: domestic homicide review; honour based abuse, forced marriage and female genital mutilation; district council safeguarding (children and adults) to disseminate learning and share best practice to partners across Hertfordshire.

SBC support the Hertfordshire Sunflower drop-in services, facilitated by an Independent Domestic Violence Advisor (IDVA), twice a month.

SBC facilitates a Multiple Needs Working Group on a six weekly cycle. The group is made up of multi-agency partners who work to find solutions to cases that typically do not meet the criteria of various support agencies to assist.

SBC have also developed and facilitate a Mental Health and Learning Disability Housing Forum, which consists of a panel of multi-agency professionals to prevent homelessness amongst our vulnerable groups.

Dacorum Borough Council

As part of a partnership initiative, Dacorum Borough Council's Anti Social Behaviour Team have been working with Hertfordshire Trading Standards, the Police, Herts Fire and Rescue and Age UK. Together they have attended a wide range of sheltered housing schemes and any older persons clubs in the Dacorum Area to present "Silver Street Meet". At these events a short talk about anti-social behaviour is given, Trading Standards give information about current scams, the local PCSO's talk about crime prevention and keeping yourself safe, the Fire Service gives a short fire safety talk and Age UK promote their services.



Reports From Agencies

Case Example

A private carer stole bank cards and withdrew cash to make purchases (two known victims) was sentenced on 09/04/15 – escaped prison due to being about to give birth. Received 12 months suspended for 2 years, ordered to complete 100 hours unpaid work once her baby was 6 months old, until which time she had a curfew from 7pm-7am daily and was tagged.

Questions are taken and complimentary preventative items such as purse bells, lanyards, personal attack alarms, secret wallets etc are distributed along with a wide range of information leaflets. Older people and vulnerable people who have attended these sessions state that they feel safer having been given this information and importantly, they know where to get help if they require it.

Dacorum Borough Council have produced an action plan to ensure they meet the requirement of the Care Act.

A staff training audit has been undertaken to ensure all staff who require training receive the appropriate level of training and an action plan agreed to deliver this.

At Dacorum Sheltered schemes the following work has taken place:-

- Bogus caller campaign e.g. leaflets, posters, A5 stickers to go on the back of their front doors.
- Coffee mornings at sheltered schemes are now showing the safeguarding DVD
- Safeguarding has now been added to tenants monthly visits by the Supported Housing Officers

Broxbourne Borough Council

Work to roll out and embed the Broxbourne Vulnerable Adult Policy agreed in 2014 continued throughout the year. A further 80 members of staff attended safeguarding training which uses multi media and practical scenarios to:

- Provide an overview of the safeguarding agenda
- Outline the definition of a vulnerable adult and how to identify types of possible abuse
- Set out referral procedures to a designated officer covering vulnerable adults, children and domestic abuse cases

Pursuant to this programme the number of referrals to the designated officer for vulnerable adults doubled to 16, of which 11 were referred to ACS for follow up. The majority were vulnerable older people with concerns around neglect, but several cases of possible financial abuse were also identified by frontline staff as a result of the training they had received.



Reports From Agencies

A training session for members was also held, with further sessions planned for 2016/17 as part of a planned roll out.

East Herts Council

In the 2015/16, 53 Officers attended the four half day workshops on Safe Guarding Adults from Abuse. 15 employees were recorded attending the Vulnerable Adults Presentation arranged by Lizzie Robertson in November 2015 and the Senior Management Group received a Safe Guarding Adults presentation from HCC. In addition we offered five presentations on safeguarding topics, and three of those included safeguarding issues for adults:

Vulnerable Adults Presentation (15 staff attended)
Prevent Counter Terrorism (37 staff)
Domestic Abuse (18 staff)

We have also been giving Workshops to Raise Awareness of Prevent. Whilst this does not specifically target adults, it is essentially safeguarding of which adults are included. This has been delivered to 47 staff so far and 10 councillors.

The Safeguarding Policy is being reviewed to ensure it is fit for purpose and it's currently in the consultation process with the Leadership Team and Unison.

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 are currently updating our Safeguarding Policy. We have participated in HALO raising awareness in conjunction with the Community Safety Partnership (RAG, JAG and ASBAG).

We have also ran the "Say Something if you See Something" campaign, which involved raising awareness with

- Taxi Drivers
- Hotels
- Licensed Premises
- Hertsmere Pub Watch and Off Watch
- Fast Food Shops

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



Case Example

Hertfordshire constabulary were initially contacted by a conveyance solicitor acting on behalf of an 86 year old lady who was selling her home to fund her care home fees. The solicitor was concerned that she was being financially abused after he discovered none of her care home fees had been paid for leaving her with a debt of £30,000. Other family members eventually came forward and it was identified that they too had fallen victim and in total over £200,000 had been fraudulently taken from them. The family included other elderly relatives aged in their 90's who had their life savings and pensions taken from them. They were forced to live without hot water for 9 months because they had no funds to pay for the necessary repairs. This male had a gambling addiction The family existed by living hand to mouth for a period of 5 years and lived in fear of losing their home. His wife having already lost her family home due to repossession lived in fear of losing her children. Mortgage payments were not made and neither were their utility bills leaving them with huge debts. The male was charged with several offences of fraud and pleaded guilty at Harrow Crown Court. He was sentenced to 5 years in prison.

West Hertfordshire Hospital NHS Trust

This report provides an overview of safeguarding activity across the Trust in the last year. This incorporates the work of the Named Safeguarding Team. The Team is supported by the divisions within the Trust through membership of the safeguarding panel. The Trust is committed to meeting its statutory responsibilities in relation to safeguarding adults at risk from harm across all age ranges and service areas.

Key Achievements

- Mental Capacity and DoLS training are now mandatory from January 2016
- Safeguarding newsletter produced and distributed to all Trust staff. Provided information on the safeguarding team, contact numbers and updates on key safeguarding issues.
- Trust intranet safeguarding web page updated regularly with key documentation.
- Safeguarding team has been proactive in responding to national reports and recommendations. Review and gap analysis of the Trust position have been presented to the safeguarding panel.
- Pocket sized MCA/DoLS booklets have been distributed to staff in clinical areas from February 2016
- Trust documentation has been reviewed and now contains prompts for Mental Capacity assessments



Reports From Agencies

- Awareness raising among staff regarding new FGM reporting duty – information in e-update, training packages updated, posters disturbed, and training in clinical governance.
- Several key policies have been written or updated and ratified i.e. FGM, suicide prevention, medically restrictive practices
- Audits around key safeguarding activity carried out, showing overall good safeguarding practice
- Three Trust staff have trained and qualified as Best Interest Assessors
- All volunteers starting in the Trust receive basic safeguarding awareness on induction.
- 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

Trust involvement with Hertfordshire Safeguarding Adults Board (HSAB)

An area of work identified in the Trust annual report was to increase the Trusts safeguarding teams profile within the HSAB and associated groups.

- Chief Nurse / Deputy Chief Nurse attends HSAB Board meetings
- Policy and Procedure sub group is attended by the named nurse for adult safeguarding
- Performance sub group is attended by the named nurse for adult safeguarding

- Public engagement sub group will be attended by the clinical safeguarding nurse
- The Learning and Development sub group is attended by the named consultant for adult safeguarding

East and North Hertfordshire NHS Trust Adult Safeguarding

The statutory framework for Adult Safeguarding under the Care Act 2014 was implemented in April 2015. The Act defined the statutory requirements for Adult Safeguarding for Local Authorities, the police and the NHS and replaced the previous 'no secrets' guidance.

The CQC inspection of the Trust took place in October 2015 the report was published on 6 April 2016. The rating for the Trust overall was requires improvement, however, the inspection also found many areas of outstanding practice in the Trust, which included, for example, the care of adults with Learning Disabilities. The Trust was also rated good for caring. The inspection found that overall staff were confident reporting safeguarding concerns and were given support with this. Policies, procedures and training are in place. In terms of Mental Capacity Act and Deprivation of Liberty Safeguards, some staff did not demonstrate good understanding of using MCA but most staff understood the concepts of Deprivation of Liberty Safeguards, these are areas of practice which are being addressed in the Trust's improvement plan.



Reports From Agencies

Case Example

Police received a call from a Carers agency, stating that they are concerned about one of their clients and that they were concerned that her son may be harming her as she often has unexplained bruising and injuries. Carers had attended that day to find fresh heavy bruising which resembled a hand print and a laceration to her arm. The lady had refused to tell carers how she came by these injuries. Officers attended the address to find the house in a poor state and the female with numerous injuries to her body which could not be explained. The victim was admitted to hospital but continued not tell the officers what had happened, how she came by her injuries and would not make a statement. In interview, the victim's son admitted that he often got frustrated with his Mum due to suffering from limited mobility himself as a result of a stroke however, he denied assaulting her. The male later, pleaded guilty to ABH, was sentenced to 9 months, suspended for 2 years, restraining order not to contact his Mother, and to pay costs of £1,200.

The Clinical Commissioning Group (CCG) Adult Safeguarding also undertook their assurance review in February 2016 and were assured by practices within the Trust and are aware of the work needed within the Trust to improve knowledge and practice with the Mental Capacity Act.

The Trust is a partner organisation in the Hertfordshire Safeguarding Adults Board (HSAB) and is represented on the board by the Director of Nursing. The Trust Adult Safeguarding team includes the Lead Nurse and Adult Safeguarding Doctor who work with the Trust's clinical and managerial teams and the hospital based social work teams to promote and support Adult Safeguarding across all our services. This work also includes identifying and reporting concerns about abuse or neglect in the wider community with, or on behalf of, our patients. The Trust actively participates in the multi-agency work of the HSAB and sub-groups including participation in the Policy Group, Learning and Development group, Public Engagement group and in the annual safeguarding conference.

During the past year the Trust has participated in one Multi-agency Serious Incident Review (MASIR) and two Safeguarding Adults Reviews (SAR) undertaken by the HSAB.

Since January 2015, an Independent Domestic Violence Advisor (IDVA) has been based in the Trust and has been a valuable resource to raise the profile of the needs of Domestic Abuse victims and ensure earlier referral to appropriate support services for victims who are at risk of serious injury or murder. The Trust also participates in the Hertfordshire Domestic Abuse strategy board and the Head of Midwifery chairs the Forced Marriage and 'so called honour based' abuse sub group.

The CCG assurance visit took place in February 2016 with the Head of Safeguarding and Director of Nursing.



Reports From Agencies

The strengths identified were: Commitment to Adult Safeguarding, responsiveness of the Trust to concerns about other care providers including serious concerns reviews, proactive involvement of consultant lead for adult safeguarding, effective team and multi-agency working and contribution of the Trust to the work of the HSAB, development of the adult safeguarding team, collaborative training sessions by Consultant and Lead Nurse, and senior nurse commitment to BIA training. Recommendations and areas for improvement included: timeliness of discharge summaries to the GPs, including discussion about adult safeguarding in all staff appraisals, widening the involvement of Trust staff in HSAB sub-groups, further developing the knowledge and skills of staff in relation to MCA and DoLS, further developing audits for MCA and DoLS, dedicated allocation of time in consultant job plan, further developing clinical supervision frameworks for adult safeguarding with staff. The Trust is developing the action plan in response to the recommendations.

HCPA (Hertfordshire Care Providers Association)

HCPA have visited 25 organisations who have appeared on the Serious Concerns spreadsheet over the period April 2015 – March 2016. We send a letter to any private provider who appears on the serious concerns list to offer support. Organisations who take up this offer are then visited by a Senior Manager, who will support the organisation by either developing an action plan or supporting the organisation to respond to existing action plans; this is followed up either via telephone contact or a visit. The level of support an organisation receives depends on their willingness to take up the offer of support from HCPA.

181 Safeguarding training courses were claimed for via the mandatory/specialist grant for a total of 795 delegates from 1st April 2015 to 31st March 2016. 16 organisations have gone through the Safeguarding Champion Pathway which is 15 days of training on safeguarding and equips the person to cascade train.

BeNCH

BeNCH as a CRC are not classified as a statutory partner of the Safeguarding Adults Board which has meant that we are not part of the strategic board. We do, however, receive minutes from meetings and contribute actions. In the next year we will be producing a Safeguarding Adults strategy which will incorporate organisational learning and ensure that all staff have received or will receive appropriate training.

Hertfordshire Community NHS Trust (HCT)

In the past year HCT has focused on improving early identification of safeguarding concerns relating to the people we visit in Care Homes. In order to drive this agenda, HCT Executive Board agreed a Quality Priority target to achieve a 20% increase in concerns raised by our staff. During 2015/16 our staff raised, or were involved in 312 safeguarding concerns in 2015/16, of which 90 relate to Residential and Nursing Homes. This represents an increase of 54% from the 2014/15 figure of 202.

Responding to concerns raised by the CQC in their inspection of HCT services in February 2015, HCT reviewed and updated the Safeguarding Adults Policy and simplified the process to help staff understand how to Recognise, Respond and Refer concerns. This was followed up with a range of information for our staff to help reinforce the message. HCT also revised mandatory safeguarding training, developed a safeguarding adult champion's poster for display in each team and service and developed a quick reference leaflet advising staff how to raise a concern.



Reports From Agencies

To assess the effects of these changes HCT completed a staff audit of the revised Safeguarding Adults Policy, the results of which demonstrated increased knowledge and awareness, with 93% of staff who responded confirming good safeguarding knowledge and how to access the policy.

HCT has worked hard to achieve excellent staff training and can demonstrate that 95% of relevant staff received SAFA training while 98% of staff have completed 3 yearly updates on MCA training.

The Safeguarding Adults Team continued to work closely with the local Safeguarding Adults Board and represent HCT on almost all subgroups demonstrating an emphasis on partnership working.

Mental Capacity and DoLS

We continued to strengthen the mandatory training by working in partnership with our CCGs who commissioned an external audit of practical application of the Mental Capacity Act 2005 which demonstrated good practice.

Our understanding of the DOLS process has resulted in a continued increase in applications following the Supreme Court ruling, leading to a 136% increase from the previous year.

The annual assurance visit by the by the CCG was carried out in March 2016 to review HCT's compliance with the Safeguarding Adults Assurance Framework. The CCG assessed HCT positively and recognised areas of good practice with agreed recommendations to further improve the service. The recommendations will form the basis of HCT's Service Delivery Plan for 2016/17.

HPFT

It is important to note this year the Trust was inspected by the regulator CQC and was rated as “**GOOD**” and there were no specific safeguarding related recommendations in the recently published CQC inspection report for HPFT.

‘We found that Hertfordshire Partnership University NHS Foundation Trust was performing at a level that leads to **an overall judgement of good**’.

Building on this successful judgement the Trust which has delegated Safeguarding duties has continued to maintain a positive culture of reporting safeguarding concerns and ensuring staff awareness remains high across all its operational directorates. HPFT continues to embed a positive commitment throughout the Trust to undertaking safeguarding training, which is evident from the consistently high mandatory training performance data.

Throughout this year one of the significant challenges has been managing and supporting staff in the reporting of historic sex abuse. To this end the Trust worked closely with the Hertfordshire SAFA Police in communicating the agreed procedures to its staff resulting in an increase in awareness and concerns being raised by the Trust.

The two key challenges for the Trust in 2016/17 will be to continue taking necessary actions to ensure its electronic data systems are enabled to report data linked to the new characteristics of abuse as defined by the Care Act and to embed further “Making Safeguarding Personal” within operational practice.



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 explaining the services we can provide to high fire risk residents to professional bodies.

In April 2015 the Hertfordshire Home Security Service (HHSS) contract was brought in-house and amalgamated together with the Home Fire Safety Service. This amalgamation of service has provided a greater range of provision of safety and security equipment 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 and to provide a one stop shop to prevent vulnerable residents becoming victims of crime, perishing in a fire and to 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 for onward referrals.

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

Continuing the development of service provision to the public, Hertfordshire Fire and Rescue Service have been working with Public Health developing the Safe and Well visit. The visit to the residents home will 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.

Again the Hertfordshire Community Protection Directorate and Fire and Rescue service in partnership with Public Health is leading the way service provision is prompted to the most vulnerable by explaining available assistance and maximising direct onward referral via HertsHelp.

Public Health

Enhancing residents' safety in care homes:

Having the correct systems in place may not prevent care homes closing to new admissions due to infectious outbreaks, but having the correct systems in place can shorten the duration of any such closures and therefore improve both safety and quality of life for residents.

Public Health at HCC is leading a voluntary annual scheme for infection prevention and control assurance in care homes. The scheme does not add inspection visits but provides care managers with a self-assessment checklist to benchmark their IPC systems against the legal requirements of the Health & Social Care Act.



Reports From Agencies

Evaluation of the scheme, since its pilot in 2013, has demonstrated that care homes have found the scheme helpful and the assessment tool is a robust indicator of practice. There is no charge to the care homes.

Each home receives an 'award', with scores from 0-5 (similar to the food hygiene awards from Environment Health) which is valid for one calendar year. Every care home that is registered in Hertfordshire receives advance notification of the autumn opening date for registration.

Looking forward, Public Health is working more closely with other commissioners and safeguarding leads to integrate the promotion of the scheme and to raise infection prevention and control matters at routine visits, with the aim of enhanced infection prevention and control becoming 'core' business.

Seeking assurance of safeguarding and clinical governance in Health Protection:

Whilst Public Health Hertfordshire ensures that its contracts with other providers specify standards for safeguarding and for clinical governance, the Department's different role in Health Protection is that of assurance (that all providers of health protection services meet required standards, but outside the framework of a contract).

Hertfordshire Health Protection Committee is a multi-agency group that provides reports into a number of statutory structures, but individual members remain accountable to their own organisations. Its work is delivered through co-operation and it is currently supporting the completion of a template that records the arrangements each organisation has in place for both safeguarding and for clinical governance, either as a provider or embedded in its contracts with 3rd parties as commissioners.

Health topics included in this process are:

- Cancer screening services, e.g. breast; bowel
- Non-cancer screening services, e.g. abdominal aortic aneurism
- Vaccinations, e.g. seasonal flu, pneumococcal
- TB Services
- Sexual Health Services

Probation

Following the split of Probation services in June 2014 the National Probation Service [NPS], as a new organisation, has had to develop policies across a range of partnership work including adult safeguarding. The NPS released its first national partnership framework for working with adult safeguarding boards in June 2015, which has helped to clarify both our responsibilities and approach to local adult safeguarding boards in line with the Care Act 2014. We have continued our regular participation on the HSAB and on the Safeguarding Adults review sub group. The key focus for us in the last year has been to ensure all our staff complete Level 1 refresh adult safeguarding training followed by refresh level 2 training for our practitioners. Key areas of focus for us remain domestic abuse and hate crime. With longer prison sentences we are also seeing more prisoners being released into the community who can be elderly and have a range of complex needs. Not surprisingly many will have limited family or other support and ensuring they access suitable services can be challenging as we attempt to meet both their needs and manage the risks they may still pose.



Sub-group Reports

Subgroup Reports

HSAB continues to delegate responsibility for developing the responses to its Business and Strategic 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

Following a review of the HSABs strategic objectives and business plan the focus of the group has been to gauge the level of awareness of adult safeguarding and the work of the HSAB amongst professionals and the public.

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 – Quality Lead
Herts Valleys Clinical Commissioning Group – Public Engagement
Manager
HSAB Business Support Officer
Health & Community Services - Head of Community Wellbeing
Commissioning
Hertfordshire Partnership University Foundation Trust
Hertfordshire Care Providers Association

Achievements in 2015 – 2016

Sub group work plan finalised 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. Examples of the work/strategies undertaken by partner agencies included;

- East and North Hertfordshire Clinical Commissioning Group published an article in their internal staff magazine promoting WEAAD and Safeguarding Adults. This was followed by a staff learning session hosted by the Head of Adult Safeguarding, at the end of June 2015.
- Hertfordshire Constabulary raised awareness of WEAAD using the OWL network which has the potential to reach over 85000 residents across Hertfordshire.
- WEAAD and Safeguarding Adults information distributed to District Councils, Care Homes, Care Home Agencies and non-profit organisations such as Age UK.
- HSAB webpage updated to promote WEAAD and Twitter messages sent out at regular intervals from 4 weeks prior to WEAAD.
- Produced an article for a publication that was distributed to all homes in Hertfordshire



Sub-group Reports

Project scoped and implemented: A Task and Finish Group developed a project plan with the aim of gauging the understanding and awareness of adult safeguarding and the work of the HSAB by public and professionals.

The first stage of the project populated a meeting schedule timetable with dates where individuals could present the project to groups; obtain feedback via a paper questionnaire and an electronic version.

In order to reinforce the message that Safeguarding Adults at Risk is everybody's business, participants were asked to complete a pledge at the end of the survey stating what they would do to promote the work of HSAB and increase Safeguarding Adults awareness.



SOME RESPONSES

I PLEDGE TO...

Share links on social media

Look further into the work of HSAB

Be more aware when out and about

Report appropriately

Point potential vulnerable people in the right direction

Hand out Safeguarding Adults at Risk leaflets at future events

Add this as an agenda item to the local community protection group monthly meeting

Put up posters around my village and in the church

Identify vulnerable adults in my role

Comply with the policy of the organisation

Keep the contact numbers in my mobile phone

Report any forms of abuse that come to my knowledge whether professionally or personally



Sub-group Reports

Priorities for 2016 - 2017

Plan for World Elder Against Abuse Day June 15th

Implement recommendations from Project which include

- Safeguarding Adult multi – platform app
- Leaflet for the victims of abuse about the process, detailing what they can expect
- Further develop the Boards' website
- Work with the Performance sub group to review the patient satisfaction surveys

Produce a 'you said, we will' newsletter

Tracey Cooper

Chair Public Engagement Subgroup

April 2016



Sub-group 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 – Senior Safeguarding Practitioner

Hertfordshire Partnership Foundation Trust – Safeguarding Consultant Nurse

Hertfordshire Constabulary – SAFA Unit Detective Sergeant

National Probation Service – Senior Probation Officer

Hertfordshire County Council - Programme Manager Domestic Violence and Hate Crime

Hertfordshire Fire & Rescue Service, Community Risk Reduction & Youth Engagement - Team Manager

District Council Representative

Supported by the HSAB Business Support Officer

Activities during 2015/16

The key activity in 2015/16 was The Annual Safeguarding Conference which took place on 23rd Feb in Hatfield. The topic was 'Safeguarding Together' and focussed on multi-agency working. The topics covered were based on The Care Act such as Making Safeguarding Personal and Modern Slavery. The conference used innovative technology to allow group work on SARS to be shared in real-time between delegates. The day was a great success promoting networking and communication. As well as it being a great learning event for delegates, it provided very useful feedback on ways to develop our multi-agency working and the feedback is being used to plan the subgroup activities for 2016/17. We're already looking forward to next year's event!

In addition, the subgroup agreed the action plan; and activities were started including development of a survey of organisations to identify current training on Safeguarding Adults, Mental Capacity Act and DOLS.

Plans for 2016/17

Survey of Partner Agencies on current practice for training staff in Safeguarding Adults

Development of Lite Bite training programme following feedback from the Conference and the survey

Development of a newsletter for staff for sharing good practice and learning from SARs

Evaluation of the quality of training delivered within partner agencies

Development of quality control processes for Safeguarding Trainers.

Jane Trundle

Chair of Learning & Development sub group
April 2016



Sub-group Reports

The Performance Subgroup

The Performance Subgroup throughout 2015/16 has been well represented by the Partner agencies which are listed below with attendance remaining consistent throughout the year.

Membership:

Hertfordshire Partnership Foundation Trust - Head of Social Care and Safeguarding (Chair)

Hertfordshire County Council Community Protection (Vice chair)

Deputy Head of County Community Safety

West Hertfordshire Hospitals Trust – Adult Safeguarding Lead Nurse

Health and Community Services - Deputy Area Manager (OPPD)

Health and Community Services - Head of Adult Safeguarding (from April 2015)

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 2015/16: the Sub Group had three key objectives as part of its work plan in 2015/16:

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
3. Develop policy/strategy for protecting adults at risk centred on Making Safeguarding Personal

Achievements: The group was set the aim of replacing its quarterly paper reports to the HSAB with a live interactive electronic dashboard. Following the review of several different types of dashboards the group selected a suitable model and have been developing it to capture data that enables real time reporting. The implementation of the dashboard albeit it is in its embryonic stages has enabled the subgroup to analyse and report themes to inform Board discussions more effectively. There remains some additional work that is required to enable dashboard access to Board members within their own organisations.

The sub group following significant discussions with Partner agencies has agreed a set of local key performance indicators to sit along the statutory required data that HSAB must report on.

With regards to incorporating service user wishes and experiences of safeguarding processes and interventions the previously used method of questionnaires had not been successful. Following extensive reflection and discussion the Sub Group was successful in obtaining funding for a post that will enable interviews to be undertaken with service users about their safeguarding experiences.

Priorities 2016/17: The primary aim for the sub group in 2016/17 is to fully embed the electronic dashboard and ensure effective analysis of the collected data to inform HSAB's direction of travel. The second significant aim is to incorporate service user and carer experiences of safeguarding within the analysis that will inform the work of the learning and development and policy and procedures sub groups to ensure Making Safeguarding personal is embedded within Hertfordshire.

Santokh Dulai

Chair of Performance Sub Group
April 2016



Sub-group Reports

The Policy & Procedure Subgroup

The Policy and Procedure sub group first met in October 2015 and has met once since. The group had been developing its membership and priorities for the coming year with a primary focus on updating the Hertfordshire Safeguarding Adult at Risk Policy.

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

The group formed in October 2015 and has established a regular and active membership. Its first task has been to oversee the update of the Safeguarding Adults at Risk policy as commissioned by the HSAB. The group has studied the proposed changes and provided feedback to the person commissioned to update the policy. This work has not yet been completed but aims to complete for August 2016.

Priorities for 2016-2017

- To oversee the update of the Safeguarding Adults at Risk policy and present to HSAB for sign off.
- Carry out an annual audit of all partner agencies internal policies and procedures for "Safeguarding Adults" to ensure that it is compatible with the Hertfordshire Multi-Agency Policy and Procedures.
- To support the creation and implementation of a Countywide Hoarding Protocol.

Keith Dodd

Chair of Policy & Performance Sub Group
April 2016



Sub-group Reports

Safeguarding Adults Reviews Subgroup

Membership

Hertfordshire Constabulary – Detective Chief Inspector (Chair)

Hertfordshire Constabulary – Detective Inspector (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

East & North Hertfordshire & Herts Valley CCG

– Head of Adult Safeguarding

Achievements

This year has seen a total of eight SAR referrals of which two have led to a formal review, with the first overview report and Action Plan expected soon. Whilst a greater understanding of how SARs should operate is still developing at both a national and local level, there has been a significant investment in training for those involved with SARs in Hertfordshire – this has included attendance at Safeguarding Adults Review training and training provided by SCIE for all SAR subgroup members.

There has been excellent commitment demonstrated by each of the key partners and this has included Adult Services, HPFT, Hertfordshire Constabulary, Hertfordshire Probation Service, Hertfordshire Community NHS Trust, West Hertfordshire Hospital Trust and East & North Hertfordshire NHS Trust, both Clinical Commissioning groups and the District Councils. This is in both in their capacity as a standing member of the SAR subgroup and also as a Chair of a current SAR, where appropriate.

Work has continued with one MASIR this year and although this is yet to be concluded it, the Action Plan is due for completion and presentation to the Board soon.

This year has seen the capture of a significant amount of learning which will help shape the SAR process going forward, with the establishment of common processes and guidance to assist Chairs of SARs.

Whilst the learning is still to be published from the first completed SAR, a piece of additional work has been initiated with a view to capturing learning from elsewhere around the country. This piece of work sees the collation of learning from SARs from around the country with a view to identifying common themes / areas of learning which Hertfordshire Safeguarding Adults Board can seek to implement to prevent the same risks arising here.

Priorities for 2016-2017

Looking ahead to next year, the desire is to continue with the momentum that has been established in developing an established SARs process, with clear guidance, to continue to develop the knowledge and understanding of all those involved and to develop an effective means by which lessons learnt can be disseminated efficiently and to the right people / agencies for implementation.

Fiona Gaskell/ Jason Thorne

Chair/Vice Chair Safeguarding Adults Review Sub Group
April 2016



Board Structure

Hertfordshire Statutory Partners

(Independent Chair, a member from Health and Community Services at Hertfordshire County Council, a member from both Clinical Commissioning Groups a member of Hertfordshire Constabulary and a member from Hertfordshire Partnership University NHS Foundation Trust)

Hertfordshire Safeguarding Adults Board

Members include: Head of Adult Safeguarding at HCC, HCPA, Assistant Director for Health and Care Commissioning at HCC, Assistant Director in Public Health, Principle Social Worker HCC, Probation, West Hertfordshire Hospitals NHS Trust, East and North Hertfordshire NHS Trust, Hertfordshire Community NHS Trust, NHS England, Chief Executive from Hertsmere Borough Council, Hertfordshire Fire & Rescue Trust

Policy & Procedure subgroup

Chaired by Head of Adult Safeguarding (HCS)

Learning & Development subgroup

Chaired by Head of Learning & Development (HCT)

Public Engagement subgroup

Chaired by Head of Adult Safeguarding Herts Valley Clinical Commissioning Group (CCG)

Performance subgroup

Chaired by Head of Safeguarding at Hertfordshire Partnership University NHS Foundation Trust (HPFT)

Safeguarding Adults Review (SAR) subgroup

Chaired by Hertfordshire Constabulary



Glossary

- HSAB** - Hertfordshire Safeguarding Adults Board
- HCS** - Health & Community Services
- CCG's** - Clinical Commissioning Groups
- OPPD** - Older People and Physical Disability
- CLDT** - Community Learning Disability Teams
- HCC** - Hertfordshire County Council
- SAFA** - Safeguarding Adults from Abuse
- MCA** - Mental Capacity Act
- FGM** - Female Genital Mutilation
- SBC** - Stevenage Borough Council
- WEAAD** - World Elder Abuse Awareness Day
- SARs** - Safeguarding Adult Reviews