

Safeguarding Adults Annual Report 2010 - 2011



Team Bury
Working Together For A Better Bury

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1. Foreword

Welcome to the Bury Safeguarding Adults Strategic Partnership Annual Report 2010/11.

This is the third report produced since I have been the Independent Chair of this partnership and I am pleased to have the opportunity to introduce and evidence the work carried out by individuals and the various agencies that make up the Partnership - working under the 'banner' of Team Bury.

This report is produced earlier in the year than previous publications to reflect and report in a more timely manner and hopefully make it more purposeful and current for all readers be you within a statutory organisation, community group or member of the public.

As in previous year's reports I am pleased to see contributions from partners highlighting the work carried out within their own organisation as well as in partnership which goes to show that in Bury – "Safeguarding Adults is Everybody's Business".

Despite my hopes in last year's report I do find myself somewhat repeating myself - I explained then that 'we' were still waiting for a Government response to the reviews into the No Secrets and that is still the same situation. We need to understand the direction the Government want to take safeguarding adults; we are still striving to catch up with the investment in and awareness of children's safeguarding. We need to show that adult abuse and neglect is a reality, we need it recognised at the highest possible level and collectively if we work together we will go a long way to addressing the issues.

Once again in Bury we have moved on and we have decided not to stand still waiting for direction but to be pro-active in addressing the issues and the following pages will give you an insight to the work that has been done during the past 12 months. The Partnership has agreed to refresh our policy and procedures and before the end of the year the aim is to have those documents agreed and in place giving all guidance and knowledge of how in partnership we should work.

A recent upgrade to the pages of Bury Council's website has been made and further information can be gained surrounding the issues of safeguarding adults on that site. If you are reading this document and know of someone who may be a victim of adult abuse please tell someone and let's help one another. Bury community is stronger when we work together and the strength of partnership working is evident in the following pages and in these pages you will see the different agencies that can help with any concerns you may have.

As in previous year's reports I take this opportunity to thank all staff working with Safeguarding Adults and I thank my fellow Board members for the past 12 months and call upon them again to commit to making sure that Safeguarding Adults is really part of their core business and together let's continue to raise the profile of adults at risk.

*"There can be no secrets and no hiding place when it comes to exposing
the abuse of vulnerable adults"*

No Secrets 2000

A handwritten signature in black ink, appearing to read 'Andy Searle', with a horizontal line underneath it.

Andy Searle
Independent Chair
Safeguarding Adults Strategic Board

2. Introduction & Purpose

The Bury Adult Safeguarding Boards' primary aim is to ensure that all agencies work together to minimise the risk of abuse and to protect adults at risk effectively when abuse has occurred or may have occurred. The Board is committed to learning from experience and to a process of continuous improvement.

The Board will work to safeguard and promote the welfare of those adults who are aged 18 years and over in Bury, who may need community care services or treatment by reason of mental health problems, disability, sensory impairment, age, or illness and who may be unable to take care of themselves, or unable to protect themselves against harm or exploitation.

The purpose of this document is to present the 2010 – 2011 Safeguarding Adults Board annual report. The report outlines the national and local context around the Adult Safeguarding agenda, facts and figures around Bury's 2010 – 2011 reported referrals/deprivation of liberty safeguard activity, the Boards key plans for the forthcoming year and supporting statements from signatory members.

Bury Safeguarding Adult Board

Enquiries regarding this report should be directed to Bury Council Adult Safeguarding Team on 0161 253 7365.

3 Safeguarding Developments

Adult Safeguarding has been subject to a great deal of scrutiny over the last few years. The environment around adult safeguarding is constantly changing. The next 2 sections lay out both the national and local context around this important agenda.

3.1 National Context

3.1.1 Department of Health and the review of No Secrets

It has been 11 years since 'No Secrets' was published by the Department of Health. A review of No Secrets was started at the end of 2008 and a number of pieces of work have been commissioned in response to the consultation.

The Department of Health have confirmed that they are not looking to produce a 'No Secrets 2', but some new guidance which will be multi agency and specific for some sectors, as well as new tools to support organisations to deliver. This guidance was due in June however these deadlines have passed although guidance is expected in the very near future.

Over the last year the Department of Health and other agencies have published a number of publications relating to safeguarding adults: -

3.1.2 Safeguarding Adults – the role of health services: -

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_124882

These documents underpin the duty of health services to safeguard adults. They assist NHS commissioners, health service managers and practitioners in preventing and responding to neglect and abuse by focusing on patients in the most vulnerable situations.

3.1.3 Protection of Vulnerable Adults (PoVA) Scheme record retention and disposal policy: -

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121573

The Secretary of State for Health has a duty to make proper provision for the care of the records he holds. This document sits alongside the Department of Health's general data protection policy, sets out the document retention and disposal policy applied to the POVA scheme and provides for the systematic review, retention and destruction of personal information contained in POVA case files held by the Secretary of State after they have been closed.

3.1.4 'A vision for adult social care: Capable communities and active citizens' and 'Practical approaches to safeguarding and personalisation': -

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121508

In the vision a new direction for adult social care is set out, putting personalised services and outcomes centre stage. The publication emphasises the role of local government, front-line workers and carers in the delivery of personalisation, giving freedom and responsibility to improve care services. A section on protection makes it clear that we should protect people when they are unable to protect themselves, and that this should not be at the cost of people's right to make decisions about how they live their lives.

Personalisation and Safeguarding are considered by some to be two sides of the same coin. However, they are often managed separately and seen as different areas. Empowerment is seen as the key to the delivery of both safeguarding and personalisation agendas through risk enabling and risk management. Empowerment enables both choice and control and brings confidence to manage and deal with risk. The challenge is to support people to make informed choices, to understand the range of risks and to be in control of their lives.

3.1.5 National Competence for Safeguarding Adults: -

<http://www.learntocare.org.uk/consultations/safeguarding/>

Policy and legislation provide a framework for action; its application in practice across professional groups and organisational settings appears inconsistent. A National Competence Framework for Safeguarding Adults would provide a benchmark against which to develop a consistent approach to practice. Safeguarding Adults is everyone's business and providing a list of competences alone will not improve outcomes. What is important is the commitment to its implementation at a local and national level across the health and social care sector, along with ensuring those who use it have the right level of skills and knowledge. The framework outlines the standards of competence the public can expect to receive from those professionals and organisations charged with Safeguarding Adults.

The next stage of this project is to produce guidelines for putting together a training strategy to meet workforce development needs for Safeguarding adults.

3.1.6 Protecting adults at risk: London multi-agency policy and procedures to safeguard adults from abuse.

<http://www.scie.org.uk/publications/reports/report39.asp>

The above document has been put together by the Association of Directors of Adult Social Services (ADASS), NHS London, the Metropolitan Police and Social Care Institute of Excellence: -

This document has been circulated by a number of organisations as an example of current best practice.

3.1.7 Further publications still to be expected are: -

- **Research on Safeguarding Adults Boards** – Social Care Institute for Excellence;
- **Guide to safeguarding law** - Social Care Institute for Excellence;
- **National Police Guidance on Safeguarding and Investigating the Abuse of Vulnerable Adults** – National Policing Improvement Agency / Association of Chief Police Officers; and
- **Financial Crime against Vulnerable Adults Report** – City of London Police / Association of Chief Police Officers

3.1.8 Law Commission

Recent legislation has helped health and adult social care with controversial and tricky issues such as mental capacity and deprivation of liberty. The Adult Social Care Review by the Law Commission is now in its 3rd phase and is due to report in 2011. This review may help with the definitions of vulnerability and duties which could lead to new duties to co-operate, investigate, make enquiries and assess.

3.1.9 Care Quality Commission (CQC)

CQC recently announced that their Annual Performance Assessment (APA) of local Adult Care Services would not be undertaken for 2010/11. The 7th outcome, Dignity and Respect, was the critical one for safeguarding. The National Information Centre, Department of Health, will be collating the national statistics for safeguarding adults in what is now a mandatory collection.

3.2 Local Context

3.2.1 Training

Bury Adult Care Services continues to review the safeguarding adults training. Recently Adult Care Services have decided to deliver training utilising staff from in house services rather than going to an outside provider. The awareness training has been piloted and evaluated and is now being rolled out.

3.2.2 Safeguarding Adults Board Development Day

A Development Day was held at the end of November 2010. The event was well attended by all partner agencies. Agencies were presented with two videos, Safeguarding Adults: lessons from the murder of Steven Hoskins and Safeguarding Adults: preventing abuse through community cohesion, communication and good practice. Both videos are available for the Social Care Institute of Excellence website.

Agencies participated in group work to determine how adults at risk are safeguarded in Bury by responding to questions developed from Association of Directors of Adult Social Services (ADASS) top 20 tips to make your area safer.

The agencies also determined which standards agencies should be audited against utilising the benchmarking tool (Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work) developed by ADASS. Agencies agreed that following the audit the Safeguarding Adults Board would review its strategic plan.

Since the Development Day, the Independent Chair of the Board and Head of Commissioning and Strategy (for Bury Adult Care Services) have visited

partners to complete an audit of Standards 2, 4, 8 and 9. Standard 2, 4, 8 and 9 relate to safeguarding responsibilities and accountabilities expected within partner agencies, within service delivery, partner agency systems and effective procedures. The final report for this audit will be completed by the end of 2011. A further development day is also planned for the autumn of 2011.

3.2.3 Serious Case Review - Adult A

In December 2009 an adult at risk was murdered in Bury.

The Safeguarding Adults Board held an extraordinary board meeting and agreed to carry out a serious case review. An Independent Chair was appointed to lead the review.

The Independent Chair has completed his Overview Report and made his recommendations. The report and recommendations have been signed off by the board and have been published on Bury Council's website. .

3.2.4 Safeguarding Recruitment

Bury Adult Care Services has recruited a Safeguarding Adults Manager who has responsibility for reinforcing the strategic direction of safeguarding adults and the implementation and embedding of the Mental Capacity Act and Deprivation of Liberty Safeguards into practice across health and social care. A Senior Practice consultant has also been appointed with the aim of providing support around quality assurance and complex case investigations and the implementation of the operational objectives around safeguarding adults.

4. Facts, Figures, Comparisons and Commentary

The following section lays out data regarding safeguarding adults and general demographic data for Bury. Where possible (i.e. where data categories are the same) comparisons have been made with 2009/10 in order to highlight changes or trends.

Although it is important to understand this data in order to identify issues/areas for improvement or good practice there is also a need to ensure the "safeguarding journey" for those victims has positive outcomes. Over the next year Bury Safeguarding Board will be working towards a framework which will enable us to understand , monitor and record what constitutes good outcomes for victims.

4.1 Bury – General Overview and Profile Forecast

Bury has an estimated resident population of 182,600 (ONS 2009 mid year population estimates). The resident population of Bury is expected to increase to 193,000 by 2022 (5.5% increase) mainly due to more births than deaths.

An ageing population - By 2022, the number of people aged under 25 years old is expected to increase by only 2,600 so that their proportion of the population will decrease by 4%, whereas there will be 9,000 more people aged over 65 (29% higher proportion of the population) with 2,000 more people aged over 85 (54% higher proportion of the population).

This will lead to significant increases in long-term limiting conditions, dementia, sensory impairment, incontinence and falls leading to fractures. These problems will be exacerbated as, between 2010 and 2025, 15,000 more people over the age of 65 will be living alone (37% increase).

Bury's population is ageing. It is estimated that 10,000 more people will be in the 65+ age range by 2025 (a 35% increase on 2010 levels).

By 2022 the population in every 5-year age band over 50 years old is expected to increase by at least 20% with:

- The over 65 year olds population is expected to increase by 29% (9,000 more).
- The over 85 year olds population is expected to increase by 54%. (2,000 more).

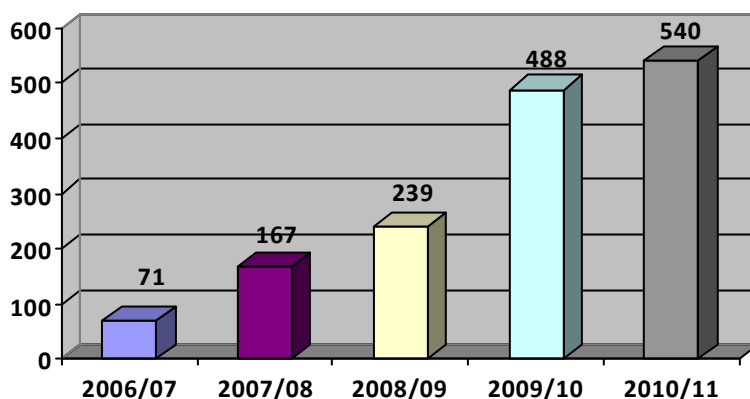
Mental Health - About one in six adults have a mental health problem at any one time, equating to approximately 25,000 people in Bury. It can be estimated that there are around 2,000 people aged over 65 with late onset dementia in Bury, of which over 700 (37%) are likely to be in residential care homes.

Learning Disability - affects some 2% of the population, approximately 3,300 adults and 850 children in Bury. This level of prevalence is expected to remain constant over the next 15 years although the number of older people with a learning disability will increase substantially.

4.2 Bury Safeguarding Referrals for 2010 - 2011

The Safeguarding agenda continues to develop across Bury. With closer working between key agencies the awareness of adult safeguarding has and will continue to increase.

The reporting of safeguarding referrals in Bury has seen a year on year increase from 2006 to the present day. 540 referrals were recorded for 2010/11.



The above graph illustrates the yearly increases in referrals and although the rate of increase has slowed there has still been a 10% increase in Bury's recorded referrals from financial year 2009/10 to 2010/11.

Overall there has been an 87% increase in recorded safeguarding referrals from 2006 to 2011.

Of the 540 referrals 517 were raised by professionals whether they be social care or health staff. A small number however were also raised by non professionals, as below:

Referral Source		
Category	Number of Referrals Recorded	% of Total
Professional Staff	517	96%
Non Professional	23	4%
Family member	17	
Friend/Neighbour	4	
Other Service User	2	

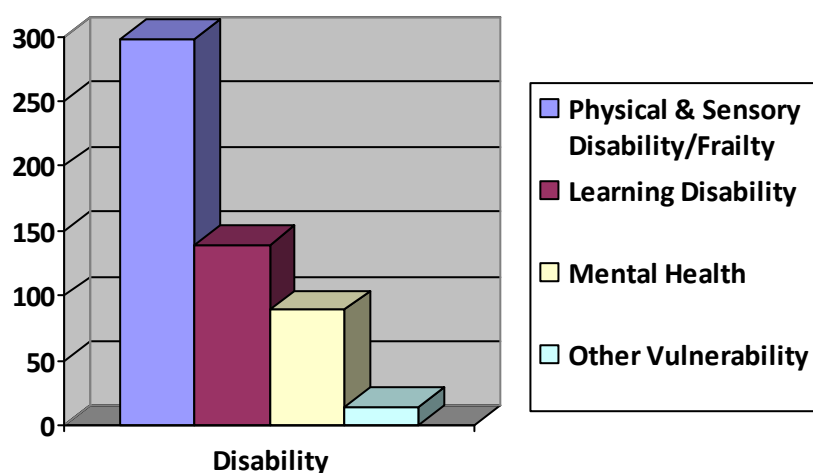
Work is ongoing to raise awareness around the referral process into services. However, further work needs to be done to increase awareness levels with family members and service users.

Currently the Safeguarding Adults multi agency policy and procedures are being reviewed with completion deadline of the end of year 2011. Once the review has been completed and the referral pathways agreed, further awareness raising will be undertaken directed at both professionals and non professionals.

It is very likely due to Bury's ageing population, we will continue to see a rise in safeguarding referrals over the next few years as the majority of referrals (see below) relate to victims aged 65 and over.

4.3 Referrals by Disability

2010 – 2011		
Disability Category	Number of Referrals Recorded	% of Total
Physical & Sensory Disability/Frailty	298	55%
Learning Disability	139	26%
Mental Health	89	16%
Other Vulnerability	14	3%
Total	540	100%
<p>NB/ Out of the above referrals recorded 297 referrals recorded a victim age of 65 years or older equating to 55% of the total number of referrals received.</p>		



Commentary:

The above figures illustrate the recorded referrals broken down by disability. People within the “Physical & Sensory Disability/Frailty” group represent by far the highest proportion of reported referrals. This is directly related to the larger representation of older people within the overall referral group.

Nationally it is recognised that people aged 65 years represent the largest client group within adult safeguarding referrals. It is this particular age group of people who are also the majority users group within social care provision. Consequently issues around safeguarding should be more identifiable for this group as they are already known to and being supported by social care providers.

4.4 Referrals by Age

As mentioned in section 4.3 the majority of safeguarding referrals relate to victims who are over the age of 65.

The breakdown of referrals in relation to the standard Abuse of Vulnerable Adults (AVA) bands are as follows:

2010 – 2011		
Age Category	Number of Referrals Recorded	% of Total
Age not known	3	-
18 – 64 years	240	45%
65 – 74 years	66	12%
75 – 84 years	92	17%
85+ years	139	26%
Total	540	100%

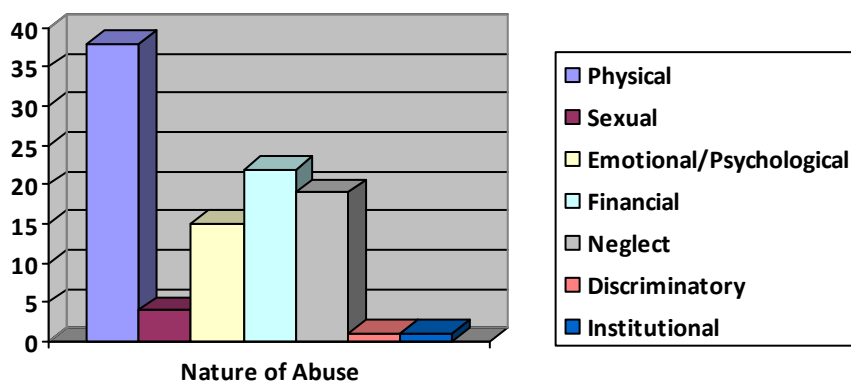
Over 65's account for 55% of the referrals

4.5 Referrals by Nature of Abuse

This section has been broken down into 7 categories:

- Physical
- Sexual
- Emotional/Psychological
- Financial
- Neglect
- Discriminatory
- Institutional

Abuse Type	% of Total	Comparison 2009/2010
Physical	38%	56%
Sexual	4%	5%
Emotional/ Psychological	15%	13%
Financial	22%	15%
Neglect	19%	11%
Discriminatory	1%	New category
Institutional	1%	New category



Nature of Abuse continued:

Commentary

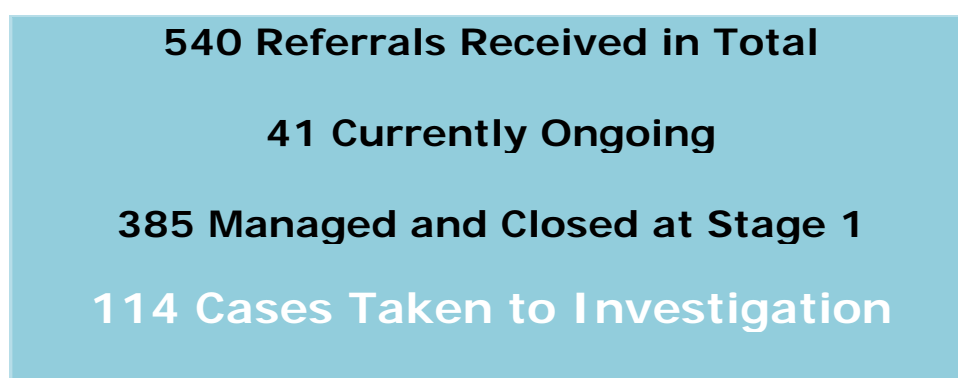
There has been a considerable drop in the percentage of incidents recorded under "physical abuse". Again as reported nationally physical abuse followed by financial abuse continue to be the most prevalent forms of abuse suffered by our at risk adults. However, please note that the "abuse categories" have been expanded this year and could be part of the reason why the number of reports attached to the physical abuse category has reduced.

However, as displayed by the figures above the financial abuse and abuse by neglect have increased by 7 and 8% respectively from last year. The Safeguarding Board will be looking into these figures to assess whether this is an emerging issue.

4.6 Safeguarding Investigations

When a safeguarding referral is received it is assessed to ascertain whether further investigation is needed. Not all referrals go through to investigation as some can be dealt with through referrals into other services or through making changes to the management of a situation, these referrals are managed and closed.

There are however a number of cases referred into Bury each year which require a more detailed approach through investigation. The results and outcomes for these cases are as below: -



Of the 114 cases investigated the conclusions were: -

Conclusion	Number	Percentage
Substantiated	52	46%
Partially Substantiated	13	11%
Not Substantiated	22	19%
Not Determined/ Inconclusive	27	24%

Substantiated Cases Snapshot (note there can be more than 1 outcome per case)

- 58 cases the vulnerable adult was afforded increased support/monitoring
- 20 cases perpetrator was placed under monitoring
- 15 cases community care assessment and services were initiated.
- 9 cases resulted in Criminal Prosecution or Police Action
- 9 cases restrictions re: visiting/contact were placed on the perpetrator
- 7 cases where perpetrators were referred to POVA.
- 8 cases where disciplinary action was taken
- 6 cases the alleged perpetrator was exonerated
- 3 cases the vulnerable adult was moved from the property/service
- 3 cases the vulnerable adult was supported to manage their finances
- 1 application was made to the Court of Protection to protect the vulnerable adult

5 Deprivation of Liberty Safeguards Activity

Depriving a person of their liberty is an extremely serious matter and should not be undertaken unless absolutely necessary and where no other less restrictive option is available.

The Deprivation of Liberty Safeguards (or DoLS) were created under the Mental Capacity Act (2005) to ensure that any decision to deprive someone of their liberty is made following a stringent assessment and consultation with specific authorities. A DoL can only be applied if the relevant person does not have the capacity to make their own decisions. A DoL is "decision specific" in that a person may be able to make decisions for themselves in certain aspects of their lives but not in others, therefore assessment needs to be made on each area of decision making rather than applying a blanket of "no capacity".

Currently, DoLS only cover care homes or hospitals. Bury Council are currently acting as DOL administrators for both hospitals and care homes within Bury, liaising with NHS Bury for DoLS within NHS settings.

Deprivation of Liberty Safeguard Activity 2010 - 2011	
Number of adults at risk Under a DoL	18 clients were put forward for a DoL this year.
Number of DoL Requests	<p>Of those 18 clients 25 DoL Requests were put forward. <i>(2 clients equated to 3 DoL referrals each with 3 clients having 2 DoL referrals each)</i></p> <p>The length of DoL can last from 1 week to 1 year. It is imperative that our at risk adults are not kept under a DoL for longer than is necessary. Therefore, sometimes very short DoL's are put in place so that the situation can be reassessed. If a DoL is still required following reassessment the application process is repeated, hence the greater number of DoL requests than the number of clients.</p> <p>Of the 25 requests: 19 requests were submitted by care homes 6 requests were submitted through the Primary Care Trust</p> <p>22 out of the 25 applications were authorised 3 out of the 25 applications were refused. <i>(2 applications were refused as the Assessor determined that no deprivation was occurring, 1 application was refused as the Best Interest assessor advised that there were less restrictive ways of supporting the client).</i></p>
Urgent and Standard Authorisation	<p>There are two types of DoL requests that can be submitted by the care home or hospital.</p> <ol style="list-style-type: none"> 1. Urgent authorisation application - where the situation arises when a person has to be quickly deprived of their liberty due to unforeseen circumstances.

- | | |
|--|---|
| | <p>2. Standard authorisation where the care home or hospital plan for a situation where a person is likely to be deprived of their liberty.</p> <p>Out of the 25 requests for authorisation received : -
15 urgent authorisation applications were submitted &
10 standard authorisation applications were submitted.</p> |
|--|---|

The 2010/11 DoL activity is as follows:

6 Safeguarding Plan for 2011 - 2012

The Safeguarding Adult Board's Action plan is currently under review and will be updated following a development day in the autumn and the results of the multi-agency safeguarding audit.

Below are the actions from the previous year which will be taken forward and included in the new plan. It is important to note however that the following actions only indicate those points where further work needs to be undertaken. Last year the Board completed 21 pieces of work under the 2010-2011 plan.

Safeguarding Adults Strategic Plan 2010-2011

Driver National Framework Standard	Where we want to be	Action we're going to take ²	Deadline	Resources	Lead Officer/ Key Partners	Comments / Progress
Development Activities						
Standard 3 The 'Safeguarding Adults' policy includes a clear statement of every person's right to live a life free from abuse and neglect. This message is actively promoted to the public by the Local Strategic Partnership, 'Safeguarding Adults' partnership and its member		Agencies are to ensure they have clear internal policies and procedures to safeguard adults and ensure links are developed with preventative services when new projects come on board.	Sept 10	Use of staff time	All agencies	Near completion – copies of policies received by the Safeguarding Team or through audit.

Driver National Framework Standard	Where we want to be	Action we're going to take ²	Deadline	Resources	Lead Officer/ Key Partners	Comments / Progress
organisations.						
Standard 4 Each partner agency has a clear well publicised policy of Zero-Tolerance of abuse within the organisation.	To develop a zero tolerance policy to abuse throughout the borough.	Partner agencies should also have a clear, well publicised policy of Zero Tolerance of Abuse within their organisation or equivalent.	Sept 10	Use of staff time	All agencies	Near completion – copies of policies received by the Safeguarding Team or through audit.
Standard 5 Partnership has a development / training strategy.		Agree Strategic Plan and provide dedicated resources to ensure the development of the service across Bury and within all agencies.	May 10	Use of staff time	Head of Workforce (ACS) / Training sub group	Draft Training Strategy presented to the Board. 2 levels of training to be agreed and baseline identified before completion.
		Each partner agency should carry out an audit of their capacity for safeguarding adults to ensure effectiveness and consistency with the Safeguarding Adults Policy and Procedures. The format of the audit should be agreed by the Safeguarding Adults Strategic Partnership Board.	Oct 10	Use of staff time	Independent Chair	Audits have been completed by the Independent Chair and Head of Commissioning and Strategy. Final report to be presented to the Board.

Driver National Framework Standard	Where we want to be	Action we're going to take ²	Deadline	Resources	Lead Officer/ Key Partners	Comments / Progress
Cont Standard 5		Safeguarding practitioners / champions to receive additional training and support to enable them to carry out this role and will work closely with the safeguarding coordinator.	May 10	Use of staff time	Head of Workforce (ACS)/ training subgroup	Multi-tiered training programme has been put in place. The first tier (basic awareness) has been piloted, evaluated and is now being rolled out. The other tiers have been drafted and training packages currently in the process of being commissioned.
		Training and development strategy to be developed.	May 10	Use of staff time	Head of Workforce (ACS)/	Draft presented but still to be finalised.
Standard 6 All citizens can access information about how to gain safety from abuse		Revise and update internal Communication plans to increase the awareness of the safeguarding adults agenda.	June 10	Use of staff time	All agencies	The operations group have partially reviewed the communication plan and materials. Agreed that composition of documentation where possible will be done internally by ACS and placed on the website. Agencies will print off hard copies as needed. Review of the policy and procedures (by end of 2011) will also give rise to updated information leaflets.
Standard 7 Multi-agency policy and procedure describes the framework for responding.	Review policy & procedures ensuring national best practice is adopted.	Each partner agency's safeguarding adult's procedure is consistent with the multi-agency procedures and all incidents of abuse covered by that procedure are referred to it without delay.	Sept 10	Use of staff time	All agencies	Near completion – copies of policies received by the Safeguarding Team or through audit.

Driver National Framework Standard	Where we want to be	Action we're going to take ²	Deadline	Resources	Lead Officer/ Key Partners	Comments / Progress
Standard 8 Partner agencies internal guidelines are consistent with local policy and procedures.		An appropriate number of safeguarding practitioners / champions identified in teams and agencies to ensure there is expertise in relation to in-depth knowledge of safeguarding policy, procedure and practice.	June 10	Use of staff time	All agencies	Internal audits of training to be completed. Need to establish a baseline.
		The information sharing protocol agreed as part of the Crime and Disorder Reduction Partnership should be extended and amended to include safeguarding adults.	Sept 10	Use of staff time	Greater Manchester Police	Information Sharing Protocol is not finalised.
		Audits systems to be established within all agencies to collate information on the effectiveness of policy and procedures.	Oct 10	Use of staff time	All agencies	Audit near completion.

7. Statements for the Safeguarding Board Member Agencies

Greater Manchester Fire and Rescue Service



Greater Manchester Fire and Rescue Service aim is to educate and influence the behaviour of all vulnerable people regarding the dangers associated with fire in their own home and provide the appropriate interventions possible to eliminate the risk that is posed by fire.

If throughout the course of our duties our staff come into contact with someone who may be deemed at risk or requires safeguarding interventions then it will be the responsibility of the individual to take the appropriate action necessary and to refer the vulnerable person to the appropriate authorities.

Safeguarding vulnerable people is everyone's responsibility; however GMFRS working closely with our partners will deliver the best possible response interventions to keep vulnerable people safe from harm. Over the last few years we have built strong work relationships with our colleagues, especially in the local authority and the health service. We share information to highlight those at risk and provide services together to ensure that every opportunity to protect people is taken. We're proud to be an active member of the Bury Safeguarding Adult Board, working with other agencies to make a real difference to vulnerable adults.

Victim Support



Victim Support is committed to working in partnership with Bury's Safeguarding Adults Multi Agency partnership to reduce the risk of harm to vulnerable adults. We operate a zero tolerance approach to any form of abuse, both within our own organisation and towards the vulnerable client group that we support every day.

Our clients are referred to us directly by the police and have already experienced either emotional or physical distress or both and can be vulnerable or at risk to further harm, particularly in cases of domestic or sexual abuse or victims of doorstep crime.

Not only do we empower clients to move on from what may be a single experience, we also, through our structured needs assessment process, identify other areas of vulnerability or harm. By adopting a multi agency approach and sharing information with our partners we are able to address areas of concern to keep vulnerable adults safe.

In order to increase awareness regarding adult protection issues the Trust has included Safeguarding Adults within the recent incident poster campaign distributed to all staff. The focus on Safeguarding Adults within this campaign has been to improve reporting of incidents of abuse or suspicion of abuse of a vulnerable adult. This campaign has been followed up by the supply of a pocket size information leaflet to all staff. The pocket size leaflet includes information on what constitutes abuse, what staff should do if they are aware or suspect abuse, and how to gain more information.

All trust staff now have 24 hour access to the Safeguarding Adults Trust website which contains Trust policies, guidelines, procedures and a variety of information in relation to Safeguarding Adults. This website also includes information on issues such as domestic abuse, and forced marriage as well as guidance in regard to the use of Local Authority safeguarding alerts.

The Trust Safeguarding Adults Policy has been reviewed to include guidance for staff with regards to consent and information sharing for safeguarding adults. The Trust intends to deliver training to staff around this issue for 2011/12.

The Trust Care Programme Approach risk assessment documentation includes prompts for staff in relation to service user's vulnerability which would support staff to consider preventative measures to protect vulnerable adults.

Within the last 12 months the Trust has purchased a personalised e-learning package (level 2) in Safeguarding Adults. It is the intention of the Trust that this will ensure that 80% of staff who have face to face contact with service users, or those who provide supervision to staff who have face to face clinical contact, have received this training.

The Trust will continue to raise the awareness of Safeguarding Adults with staff members especially with the transfer of community health services, ensuring that this remains a standing agenda item within governance meetings.



Bury LINK

Bury LINK has participated in the Safeguarding Adults Strategy Board overseen by Bury Council. Bury LINK's prime role within the community is to monitor both health and social care services for adults.

The LINK is a membership organisation made up of individuals, and local support, third sector and voluntary groups.

Vulnerable adults come in many disguises, at Bury LINK, we are continuously seeking to ensure vulnerable adults of all disguises are protected. The LINK have a number of trigger actions it implements if they are suspicious of adult vulnerability, which includes alerting the appropriate agency immediately and providing the individual with short term support up until the point that the appropriate agencies are duly involved.

LINKs are working towards the introduction of mandatory level one safeguarding adults training, with a further view for Board members/volunteers to receive the same.

Bury LINK are encouraged and very supportive of the Safeguarding Adults Strategy, and are consistently reviewing our role within the LINKs standard of services, which incorporates the safeguarding of adults.

Paul Mainwaring

Chair

Bury LINK

Victoria Butcher

Host Manager

Bury LINK

Bury Council Adult Care Services



Bury Adult Care Services (ACS) remain committed to enabling and protecting vulnerable people.

As the host organization for adult safeguarding in Bury we are working with our partners in this fast changing environment to ensure a strong response to the management of safeguarding within the Borough.

Figures shown within this report, highlight the considerable increase in safeguarding referrals over the last five years and it is imperative that ACS effectively manages this demand. Therefore this year ACS has worked hard to increase its safeguarding provision. For example we have recruited two new members to our team; firstly a dedicated safeguarding Practice Consultant with responsibility for providing advice & support around complex cases and ensuring high practice standards; secondly, a Safeguarding Adults Manager, who will lead on safeguarding strategy and policy, the Mental Capacity Act and Deprivation of Liberty Safeguards.

We also continue to provide multi-agency safeguarding training and are currently rolling out our newly revised programme which not only covers all the key elements of safeguarding but sets it within the "Bury" context.

ACS has many challenges to face over the next year. However, at the top of our agenda is ensuring our most vulnerable adults are not only effectively supported but kept informed and involved.

Report to Bury Safeguarding Adults Partnership 2010/2011

This report aims to update and provide assurances to the partnership of arrangements made in Greater Manchester West Mental Health NHS Foundation Trust (GMW) to safeguard adults.

GMW provides a range of services on its Prestwich site, including adult forensic services, young persons' services, a mental health and deafness unit and a drug and alcohol treatment facility. Patients come from across the North West and beyond.

A 2010 Department of Health (DH) review highlighted that adult safeguarding systems were under developed within the NHS. In response GMW implemented DH guidance to ensure that adult safeguarding is fully integrated into systems for reporting on serious incidents. . Untoward incidents are now reviewed by managers asking the key question 'Is this a safeguarding concern?' and alerts are sent to council safeguarding units.

The GMW Board lead for safeguarding from April 2010 to May 2011 was the Executive Director for Nursing and Operations. There is a joint safeguarding steering group for adults and children that revised its membership and terms of reference within this year.

The Trust has representation on the eight safeguarding boards related to localities where it provides services. This includes work for various sub-groups. This has helped the Trust to work more effectively within an inter-agency framework, supporting joint investigations including Serious Case Reviews.

The Trust has chosen to create a role of Named Doctor for Safeguarding Adults. This is not a statutory requirement, as for safeguarding children, but underscores the strength of the Trust's commitment to strengthening the arrangements for vulnerable adults. The post has recently been appointed to, and will be developed over the coming year.

Safeguarding training is mandated for all new starters in the Trust, including bank staff. There is follow on training provided in the specialist units in Prestwich.

The Trust is now able to collect information about incidents and allegations of abuse through its incident reporting system. Increased reporting from services on the Prestwich site reflects improved use of the system and the impact of local training.

The System is undergoing further development to allow for reporting of safeguarding concerns which vulnerable adults who are not patients of the Trust, but where Trust staff contribute to inter agency working in order to protect.

Safeguarding actions achieved in 2010/11

- Board level awareness improved through training, annual report, chair's reports, references in business plans.
- Trust adults' and children's groups integrated into single steering group.
- review of directorate level governance for safeguarding completed.
- Adult safeguarding alerts reported via incident system.
- compliance with CQC essential standards achieved.
- Serious Case Review outcomes disseminated across Trust.



Probation Service

"The Greater Manchester Probation Trust has a strong commitment to the aims of the Safeguarding Adults Strategic Board. Many offenders and victims fall into the definition of vulnerable adult, who are in need of safeguarding, and so in many cases the service-users of the Trust fall into the remit of the Safeguarding Adults Board's work. Some clear examples are;

- Victims of sexual and violent offences committed by some of our most dangerous offenders. These would include children, but also in many cases adults who have been both physically and emotionally harmed to a significant extent by those offenders / offences. We offer a victim liaison service to this group, where the offender is sentenced to 12 months imprisonment or more, in order to explain to them the various points in the offender's sentence where they can have a voice, and ask for restrictions on the offender in order to safeguard them (such as no-contact conditions, exclusions zones around their address etc)
- Elderly offenders. Many offenders who have served long sentences are released when in their latter years, and a significant challenge for us is to have them seen as elderly people in need of care, rather than simply offenders. As many are sexual offenders, this is even more difficult because of the risk they pose. However, they need care in some cases, and would be considered in need of safeguarding.
- Female offenders. Research suggests that over 60% of female offenders have been the subject of sexual and/or domestic abuse at some point in their history. They are also known to be at higher risk of having emotional wellbeing issues, and are sometimes vulnerable to male offenders who direct their offending behaviour. We treat most female offenders as vulnerable for these reasons. This year saw the opening of the Probation women's centre, running in partnership with the Spiritualist Church on Walmersley road. We are hoping this new centre will develop into a 'women friendly' space, which will meet the needs of female offenders and those women at risk of offending.
- The work of the Trust in running the Multi-agency Public Protection Panel (MAPPP) is specifically designed to reduce the risk to known victims from dangerous offenders. The panel links closely to the MARAC in DV cases, and to the work of the Sex Offender Management Unit in the case of sexual offenders.

- The Trust is also committed to working against Hate crime, not only in its work with offenders, but also by its links with organisations such a

Breakthrough UK, who campaign against disability hate crime. The Trust is committed to the "Working it Through Together" project alongside Breakthrough UK, to encourage disabled people to come forward and report Hate crimes.

- Young make offenders aged 18-25. This group is recognised as particularly vulnerable, even though they are also the most prolific offenders on our books. Many of them are products of the care system, and as young adults are often very vulnerable and damaged. We target this group for more intensive work to try to overcome some of these vulnerabilities and place them into more stable circumstances.

The Trust will continue to work alongside the safeguarding adult's board to fulfil its responsibilities to these groups.

John Brimley
Assistant Chief Executive
Greater Manchester Probation Trust
(Victims, Diversity, IOM / PPO, Electronic Monitoring)



Bury Adult Learning Service

An essential element of the Adult Learning Service's mission is its commitment towards safeguarding learners. Safeguarding is effectively promoted and supported by appropriate training for staff and learners alike.

Training is rolled out to staff throughout the year, prioritising staff who work specifically with vulnerable learners and 16-18 year olds. A series of lunch-time talks for learners is offered throughout the year to promote all learners' knowledge and understanding of safeguarding and to foster a commitment towards it, ensuring people understand the issues involved and their own responsibilities for action.

Learners are encouraged to contribute to the Service's Safeguarding, Health, Safety and Welfare policies and practices via their comments on the bi-annual learner surveys and learner forums. In addition to group risk assessments and premises risk assessments, learners identified as vulnerable undergo a risk assessment relevant to their particular circumstances and the curriculum activity being undertaken.

The Service is well organised to implement and monitor the effectiveness of its Safeguarding policy, with particular reference to impact on learners. The policy has clear and explicit arrangements for the management of health, safety, and wellbeing risks. These are fundamental for safe operation and are a cornerstone for the Service's approval by funders and awarding bodies.

Managers have a good understanding of Safeguarding risks and how to assess and mitigate them within their areas of learning. Safeguarding matters are discussed at team meetings and best practice is shared.

Managers and tutors ensure learners understand their own Safeguarding responsibilities towards themselves and others whilst attending the Adult Learning Service. They also ensure learners know there is an overall Council framework governing Safeguarding and that all documentation regarding this can be found on the website or can be obtained in hard copy on request, if learners so wish.

The Adult Learning Service has a nominated manager responsible for Safeguarding, who is supported by a Joint Head of Service. All referrals are made to the manager as a central contact point. The manager is also responsible for staff training and learner development in this area.

The Adult Learning Service is looking forward to continuing to work alongside the Safeguarding Adults Board and to furthering shared aims.

Six Town Housing



We are delighted to be signatories to Bury's Safeguarding Adults Multi-agency Partnership and fully endorse the approach that has been developed. This includes ensuring we share information, communicate effectively and work in partnership with others to protect the most vulnerable members of our community.

Safeguarding vulnerable adults remains a key priority for us and we continue to be active members of the Safeguarding Adults Board; reflecting the importance we place on this issue.

We will be shortly launching our new safeguarding guidelines to staff which will ensure safeguarding practices continue to be embedded in everything we do. This is supported by on going safeguarding adults training, which has recently been rolled out to include more members of the team. In addition, we have restructured the organisation in the last few months and set up a Tenancy Sustainment Team, which will have an important role to play in supporting our most vulnerable customers. The introduction of Safeguarding Champions in the coming few months will also be key.

We will continue to champion the safeguarding adults' agenda and support the work of the partnership.

Sharon McCambridge
Chief Executive, Six Town Housing



On behalf of the Bury Third Sector Assembly, I was asked to represent local voluntary and community groups on the Safeguarding Board for vulnerable adults. There are currently over 600 voluntary and community organisations in Bury and they have a significant role in safeguarding adults.

The Third Sector has a long history of raising awareness about abuse and supporting communities about how they can help prevent it. There are many vulnerable people who are wary of accepting help from a statutory organisation and the sector's volunteers and staff can be an important way for people to receive the help they need. The sector's independence means that it is able to speak out and advocate on behalf of those who feel powerless.

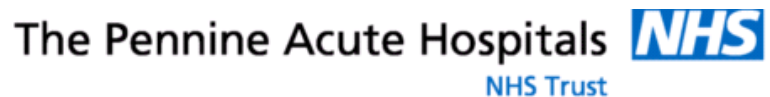
The financial recession has made a massive impact on all health and social care services. All sectors are struggling with the need to make cuts or redesign their services whilst coping with increasing demands.

There are enormous concerns that the funding cuts will limit the capacity of voluntary agencies to carry out their work and this could have an enormous impact on their ability to safeguard vulnerable people. There is a need to ensure that funding is protected where there is clear evidence that the work is targeted at the most vulnerable of our community.

My own organisation, Age UK Bury, remains committed to ensuring that safeguards are in place to support vulnerable older people living within Bury. We will continue to advocate for the development of services that protects older people from harm and abuse.

Andy Hazeldine

Chief Officer at Age UK Bury, Third Sector Representative



The Pennine Acute Hospitals Trust Safeguarding Adults Local Safeguarding Adults Board Report 2011

The aim within the safeguarding team has been to develop safeguarding initiatives whilst ensuring maintenance of service and compliance with national statutory and non-statutory guidance and local policies and procedures, assess compliance with policy to a more robust level, develop new policy as required, improve first contact services, assess the activity and effectiveness of the safeguarding team, improve monitoring and reporting arrangements, improve serious case review output and impact, raise awareness of the safeguarding adult agenda and engage with research activity.

Policy Review

New policies have been introduced and all policies have been reviewed to include a reference to community services in preparation for the staff joining the Trust as part of the Transforming Community Services programme.

New policies include:

- Management of Allegations of Abuse
- Deprivation of Liberty Safeguards

The policies/guidelines and protocols that have been reviewed include:

- Missing persons guidelines
- Mental Capacity Act 2005 policy

Improve awareness of and assess compliance with policy:

Throughout the year the team have raised awareness about safeguarding policy through training (regular and bespoke), including poster presentations, walk-round activity, case discussion meetings and audit activity. Safeguarding adult audit activity currently underway includes an audit into MCA compliance and an audit into ward transfers.

Training

Training input and availability is increasing and numbers attending show fluctuation but are encouraging. Much work has been done to update the training packages, introduce new e-learning packages and review all training in preparation for the extra services following Transformation of Community Services. The table below shows the numbers.

Training Event	Aug 10	Sept 10	Oct 10	Nov 10	Dec 10	Jan 11	Mar 11	Apr 11	May 11	Jun 11
Safeguarding Level 2 Adult	24	27	61	64	42	62	55	37	71	27
Safeguarding E-learning Adult	52	103	27	19	8	29	32	18	53	56

Additional 'bespoke' training sessions have been provided including two half day session on Mental Capacity Act 2005 and Deprivation of Liberty Safeguards training which attracted 111 staff.

Learning Disability training has been provided to 48 staff in October and another 54 have completed the poster presentation. This activity has been led by the Learning Disability lead.

Page 2 PAHT

Tackling the emerging agenda

PAHT have appointed a dedicated full time Named Nurse: Safeguarding Adults. The Named Nurse has been in post since April and has already succeeded in increasing levels of awareness among staff.

The Safeguarding Team are focusing on increasing audit activity regarding safeguarding adults and further embedding safeguarding adult knowledge and skills within a patient safety approach. This is congruent with the latest Department of Health consultation which clearly locates safeguarding adults within the same context as safety, quality and dignity.

The Safeguarding Team have enhanced communication and information sharing pathways with adult safeguarding professionals from other agencies. The Greater Manchester Police Public Protection Investigation Unit and the Adult Social Care departments in local authorities are starting to use the Safeguarding Team as the first point of contact for requests for information.

During 2009/2010 an addendum to the Mental Capacity Act 2005 included a requirement to seek authorisation for people without capacity where there might be a need to deprive that person of their liberty. The Deprivation of Liberty Safeguards code of practice and the interpretation of it is debated

nationally. However, awareness of this statutory requirement has been raised through a variety of training approaches. Awareness of Deprivation of Liberty Safeguards has been raised by, amongst other methods, the use of poster presentations. Between March and May 2011 there were 102 completed answer sheets from the poster presentation. As a result we have seen an increase in authorisations from two in 2009/10, to ten in 2010/11.

Future Plans

For the first time, safeguarding commissioning indicators have been negotiated with Commissioners.

The areas of focus and development are:

- Ramping up walk-round and audit activity in relation to safeguarding and embedding within a new safeguarding strategy.
- Completion of an audit of MCA compliance.
- Development of a Trust-wide Alcohol Strategy.
- Development of a professional core competency framework for safeguarding adults.



Greater Manchester Police – Bury Division

Protecting the most vulnerable people in our communities has always been a key priority for the Police. Every day operational police duties bring Police Officers and Police Community Support Officers into contact with those who because of their vulnerability have been exploited and abused. It's our duty to ensure that not only are offenders brought to justice, but that victims are supported and protected from further exploitation. The last year has seen a number of developments in the police response to adult safeguarding in Bury.

The importance we place on safeguarding is demonstrated by the investment we have made in our safeguarding team. In the last year we have created a new adult safeguarding team, bringing together existing officers and new staff into one coordinated and cohesive unit dedicated to dealing with adult safeguarding and mental health. The new team is part of the Public Protection Investigation Unit, and operates out of the new Bury police station on Dunster Road.

There have also been improvements in IT provision which enables specialist officers to easily and accurately review every incident involving vulnerable people. Relevant information is then directly shared between agencies to highlight those at risk and provide services together. This ensures that every opportunity to protect people is taken and that referrals are made to the appropriate service(s).

Bury Police recognise the importance of seeking feedback from key partners and learning lessons in order to identify 'best practice'. The key goal is always to further improve support to vulnerable individuals. No one service can do this work alone.

Over the last 12 months we have made requests to the safeguarding board for serious case reviews, to ensure best practice in partnership working and provision of guidance for the future. Also we have continued the work of the last few years to maintain and build strong working relationships with our colleagues, especially in the local authority and the health service.

We're proud to be an active member of the Bury Safeguarding Adult Board, working with other agencies to make a real difference to vulnerable adults.



Bury PCT incorporating NHS Bury & Community Services Bury Bury

The recent document Clinical Governance and Adult Safeguarding- An Integrated Process (February 2010) from **the DH**

States that

“The aim of this guidance is to encourage organisations to develop local robust arrangements to ensure that adult safeguarding becomes fully integrated into NHS systems. This will result in greater openness and transparency about clinical incidents, learning from safeguarding concerns that occur within the NHS, clarity on reporting and more improved positive partnership working”

NHS Bury the Commissioner and Community Services Bury (CSB) the provider continue to be committed to this aim. Following the scoping exercise in 2009 /2010 a training programme was developed and delivered during 2010. The initial training focused on all staff that have contact with adults in their daily work to ensure they have the necessary skills to recognise and respond to potential abuse, for the benefit of vulnerable adults. Funding was secured to develop the skills of senior staff in investigating cases of abuse against a vulnerable adult and this training was commissioned and delivered by an external provider to the organisation in February 2011. The training was well received with an attendance of 300 staff members from across all disciplines including Commissioning and Provider staff.

NHS Bury and CSB are signatories to the multi agency policy to safeguarding adults and a single agency policy has been developed and was included as part of the training programme.

As part of the Transforming Community Services NHS Policy, Community Services Bury entered into 'shadow' arrangement with Pennine Care Foundation Trust (PCFT) from the 01.01 2011 in preparation for full integration with PCFT from the 01.04.2011.

NHS Bury and Community Services Bury as part of PCFT remain committed to working in partnership across all agencies to support and protect adults at risk within the Borough.

8. Glossary

Terms/Phrases

At Risk Adult

An At Risk Adult is a person who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation in any care setting. This includes individuals in receipt of social care services, those in receipt of other services such as health care, and those who may not be in receipt of services.

Abuse

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when an At Risk person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Alert

An alert is a feeling of anxiety or worry that an At Risk Adult may have been, is or might be, a victim of abuse. An alert may arise as a result of a disclosure, an incident, or other signs or indicators.

Joint Strategic Needs Assessment

A document produced jointly between the Local Authority and Primary Care Trust to assess the welfare needs of the local community.

Nature of abuse

The main forms of abuse are defined as follows;

Physical abuse - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions;

Sexual abuse - including rape and sexual assault or sexual acts to which the At Risk Adult has not consented, or could not consent or was pressured into consenting;

Emotional/psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;

Financial abuse - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

Neglect - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;

Discriminatory abuse - including abuse based on a person's race, sex, disability, faith, sexual orientation, or age. ... Other forms of harassment, slurs or similar treatment or hate crime/hate incident; and

Institutional Abuse - Neglect and poor professional practice. This may take the form of isolated incidents of poor or unsatisfactory professional practice, at one end of the spectrum, through to pervasive ill treatment or gross misconduct at the other. Repeated instances of poor care may be an indication of more serious problems.

No Secrets

Government guidance to local agencies who have a responsibility to investigate and take action when an At Risk adult is believed to be suffering abuse.

Ongoing – Complex and lengthy investigation which has not reached conclusion.

Perpetrator

The alleged perpetrator is the person who the At Risk Adult, or other person/s, has asserted but not yet proven to have committed the abuse.

Referral

A referral is the raising of a concern that a vulnerable adult may have been or might be a victim of abuse.

Substantiated – all of the allegations of abuse are proven on the balance of probabilities.

Partially Substantiated – some of the allegations of abuse are proven on the balance of probabilities.

Not Substantiated – It is not possible to prove on the balance of probabilities any of the allegations of abuse made.

Not Determined/Inconclusive – This would apply to cases where it is not possible to record an outcome against any of the other categories.

Serious Case Review (SCR)

The purpose of serious case reviews is to establish whether lessons can be learned about the way local professionals and organisations work together to safeguard and promote the welfare of our at risk adults (or children) , to act upon these lessons and as a consequence improve inter-agency working.

Abbreviations

ACS	Bury Councils "Adult Care Services"
ADASS	Association of Directors of Adult Social Services
AVA	Abuse of Vulnerable Adults
CQC	Care Quality commission
DH	Department of Health
DOLS	Deprivation of Liberty Safeguards
IMCA	Independent Mental Capacity Advocate

MCA	Mental Capacity Act 2005
NHS	National Health Service
PCT	Primary Care Trust
NIC	National Information Centre
PAHT	Pennine Acute Hospitals Trust
POVA	Protection of Vulnerable Adults