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Foreword

This Annual Report is published on behalf of the multi-agency Hampshire Safeguarding Adults Board and contains contributions from the broad range of agencies who are members of this Board.

Hampshire Safeguarding Adults Board oversees the effectiveness of the arrangements made by individual agencies and the wider partnership to safeguard adults from abuse. Its remit is not operational but one of co-ordination, planning and commissioning. It contributes to the wider goals of improving the well-being of adults.

During 2009/10, the Adult Services Department has continued to see an increase in the numbers of reported allegations of adult abuse and this trend is likely to continue. It is the result of increasing public awareness of these issues through media coverage combined with significant local work by staff across all multi-agency partners, underpinned by investment in training.

In addition, we have made real progress against all of the priorities outlined in last years annual report as well as contributing to and learning from national developments. In particular, one of the main pieces of work during 2009/10 has been to ensure that the way we deliver safeguarding services to adults in Hampshire better reflects the outcomes desired by the people who use our services and significant work with Service Users has been undertaken to achieve this aim.

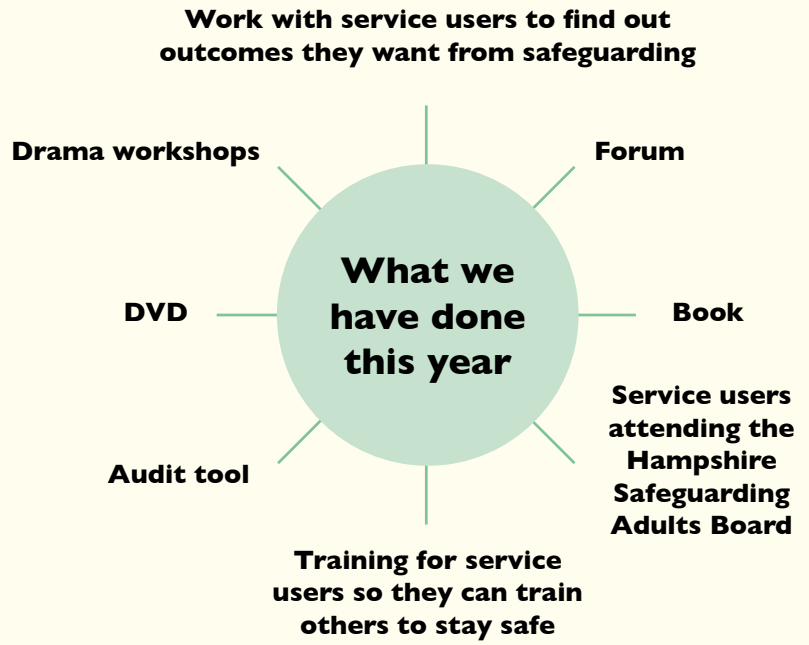
As a result, a number of things have been developed including an audit tool, for use by Board members and service users, to look at how responsive safeguarding services are. In addition, a DVD has been produced for both user groups and professionals to further raise awareness. Participants in this work can, quite rightly, be very proud of their achievements.

In recognition of this, I am sharing this foreword to the report with the service users who have given their time to work on the project. In order to explain their thoughts about achievements they have produced two diagrams that can be seen overleaf. In addition, the front cover of this report is a representation by a graphic artist of just some of the discussion that took place during the course of the project.



Gill Duncan

Director of Adult Services
and Chair of Safeguarding
Adults Board
Hampshire County
Council





We look forward to continuing to work with our service users into 2010-2011, to develop our services so that they are responsive and deliver the outcomes people want to see.

Gill Duncan

Introduction

Safeguarding Adults is a responsibility placed on health and social care through the 'No Secrets' guidance (Department of Health 2000) which is issued under Section 7 of the Local Authority and Social Services Act 1970.

Through this legislation, statutory health and social care organisations have a duty of partnership to work together to put in place services which act to prevent abuse of vulnerable adults, provide assessment and investigation of abuse and ensure people are given an opportunity to access justice. The 'No Secrets' guidance gives the Local Authority (Hampshire County Council) a leadership and co-ordinating role to ensure that all those who provide services for our citizens work together to address the safeguarding agenda in Hampshire.

A vulnerable adult, as defined in the 'No Secrets' guidance is:

- A person aged 18 or over
- 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

Abuse is a violation of an individual's human or civil rights by any other person or persons (No Secrets 2000).

Abuse can happen anywhere, in someone's own home, on a bus, in a care home, in community care or in a hospital. It may be behaviour that is intended or caused by a lack of training and/or ignorance.

Abusers (perpetrators) are often already known by the vulnerable adult. Abusers can be people such as a professional worker, another service user, a relative, a friend, a group or an organisation.

This Annual Report describes all the activity that has been carried out by the partnership organisations that form the Hampshire Safeguarding Adults Board, to support the safeguarding of adults during 2009/10.

The Strategy and Terms of Reference for the Hampshire Safeguarding Adults Board can be seen at Appendix A and B.



Section I

Key Activity in Safeguarding Adults in Hampshire 1st April 2009 to 31st March 2010

Key objectives for this period, as described in the 2008/09 Annual Report, are set out below with a description of progress against each.

1.1

Collection of annual data by relevant agencies

1.1.1

Through the collection of data, partners are able to monitor the effectiveness of arrangements for safeguarding vulnerable adults and use this information to continually improve our collective response. Over the last year, there has been a rise in the total number of reported incidents of alleged abuse from 804 in 2008/09 to 1437 in 2009/10; an increase of 79%. This increase evidences the impact of continued investment, strong partnership working and awareness raising among the public and workforce.

1.1.2

Safeguarding recording enables us to monitor the timeliness of our response to allegations of abuse. Despite the increase in levels of activity, the timescales for decision making have improved with 680 out of 1027 planning meetings (66%) held within seven days of an incident being reported, compared with 262 out of 513 (51%) in 2008/09.

1.1.3

Analysis of safeguarding records provides us with a profile of people who have been referred to Hampshire County Council for safeguarding by client group. Table 1 shows that last year, 1319 people were referred and the greatest number of these were older people.

Table 1 Numbers of people referred to Hampshire County Council Adult Services for safeguarding, by client group, 01 April 2009 - 31 March 2010

Client group	Total Number of People >18 years
Learning Disability	267
Mental Health	122
Older Persons	723
Physical Disability	89
Substance Misuse	12
Other / Unknown	106
Grand total*	1319

* Total is lower than total of reported incidents as an individual may be the subject of more than one reported incident.

1.1.4

The first national statistical return on the Abuse of Vulnerable Adults (AVA) was submitted to the Department of Health in June 2010. The AVA return will enable councils with adult social services responsibilities to benchmark their safeguarding data against other local authorities of a similar size. This will provide evidence of the effectiveness of partners' contributions in identifying, reporting, investigating allegations of abuse, and finding solutions to safeguard vulnerable adults.

1.1.5

Hampshire County Council submitted a voluntary AVA return which comprised data for the six months from 01 October 2009 to 31 March 2010. Informal benchmarking with six other councils showed that levels of safeguarding activity and patterns of abuse for the six month period were in line with Essex, Hampshire's closest comparator among the participants.

1.1.6

Hampshire County Council Adult Services have made further progress in implementing a single system for collecting safeguarding data with details of 79% reported incidents recorded in the County Council's client record system (compared with 28% at the end of March 2009). The move to a single system will help to make continued improvement in the reliability of data to inform Board decision making.

1.1.7

The Safeguarding Adults Board will be using the audit tool developed by service users during the coming year in order to monitor the quality of services provided.

1.2

Communication of key information and promotion of awareness to the public and professionals ensuring that all sectors of the communities are reached

1.2.1

Considerable work has been undertaken by both the Hampshire Safeguarding Adults Board and partner agencies during 2009/10. We have worked with people who use our services and Southampton and Portsmouth City Councils to improve information and advice about safeguarding. The 'Keeping People Safe from Abuse' leaflet is now available in care homes, libraries and other settings and available in different formats and languages.

1.2.2

We have redesigned the Hampshire County Council adult protection/safeguarding webpages, with a new site for professionals and for the general public; this is available via www.hants.gov.uk/protection-from-abuse

1.2.3

Throughout the year Hampshire Now, the Council's magazine which is sent to all residents, has included a series of safeguarding articles and case studies, for example on financial abuse; and gives clear information on who to contact if abuse is suspected.

1.2.4

In addition, as outlined in Section 4 of this Annual Report, it can be seen that a significant amount of training for professionals has taken place.

1.2.5

There has been a 21% increase in self referrals and referrals from friends, relatives or neighbours of alleged victims in 2009/10, evidencing that members of the public know how to report concerns. Informal benchmarking indicated the proportion of self referrals in Hampshire is higher than the average for the six participating Councils in the voluntary Abuse of Vulnerable Adults data return and, in particular, Essex (the closest comparator). Furthermore 585 reported incidents in the last 12 months were in respect of people not receiving a service commissioned by the County Council's Adult Services (self-funders) which is again, evidence of public awareness.

1.2.6

The source of referrals for reported incidents is as follows;

Table 2 Number of reported incidents by source of referral 2008/09 and 2009/10.

Source of referral	2008/09		2009/10	
	Number	% Total	Number	% Total
Self/friend/relative/neighbour	156	21.2%	197	13.0%
Social care	323	43.9%	247	16.3%
Health	121	16.5%	280	18.5%
Police	54	7.3%	122	8.1%
Housing	4	0.5%	15	1.0%
Regulatory body (CSCI/CQC)	8	1.1%	20	1.3%
Other	70	9.5%	632	41.2%
Total	736	100%	1513	100%

1.3

Workforce planning (ensuring that all members agencies have plans in place to meet the demands of Safeguarding) and workforce development (ensuring the above plans are underpinned with learning and development in order to develop the necessary knowledge and skills at all levels in organisations and groups. Each organisation to have in place a training strategy).

1.3.1

Work through the Hampshire County Council Partnership in Care Training (PaCT) Team has continued and ensures learning and development in safeguarding across independent and voluntary care homes and domiciliary care agencies. This contributes significantly to the prevention agenda and strengthens the knowledge of the workforce in these areas. The PaCT website and newsletters communicate key issues which are essential to the delivery of safe services.

1.3.2

A review of the workforce development strategy identified key knowledge and skills gaps primarily in child protection and domestic violence and work is underway to address this by incorporating it into existing training.

1.3.3

Training is in place for staff who directly provide services for users, which is planned around their specific job roles. There is engagement across key partners, particularly health and the emergency services, and, where single agency delivery is necessary, significant progress has been made to ensure consistency of approach.

1.3.4

One area highlighted with colleagues from Hampshire Partnership Foundation Trust was the need for them to have a better understanding of the safeguarding process and the chairing of safeguarding meetings. In response, over 50 clinicians attended safeguarding training in 2009 and HPFT have confirmed it is an essential course for staff to attend.

1.3.5

Training programmes have been regularly reviewed to include learning from case reviews, best practice and feedback from stakeholders, practitioners and managers.

1.3.6

In order to strengthen the workforce and provide focused leadership, during 2009/10, a number of key partners in health organisations have appointed specific posts to lead adult safeguarding development

within their organisations. This has supported both good workforce planning and clear communication around adult safeguarding and is evidence of commitment to this agenda.

1.3.7

The table below shows that physical abuse, financial abuse, and neglect/acts of omission have been the most prevalent reported types of abuse over the last three years. Training programmes and preventive working continue to focus on these key areas. There was a notable rise in 2009/10 of reported allegations of neglect reflecting a strengthening of legislation in this area and a wider recognition of acts of omission, for example care that falls below prescribed standards, as safeguarding concerns and corresponding changes in referral categorisation by NHS partners.

**Table 3 Numbers of allegations by types of abuse
2007/08 – 2009/10**

Type of abuse	2007/08		2008/09		2009/10	
	% Total		% Total		% Total	
Discriminatory	6	1.0	8	0.9	20	1.19
Financial & Material	119	19.6	210	23.9	340	20.19
Neglect	108	17.8	149	16.9	383	22.74
Physical	184	30.3	285	32.4	474	28.15
Psychological	108	17.8	127	14.4	218	12.95
Sexual	63	10.4	63	7.2	99	5.88
Institutional	N/A	N/A	N/A	N/A	17	1.01
Other	20	3.3	38	4.3	133	7.90
Total *	608	100.0	880	100.0	1684	100.00

* Totals exceed total numbers of reported incidents as an individual may be the subject of more than one alleged type of abuse.

1.4

Governance: arrangements in place in each member organisation and across agencies via the Safeguarding Adults Board to monitor the effectiveness of the partnership’s work and standards of practice to safeguard vulnerable adults from abuse.

1.4.1

The Safeguarding Adults Board has worked to develop the governance arrangements that underpin the multi-agency partnership. We have significantly strengthened our work with the Service Users Forum, focusing on how people can keep themselves safe. We have established an Executive Group of all statutory members which implements the Board’s work plan. We have worked to improve performance information and worked on ensuring we deliver action in response to national inquiries and serious case reviews, such as that produced by Lord Laming in response to the Baby Peter Connelly Inquiry in Haringey.

1.4.2

A consortium of health organisations has also been established to provide a consistent NHS contribution across the Hampshire, Portsmouth, Southampton and Isle of Wight Safeguarding Adults Boards.

1.4.3

It was recognised during 2009/10, that the Board would benefit from representation from General Practice, Housing (from the 11 District Councils in Hampshire) and Trading Standards. Representation has been secured and will be joining the membership during 2010/11.

1.4.4

The HSAB Financial Abuse Policy and Practice sub-group focuses on incidences of financial abuse and the complexities of preventing and intervening in such abuse. Priorities for 2009 included work with the national Information Commissioner and Office of the Public Guardian on information governance, an issue that currently stands in the way of information sharing between financial institutions and public bodies.

1.4.5

There has been some very effective work by the Adult Services Client Affairs and Legal teams, in relation to safeguarding those who lack mental capacity from financial abuse, through work with the Office of the Public Guardian and the Court of Protection. In 2009/10 this work has made a major contribution in three convictions of perpetrators of financial abuse. The team has also applied for, and obtained, Court of Protection Orders in respect of 20 individuals where safeguarding concerns were a contributory factor (source: Hampshire County Council Adult Services Client Affairs Team).

1.4.6

Case recording continues to illustrate a broad range of outcomes resulting from investigations into suspected abuse of a vulnerable adult. This is particularly important as it reflects the broad spectrum of responses of service users to abuse and has demonstrated how people respond very differently to similar situations and how much their wishes vary in terms of the outcomes they are seeking. For example, one person may wish to take an abuser through the criminal justice system, whereas another may wish only for the abuse to stop. Safeguarding has to be sensitive to the needs and wishes of those people at the centre of the process.



1.4.7

The Adult Services Department client record system holds multiple information about the people for whom services are provided. The outcomes from safeguarding processes, drawn from these, are represented at a moment in time as cases are ongoing. In Hampshire, 1319 people were referred to Adult Services due to the allegations of abuse in 2009/10. Of these;

- 40.5% allegations were unsubstantiated or no further action was taken or issues dealt with in a different way
- 0.3% refused support
- 15.2% the abuser or abused were removed from the situation
- 39.6% management action was taken or support provided to enable the person to manage the situation
- 1.4% referred for further action to other agencies
- 3.0% criminal investigation pending

In addition, the Police report that there were 17 police outcomes in 2009/10 which resulted in caution or prosecution in respect of adult safeguarding cases.

1.5

Prevention: there is a clear programme of work to reduce the risk of abuse/neglect across the range of settings (community/care settings)

1.5.1

This year, work to develop the prevention agenda has focused around the overlaps between adult safeguarding and the wider community safety agenda. Hampshire County Council Adult Services is the lead commissioner for community safety and chairs the Hampshire commissioning partnership group on crime and disorder reduction through which services work together to ensure people are safe at home, in care homes and in their neighbourhood. A strategic review across eight themes of community safety, including domestic violence and anti-social behaviour, was completed in 2009 and work to address safeguarding in the context of community safety has formed part of the work programme for 2010/11.

1.5.2

The County Manager for Domestic Violence is a member of the Hampshire Safeguarding Adults Board. The Hampshire County Council Trading Standards Department have been running a safeguarding adults project to develop effective responses to safeguarding to ensure vulnerable people are protected from those who would seek to exploit them in the community.

1.6**The inclusion of Safeguarding in commissioning strategies and contracts****1.6.1**

During 2009, Adult Services led the development of a joint protocol to safeguard children of people with mental health problems or substance misuse working with children's, mental health and drug and alcohol misuse services. This includes clear guidance on how safeguarding concerns should be handled; this will be developed in 2010/11 to include with parents with a learning disability; and will be a shared arrangement across Southampton, Portsmouth and Isle of Wight.

1.6.2

In addition, contracts within the Department are written to ensure that commissioned services are expected to co-operate with the Hampshire Safeguarding Adults policy and procedures.

1.7**Learning from Serious Case Reviews and other inquiries and reviews****1.7.1**

The Hampshire Safeguarding Adults Board members have continued to deliver against the action plan developed in response to the Steven Hoskin Inquiry, particularly in relation to building relationships with Hampshire Fire and Rescue service and Housing. This culminated in a presentation to the Board and consideration of how to improve cross referral between organisations to support vulnerable people living in their own homes more effectively.

In addition, the Board have also considered a local Serious Case Review relating to a double homicide in Southampton of a vulnerable adult and her carer in addition to developing an adult focused action plan drawn from the report by Lord Laming into the death of Baby Peter Connelly in Haringey.

Section 2

Service User Outcomes work

2.1

This piece of work was identified by the Safeguarding Adults Board as a priority for 2009/10. Through the Safeguarding Adults Service Users Forum, and with the support of a consultancy organisation Making Connections, the aim of this work was to find out what sorts of outcomes service users want to achieve when confronted with abuse, the processes by which they would want to achieve those outcomes and the development of a set of measurable outcomes. A work plan was developed and driven by service users. It has included innovative work to:

- Empower individuals to stay safe;
- Involve service users more effectively in their own safeguarding;
- Improve the governance and accountability of the Hampshire Safeguarding Adults Board in relation to service users.

2.2

A series of events were planned in the Spring 2010 to take this work forward. Firstly, service users explored how safeguarding processes are currently experienced in practice; a drama group presented a number of short scenarios of abuse and worked with service users to find out what they thought about abuse and what they would want from a range of agencies and individuals to keep themselves safe. The drama acted as a catalyst for ideas and views being expressed and the service users participated fully in the drama.

2.3

The next session produced clear views from service users on the need to involve them in safeguarding processes and in finding outcomes that suit them rather than the professionals. Having established the preferred outcomes, service users went on to develop an audit tool for use by the Safeguarding Adults Board and member agencies, in order to audit their own participatory practices in Safeguarding Adults work.

2.4

A booklet has also been developed which sets out a charter for service users involved in safeguarding and a DVD has been produced highlighting what is important to them. Both the booklet and the DVD will be used in training to help organisations, professionals, service users and their families better understand these outcomes.

2.5

In addition, the whole process will support service users in understanding more about abuse and about how to ensure their voice is heard. A train the trainer programme has also been put in place at the request of service users in order to train them to take part in safeguarding training for professionals and for other user groups.

2.6

A facilitated workshop will take place in August 2010 between the members of the Service Users Forum and the Safeguarding Adults Board in order to discuss and share the work that has been done and to develop an agreement between the two which will aim to describe the accountability the Board has to service users in relation to delivery of services that meet their expressed needs and desired outcomes.

2.7

This project was designed to assist Board members to look at our own practice in the light of service users' preferences and wishes. We will continue to work with the Service Users Forum in order that we can monitor, sustain and update this work during 2010/11.



Section 3



Annual Statement by Partner Agencies on the Hampshire Safeguarding Adults Board



Hampshire Care
Association
You're in caring hands

3.1 Hampshire Care Association

3.1.1

Hampshire Care Association is the representative trade body for care providers in Hampshire. The Chair of Hampshire Care Association continues to be the Association's lead for safeguarding and as such is committed to attending relevant meetings in regard to Safeguarding Adults, Mental Capacity Act and Deprivation of Liberty. These issues are discussed at executive meetings at Hampshire Care Association.

3.1.2

Hampshire Care Association will continue to disseminate and promote safeguarding and related issues to all providers and will promote the understanding of the positive aspects of safeguarding and its processes.

3.1.3

We are committed to working with Hampshire County Council Partnership in Care Training Team (PaCT) and contribute to the content and development of training. We will positively promote all PaCT training and development of Safeguarding, Mental Capacity Act and Deprivation of Liberty processes. We appreciate the multi agency training made available to providers.

3.1.4

We are committed to ensuring that safeguarding, Mental Capacity Act Assessments and Deprivation of Liberty safeguards are built into our everyday practice and care planning and to demonstrate to providers in partnership with PaCT, the importance of positive risk taking to increase the individuals capacity in enjoying their life for the best possible outcomes.

3.2**Hampshire Partnership Foundation Trust (HPFT)****3.2.1**

Hampshire Partnership Foundation Trust (HPFT) is a specialist provider of Learning Disability and Mental Health services for people across Hampshire and the surrounding area. The Trust's services are provided in partnership with other providers and the partnership arrangements with the local authority have been formalised legally with regard to the provision of adult mental health, and some learning disability services.

3.2.2

The Trust has a dedicated Head of Safeguarding role who leads across a range of activities including advising the Trust on the national policy agenda, leading on the development of internal policies and procedures, and quality and audit arrangements. The post holder is also responsible for linking with the wider safeguarding networks across the area served by the Trust and contributes on behalf of the Trust to the development of inter-agency and partnership arrangements.

3.2.3

The Trust fulfils its safeguarding role through a number of work streams including:

● Training

The Trust provides a range of safeguarding training at all levels across the organisation, including basic awareness, detailed awareness and specific management training. We also access Hampshire County Council for staff in our integrated teams. A review is currently underway of our current training strategy to ensure it is as effective and robust as possible.

● Policy Framework

The Trust is a key signatory to the multi agency plan, Hampshire Safeguarding Adult's policy and procedures and all services operate in line with this policy. We also have in place internal guidance for staff covering the application of the multi agency policy. Safeguarding responsibilities are also covered in a number of other policies including HR policies such as Disciplinary Procedure and Whistle Blowing Policy and the Confidentiality and Information Sharing Policies.

- **Learning from Incidents**

The Trust is addressing the need to have unified safeguarding reporting processes across the Trust which link with the Local Authority processes. Serious incidents are monitored through our Quality and Governance Committee and the Category Red Incident Review Group.

- **Information/Publicity**

The Trust is very aware of the need to raise awareness in relation to safeguarding. We are creating a safeguarding webpage to support the current information on our website. An information and awareness raising leaflet is in progress and several workshops and seminars are planned to raise awareness across the organisation, from Board to Ward.

- **Partnership working**

The Trust is committed to working closely with our partners and believe this is evident through representation at key meetings and involvement in all aspects of the work of the Board.

- **Governance**

Plans are in place to strengthen reporting and governance structures to ensure we can demonstrate our safeguarding activity through governance arrangements and monitoring.



3.3

Hampshire Constabulary

3.3.1

The police role in adult safeguarding is to investigate relevant crimes and allegations of abuse and by engaging with partner agencies to protect vulnerable adults. The police refer cases to the local authority and will alert agencies to vulnerable adults who may be at risk of abuse.

3.3.2

The force Public Protection Unit (PPU) is the strategic lead for vulnerable adult abuse and sit on the Safeguarding Adults Board. It also holds responsibility for internal polices and procedures and acts as a central point of reference to the local public protection unit teams. The area based Public Protection Units provide day to day contact and work to investigate crimes and protect victims.

3.3.3

Training of staff is very important so PPU staff attend the Hampshire County Council 'Adult Protection Safeguarding Assessment/ Investigation' course. They also receive additional training as required, for example training on the Mental Capacity Act was delivered jointly with the local authority.



3.3.4

Safeguarding adults and vulnerable persons is one of the Constabulary's strategic priorities for the coming year. As such the importance of this work is recognised and the force is improving its response such as providing specialist PPU investigators.

3.4**Hampshire Shared Lives Scheme (formerly Adult Placement)****3.4.1**

The Hampshire Shared Lives Scheme recruits, monitors and supports carers in ordinary family homes to provide accommodation and support for adults over 18 years of age who are unable to live independently because of age, a learning or physical disability or mental health issue. The scheme has a rigorous approval and induction process for new carers which takes account of safeguarding issues. This is followed up by on-going training for staff and carers, regular monitoring of carers and prompt action on any concerns and complaints.

3.4.2

The Scheme is regulated by the Care Quality Commission and is required to notify any safeguarding events as well as evidence its practice in relation to safeguarding on an annual basis. Any potential safeguarding event is recorded and notified to the Care Quality Commission as well as the relevant Care Management team and Adult Services' central Health and Safety team.

3.4.3

A training programme called Safer Caring was commissioned from the National Association of Adult Placement Schemes (NAAPS) and was delivered to carers at the end of 2009 and an internal training programme called Managing Allegations has been revised this year and will be rolled out to carers within the next 12 months. Staff and carers also access all relevant Hampshire County Council training. The Shared Lives Scheme has an individual policy and procedure on Safeguarding which is distributed to all staff and carers and the issue is included in regular training events.

3.4.4

The Scheme was, for the third year running, awarded a Excellent rating in the last Annual Report from the Care Quality Commission. Staff and carers within the Scheme have been alert to potential safeguarding issues for their service users and have taken the appropriate action.

3.4.5

The Shared Lives Scheme will continue to keep safeguarding as a key priority and will also roll out the training as mentioned above.

3.5

Winchester & Eastleigh Healthcare NHS Trust

3.5.1

The Trust Adult Safeguarding Steering Committee has continued to meet quarterly and reports to the Trust's Patient Safety Committee on an annual basis and the Chief Nurse quarterly. The monitoring and development of the procedures for the safeguarding of vulnerable adults within the Trust has been the focus of the Committee's action.

3.5.2

The educational activity delivered by the Trust has continued so that all those attending the Trust's Induction Programme and Skills Update Courses are introduced to the Trust's safeguarding procedures and their specific responsibilities explained. To support this activity additional trainers have been identified and have been seconded to specialist training courses. With these additional resources specialist training on Adult Safeguarding, Mental Capacity Act and The Deprivation of Liberty Safeguards now takes place for all staff on a weekly basis within the Trust.

3.5.3

The Chair of the Trust Committee and Trust Clinical Governance Officers meet weekly with the Hospital Adult Social Services Team to review all cases of alleged abuse brought to the attention of the Hospital Adult Social Services Team by hospital staff.

3.5.4

Winchester & Eastleigh Healthcare NHS Trust is committed to supporting local Adult Safeguarding activities and continues to contribute to Hampshire County Council initiatives.

3.6

NHS Hampshire (formerly Hampshire Primary Care Trust)

3.6.1

NHS Hampshire (NHSH) is the commissioner of health care for the population of Hampshire. Its overarching mission is to improve health and health care in Hampshire, reduce health inequalities, modernise healthcare and put patients at the centre.

3.6.2

Safeguarding Adults is enshrined in the organisations mission and goals. NHSH has identified an executive lead and a Head of Patient Safety, there is a Primary Care Trust (PCT) safeguarding committee which reports to Governance and Healthcare Assurance Committee and a sub committee of the PCT Board. The safeguarding committee is chaired by the PCT Clinical Director and reviews the outcomes of safeguarding adults related Serious Untoward Incidents and manages and monitors the annual work plan. Deprivation of Liberty authorisations are also reported to the safeguarding committee.

3.6.3

The PCT has a national best practice group which reviews and disseminates national and local best practice, e.g. No Secrets Consultation and Guidance and ensures implementation where appropriate and PCT staff work closely with Hampshire County Council and independent and NHS providers to manage specific cases and are members of the Hampshire Safeguarding Adults Board.

3.6.4

Key achievements this year include the development of a safeguarding committee, recruitment to a Best Interests Assessor post and the development of a consortium of health commissioners and providers across Hampshire and the Isle of Wight. We have developed an action plan for adults following the Lord Laming report and put in place contractual requirements for providers to have a safeguarding lead and training for staff. A Head of Patient Safety role has been introduced and National Patient Safety Agency National Framework flowchart and processes have been incorporated into contracts.

3.6.5

A number of priorities have been identified for NHSH for the forthcoming year. These are development of a supervision framework for staff working with vulnerable adults (continuing health care assessors), to promote and raise awareness among independent contractor groups, develop a PCT web site to provide links to Hampshire County Council safeguarding information, develop a multi agency protocol for working together and a safeguarding resource for the PCT induction pack.

3.7**Hampshire Community Health Care****3.7.1**

Hampshire Community Health Care (HCHC) is a provider of community health services bringing health care close to home. Our services help people stay independent in their own homes, reduce unnecessary admissions to large hospitals, and provide support to patients, children and their families.

3.7.2

Safeguarding is seen as a key component to HCHC's commitment to delivering high quality, safe services in compliance with statutory, national and local requirements. Adopting a whole systems approach, work continues to embed a culture where staff respect the right of the individual to privacy and dignity understanding the link with safeguarding to prevent abuse and neglect. HCHC continues to work in partnership within a multi agency framework both at an organisational and local division level.



Hampshire Community
Health Care



3.7.3

To demonstrate HCHC's commitment to safeguarding adults a new post of Head of Safeguarding Adults was created in October 2009 to provide strategic leadership. This person also takes a lead for Privacy and Dignity. A Non Executive Director named lead is also in place.

3.7.4

HCHC has a robust Safeguarding Adults Policy and safeguarding adults is interrelated within the organisation with the Mental Capacity Act and Deprivation of Liberty Safeguards (DOLS). The organisation is registered with the Care Quality Commission and safeguarding features in the Divisional Business Plans and is part of the quality and performance monitoring process.

3.7.5

The Safeguarding Adults lead is a member of the Safeguarding Children and Safeguarding Adults Committee which reports directly to the Quality and Governance Committee as part of the governance reporting structure. There is an emphasis on the integration of safeguarding into the clinical governance arrangements within the organisation. Safeguarding incident reporting is linked into the Serious Untoward Incident reporting process which also links to patient safety monitoring. The Safeguarding Adults Annual Report is part of the annual Quality and Governance reporting structure to Board.

3.7.6

All new staff receive Safeguarding Adults, Mental Capacity Act and DOLS awareness training as part of organisational induction with further training mandatory for all clinical staff. An e-learning package for safeguarding adults will be available. A new safeguarding adults intranet page is in development which will link to key documents and sites, news and lessons learned. Further work to embed lessons learned is being conducted through the 'Could it happen here?' initiative.

3.7.7

Safeguarding training has been reviewed to ensure the right level of knowledge and skills are provided for each member of staff. The number of staff trained at the basic level (Level 1) in 2009-10 was 938. There has been collaboration with Adult Services to further develop multi agency training opportunities. Prevention of pressure sores is high on the agenda and a revised tissue viability training programme has been developed.

3.7.8

To raise awareness of safeguarding adults within HCHC there are named leads in each area who act as a local resource for staff. HCHC has community matrons who work with nursing and residential homes to identify learning and development needs and work collaboratively with Adult Services.

3.7.9

Key achievements this year include the improvement in capacity to safeguard adults through the development of the new Training Needs Analysis and delivery programme and funding for a new Specialist Nurse for Safeguarding Adults post for 12 months. A Dementia Conference was delivered to raise awareness of the vulnerability of people with Dementia and End of Life Care and Mental Capacity issues. This was well attended with delegates from across HCHC, the County Council and the private sector.

3.7.10

Priorities for next year include development of a strategy for raising staff awareness of the needs of people with Learning Disabilities, to continue to embed learning from safeguarding incidents in operational teams (particularly prevention of pressure sore development) and continue to raise staff awareness of the needs of people with dementia. We will work with the staff Dignity Champions to underpin the cultural links between privacy, dignity and respect and safeguarding and continue to embed the culture of being open when a safeguarding incident occurs.

3.8**Southampton University Hospitals NHS Trust****3.8.1**

Southampton University Hospitals NHS Trust (SUHT) is an established teaching hospital and centre of excellence, providing a range of acute and tertiary care for local populations (Southampton and Hampshire) as well as specialist regional services.

3.8.2

SUHT recognises safeguarding adults as one of its key responsibilities and has set up robust reporting and monitoring structures to enable SUHT staff, staff from partner organisations and people who visit the Trust to be aware of the need to protect vulnerable adults from abuse and to know how to report any concerns they may have.

3.8.3

At SUHT we recognise that our role extends across 4 main aspects:

- 1 To provide support to any of our in-patients, their relatives or carers who may disclose a concern about abuse that has taken place within the hospital setting.
- 2 To provide support to our staff who (as a result of clinical observation) wish to raise a concern about abuse that may have taken place outside of the hospital setting.
- 3 To provide support to our staff who (as a result of clinical observation) wish to raise a concern about abuse that may have taken place inside of the hospital setting.
- 4 To work in collaboration with our partner organisations who may have a concern about abuse that may have taken place in the hospital setting.

3.8.4

All staff can access e-learning about safeguarding adults as part of the Statutory and Mandatory e-learning suite that the Trust provides. This basic awareness training is supplemented by focused group training on a divisional basis. All matrons are required to access more in-depth training about their roles and responsibilities with regard to safeguarding. In addition to this, the vulnerable adults group had a workshop day in December which included safeguarding adults. The Trust National Dementia Strategy Group is undertaking staff education to support in-patients who have dementia and this includes sessions on mental capacity and safeguarding issues.

3.8.5

SUHT has a Strategic Lead for Safeguarding, who represents the Trust at both Hampshire and Southampton Strategic Boards. This role is supported by an Operational Lead. The Trust Safeguarding group reports into the Trust Vulnerable Adults group, and via that to the Trust Governance Group which has board representation and to which an annual safeguarding report is submitted. Safeguarding Adults is a standing agenda item on all divisional governance group agendas. The Trust is linked into the Regional (Strategic Health Authority) forum for safeguarding adults.

3.8.6

SUHT fulfils its contractual and legal obligations by having the following in place:

- 1 An agreed policy for Safeguarding Adults
- 2 An agreed reporting mechanism for raising Alerts/Concerns
- 3 An agreed monitoring mechanism for Alerts/Concerns
- 4 A staff training plan

3.8.7

Information about the principles and practice of safeguarding adults is disseminated within the organisation in the following ways:

- 1 Via the Vulnerable Adults group membership
- 2 Via the divisional governance groups
- 3 Via the safeguarding adults group membership
- 4 Via the Matrons network
- 5 Via the Clinical Directors network
- 6 Via the Trust Director of Nursing and Associate Director of Nursing

3.8.8

A reporting protocol specifically for use with Alerts/Concerns relating to pressure ulcers has recently been developed.

3.8.9

Priorities for SUHT are to increase staff awareness through focussed training, increase the uptake of the basic awareness e-learning, introduce a 'second level' learning package for Matrons, Care Group Managers and Site Co-ordinators. To increase public awareness by having a Safeguarding Adults awareness week in the Trust and achieve approval of a dedicated nursing post for vulnerable adults within the emergency department.

3.9**Adult Services Department, Hampshire County Council****3.9.1**

Hampshire County Council Adult Services Department takes the lead co-ordinating role for safeguarding vulnerable adults from abuse as set out in the Department of Health guidance, 'No Secrets'. This role is in respect of multiagency strategic development and of investigations into individual situations of abuse.

3.9.2

Much of the work of the Adult Services Department is already set out elsewhere in this report and includes the development and leadership of the work of the Safeguarding Adults Board.

3.9.3

There have been three main elements to the work carried out by the Department in 2009/10.

3.9.4

Firstly, the work with service users, both to better understand the outcomes that they want to see from safeguarding processes and also to strengthen the governance of the Board in relation to its accountability to users of services, which is described in more detail in Section 2.

3.9.5

The second key piece of work has been to carry out a baseline assessment of Adult Services safeguarding practice. The assessment included a case file audit of 162 cases and several staff workshops. The findings demonstrated that the majority of practice was good but there were some issues highlighted relating to case file recording and use of the information system. Resulting actions include a full review of safeguarding processes to support personalised services, improved performance by teams in use of the IT system Adult Protection module, regular Best Practice workshops on supervision; and development of a flow diagram to support effective recording. All staff received a letter outlining the findings and actions required, which were also presented to the Hampshire Safeguarding Adults Board and individual partners. A review of progress and a further case file audit will conclude in Sept 2010.

3.9.6

Finally, in relation to Personalisation, the principles of the Mental Capacity Act have been embedded in Hampshire Safeguarding Policy, procedures and practice for many years. Principles of working in the best interests of the person, using the least restrictive alternatives were published by the Law Commission in the early 1990's and embedded into local practice; and are essential components of applying person centred planning and positive risk management. Adult Services has recognised the challenges in getting the balance right between personalisation and safeguarding adults who lack mental capacity. The Family Group Conference model and principles of 'best interests' is already showing us that it is possible to strike this balance. The Council's positive risk taking policy Choice, Empowerment and Risk: A positive risk taking policy for social care 2009, provides the framework for safeguarding vulnerable adults which is proportionate to the risks identified for the individual.

3.9.7

In addition, during 2009/10, the Department has;

- Reviewed the arrangements for our specialist safeguarding staff and will be implementing changes during 2010/11.
- Continued to work on data collection systems to improve accuracy. We have voluntarily participated in a new national data reporting process which will, for the first time, enable us to make a comparison with other local authorities, in relation to our performance in this area.
- Worked closely with all departments across the Council to ensure that safeguarding processes are in place. In particular, we have worked with Children's Services to ensure that cross referral is in place and we have planned to share elements of training across both staff groups during the coming year.
- Worked to develop our relationship with Housing Partners based in the District Councils .

- Worked to improve our website which can now be accessed by both professionals and the public seeking advice and is cross referenced to the Children's Services safeguarding website.
- Established a clear link between the work on adult safeguarding and domestic abuse.
- A development programme for Adult Services senior managers has defined the vision and knowledge set required to reflect their critical leadership role in driving this complex agenda. A further one day workshop in June 2010 will focus on Safeguarding and the wider Community Safety agenda.

3.9.8

During 2010/11, we will continue to contribute to the national safeguarding agenda and will respond as the proposed changes in relation to the Safeguarding Adults Board come into place.

3.10

Trading Standards Department, Hampshire County Council



3.10.1

Trading Standards is based within Hampshire County Council and It is the aim of the department that no vulnerable person in Hampshire gets taken advantage of and officers are passionate about justice for those members of our community who are not able to fight for themselves.

3.10.2

In the last two years a pioneering Dispute Resolution Scheme has been used to save vulnerable Hampshire council tax payers in excess of £160,000. In July 2009 seven complex intensive complaints were received, rising steadily to 18 in Feb 2010. Two officers are successfully engaged in this work and demand for their intervention is growing.

3.10.3

A six month long project starting in April 2010 has been designed to develop the contribution that Trading Standards makes to safeguarding vulnerable adults in Hampshire. A wide variety of secondments, training and shadowing opportunities for the project lead have been arranged to facilitate this.

3.10.4

The benefits to the community of this work are;

- Vulnerable residents have increased confidence and are supported to stay in their own homes for longer.
- Information is shared with other agencies to develop a complete picture of the extent of a problem.
- Isolated residents are brought into contact with agencies who can help.

- Money is saved and hardship and stress reduced thus improving quality of life.
- The profile of the services Hampshire County Council can offer is raised.
- Repeat victimisation is reduced.

3.10.5

This work contributes directly to County Council aims of making Hampshire safer and more secure for all and maximising the wellbeing of those affected.

3.11

Community Action Hampshire



3.11.1

Community Action Hampshire (CAH) is a countywide support body for the voluntary and community sector. As an organisation CAH does not work in the frontline with vulnerable adults, but acts as a channel of communication between the Safeguarding Board and voluntary and community groups who either deliver specific services to vulnerable adults or come into contact with them, e.g. lunch clubs, older people's forum. Within this role CAH seeks to raise awareness of safeguarding issues, and highlight any necessary measures voluntary and community groups may need to be taking in relation to safeguarding.

3.11.2

To raise awareness CAH primarily uses its publications - quarterly social care publication, communiqué, monthly Action News Update. CAH has set up safeguarding pages on its website covering the Independent Safeguarding Authority Vetting and Barring Scheme and the Hampshire Safeguarding Adults Board. Bulletins from the Board are posted on these pages and a link sent to CAH's health and social care e-network. In particular CAH has highlighted the message that it is vital that voluntary and community sector groups have in place robust governance arrangements, as well as appropriate safeguarding policies and procedures as individuals sometimes seek access to vulnerable adults via employment or volunteering positions within the voluntary and community sector.

3.11.3

Other issues that have been highlighted this year include:

- The revised Code of Practice for recipients of Criminal Records Bureau disclosures.
- The new Vetting and Barring Scheme from Independent Safeguarding Authority (ISA), and the new 'duty to refer'; CAH has also promoted regional road shows covering the Vetting and Barring Scheme.

- 'Together We Can End Violence against Women and Girls' national consultation and the resulting cross-government strategy.
- Charity Commission investigations concerning the abuse of vulnerable people, and the need for VCS groups to ensure that their governance arrangements and safeguarding policies and procedures are robust.
- Sexual abuse workshops run by local charity C'isters.
- A pilot in south east Hampshire to support male victims of domestic abuse.
- The County Council's Independence and Choice Policy consultation, with its emphasis on positive risk taking within the personalisation agenda.
- CAH has also promoted the work of the Hampshire Safeguarding Adults Board and outlined how VCS groups can contribute to its work.

3.11.4

CAH organised a 'Safeguarding Adults from Abuse' workshop jointly with Hampshire County Council Adult Services, for voluntary and community groups. This gave attendees an update on the Hampshire Safeguarding Adults Board, the ISA Vetting and Barring Scheme, and emerging messages from the No Secrets review.

3.11.5

This year CAH has become actively involved in the Equality & Citizenship Subgroup of the Hampshire Learning & Disability Partnership Board, which in particular is seeking to combat hate crime and co-ordinate activities that mitigate against it.

3.11.6

CAH will continue to work with the Hampshire CVS Network with the aim of ensuring that the network gives out a shared, consistent message regarding safeguarding to Hampshire's voluntary and community sector.

3.12

Basingstoke & North Hampshire NHS Foundation Trust

Basingstoke and North Hampshire 
NHS Foundation Trust

3.12.1

Basingstoke & North Hampshire NHS Foundation Trust is an Acute NHS Foundation Trust – providing secondary healthcare for adults and children.

3.12.2

Basingstoke & North Hampshire NHS Foundation Trust fulfils its role in safeguarding through representation on the Safeguarding Adults Board.



3.12.3

Information is disseminated through training in all aspects surrounding Mental Capacity Act and Safeguarding and designated lead officers have been appointed.

3.12.4

They feedback to the Safeguarding Group on and promote principles of practice, the group also has co-opted from across the Trust.

3.12.5

Data is collected through the Trust Clinical Incident reporting mechanism.

3.12.6

Review of Advocacy service annual report and is monitored through clinical incident reporting to Divisional Boards. Data on uptake of training is maintained by the Learning, Leadership and Development Department and shared with the Safeguarding Group.

3.12.7

This year the trust have set up a multi-agency group with representation from lead officers and identified champions across the Trust staff with special interest and expertise in issues surrounding safeguarding. A Dementia Care Pathway has been introduced alongside online training packages for MCA and Safeguarding.

3.12.8

In the coming year we plan to formalise a method of recording Safeguarding incidents, establish pathways in order to share learning from safeguarding incidents across the trust and further identify areas of expertise within the Trust surrounding safeguarding. We also aim to develop stronger links with other governance structures within the Trust, promote awareness of safeguarding to users of the service. Priority will be given to training with an emphasis on a multi-agency approach.

3.13**Housing and Supporting People****3.13.1**

Supporting People is a Government funded programme that aims to make sure vulnerable people get the housing related support they need to live more independently. The programme offers vulnerable people the opportunity to improve their quality of life by providing a stable environment which enables greater independence.

3.13.2

The revised Quality Assessment Framework underpins service quality within the Supporting People programme and requires all commissioned and contracted services in Hampshire to have appropriate adult and child protection policy and procedure frameworks in place, covering those working in, using or visiting services. Providers must submit evidence that staff have received training in safeguarding and that guidance is given to clients on how and when to raise concerns as well as that of maintaining appropriate professional boundaries. Providers in Hampshire are required to comply with the higher Quality Assessment Framework Performance Level B standards relating to protection of adults and children.

3.13.3

Supporting People have identified a lead officer to represent them at the Safeguarding Adults Board and promote Safeguarding Adults work within provider settings. The template and guidance for housing and housing support providers to report safeguarding notifications to Supporting People is now in place. This complements the mandatory reporting to Adult Services and allows Supporting People and the Hampshire County Council Business and Performance Team to better monitor reporting and responses.

3.13.4

Our work this year has remained focused on raising awareness and on supporting our housing partners to take an active role in recognising, reporting and responding to potential safeguarding issues. Safeguarding remains a standing agenda item on all District Inclusive Forums and District Core Groups. This ensures the most current information is cascaded to the housing sector and gives an opportunity to discuss areas of uncertainty and recurring issues.

3.13.5

The Supporting People team has the responsibility to:

- Require all Supporting People funded services to notify the Supporting People team of any incident of identified or suspected abuse immediately.
- To ensure that the Adult Services Department are notified of any identified or suspected abuse.
- To monitor the outcome of any notification of identified or suspected abuse in a Supporting People funded service.
- To ensure that all Supporting People funded services have available and implement the Safeguarding Adults/Adult Protection Policy.

3.13.6

We are now able to analyse the referrals that come from joint care and housing support providers to eliminate double counting but acknowledge the role housing is contributing. There continues to be a clear willingness from our housing partners to be strong, active participants in the Safeguarding Agenda.

3.13.7

Housing and Housing Support attendance and participation at safeguarding strategy meetings is much improved and this is a good indication of the growing confidence and understanding among our housing partners. However it is acknowledged that there is still work to be done to ensure this is consistent throughout the housing sector.

3.13.8

The Safeguarding Lead in the Supporting People Team had previously met with the safeguarding co-ordinators covering the South West of Hampshire quarterly to discuss any areas of uncertainty or recurring issues and to share best practice. However, these meetings proved to be so productive in sharing knowledge and ensuring consistency that they have now been expanded to include all the Hampshire safeguarding co-ordinators.

3.13.9

Work is underway to promote and develop a Vulnerable Persons Protocol in each district. This provides a formal commitment by housing providers to implement best practice by identifying vulnerable tenants at sign up, or through indicators such as rent arrears or neighbour dispute, and ensuring every reasonable action is taken to support them to maintain their tenancies before applying to court to reclaim the property.

3.13.10

Mental Capacity and Safeguarding development days specifically designed with housing in mind are planned for June 2010. These events will be targeted at key housing leads representing all 11 districts and boroughs in Hampshire. These development days will inform the agenda for a series of conferences open to all housing officers and housing providers.

3.14**The Crown Prosecution Service****3.14.1**

The Crown Prosecution Service (CPS) is an independent Government department responsible for prosecuting people in England and Wales who have been charged with a criminal offence.

3.14.2

The CPS have a number of policies which directly relate to vulnerable adults including policies in relation to crimes against older persons, disability hate crimes and guidance on prosecuting cases where the victim or witness have mental health issues and/or a learning disability.

3.14.3

In Hampshire and the Isle of Wight the CPS has a Crime Scrutiny Panel which is made up of representatives from local communities and groups which act as critical friends. The Panel considers cases which have involved crimes against older persons and discusses what lessons can be learned to ensure that more offenders are brought to justice. In addition to this, Hampshire and the Isle of Wight CPS have been assisting with a project being conducted by MIND to help produce a 'toolkit' for Prosecutors and other lawyers to guide them as to best practise when dealing with victims and witnesses who have mental health issues.

3.14.4

A CPS Lawyer regularly attends the Hampshire Adult Protection Committee to answer questions relating to the prosecution of crimes against vulnerable adults and to provide updates in relation to successful prosecutions where vulnerable adults have been a victim of crime and/or witnesses in Court proceedings.



3.15

Surrey and Borders Partnership NHS Foundation Trust

3.15.1

Surrey and Borders Partnership NHS Foundation Trust provides health and social care services for people with mental health illness, drug and alcohol problems and learning disabilities across Surrey and North East Hampshire. The overall aspiration of the Trust is to ensure that people living within its catchment area enjoy consistently good mental health and well being.

3.15.2

The Trust has maintained its commitment to the Safeguarding agenda this year and has created a Safeguarding Team under the leadership of the Director of Social Care. The team consists of a Safeguarding Adults Lead, Safeguarding Children's Lead, Domestic Abuse Lead and Public Protection Lead. They meet together within the Safeguarding Strategy Group and have devised a Safeguarding Action plan for the Trust, which focuses on Diversity and Inclusion, Communication and Awareness, Training and Development, Policy and Legislation, Partnerships and Quality Assurance and Audit.

3.15.3

The Trust remains committed to working with their partner agencies through participation on the Hampshire Safeguarding Adults Board, and the Health Care Consortium sub group. The Trust is keen to continually build upon its partnership arrangements with Surrey, Hampshire, and Croydon so that best practice ideas and initiatives can be shared across counties.

3.15.4

Within the last year extensive work has been undertaken to increase the profile of Safeguarding within the Trust. The Trust's Safeguarding Adults policy was reviewed and can be found on the Trust's public website. All staff receive an introduction to Safeguarding Adults within their Trust induction after which it is mandatory for all staff to attend the Safeguarding Awareness Course provided by the Trust. Staff working in Hampshire's Integrated Health and Social Care Teams have continued to attend the Hampshire County Council Safeguarding Adults training courses. Hampshire Safeguarding Adults publications are being distributed to all Hampshire services for display in public areas. Safeguarding Adults pages on the Trust's intranet have been reviewed and updated to provide up to date information and advice for staff. Safeguarding Adults is now a standing agenda item in both Trust strategic and operational forums.

3.15.5

The Trust completes an annual review of their Safeguarding Adults policy in line with the review of the Safeguarding Adults Surrey, Hampshire and Croydon Multi-Agency Procedures reviews and takes into account changes in national guidance and legislation.

3.15.6

This year the Trust has registered with the Care Quality Commission and is required to continue to demonstrate that effective Safeguarding policies and practices are in place. The outcomes and experiences of the individuals who receive Trust services and their carers and families and the quality, and effectiveness of Safeguarding Practices within the Trust, will therefore play a vital part in the 2010-2011 Safeguarding Action plan.

3.15.7

In order to raise the public's awareness of Safeguarding Adults, work is in progress to design a Safeguarding page on the Trust's public website which will compliment the information which is already available to Trust staff on the intranet. The Safeguarding Adult and Domestic Abuse Leads are meeting with the Trust FoCUS (Forum of Carers and People who Use our Services) groups in June 2010. They will be explaining safeguarding developments within the Trust and seeking their views about further ideas for future improvements.

3.16**Domestic Abuse****3.16.1**

The Domestic Abuse Commissioning Officer is based within Hampshire County Council and provides a strategic and commissioning lead across the County on domestic abuse and other related issues such as honour based violence and forced marriage.

3.16.2

During 2009/10, a discussion paper has been produced which makes explicit the links between the two areas and explores the implications for both practice and strategic development (Domestic Abuse & Safeguarding Adults: A discussion paper investigating the links between domestic abuse and safeguarding vulnerable adults in Hampshire and implications for practice and strategic development, Jude Ruddock-Atcherley, 2009).

3.16.3

Further achievements during the year have been; securing representation for domestic abuse services and adult safeguarding on each of the multi-agency Boards; production of Honour Based Violence Multi-Agency Guidance and delivery of a strategic review of domestic abuse services in Hampshire.

3.16.4

Priorities for 2010/11 include completion of the strategic review, remodelling of services, commissioning of a county wide advocacy service, countywide provision for perpetrator programmes, consistent approaches and equality of access to services and development of a domestic abuse awareness e-learning package.

Section 4

Safeguarding Workforce Development and Training in Hampshire



4.1

An extensive workforce development and training programme continues both within Adult Services through the core training programme, and across the independent and voluntary sectors via the Partnership in Care Training (PaCT) team, which is resourced and funded by Adult Services.

4.2

An assessment in 2009/10 indicates that over 95% of staff working in Adult Services have received safeguarding training relevant to their role, with everyone new to the organisation having an awareness of safeguarding built into their induction. In the private and voluntary sector it is estimated that over 52% of staff have accessed training that has been funded by Hampshire Adult Services department.

4.3

Significant progress has been made in 2009/10 to increase the level of multi-agency safeguarding training. Staff from across NHS organisations and all emergency services groups are now accessing a joint assessment and investigation training programme for practitioners across health, social care and key partner organisations. Within Adult Services we are working with colleagues in Children's Services and the Domestic Abuse teams to embed core principles of child protection and domestic abuse across the whole safeguarding training pathway. Options are also being explored to provide specific child protection and domestic abuse workshops to staff in key roles.

4.4

A priority for all workforce development activity is to ensure that learning is embedded in practice. A number of innovative approaches are being developed to ensure this happens, including use of a reflective approach to refresher training for staff working in residential and nursing homes that helps practitioners make the links from theory to their everyday practice.

4.5

There has been excellent take up of courses during the period 1st April 2009 – 31st March 2010 as follows;

Course	Module	Numbers
Core	Basic Awareness	574
	Detailed Awareness	241
7-day Modular	Assessment & Investigation	196
	Mental Capacity	182
	Capacity, Risk Assessment and the Law	145
	Achieving Best Evidence	128
Manager's Development	Chairing Conferences	22
	Provider Services Managers Development	43

4.6

Included in these figures are staff from other agencies who have attended the 7-day modular programme. Adult Services are working increasingly closely with partner organisations to align workforce and training strategies and have provided significant support to implement training programmes across organisations. It is a core commitment from Adult Services to work with other agencies in developing a consistent approach to the commissioning and delivery of quality safeguarding training in line with local policy and procedures.

4.7

Recognising the critical links between safeguarding and mental capacity, a comprehensive multi-agency training Mental Capacity Act / Deprivation of Liberty Safeguards programme has been co-ordinated by Hampshire Adult Services using Department of Health funding and delivered across the statutory, private and voluntary sector.

4.8

Training figures for MCA / DOLS 2009/10:

Course	Who was training aimed at ?	Numbers
Managers Briefing	Independent sector	97
Detailed awareness	Health and social care	61
MCA/DOLS in practice	All sectors	35
Train the trainer	All sectors	60
DOLs	All sectors	169

4.9

Significant support has been given to independent and voluntary sector providers (including Housing providers) at both management and practice level to ensure a robust and consistent response to safeguarding issues. The range of support includes an option to provide a period of one-to-one support with workforce development where serious safeguarding concerns exists.

4.10

The train-the-trainer programme enables providers to deliver structured and consistent awareness sessions within their organisation. Recognising the limitations of 'cascade training' we are moving forward with development of a new Supported Learning Programme (SLP) which will, over a two month period, enable managers, training leads and local safeguarding leads to develop the key practical skills and theoretical understanding necessary to become their organisation's safeguarding and MCA champion, promoting implementation of good practice and supporting delivery of the basic awareness course.

4.11

The County Council provide significant training to the independent sector through Partnership in Care Training (PaCT) team. The figures for 2009/10 are as follows;

Course	Numbers
Managers	32
Managers Development Days	277
Train the trainer	72

4.12

Safeguarding training for the voluntary and not for profit sector (including Housing/Supporting People) is provided primarily through ROCC which is a coordinating/umbrella organisation for voluntary and not for profit organisations. However housing providers are able to access ROCC or PaCT training opportunities. Work is also ongoing with Community Action Hampshire and Raise to develop additional basic awareness safeguarding training capacity for the not for profit sector across Hampshire. During 2009/10 there were 32 training places provided by ROCC on basic safeguarding awareness.

4.13

Safeguarding training for all levels of staff at Hantsdirect, the Hampshire County Council contact centre, is available through a variety of generic and specific programmes. A review of the current programme is currently underway using a skills audit to inform development of focussed pathways relevant to specific roles within the centre.

4.14

The development needs of the professional advisors within Hantsdirect have been addressed based on assessment of individual learning needs, whilst a specific development programme for call handling agents at the centre has been commissioned to build on their core safeguarding basic awareness training. Numbers of staff trained through bespoke safeguarding training for the contact centre staff, during 2009/10, are 44. All other contact centre training is included in the adult services core programme.



Section 5

Key priorities for the period - April 2010 to March 2011

5.1

The Hampshire Safeguarding Adults Board has identified eight priorities for the coming year captured in a business plan (Appendix C).

5.2

The HSAB priorities for 2010/11 are briefly described below in the form of the outcomes we would wish to see as a result of the work we are doing. Progress against these outcomes will be reported in the Annual Report for 2010/11.



5.3

The priorities for 2010/11 are;

- Work with service users to improve the safeguarding interventions we make, by using the audit tool produced by them in 2009/10 to audit existing services and make recommendations
- Agree a framework which holds the Board accountable to service users for the delivery of the improved outcomes they are asking for
- Make the Hampshire Safeguarding Adult Board stronger to ensure that it is effective in co-ordinating safeguarding services to gain better outcomes for service users
- Communicate effectively with Hampshire citizens, particularly those in hard to reach communities, to raise awareness of the issues of adult safeguarding in order that people can keep themselves safe
- Have clear performance information which helps Board members to better understand the effectiveness of our safeguarding interventions and plan for improvements
- Work more effectively with all agencies across Hampshire - but specifically with community safety partnerships - to take action to tackle wider safeguarding issues such as disability hate crime
- Improve care, across Hampshire and the Isle of Wight, provided to learning disability clients in all care settings who are at risk of choking.

5.4

To elaborate on the priority relating to performance information, the HSAB are keen to;

- ensure high level ownership of information across the partnership through provision of quarterly reports to the Safeguarding Adults Board which evidence the effectiveness of partners' contributions.
- work with IT Services and front line staff to improve recording and reporting to ensure partners are able to comply with and benefit from local and national information requirements.

Appendix A

Strategy for Safeguarding Adults in Hampshire

■ This document outlines the vision for Safeguarding Adults in Hampshire. The Adult Safeguarding Board is a partnership committed to working together to ensure:

- Vulnerable adults living in Hampshire are supported to safeguard themselves from abuse and are enabled to report any concerns they may have
- Safeguarding vulnerable adults and their carers from abuse is everyone's business and responsibility
- There is a zero tolerance approach to the abuse of vulnerable adults wherever this occurs
- Supports are in place to prevent abuse from occurring
- Vulnerable adults and their families, carers or representatives have access to information regarding the standards, quality and treatment they can expect to receive from any individuals (paid or unpaid), services or organisations involved in their lives.
- People working or involved in supporting vulnerable adults and/or their carers have the appropriate level of skills, knowledge & training to safeguard adults from abuse
- Where abuse of a vulnerable adult occurs, or is suspected, it is recognised and there are effective processes in place across all partner agencies and organisations to respond quickly, proportionately and appropriately to safeguard vulnerable adults from further abuse. This response is as inclusive and empowering of the service user as possible.

■ Safeguarding work in Hampshire aspires to the standards expected by the 11 good practice standards set out in the Association of Directors of Social Services "Safeguarding Adults" framework (2005) and complies with the mandatory guidance set out in "No Secrets" DH 2000.

■ The Safeguarding Board will achieve the above vision through the working out of the following strategic objectives:

- Raise awareness of safeguarding across all sectors of the community
- Provide a framework for development and maintenance of governance arrangements in and across agencies.
- Actively engage all stakeholders in the protection of vulnerable adults influencing policy and decision making at the highest levels in organisations.
- Influence practice across agencies through leadership of the workforce planning and development agenda and specific training and development.

- Lead and assure the Serious Case Review process.
- Ensure effective links between safeguarding and personalisation agendas with particular emphasis on involving service users at all levels in the safeguarding agenda.

Key actions/tasks in support of the strategy:

- Communication of key information and promotion of awareness to the public and professionals ensuring that all sectors of communities are reached.
- Workforce planning: ensuring that all member agencies have plans in place to meet the demands of safeguarding work.
- Workforce development: ensuring the above plans are underpinned with learning and development in order to develop the necessary knowledge and skills at all levels in organisations and groups. Each organisation to have in place a training strategy.
- Collection of annual data by the relevant agencies.
- Governance: arrangements in place in each member organisation and across agencies via the Safeguarding Board to monitor the effectiveness of the partnership's work and standards of practice to safeguard vulnerable adults from abuse. These arrangements will include; formal links between the Safeguarding Board and Local Authority Members; regular audits; clear responses to local and national incidents and inquiries; ensuring quality assurance processes and data are used to inform forward planning for learning and development; service development; information dissemination; prevention and intervention.
- Safeguarding is linked as appropriate to other key strategies across the Council area as set out in Safeguarding Adults, (Association of Directors of Social Services (ADSS), 2005).
- Prevention: there is a clear programme of work to reduce the risk of abuse/neglect across the range of settings (community/care settings)
- The above to include a focus on positive practice; values and attitudes across agencies to promote wellbeing and prevent abuse and including a focus on whistle blowing on poor practice.
- The inclusion of safeguarding in commissioning strategies and in contracts.
- Continually updating policy and procedures in line with national and local developments both within safeguarding and in other key agendas.
- Holding Serious Case Reviews and acting on them.
- Development of services capable of responding to those who have been abused/are at risk of abuse/are perpetrators of abuse/neglect.
- Achieving the above through engagement with the whole range of stakeholders including service users and carers.



How will the Board ensure it achieves these key strategic objectives:

- Broad representation on the Board and at an appropriate level in each organisation.
- The strategy is signed up to by all partner agencies at a senior/ board level.
- The Annual Report of the Hampshire Safeguarding Adults Board will include an annual review of progress on the strategic objectives highlighting priorities for the coming year.
- There will be an annual review of progress on Safeguarding Adults within each partner agency within an agreed framework linked to strategic objectives and key tasks.
- An Executive Group will share decision making on priorities and actions There will be short and long term groups to achieve specific objectives There will be strong links to an established service user forum and committee.
- There will be links as appropriate to other key strategies across the Council area as set out in Safeguarding Adults, (ADSS, 2005).

June 2009

Review December 2010

Appendix B

Terms of Reference Executive Group to Hampshire Safeguarding Adults Board

Terms of Reference:

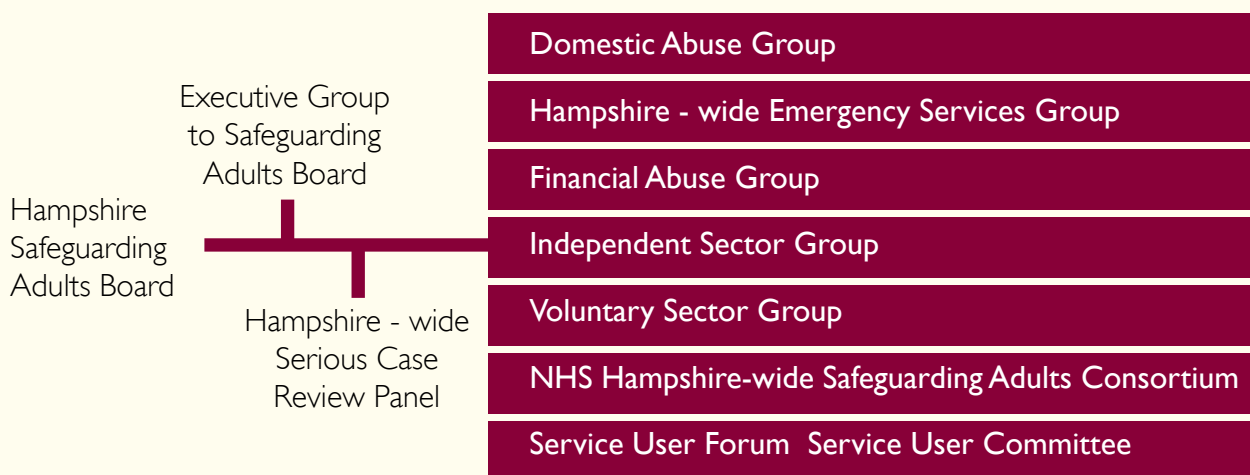
- To be accountable for the Safeguarding Adults agenda.
- To agree the Safeguarding Adults Board Strategic Objectives and the resources required to implement this.
- To monitor the work of the Hampshire Safeguarding Adults Board and member organisations against the strategic objectives; identifying priorities and taking recommendations to the Safeguarding Adults Board.
- To evaluate and explain concerns to any Safeguarding Adults Board member agency where that agency is not performing effectively in Safeguarding Adults against the expectations set out in the strategic objectives.
- To consider and where appropriate endorse recommendations from the Serious Case Review Panel.
- To ensure that the necessary levels of training and development are in place across agencies to support the delivery of the strategic objectives.
- To maintain consistency of response to media concerns against the agreed media protocol.

Meetings: quarterly or as necessary when significant decisions are needed. Communications could be via e-mail if urgent issues arise.

Chair: Director of Adult Services, Hampshire County Council/
Assistant Director of Adult Services, Hampshire County Council.

Membership: Senior Representation from key statutory agencies including Lead Social Services Officers from Hampshire County Council Adult Services; representative of Health membership on the Safeguarding Adults Board; and Senior Officer Hampshire Police.

Sub Groups and Focus Groups to the Safeguarding Adults Board



The above groups will operate on a long term basis it may be appropriate for the Safeguarding Adults Board to set up other groups on a long or short term basis to:

- Carry out specific tasks (for example updating policy; identifying training needs).
- Provide specialist advice (for example around the issue of financial abuse; working with specific ethnic or cultural groups).
- Bring together representatives of a sector to discuss relevant issues and to provide a contribution from that sector to the work of the Safeguarding Adults Board.

All of these groups will be established by the Safeguarding Board and work to agreed terms of reference with explicit lines of reporting, communication and accountability to the Safeguarding Adults Board. Chairs of subgroups should be Safeguarding Adults Board members.

The Hampshire Safeguarding Adults Board makes links to the Southampton and Portsmouth Boards with whom it shares a Policy and Procedures via a Multi-agency Management Committee which meets biannually.



Appendix C

Hampshire Safeguarding Adults Board Business Plan 2010/11

Safeguarding Adults is a responsibility placed on health and social care through the 'No Secrets' guidance (Department of Health 2000) and based on the Local Authority and Social Services Act 1970. Through this legislation, statutory health, social care and criminal justice organisations have a duty of partnership to work together to put in place services which act to prevent abuse of vulnerable adults, provide assessment and investigation of abuse and ensure people are given an opportunity to access justice. The 'No Secrets' guidance gives the Local Authority a co-ordinating role to ensure that all those who provide services for our citizens work together to address the safeguarding agenda in Hampshire.

Hampshire Safeguarding Adults Board oversees the effectiveness of the arrangements made by individual agencies and the wider partnership to safeguard adults from abuse. Its remit is not operational but one of co-ordination, planning and commissioning. It contributes to the wider goals of improving the well-being of adults.

It is anticipated that, during 2010/11, new legislation will be proposed to place Safeguarding Adults Boards on a statutory footing, alongside awaited guidance on the structure and function of Boards within a new statutory framework.

This document therefore seeks to describe a short business plan for the Hampshire Safeguarding Adults Board ahead of these changes and aims to focus efforts on eight key areas of activity for 2010/11; these resulted from a Board Away Day held in April 2010.

These eight areas of activity will be monitored throughout the year by the Board and will be reported on in the Annual Report for 2010/11.

Business Plan 2010/11

No.	What	Who	How	When	Success Measure
1	Commission a review of the terms of reference, membership, sub-groups and governance of the Board in addition to an options appraisal in relation to the appointment of an independent Chair	HSAB members, lead with Adult Services	Making Connections consultancy will undertake this work	June-September 2010	A Board will be in place that is linked into the governance structures of all partnership organisations and measurably delivers against jointly agreed objectives
2	Respond to the changes proposed by the Government response to the 'No Secrets' consultation as they emerge during 2010/11	HSAB members, lead with Adult Services	Proposals will be brought to the HSAB for consideration	2010/11	The partnership Board will be fully compliant with any changes
3	Continuation of the partnership work to raise awareness of adult safeguarding, underpinned by a Board communications plan	HSAB members through a communications sub-group	Development of a communications plan alongside review and development of materials for use by partner agencies	2010/11	Communication plan in place Materials in place for use by agencies
4	Specifically, develop an approach to raising awareness of adult safeguarding within Black, Minority Ethnic and Faith communities within Hampshire	HSAB members Adult Services lead	Review current multi-agency strategies and actions and build on these Work with the Adult Services Community Development Workers to make contacts into hard to reach communities in order to provide information and offer support and training	2010/11	Clarity provided through review document of current multi-agency approaches Development of co-ordinated strategy for partners of HSAB Development of specific literature for both the public and professionals Delivery of training packages

No.	What	Who	How	When	Success Measure
5	Service User Outcomes work;				
a	Develop a framework between the Service Users Forum and the HSAB to clarify accountability for delivery of outcomes	Members of the HSAB	Facilitated workshop with the Service Users Forum members	3rd August 2010	An measurable agreement will be in place
b	Undertake an audit of the HSAB against outcomes identified using the Service User Audit tool	Members of the HSAB	Establish a panel to undertake audit	2010/11	The audit will enable the development of an action plan to support delivery of services better focused on service users expressed wishes
6	The development of clear performance information that is useful to Board members to support the planning of services	HSAB members performance information teams, lead by Adult services	Establish a task and finish group Using the national vulnerable adults return as a base on which to build	By October 2010	An agreed performance information set is in place and used by HSAB members and organisations
7	Develop a prevention strategy for safeguarding in the context of the wider community safety agenda, incorporating a response to disability hate crime	A sub-group of the HSAB led by Adult Services	Map community responses currently available and undertake a gap analysis	2010/11. It is expected that due to the breath of this work, it will continue into 2011/12	A prevention strategy is developed to inform all agencies and strengthen information sharing and joint response
8	Undertake a multi-agency review of care provided to high need learning disability clients in Hampshire, in both health and social care settings, at risk of choking	HSAB members Chair: Lucy Butler; Adult Social Services	Establish a panel to lead the review and make recommendations to the HSAB	Commence September 2010	Safeguarding responses for learning disability clients are consistent Service providers are clear regarding the needs of individual high need learning disability clients and have appropriate risk and care plans in place to meet these needs HSAB members have clear arrangements in place with regard to commissioning on behalf high need learning disability clients

Contact details

Alternative formats, easy read version or other languages (Bengali, Arabic, Chinese, Nepalese, Urdu, Polish) are available on request.

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یہ معلومات اردو میں فراہم کی جاسکتی ہیں۔

Informacja ta może być dostarczona w języku polskim.

Please contact Hantsdirect on 0845 603 5630 or
email - adult.services.feedback@hants.gov.uk

Adult Services Department,
E11 Court, The Castle, Winchester, SO23 8UQ



