

8th September 2014**Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR, ACCESS & PUBLIC PROTECTION****ACCESS AND SAFEGUARDING****PURPOSE OF THE REPORT**

1. The purpose of this report is to:
 - give an overview of the authority's Safeguarding and Access Service
 - update the Committee on the progress of the realisation of the efficiency savings
 - provide an update on the work of the Benefits Service, in supporting vulnerable people.

INFORMATION AND ADVICE

2. The Adult Social Care Health Committee report of 31st March 2014 sets out the new group structure for ASCH&PP. Access and Safeguarding services were joined under a single line management structure which was previously undertaken by three different Group Managers and three Service Directors. The service seeks to:
 - provide a "seamless service" and entry point into social care and safeguarding adults
 - ensure people receive an appropriate, proportionate and timely service to meet their needs
 - provide support and leadership to coordinate activity as the lead agency for safeguarding adults.
3. The Service Area has the following teams:
 - **The Adult Access Service** together with the Customer Service Centre (CSC) assesses whether someone is in need of or is likely to be in need of support. To determine this, the department uses Government guidance to decide whether a person's ability to live independently would put them at risk if services are not provided or arranged to help them. This is called Fair Access to Care Services (FACS). If there is a risk to a person's independence the department has to decide whether the risk is critical, substantial, moderate or low. Currently, 71% of enquires do not require further input from the district operational social work teams.
 - **The Benefits Service** has been refocused to mitigate the effect of the closure of the Nottinghamshire Welfare Assistance Fund (NWAF). The team

continue to deliver advice to ASCH service users and take referrals via the CSC. Other areas of the team's role include training to ASCH and voluntary sector organisations, website development and liaison at a local and national level. The projected amount of additional welfare benefits the team is expected to gain for the citizens of Nottinghamshire over a twelve month period is £854,330. This will enable service users to self-fund care for longer or allow those already receiving local authority funding to make greater financial contributions towards their care, reducing the cost to the Authority. From April 2015 the team will have a pivotal role in implementing and delivering the requirements of the Care Act.

- **The Occupational Therapy Intake Team**, which receives requests for occupational therapy assessments. Between January 2014 and the end of April 2014 the team received 2,454 contact assessments. Of these 1,110 were dealt with fully by the Intake team reducing the number of home visits and providing a quicker response to service users.
- **The Multi Agency Safeguarding Hub (MASH)** receives all safeguarding adult enquires. Through a process of information sharing with partner agencies the team triages all enquires to provide a timely and proportionate response appropriate to the level of risk. The team is currently successful at diverting an average of 41% of safeguarding enquires because they do not meet the threshold for adult safeguarding.

4. Adult Activity in MASH

	Per Year	Per Day
Calls	5,418	21
MASH Enquiries	4,751	19
Referrals	3,019	12

5. Adult MASH Enquiries by Quarter

Quarter	Count of Enquiries
Q4 2012-2013	775
Q1 2013-2014	1,023
Q2 2013-2014	1,146
Q3 2013-2014	1,245
Q4 2013-2014	1,337

Q1 2014-2015	1,317
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With the exception of the last quarter this chart shows a consistent increase in the number of enquiries into the MASH. This continued rise is in line with the national picture and we believe it reflects greater awareness of safeguarding issues and how to respond rather than an increase in the amount of abuse taking place. A further report outlining the impact of this for the staffing of the Mash will be presented at a future committee meeting.

6. **The Safeguarding Team** supports the work of the Safeguarding Board, commissions and delivers safeguarding training, has a quality assurance function together with policy and practice development for the authority and its partners. This team also leads on the Making Safeguarding Personal Agenda which was agreed by ASCH Committee on 12 May 2014.

Care Act

7. The Care Act seeks to introduce safeguarding adults' boards as a statutory requirement and requires local authorities to make enquiries when an adult at risk is thought to be at risk of harm or neglect. The grouping of services within Access and Safeguarding will contribute significantly to the Care Act programme and staff within the group are leading a number of work streams.

Savings Proposals

8. The savings proposal for 2014/15-2016/17 relevant to the service area is:
 - a. **Disestablish the Safeguarding Adults Practice Team (OBC08a).** These savings were realised and the team was disestablished. However, the subsequent Cheshire West judgment resulted in an additional funding of £1.8 million to comply with the judgment. This was approved in the Committee report of the 12 May 2014.
 - b. **Cease the Commissioning Officer Improvement Post (OBC08b)** in the Safeguarding Adults Strategic Team. This will be realised from September 2014 the post holder has successfully completed a trial period and has been re-deployed to another area in the department. The savings will be realised now that this has become a permanent position.

OTHER OPTIONS CONSIDERED

9. None.

STATUTORY AND POLICY IMPLICATIONS

10. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public

Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

FINANCIAL IMPLICATIONS

11. The financial implications are detailed in paragraph 10 of the report.

HUMAN RESOURCE IMPLICATIONS

12. These are contained in the body of the report

SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS IMPLICATIONS

13. The authority's emphases on improving the quality of services for vulnerable adults will ensure that safeguarding enquires are dealt with in a proportionate and appropriate manner. The continuation of a well-functioning Safeguarding Adults Board will seek to ensure the strategic direction of safeguarding meets the needs of the local population.

RECOMMENDATION/S

14. It is recommended that ASCH Committee:

- Comments and notes the content of this report

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Adult Social Care, Health and Public Protection**

For any enquiries about this report please contact:

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Constitutional Comments (SLB 15/08/2014)

15. Adult Social Care and Health and Public Protection Committee is the appropriate body to consider the content of this report. Changes to staffing structures are subject to HR advice and consultation with the recognised trade unions.

Financial Comments (KAS 19/08/14)

16. The financial implications are contained within paragraph 10 of the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Report to Full Council 27th February 2014: *Annual Budget 2014/15*
- Report to ASCHPP Committee 12th May 2014: *Deprivation of Liberty Safeguards*
- Report to ASCHPP Committee 20th July 2013: *Multi Agency Safeguarding Hub*
- Report to ASCHPP Committee 12th May 2014: *Revision of Safeguarding Procedures and Guidance*
- Report to ASCHPP Committee 25th November 2013: *The Care Act*
- Report to ASCHPP Committee 7th July 2014 *Resources to deal with the increased demand for benefits advice following closure of the Nottinghamshire Welfare Assistance Fund (available at www.nottinghamshire.gov.uk)*

Electoral Division(s) and Member(s) Affected

All.