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## How we safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm

### Safeguarding vulnerable adults

We are committed to ensure that people are free from physical and emotional abuse, harassment, neglect and self-harm and that people enjoy physical safety and feel secure.

Adults safeguarding is about both preventing abuse and neglect, enabling adults to retain their independence and promoting good practice when responding to specific concerns. Where abuse or neglect is suspected or alleged, Nottinghamshire's Safeguarding Adults Procedures can be used by the organisations involved to ensure that services provide a consistent and comprehensive response.

In our 2012-13 Local Account we said we would ...	In 2013-14 we have ....
We will enable people to live with the risks inherent in living independently whilst ensuring they are safeguarded from significant harm.	<p>Continued to learn lessons from cases to improve the way we safeguard adults at risk</p> <p>Commenced a review of our procedures "following a referral" with an emphasis on providing outcomes that are "right" for the individual</p> <p>Carried out a strategic review of the Care Home Sector and agreed a consistent approach with health colleagues to tackle those Care Homes which persistently provide poor quality care</p> <p>Realigned MASH and the Adult Access Service to provide a "seamless" service when contacting Adult Social Care regardless of the nature of the concern</p>

### Review of Policy and Procedures

In recent years the focus of adult safeguarding work has moved towards a "person centred approach". In October 2013, Nottinghamshire participated in national research to identify best practice around "making safeguarding personal". This review, together with the requirements of the Care Act (The Care Act is the single most important legislative change for Local Government at the moment – there is a section at the end of this report with more information) helped us to review our Procedures and Guidance.

The new Policy and Procedure was implemented in the summer of 2014. In practice, this means:

- We have an approach which puts the person at the centre of the safeguarding work, leading to the outcomes that people want.
- Safeguarding assessments will focus more on what support the person wants to manage future risk.

- There will be a proportionate response to allegations of abuse, meaning gathering evidence to ascertain whether abuse has occurred or not will be required less frequently.
- Where investigative work is required, there is greater clarity around partner agency roles and responsibilities.
- Improved recording of safeguarding work.
- We have a process that is clearer for staff to navigate, making it easier to complete appropriately and within timescales.

### **The National Capability Framework**

In 2013/14 the Council led work to embed the National Capability Framework (NCF) for Adult Safeguarding across the organisations which are members of the Nottinghamshire Safeguarding Adults Board (NSAB). The national framework helps us to develop the skills of our staff to provide a consistent approach to safeguarding adults. It clearly sets out a minimum standard of knowledge and skills which are needed by staff who undertake different roles in relation to adult safeguarding. It also gives managers a tool to evaluate the performance of workers and identify training needs.

We also have a Quality Assurance Scheme for training which provides us with a common approach to ensure safeguarding training which is being delivered is consistent and of a high standard. The scheme has been implemented in all NSAB member organisations.

### **Serious Case Reviews**

The Local Authority, through the serious case review sub group of NSAB, considers and commissions reviews of cases where individuals have died or been seriously injured and abuse or neglect is known or suspected to be a factor in their death.

- In 2013/14 the serious case review sub group monitored the completion of recommendations from previous serious case reviews and received presentations from senior people within organisations on how their service had improved as a result
- In October 2013 we commenced a review following the death of a young woman in a hospital setting who had been detained under the Mental Health Act

### **Multi-Agency Safeguarding Hub (MASH)**

The MASH is the county's first point of contact for new safeguarding concerns for vulnerable children and adults. The MASH in Nottinghamshire is one of only a handful of safeguarding hubs that handles concerns about both children and vulnerable adults. It has significantly improved the sharing of information between agencies with over 60 staff from the Police, Health, Probation Trust, Schools, Children's Social Care and Adult Safeguarding working together in the MASH office.

The MASH receives safeguarding concerns from professionals such as teachers and doctors as well as members of the public and family members. During 2013/14 – 4,751 adult safeguarding referrals were received, assessed and allocated via the MASH.

### Safeguarding Adults Awareness Survey

Between June and August 2013 we carried out a safeguarding adult's awareness survey which sought to capture information about what the public understands about adult safeguarding (for example - what it is, how to recognise it, what to do about it and how to report it). The information we received has enabled us to target our communications strategy towards ensuring the public are aware of the most appropriate way to report adult safeguarding concerns.

### Coroner's Services

We continue to work with the Coroner and her staff to route referrals through safeguarding procedures and to ensure that social care staff within the Council and within the independent sector are appropriately trained about the importance of good standards of care, proper implementation of procedures and of good comprehensive record keeping.

### Protecting the Public

#### Feedback...

The Trading Standards Service is receiving national recognition for its innovative work as a partner within the Multi Agency Safeguarding Hub (MASH). Being an integral part of the MASH, Trading Standards Officers are able to identify victims of doorstep crime and scams and work more effectively with social care colleagues to protect them from repeat victimisation and help them to remain independent in their own homes.

In our 2012-13 Local Account we said we would ...	In 2013-14 we have ....
To continue to develop effective intelligence-led enforcement action to tackle rogue traders.	<p>Implemented the key features of the National Intelligence Model in the Service.</p> <p>Undertook investigations and prosecutions against a number of individuals deliberately flouting the law or posing significant health and safety risks.</p> <p>Developed prevention and protection measures to reduce the number of vulnerable people falling victim to a range of scams and frauds.</p> <p>Developed more relationships to support legitimate businesses to allow us more time to concentrate on those deliberately breaking the law.</p>

### **Action against Problem Traders**

The Trading Standards and Community Safety Service continue to tackle those traders causing the most detriment to Nottinghamshire residents.

A Director of Kirby-in-Ashfield based car trader pleaded guilty to 17 charges relating to unfair and aggressive trading practices and the supply of unroadworthy vehicles - staff had used abusive language, had intimidated customers, and had refused to rectify faults on vehicles. Fines totalling £10,550, compensation totalling £6,665 to the complainants involved, and £2,300 prosecution costs were ordered to be paid. In summing up, the District Judge commended the Trading Standards for the way it had pursued the matter to its conclusion.

### **Safeguarding Vulnerable People**

The Trading Standards Service continues to develop our work with partner agencies to protect older and vulnerable residents from falling victims to scams or unwittingly signing up to expensive unnecessary commitments.

Nationally Mass marketing scams cause around £3.5 billion of detriment annually to consumers. Vulnerable and disadvantaged residents are deliberately and repeatedly targeted causing significant harm to their health, well-being and independence. The Service signed an agreement with the new National Scams Hub to receive referrals regarding identified Nottinghamshire repeat scam victims. We are working with local partner agencies to raise awareness of mass marketing scams and to intervene to protect the vulnerable residents identified. The financial detriment involved is often great, with two Nottinghamshire victims having lost £250,000 and £300,000 to scams.

### **Scam Alert Service**

During the year we issued 15 warnings to communities to help them protect themselves. Nottinghamshire Alert is a web-based, secure messaging system that allows Nottinghamshire Police, Neighbourhood Watch and other public organisations to distribute messages concerning community safety to members of the public quickly and efficiently. Alerts are predominantly sent by email, but text and voicemail can also be used.

### **E Crime**

Crime perpetrated or facilitated using computers or the internet continues to cause problems. The Service continues to develop its skills and tactics to combat the threats.

During one investigation, a website host for a rogue home improvements company was identified. The website contained a number of false claims, and also gave false addresses for the business. We worked with the webhost business to remove the problem site, and to also introduce a system to ensure that all of the other 900 websites it hosts have genuine contact details on.



### **Product safety**

The Service continues to ensure that products supplied to our residents are safe to use by working with importers and suppliers in the County to implement systems to ensure products are safe.

A business and its Director from the West Midlands were prosecuted for supplying dangerous products. The company sold a tread mill to a Nottinghamshire man. On setting up the equipment, the arms sprung out and severed his middle finger. The company were not able to show that they had a sufficient due diligence system in place to ensure the products they supplied were safe. On conviction, the Crown Court fined the Company £30,000 while the Director was fined £6,000.

### **Supporting business**

The Service continues to actively support businesses based in the County to comply with consumer protection law in the most efficient way possible.

The Service entered into 18 new Primary Authority partnerships with businesses in the year. The agreements give the companies the confidence to trade more widely and grow their businesses, as the advice that they receive is binding on all enforcers nationally. The businesses pay for the cost of this advice, bringing funds into the Authority.

### **Protecting the Young**

The Service is engaged in a range of activity to protect our young people.

The Service assisted Public Health England with a national project to assess the ease with which young people were able to buy E-cigarettes. The Government has plans to introduce age restrictions for these products, and this exercise was designed to obtain base line data of the current scale of the problem. The Authority conducted 20 test purchases, using a 14 year old volunteer who was able to purchase products at 4 (20%) of the premises visited.

The Service conducted a project to assess the level of diligence by off licences when checking the identity cards of people attempting to buy alcohol. Only 30% of the 97 premises visited refused sales to test purchase volunteers given identity cards that clearly belonged to someone else. The project raised awareness amongst retailers of the need for greater vigilance by their staff when selling alcohol.

### **Lorry Watch**

Trading Standards have continued to support the Highways team and to protect Nottinghamshire residents by enforcing vehicle weight restrictions - 87 enforcement exercises were carried out in 33 different restrictions, and 152 breaches identified. The Service has worked with County Councillors, Parish Councils, Local residents, County Council Highways representatives and contractors to look at individual problem areas to understand the causes and to identify solutions, including alterations in signage and amendments to the Orders that

implement the restrictions. There have also been discussions with some of the Haulage companies to amend their routes.

### **The Community Safety Team**

The Community Safety Team joined the Adult Social Care and Public Protection in April 2014. Team members contribute to tackling crime and disorder issues priorities and work with other departments and external agencies to ensure an integrated approach to tackling issues affecting community safety such as anti-social behaviour, domestic violence, hate crime and drug and alcohol misuse. The team also co-ordinates the meetings of the Safer Nottinghamshire Board. Next year's Local Account will report on the team's work in 2014-15.

### **Emergency Planning**

The Emergency Planning Team continued to fulfil its' role of facilitating the maintenance and development of resilience within the County Council and as a leading participant in the work of the Local Resilience Forum (LRF). This included chairing a range of key planning sub groups. The team fulfilled the County Council's commitment to the Service Level Agreement with the District and Borough Councils. During 2013-14 the team:

- Responded to severe flooding events during summer 2013, and engaged with affected communities afterwards to promote and support Community Resilience.
- Revised and updated County Council emergency plans, including that for Winter Weather, the Major Incident Plan for the One-Call Stadium in Mansfield, and the Elected Members Emergency Plan.
- Was a major contributor to Local Resilience Forum planning for Site Clearance and Emergency Mortuaries.
- Training events in support of key plans, including Water Awareness, Flood Wardens and 4X4 drivers.
- Key roles in exercises to validate plans, for example multi-agency emergency response to flooding and for emergency accommodation.

### **Registration and Celebratory Service**

The service maintained its' full range of statutory functions, marking the major milestones of life from cradle to grave, while further developing the range of enhanced and non-statutory services offered to the public. In particular, the service was able to develop its expertise in civil funeral and nationality checking. Improvements were also made to the customer journey through registration services and to the information available on the internet. During the year the service:

- Registered 8701 births and 5583 deaths.
- Held 2370 weddings and civil partnerships at register offices and approved premises, such as hotels.
- Completed 169 other ceremonies, including the introduction of Civil Funerals.
- Welcomed 660 new British Citizens.
- Relocated Registration Offices in Newark and West Bridgford.
- Introduced a Nationality Checking Service.

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## Our areas for development from 2014-15 onwards

A number of key areas of development during 2014-15 have been identified below. These key actions linked to the priority outcomes for residents of Nottinghamshire in line with the County Council's Strategic and Delivery Plans. This section also highlights the opportunities and challenges presented by the introduction of the Care Act.

### **The most vulnerable adults will be effectively protected and support;**

- Agency Safeguarding Hub (MASH) will be reviewed with partners, to ensure that they support the appropriate referral and information sharing for the most vulnerable children and adults
- We will update our Adult Safeguarding processes to reflect changes in the Care Bill. This will improve our processes and practice to ensure the service user is at the centre of all we do
- In response to the findings of the Department of Health report 'Transforming Care; A National Response to Winterbourne View Hospital' we will seek to return people who have been placed out of county back into Nottinghamshire
- We will consolidate the intelligence we have about our residential care homes, use this for the early identification of poor quality and work with these providers to improve standards of care

### **The public are confident that Nottinghamshire is a safe place to work and live;**

- We will focus on 15 Partnership Plus Areas in Nottinghamshire (with Safer Notts Board partners including Police and Crime Commissioner) providing administration of £392,000 of PCC funding for local priorities
- We will ensure effective spend of £364,000 Community Safety Budget including £25,000 for IPledge project to target 20 Nottinghamshire schools and £15,000 to work with three communities (Worksop, Mansfield and Eastwood) on the In our Hands project
- We will work with partners in Public Health, Trading Standards and Community Safety to address issues with vulnerable people including mental health issues through local vulnerable people panel e.g. setting up an event to be attended by agencies who work with vulnerable people to identify improvements to outcomes
- We will set up email alerts for scams using 'Emailime' to inform and enable residents to prevent and protect themselves
- As part of the Neighbourhood Policing Review, we will work with the Police to ensure that the views of the Borough / District and County Councils in Nottinghamshire help to shape how Neighbourhood Policing will operate in the future

### **Nottinghamshire is a fair and safe place to do business;**

- We will promote a fair, safe and thriving local economy by: providing high quality basic trader advice and guidance, expanding our tailored advice to and partnerships with legitimate businesses (on a cost recovery basis) and tackling those rogue traders who adversely impact legitimate businesses
- We will increase our work with other agencies and organisations to protect more vulnerable residents from frauds, scams and other crimes. We will tailor our intervention dependant on the type of problem and those most at risk from it and this will include working with colleagues across the social care spectrum and working more closely with the Police and others
- We will expand our use of a variety of communication channels, including emerging technologies such as social media, to share key messages/alerts to empower individuals and businesses to protect themselves

### **People with health and social care needs are able to maintain a satisfactory quality of life;**

- We will support the development of new Extra Care Housing and Supported Living Services for older and disabled adults
- We will work with health and social care colleagues around the issue of falls and to improve transfers of care for older adults leaving hospital, including campaigns to promote the increased use of assessment beds and increased awareness of falls support services
- We will develop the range of preventative services to support adults to remain living at home safely for longer and promote these through the Council and health partners
- We will fund a specialist 'Compass Worker' within each Intensive Recovery Intervention Service to support carers looking after a person with dementia through practical help, information and emotional support
- We will implement and evaluate the Carers' Crisis Prevention Service as part of the Home Based Services contract

### **Enable people to live independently and reduce their need for care and support;**

- We will maximise the number of both Younger and Older Adults who are enabled to remain living in their own home through refining the reablement process for Physical Disability and closer monitoring of all requests for admissions and revising panel processes
- We will help people to remain at home for as long as possible by providing a suitable period of reablement and rehabilitation to help maximise and maintain independence
- We will provide assistance to Carers so they are able to continue to provide the essential support for the people they care for
- Through our 'Living at Home Programme' and specifically our Extra Care schemes we will continue to reduce the amount of permanent admissions to residential and nursing homes



#### **People have a positive experience of care and health support;**

- We will develop a tool that determines people's eligibility to be checked in advance. This will enable decisions to be made quicker and allow us to target our services to support the users and carers in greatest need
- We will make key information available to enable providers who are considering developing or setting up businesses in Nottinghamshire, to ensure there is a range of providers to meet social care needs
- We will improve access to and review information provided on Choose My Support online directory. We will establish future needs and options for a web based information and directory through joint working with Special Educational Needs and Disability

#### **Improved integration with health care delivers improved services focussed on those with the greatest need;**

- In line with the Better Care Fund, working with the health service, GP's and other organisations we will reduce avoidable admissions to hospital. When people are admitted, we will work together to reduce the length of their stay and enable them to return home sooner
- By 2015 we will reduce the amount of people admitted directly to a Care Home from hospital by ensuring that all people are considered for a period of reablement or rehabilitation
- We will implement the Health and Well-Being Strategy to enable people with health and social care needs to be able to maintain a satisfactory way of life
- We will work with NHS Trusts within Nottinghamshire to improve the integration of transfers of care from NHS to care services – reducing any delays

#### **The Care Act – looking forward**

The Care Act is the single most important legislative change for Local Government at the moment. **It will fundamentally change the way that care and support for adults and support for carers is provided in Nottinghamshire.** It provides a new legal framework which governs responsibilities and duties; it will change the way that social care and health is delivered, and the way that care and support is paid for in England

We have established a **Care Act Implementation Team** to enact the required changes and manage the risks for implementation. The requirements have been divided into fourteen specific workstreams, which are led by a named manager(s). Progress against each workstream is reported back into the wider Programme, with the overall programme managed via the Care Act Programme Board, chaired by a senior officer from Nottinghamshire County Council.

#### Timescales

- The Care Act became law in May 2014 (the act itself establishes what needs to be achieved; the new regulations, guidance and funding reforms detail how this will these changes will be made).
- Draft social care regulations and guidance released initially for consultation, to be finalised in October 2014. Draft regulations and guidance on the funding reforms are expected in autumn 2014 for consultation, but it is anticipated these will not be finalised until late 2015.

**The Care Act sets out new and extended responsibilities for social care, health and housing.**

**On the one hand** it gives opportunities to review and improve services and ensure that people's needs are met, promoting their wellbeing and providing or arranging services or resources to help prevent, delay or reduce the development of needs for care and support.

**On the other hand** it presents new challenges for both Nottinghamshire County Council and its partners. There are very significant financial and resource implications to meet the new statutory requirements.

The Care Act together with the Better Care Fund and provides a framework for co-operation and integration with health, housing and other health related services. This framework includes the following areas:

- strategic commissioning and planning, including developing a diverse, sustainable and high quality market place to buy social care and health support
- access, assessment and planning for care and support, including integrated personal health budgets
- integrated advice and information across health, district councils and other partners
- joined up service delivery.

In response to these challenges, the Care Act and Integration with Health programme is a key area of activity within the Council's Transformation Programme as described in the document '**Redefining Your Council**'. The implementation of the Adult Social Care Strategy will ensure that we deliver these new duties and responsibilities in the most effective and cost effective way.