

Nottinghamshire **Safeguarding Adults** Board

Annual Report 2007/08

| policies
| training
| monitoring



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Welcome

What a year it has been in the world of 'safeguarding adults' as it's now known! This is the first annual report to be produced by the Nottinghamshire Safeguarding Adults Board (NSAB) and is the successor to the reports compiled by the Nottinghamshire Committee for the Protection of Vulnerable Adults (NCPVA) which was replaced by the new Board in January 2008.

The introduction of the new Board follows work in the last twelve months which has seen:

- A major review of the multi-agency policy, procedures and guidance.
- The establishment of separate Boards in the City and County.
- The implementation of the Mental Capacity Act.
- The creation of the Safeguarding Adults and Mental Capacity Act Team (SAMCAT) to replace the Adult Protection Unit (APU).
- The introduction of safeguarding adults leads in many key health organisations.

More details of these activities can be found as you read on. In addition, you'll also find the statistics that again show an increase in safeguarding adults' activity across Nottinghamshire.

The year ahead promises to be even more productive as we begin to take this new wider agenda forward with a focus on communication, training and governance.

At the risk of sounding repetitive, please do read and digest the contents of this annual report and reflect on what you can do to further NSAB's aim of working in partnership to safeguard and promote the welfare of vulnerable adults in Nottinghamshire and remember, safeguarding really is everybody's business.

David Pearson

Chair – Nottinghamshire Safeguarding Adults Board



Key activities 2007/08

Safeguarding Adults Policy, Procedures and Guidance

In October 2005 the Association of Directors of Social Services (ADSS) published 'Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work'. This led to the review and re-writing of Nottinghamshire's 'Adult Protection Procedures' and in October 2007 the new Nottingham and Nottinghamshire Safeguarding Adults Policy, Procedure and Guidance was launched.

The new policy and procedures provide a more robust system for dealing with allegations of abuse against vulnerable adults – for the first time Adult Social Care have responsibility for managing ALL safeguarding adults' assessments (adult protection investigations). To enable a more streamlined process, a single point of access within Nottinghamshire was introduced to receive telephone referrals, a system further aided by the electronic management of the process using the County Council's Framework-i care record system.

In addition to this, one of the most important changes is the emphasis placed on preventing abuse, the ultimate goal for all those working with vulnerable adults.

Disaggregation

Following wide consultation in June 2007 on the future arrangements for safeguarding adults in Nottinghamshire, it was agreed that Nottinghamshire County Council and Nottingham City Council would establish separate safeguarding boards, each accountable for their own respective local authority areas. The new Boards were established in January 2008. The establishment of separate local authority arrangements is a response to the growing profile and importance of adult safeguarding and a testament to the hard work and commitment of all agencies involved in the development of the Adult Protection Unit and the Nottinghamshire Committee for the Protection of Vulnerable Adults (NCPVA).

The development of the two Boards will enable safeguarding approaches which:

- are based on local demographic, social and health profiles
- provide for a more targeted approach to trend and need analysis
- reflect local organisational structures
- enable consistent reporting of activity and performance.

Whilst each local authority will maintain a distinct accountability for safeguarding, there is a commitment to ensuring joined up processes where this is useful.

Nottinghamshire Safeguarding Adults Board

As part of the disaggregation process and to take account of the new terminology and work streams, the new Nottinghamshire Safeguarding Adults Board (NSAB) was created in January 2008 to replace NCPVA in Nottinghamshire.

The Terms of Reference for the Board state that it **‘exists to work in partnership to safeguard and promote the welfare of vulnerable adults in Nottinghamshire.’**

NSAB Board members

- **Chair** – Strategic Director, Nottinghamshire County Council, Adult Social Care & Health Department.
- **Deputy Chair** – Director of Provider Services, Nottinghamshire County Teaching Primary Care Trust.
- Service Director, Mental Health and Learning Disability, Nottinghamshire County Council, Adult Social Care & Health Department.
- Assistant Director of Nursing, Doncaster and Bassetlaw Hospitals NHS Trust.
- Detective Chief Inspector, Nottinghamshire Police.
- Chief Operating Officer, Bassetlaw Primary Care Trust.
- Medical Director, Nottingham University Hospital Trust.
- Commissioning Manager, Nottinghamshire DAAT.
- Director of Nursing and Integrated Governance, Nottinghamshire County Teaching Primary Care Trust.
- Director of Operations, Nottinghamshire Probation Services.
- Director, Family Care.
- Acting Nurse Manager Sherwood Forest Hospital Trust.
- Executive Director Nursing and Allied Health Professionals, Nottinghamshire Health Care NHS Trust.
- General Manager for Clinical Governance, Audit and Research, East Midlands Ambulance Service.
- Service Head, Strategic Housing & Supporting People, Supporting People Partnership, Nottinghamshire County Council.
- Clinical Director, Learning Disability, Nottinghamshire Health Care NHS Trust (associate member).
- Crown Prosecutor, Nottinghamshire Crown Prosecution Service (associate member).
- Director, Ann Craft Trust (associate member).
- Senior Solicitor, Nottinghamshire County Council (associate member).

In addition to the creation of the new Board, work was undertaken in 2007/08 to set up a wider partnership to include membership from organisations such as district councils, local strategic partnerships, voluntary and independent sector, trading standards and the coroner’s court. This will be developed during 2008/09.

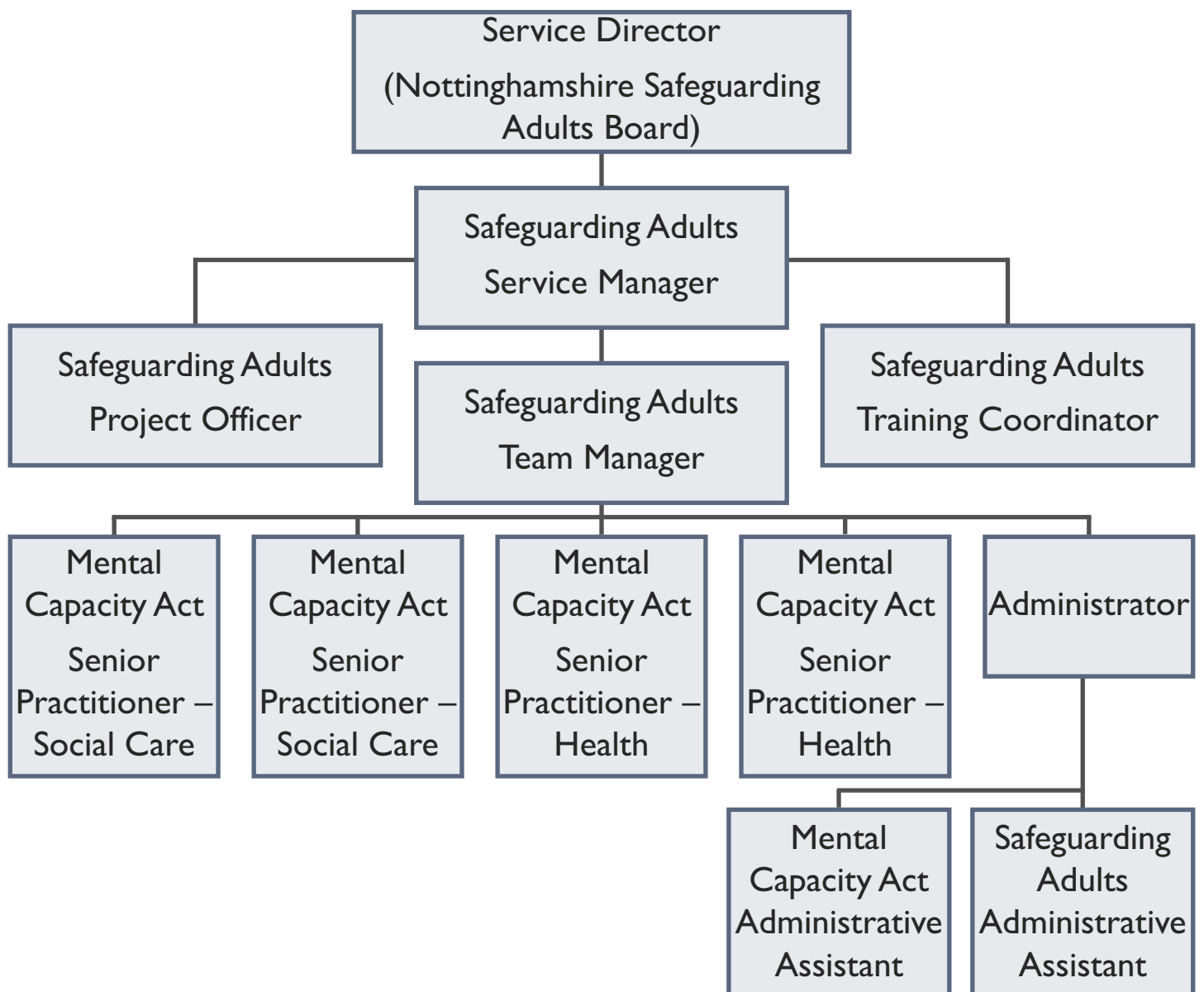
Planning for the future

An action plan is being developed by the Board for 2008/09. The key themes are:

- Communication
- Governance
- Training

Safeguarding Adults and Mental Capacity Act Team (SAMCAT)

The changing role of the Adult Protection Unit is reflected in a new name being adopted by the team. The Safeguarding Adults and Mental Capacity Act Team, or SAMCAT, has evolved from the Adult Protection Unit to encompass the wider remit of safeguarding adults work and to incorporate the implementation of the Mental Capacity Act. In 2007/08 this included two Senior Practitioners for Mental Capacity Act being appointed to work in the team.



Case study

It can be easy to look objectively at the data in this report and lose sight of the fact that behind each statistic is a vulnerable adult who is someone's son, daughter, mother or father. What follows is a very brief account of the person behind the figures.

Mr A is 82 years old. He spent nearly 50 years working as a miner in the Nottinghamshire area. He is an amputee and uses a wheelchair to maintain his independence although, since being widowed some years ago, he doesn't go out as much as he used to.

Mr A is a proud man and he has always paid his own way with disability benefits, pension and a compensation claim.

He thought he had about £30,000 in the bank, however, some time ago, his granddaughter contacted Adult Social Care and Health to explain that she thought money was 'missing' from his bank account and that her mother, Mr A's daughter, had taken it.

Mr A was visited by a social worker and asked if he had given permission to his daughter to access his money for him but he wasn't able to remember giving his permission. He was informed that he was in arrears of some £5,000 for accommodation fees. Obviously he was distraught by this news.

A safeguarding assessment was carried out with the involvement of the Police, Benefits Agency, Legal Services, Nottinghamshire County Council's Finance Department and the Bank. As things progressed, the Crown Prosecution Service and Witness Care also became key partners.

Can you imagine the feelings of an elderly gentleman who eventually comes to realise his daughter has managed to access his life savings (to fund her partner's drug addiction it later transpired) and for the granddaughter, who loved her grandfather greatly, that her mother had been taking this money?

It took two years to resolve. Eventually the daughter received a six month prison sentence. The social worker, granddaughter and Mr A all gave evidence.

Gradually with support, Mr A is regaining his self esteem and his finances have been sorted out, but his relationship with his family has changed forever.



Please note: due to the sensitive nature of this case this photo is posed by a model. It is not Mr A.

Safeguarding adults statistical data

The implementation of the new Safeguarding Adults Policy, Procedure and Guidance was effective from 1 October 2007, halfway through the reporting year. This means that there were two data collection systems in place in 2007/08 for six months each. As a result of this some of the more in-depth data we collect now isn't comparable with previous years.

The changes that were made reflect the research undertaken by Action on Elder Abuse and in anticipation of the introduction of national data collection in 2009. By doing this now it will provide us with the basis for useful statistics in the future and assist in taking forward the work relating to safeguarding adults nationally.

Number of referrals

During the period of 1 April 2007 – 31 March 2008 there were 880 referrals in Nottinghamshire regarding allegations of abuse. This is a rise of 20% from last year. (Please note: the 20% rise relates to the number of referrals from within Nottinghamshire, excluding Nottingham City.)

Service user group	Referrals 2007/08	2007/08 %	2006/07 %	2005/06%	2004/05%
Over 65s	364	41.5	41.5	31	34.5
Learning disability	321	36.5	33	28	29
Physical disability and sensory impairment	90	10	11	24	18
Mental health issues	99	11	9.5	14	14
Substance misuse	6	1	0.5	0.5	0
Carer	0	0	1.5	0.5	0
Other	0	0	3	1.5	4.5

SAMCAT comments

Although numbers continue to rise, the comparison of service user groups allegedly abused is fairly consistent year on year.

Ethnicity

The ethnicity of people who are allegedly abused is consistent with statistics provided in the 2001 Census (Source – census 2001 KS06).

Raising concerns

In Nottinghamshire we are now able to monitor who first raises concerns about an incident or allegation of abuse.

(Please note: these statistics are based on the referrals received between 1st October 2007 and 31st March 2008.)

Referral source	%	Referral source	%
Partner	3.5	Main family carer	7
Other family member	6	Paid carer	3
Other service user	1	Vulnerable adult	7
Friend	1	Formal advocate	0.5
Acute hospital (inc A&E)	3	GP	0.5
Service provider	33	Independent healthcare provider	5
Volunteer	0.5	General hospital	2.5
Healthcare commission	0	Police	1
Social care	8	Specialist/community hospital	2
Primary Care Trust	2	Neighbour	1
Alleged perpetrator	0.5	Complaints	0
Prison/probation	0	Domestic violence unit	0
CSCI	2.5	Voluntary agency	1
Counsellor/therapist	0.5	Anonymous	1
Member of public	0.5	Other	6.5

SAMCAT comments

Service providers are most likely to first raise concerns. 27.5% of concerns are raised by non-staff groups and further awareness work is planned with the wider public.

Type of abuse

The figures for 2007/08 include details of when more than one type of abuse is alleged to have been perpetrated against an individual. This occurred on 153 occasions.

Type of abuse	2007/08	2007/08 %	2006/07 %	2005/06%	2004/05%
Discriminatory	6	0.5	1	1	0.5
Financial/material	200	19	22	24	24
Neglect and acts of omission	147	14	14	10	10
Physical	439	41	40	40	38.5
Psychological	194	18	16	16	16
Sexual	82	7.5	7	9	11

Location of abuse

As part of the reviewed policy and procedures, the recorded 'location of abuse' categories have been improved to provide a greater overview of where abuse allegedly takes place.

(Please note: these statistics are based on the referrals received between 1 October 2007 and 31 March 2008.)

Location	%	Location	%
Residential home	29	Independent healthcare	0.5
General hospital	1.25	Sheltered accommodation	1
Nursing care home	13.5	Supported accommodation	3.5
Acute hospital	1	Day centre/service	1
Public place	3.5	College/adult education/work	0.5
Vulnerable adult's own home	36	Vulnerable adult's parents' home	1.25
Vulnerable adult's relative's home	1.5	Alleged perpetrator's home	2
Specialist community hospital	2	Adult placement scheme	0
Other	2		

SAMCAT comments

53% of alleged abuse referred, occurred in managed services such as residential homes, nursing homes or supported accommodation. This most likely reflects high awareness levels in organisations as a result of increased training.

Who allegedly perpetrates abuse

This is another area which we now gather more detail.

(Please note: these statistics are based on the referrals received between 1 October 2007 and 31 March 2008.)

Alleged perpetrator	%	Alleged perpetrator	%
Partner	11.5	Main family carer	7
Other family member	10	'Friend'	6
Stranger	1	Other service user	11
Neighbour	1	Unknown	25.5
Volunteer/befriender	0.5	Institution staff*	23
Other professional**	3.5		

* Residential, domiciliary, nursing home, prison, secure unit staff etc.

** Nurse, GP, social worker etc.

SAMCAT comments

Unfortunately, more than 25% of perpetrators are unknown at the time of the referral. Work needs to be undertaken to assist staff in updating records if the perpetrator becomes known. Due to the very nature of adult abuse however, the perpetrator often remains unknown.

Outcomes of safeguarding assessments

As part of the new process, the Safeguarding Manager makes a 'decision' about whether a Safeguarding Assessment is required. This is a new process, put in place as part of the review of the Policy, Procedure and Guidance in October 2007.

(Please note: these statistics are based on the referrals received between 1 October 2007 and 31 March 2008.)

Outcome of safeguarding assessment	%
Substantiated	22
Not determined/inconclusive	37
Unsubstantiated	25
No safeguarding assessment required	27
Assessment ongoing	15

Services provided to vulnerable adults

Some individuals received more than one type of service, therefore the total is greater than 100%.

Service provided	%	Service provided	%
Action under Mental Health Act	1	Advocacy	3
Community care assessment	18	Counselling/support	15.5
Court of protection	1	Increased monitoring	50
Management of access to perpetrator	18	Referred to complaints procedure	1.5
No further action	36	Management of access to finances	12
Removed from property/service	8	Other	19
Safeguarding plan	8		

Outcomes for alleged perpetrator

Outcome	%	Outcome	%
Action by commissioning authority	6.5	Action by CSCI	6
Action by Healthcare Commission	1.5	Care assessment offered	5
Case review	9	Community care assessment	10.5
Counselling/support	3.5	Disciplinary action	12
Management action – supervision/training	7	Management of access to vulnerable adult	11.5
No further action	34	Police action	9
Removed from property/service	8.5	Other	14
Criminal prosecution	0.5		

Training

There was a vacancy for the Training Coordinator post for a period of five months during 2007/08. In addition to this, the review of the policy and procedure resulted in a revision of the courses provided by SAMCAT and briefing sessions being delivered. This meant there was a reduction in the number of training dates provided by the Safeguarding Adults and Mental Capacity Act Team. However, by utilising the multi-agency training team, more staff than previous years received the basic, 'Safeguarding Adults – An Introduction to your Role' course.

The following staff attended the 'Safeguarding Adults – An Introduction to your Role' course provided directly by SAMCAT during the period:

Organisation	Number trained	Organisation	Number trained
County Council	8	Healthcare Trust	5
Primary Care Trust	56	Acute Hospital Trusts	0
Police	0	City Council	6
Independent sector	236	CSCI	0
District councils	4	Total trained	419

In addition, the following staff numbers attended the introduction course provided by the multi-agency training team within their own organisation:

Organisation	Number trained	Organisation	Number trained
County Council	144	Healthcare Trust	934*
Primary Care Trust	132	City Council	320
Independent sector	25	Total trained	1,555

*This includes 515 people trained directly and 418 people using the e-learning package available.

Other training

The following training and briefing sessions also took place:

- SAMCAT supported and provided training to 54 individuals from the independent sector in conjunction with the County Council's Workforce Planning Team to enable them to provide training within their own service.
- Briefing sessions were held to inform staff about the amendments to the multi-agency policy, procedures and guidance. In total, 491 staff attended these sessions.
- Briefing sessions were held for Nottinghamshire Police in which around 40 Detective Inspectors from across the City and County attended to learn about their role within the safeguarding adults process.
- 40 staff from Adult Social Care & Health and the Commission for Social Care Inspection attended a joint learning event.

In total, more than 2,500 people received some form of safeguarding adults training either provided or supported by Nottinghamshire Safeguarding Adults Board during 2007/08.

Training strategy

The joint training strategy has been agreed by the Board. This will enable a more robust approach to training and allow higher numbers of staff to receive quality training by:

- Including provision for awareness and alert training to be undertaken by individual organisations and service providers. This will be supported by SAMCAT including training for trainers.
- SAMCAT providing direct training for staff who are responsible for the other roles described within the multi-agency policy, procedure and guidance.
- SAMCAT supporting statutory organisations' training strategies and plans.

Advice

Telephone calls to SAMCAT for case advice and procedural guidance are monitored. The table below shows the number of calls received.

Organisation	Calls for advice	Organisation	Calls for advice
County Council	95	Health	30
City Council	30	CSCI	1
Independent sector	81	Member of public	7
Voluntary sector	3	Other local authority	2
Police	1	Total advice calls	250

Finance

Item	Cost (£)	Total (£)
Employee costs		
Staff, transport and subsistence	115,971.61	115,971.61
Premises		
Rent/telephones/cleaning	12,925.94	12,925.94
Supplies and services		
Printing costs	5,518.50	8,782.21
Stationery/postage	1,518.38	
Internet set-up and charges	629.31	
Equipment (computer, office and general)	258.99	
Books, publications and subscriptions	241.87	
Hospitality	96.91	
Meeting rooms	518.25	
Policy review		
Policy, Procedure & Guidance and checklists printing costs	6,800.00	11,130.66
Briefings	3,217.40	
Postage	638.26	
Advertising and publicity	475.00	
Training		
Room and equipment hire	9,811.39	9,811.39
Total expenditure		158,621.81
Income		
Nottingham City Council	37,486.00	
Nottinghamshire and Nottingham City PCT	58,608.00	
Nottinghamshire County Council	60,381.81	
Training	2,146.00	
Total income		158,621.81

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Photo posed by model.



advice
statistics
communication

