



**Dudley
Safeguarding
Vulnerable Adults
Board**

**Annual Report
2009**

Annual Report 2009

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Chairman's Introduction to the 2009 Annual Report

2009 witnessed dramatic improvements in Safeguarding arrangements for vulnerable adults in Dudley.

The appointment of an Interim Head of Service for Safeguarding in the Council has provided the positive leadership needed to take forward the agenda across all agencies.

The Council appointment has been matched by similar posts in the local NHS. Other Directorates or organisations have streamlined their internal arrangements for managing safeguarding. The links with Community Safety are much closer.

Partner agencies, both large and small, are getting key requirements in place. The Safeguarding Board is actively promoting information about safeguarding and the level of awareness of both senior managers and front-line staff is much higher than 12 months ago. Overall, the whole system is now much stronger and more effective.

The Board commissioned its first two Serious Case Reviews and important lessons are already being learned from these cases, which will enable us to improve practice and management.

The Safeguarding Board now meets more frequently. It receives accurate information about safeguarding activity and has a business plan with clear targets and objectives. The Board has set up a third sub-group for quality and performance, whose task is to ensure that policies and procedures are being implemented consistently

The problem of inconsistency was brought into sharp focus by the Adult Social Care inspection in June, which presented some challenging recommendations to the Safeguarding Board. Since then the pace of improvement has quickened still further, and an impressive number of the Inspection recommendations have already been actioned, including revised inter-agency Safeguard and Protect Procedures.

As Chair of the Board I am grateful to managers and staff in DACHS and to my colleagues on the Board for all their hard work and determination to improve safeguarding for vulnerable adults in Dudley. There is much more to do in 2010 but we can be justly proud of what we have achieved in the last year.

Richard Carter

Chair – Dudley Safeguarding Vulnerable Adults Board.

Introduction

This Annual Report focuses on the six key themes of the Boards Business Plan for 2009 which were developed further following the Care Quality Commission Inspection in June 2009.

The Inspection was carried out by the Care Quality Commission in June 2009. The Inspection team looked at how well Dudley was safeguarding adults whose circumstances made them vulnerable.

The Inspection team reviewed a range of documents supplied by the council and then requested further evidence to gain a clear picture of how the council was performing. The team also met with people who used services and their carers, staff and managers from the council and other organisations.

The Inspection concluded that Dudley was performing adequately to safeguard adults, and had raised the profile of adult safeguarding amongst partner agencies and third sector organisations within the last year. The council had also been seen to have made an investment in staff training to raise awareness of how to respond promptly to concerns and, consequently, awareness of safeguarding amongst partner agencies had grown "at a pace"

The Inspection acknowledged that the council had taken robust action to address providers who failed to meet required standards and had worked in partnership to reduce crime and help people feel safer.

The Inspection recommended that the Safeguard and Protect Policy address all areas of vulnerability and are implemented consistently, and that victims of abuse are involved and given feedback in a timely manner.

Further development of the Community Safety Partnership was also identified, and the need to identify and strategically address poor practice in delivery of health and social care services and to champion person centred approaches for safeguarding work.

The six key themes which are already part of the Boards Business Plan were developed throughout 2009 to ensure the Inspections Recommendations were also addressed.

The themes are:

- The Effectiveness of the Safeguarding Board.
- The Responsibility of Partner Agencies in understanding their roles and responsibilities for the Safeguard Agenda.
- Policy and Procedures and the improvement of the Implementation of the Safeguard and Protect Policy and Procedures.
- Promotion of the Safeguarding Agenda.
- Training – the extension of multi-agency training
- Quality and Performance – ensuring that performance management arrangements are in place and include evidence of improved outcomes for people's lives as a result of safeguarding activity.

Chapter 1 – The Structure of the Board

- 1.1 The Safeguarding Adults Board was first established as the Dudley Adult Protection Committee in 2004. The Board includes representatives from Dudley Council – the Adult, Community and Housing Services Directorate (DACHS) and the Community Safety Team, West Midlands Police, the Primary Care Trust and Dudley Group of Hospitals, West Midlands Fire Service, voluntary agencies and the independent sector.
- 1.2 The Board meets six times a year and is chaired by Richard Carter who is the Assistant Director (Learning Disabilities and Mental Health) within DACHS.
- 1.3 The Board ensures that agencies work together to protect vulnerable adults from abuse and the risk of abuse. It monitors referrals and assessments and that action is taken to protect a person who has experienced abuse. It ensures that the person is reviewed and remains safe.
- 1.4 The Safeguarding Board also has to decide whether the criteria for a Serious Case Review (SCR) is met in the event of a death or serious life threatening injury to someone. If a SCR is agreed, the Safeguarding Board will receive reports from agencies and consider whether lessons can be learnt and ensure that if changes to procedures are required, or the practice of any agency needs to be modified, this is achieved within given timescales.

1.5 Terms of Reference – Agreed March 2009

Statement of Purpose

- The Board is a multi-agency partnership which directs the strategic development of safeguarding within Dudley.
- The Board follows the “No Secrets” A.D.A.S.S. and Department of Health guidance in its structure and function.
- The Board aims to ensure that all partner agencies understand and implement Dudley’s Safeguard and Protect policy and procedure and recognise the outcomes this will achieve for Dudley residents.

1.6 Overarching Principles

<p>The Board will respect cultural background; religious belief and sexual orientation and ensure that all safeguarding initiatives and interventions recognise these. Access to support and services is fair and equitable.</p>	<p>Empower vulnerable adults to make their own choices regarding their independence, well-being and safety even when this involves a degree of risk.</p>	<p>Promote inter-agency commitment to safeguarding to ensure procedures are in place to safeguard and promote the well-being of people who may be vulnerable and to raise awareness of the potential for abuse and neglect.</p>
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Responsibilities of the Board Within Dudley

- To raise awareness of the law, statutory requirements and local procedures with partner agencies to ensure vulnerable people are provided with appropriate support and guidance.
- To ensure arrangements for safeguarding are linked effectively with work on domestic violence; hate crime; MAPPA and Safeguarding children.
- To ensure the delivery of local priorities in line with the national agenda.
- To ensure information is provided locally to professionals, the public, service users, patients and carers (in accessible format as appropriate) which will describe how to recognise and report concerns of neglect or abuse.
- To audit and evaluate the multi-agency policies, protocols and procedures to ensure each organisation can evidence they have systems in place that demonstrate they discharge their safeguarding functions effectively and that the interests of vulnerable people are promoted.
- To commission joint and single agency training to ensure awareness of abuse and neglect is improved and that investigations and protection planning is conducted correctly and improved outcomes for vulnerable adults.
- To determine the number and remit of sub-groups required to support the Board. Chairs of the subgroup will submit terms of reference to the Board and will present updates on proposals and work carried out. They will also contribute to its annual report and business plan.

- To review data on safeguarding activity and ensure it is reliable, consistent and produced in a timely manner.
- To maintain and further develop the role of voluntary organisations, vulnerable adults, their carers or advocates.
- To identify and disseminate learning from good and poor practice.
- To regularly consider national research and policy development so that Board members learn together and share knowledge openly.
- To ensure the safe recruitment procedures operate in all organisations working with vulnerable adults.
- To contribute to the strategic planning of services for vulnerable adults within the organisations which the Board members represent.
- To set up and review the findings of Serious Case Reviews where an adult has died or been significantly harmed or put at risk. To ensure that lessons have been learnt and changes to the procedure that may arise out of a review are implemented in a timely manner.
- To produce an annual report and business plan.

1.7 Sub-groups

<i>Policy and Implementation Group</i>	<i>Support and Learning Group</i>	<i>Quality and Performance Group</i>
<p>This group is responsible for the:</p> <ol style="list-style-type: none"> 1. Dissemination of accessible information about safeguarding. 2. Producing, reviewing and updating the Safeguard and Protect policy and procedures (in line with good practice and national guidance). 	<p>This group oversees the multi-agency training programme. It considers the delivery, funding and coordination from partner agencies. Training is currently offered on Awareness, Practice Issues, Investigation and Managing Complex Investigations.</p>	<p>This group is responsible for establishing, implementing and monitoring standards and performance measures with the partner agencies of the Safeguarding Board.</p>

The sub-group membership will be made up of members of the Board with other co-opted members who can contribute to the specific topics.

Accountability and Reporting

- The Board reports to the Health and Social Care Select Committee.
- The Board also reports to the Health and Wellbeing Partnership and the Safe and Sound Partnership.
- The Board recognises the importance of regular reporting arrangements to the member agencies of the Board.

1.8 Membership

- Members of the Board are nominated by their agencies rather than elected.
- Each agency should appoint senior officers as their representatives to the Board, who carry decision-making authority for their agency.
- Members are expected to demonstrate consistent attendance at the Board.
- Members remain accountable to their agency on all relevant matters relating to Safeguarding.

1.9 Agenda / Reports

- Reports or other items to be placed on the agenda must be received seven working days prior to the date of the meeting.
- The minutes of the meeting to be circulated within ten working days after the meeting.

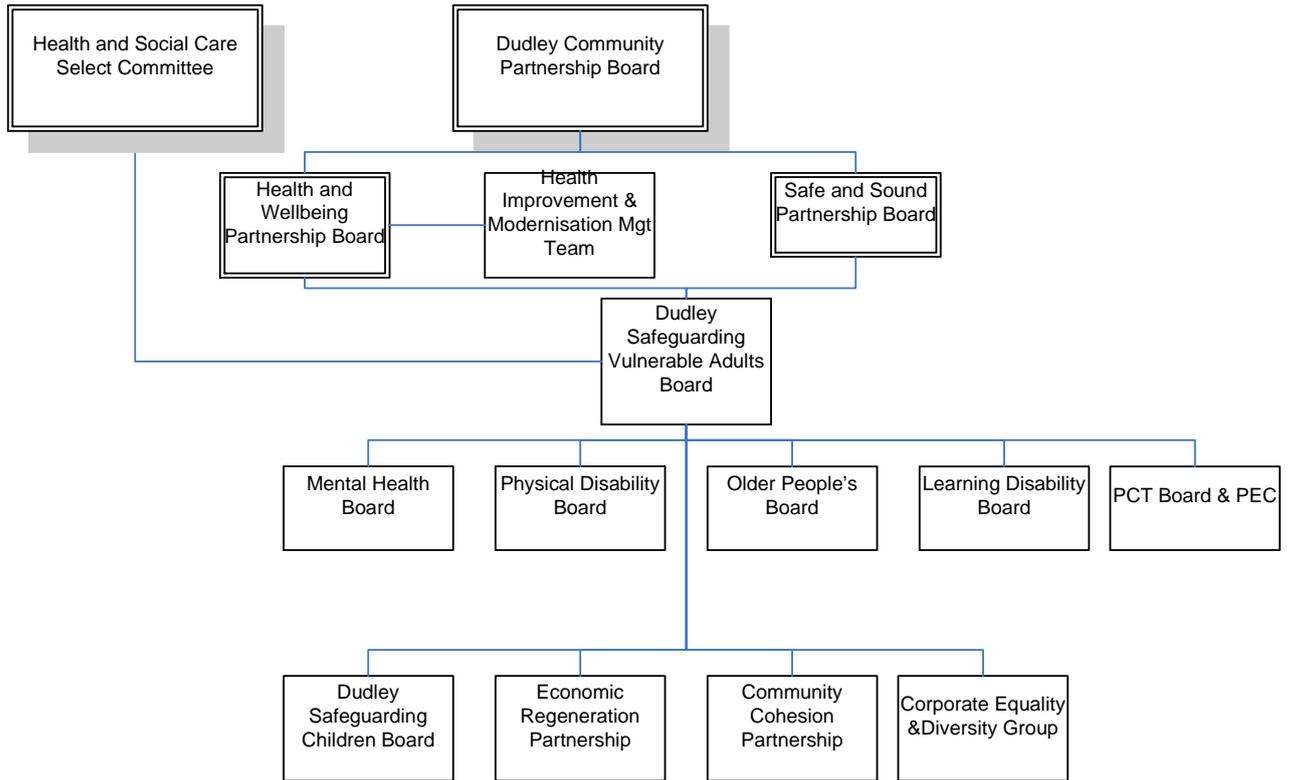
1.10 Frequency of Meetings

The Board will meet 6 times each year to include an away half-day to:

- Assess its effectiveness
- Review its Business Plan
- Develop its Action Plan for the following year

1.11 The diagram and table sets out reporting arrangements for the Dudley Safeguarding Vulnerable Adults Board. The Board reports twice yearly to most of other Boards, Partnerships and Committees. Reporting is based on an annual report published in March and updated in September. The table indicates the key contact to whom the reports are sent and the DSVAB members, chief officers and other senior managers who will be in attendance

Reporting Structure 2009 – Agreed at DSVAB March 2009



MEETING	REPORTING DATES	CONTACT	ATTENDANCE
Health and Adult Social Care Select Committee	March	Aaron Sangian 01384 814757	Richard Carter attends
Dudley Community Partnership	March	Dennis Hodson 01384 814756	Linda Sanders and Sarah Dugan attend
Health and Wellbeing Partnership Board	May and November	Mary Hillman 01384 361265	Richard Carter attends
Health Improvement and Modernisation Management Team	May and November	Mary Hillman 01384 361265	Richard Carter and Sarah Dugan attend
Older People's Board	May and November	Mary Hillman 01384 361265	Maggie Venables chairs
Learning Disability Board	May and November	Heather Woodward 01384 815820	Richard Carter chairs
Mental Health Board	May and November	Mary Hillman 01384 361265	Anne Parkes/Richard Carter attend
Physical Disability Board	May and November	Mary Hillman 01384 361265	Maggie Venables attends
Safe and Sound Partnership Board	May and November	Kerry Wright, Community Safety 01384 814735	Richard Carter attends
Dudley Safeguarding Children's Board	May and November	Suzanne Robinson 01384 813075	Richard Carter attends/ Children's Safeguarding Manager attends DSVAB
Economic Regeneration Partnership	May and November	Wayne George 01384 815367	Richard Carter/Anne Harris attend
Community Cohesion Partnership	May and November	Kerry Wright, Community Safety 01384 814735	Linda Sanders attends
PCT Trust Board	May and November	Sarah Dugan 01384 366214	Sarah Dugan attends
Dudley Group of Hospitals Trust Board	May and November	Denise McMahon 01384 244577	Denise McMahon attends

1.12 Dudley Safeguarding Vulnerable Adults Board Members in 2009

	Tel No.	Email
Anne Boden, Domestic Violence Co-ordinator Falcon House	01384 817021	anne.boden@dudley.gov.uk
Anne Harris, Interim Head of Safeguarding C/o Ednam House, 2 St James' Road, Dudley, DY1 3JJ	01384 815870	Anne.harris@dudley.gov.uk
Bronwen Elphick / Mandy Clark National Probation Service West Midlands Trafalgar House, King Street, Dudley MC – Halesowen office	01384 326020 0121 550 1496 (MC)	Bronwen.Elphick@west-midlands.probation.gsi.gov.uk Mandy.Clark@west-midlands.probation.gsi.gov.uk
Carol Richardson Dudley South PCT, General Manager, Learning Disabilities Specialist Health Service, Ridge Hill, Brierley Hill Road, DY8 5ST	01384 361352	Carol.Richardson@dudley.nhs.uk
Cllr John Davies, Champion Member - Safeguarding C/O The Council House, Priory Road, Dudley	01384 78679	cldr.john.david.davies@dudley.gov.uk
DCI Andy Carter Brierley Hill Police Station, Bank Street, Brierley Hill, DY5 3DH	0121 626 8027 ext 6700	a.carter@west-midlands.police.uk
Denise McMahon, Director of Nursing, Dudley Group of Hospitals	01384 244577	denise.mcmahon@dgoh.nhs.uk
Hassan Omar, Head of Social Care Dudley & Walsall MHP Trust, 2 nd Floor, Trafalgar House, 47-49 King Street, Dudley DY2 8PS	01384 362365	Hassan.Omar@dwmh.nus.uk
Jackie Jennings, Safeguarding Development Manager, Children's Services	01384 813061	Jackie.Jennings@dudley.gov.uk
Jadwiga Shiels, A.P. Co-ordinator Ednam House, St James' Road, Dudley, DY1 3JJ	01384 813249	Jadwiga.Shiels@dudley.gov.uk
Jenny Cale, Dudley PCT St Johns House, Union Street, Dudley	01384 361 267	Jenny.cale@dudley.nhs.uk
Joanne Forbes, Housing Strategy Manager 15-17 St James' Road, Dudley	01384 815081	Joanne.forbes@dudley.gov.uk

Judith Page, Adult Protection Co-ordinator Dudley Group of Hospitals	01384 456111 ext 2719	Judith.page@dgoh.nhs.uk
Kath Kirk-Booton, Alzheimer's Society Pensnett House, Pensnett Trading Estate	01384 295355	kath.kirk-booton@alzheimers.org.uk
Liam Dolan, Head of Community Services, Dudley-Walsall MH Trust 2 nd Floor, Trafalgar House, 47-49 King Street, Dudley, DY2 8PS	01384 362381	Liam.dolan@dudley.nhs.uk
Lynda Nock, Dudley Advocacy Medway House, 98-99 Dixons Green Road, Dudley, DY2 7DJ	01384 456877	lyndanock@yahoo.co.uk
Marie Harris, CQC, Regulation Manager for Adult Protection	0121 600 5720	Marie.Harris@cqc.gsi.gov.uk
Mohammed Farooq, Principal Solicitor / Helen Kidd, Senior Solicitor Legal & Democratic Services, 5 Ednam Road	01384 815371 / 815315	Mohammed.farooq@dudley.gov.uk Helen.kidd@dudley.gov.uk
Pam Smith, Matron for Safeguarding Dudley Group of Hospitals NHS Foundation Trust		Pam.Smith@dgoh.nhs.uk
Rachel McCarty Associate Director Service Improvement and Quality, Dudley PCT	01384 366211	Rachel.mccarty@dudley.nhs.uk
Rene Evans, Age Concern The Junction, 1 Cradley Road, Netherton, Dudley DY2 9RA	01384 356158	Volunteer@ageconcerndudley.org.uk
Richard Carter, Assistant Director LD/MH Ednam House, 1 St.James Road, Dudley	01384 815804	richard.carter@dudley.gov.uk
Roger Murray, Alphonsus Services 59 Addison Road, Brierley Hill, West Midlands	01384 70370	alphonsusservices@hotmail.co.uk
Sarah Dugan, Director of Strategy and Innovation, Dudley PCT St Johns House, Union Street, Dudley DY2 8PP	01384- 366340	Sarah.Dugan@dudley.nhs.uk
Steve Vincent, West Midlands Fire Service Dudley Community Fire Station, Burton Road, Dudley, DY1 3BZ	07973 810794	Steve.vincent@wmfs.net
Sue Haywood, DAAT Manager Chief Executives Dudley MBC	01384 818115	Sue.Haywood@dudley.gov.uk

FOR INFORMATION ONLY / ATTENDANCE WHEN REQUIRED

<p>Leo Richards PC, Crime Support</p> <p>Nicky Austin DS, Crime Support Public Protection Support Unit, PO Box 52, Lloyd House, Colmore Circus Queensway, Birmingham B4 6NQ</p>	<p>0121 609 6909 (force number 0845 1135000)</p>	<p>I.Richards@west-midlands.pnn.poloce.uk n.austin@west-midlands.pnn.police.uk</p>
<p>Catherine Thorpe, Admin Manager 2 St James' Road, Dudley, DY1 3JJ</p>	<p>01384 818594</p>	<p>Catherine.Thorpe@dudley.gov.uk</p>
<p>Ron Sims, AD Housing Capstan House, Waterfront, Brierley Hill</p>	<p>01384 815005</p>	<p>Ron.sims@dudley.gov.uk</p>
<p>Rosemary Thompson, Crown Prosecutor & Disability Co-ordinator Coventry CPS, Friars House, Manor House Drive, Coventry, CV1 2TE</p>	<p>02476 508059</p>	<p>Rosemary.Thompson@cps.gsi.gov.uk</p>
<p>Sally Jennings Brierley Hill Police Station, Bank Street, Brierley Hill, DY5 3DH</p>	<p>0121 626 8027 ext 6003</p>	<p>s.a.Jennings@west-midlands.pnn.police.uk</p>

Chapter 2 – A Summary of Work of the Board in 2009

Throughout the report under the headings of the Key Themes this work will be covered in more detail, as appropriate.

- 2.1 Terms of Reference were agreed by the Board in March 2009
- 2.2 Membership and Terms of Reference for the sub-groups were reviewed and a new sub-group, Quality and Performance, was established (March 2009)

Keeping Safe Sub-Groups were established for Mental Health and Learning Disability and service user involvement facilitated through User Group Forums for Older People and the Physical Disability Board. The Board received regular reports from these sub-groups throughout the year.

- 2.3 The Board ensured that service strategies for service groups includes information on Safeguarding.
- 2.4 A clear reporting arrangement for the Board was established in March 2009 via Dudley's Safe and Sound Partnership to the Dudley Community Partnership Board. This ensures that the Board has effective links with other partnerships within Dudley.
- 2.5 Links with the Children's Safeguarding Board were strengthened. The Assistant Director or the Head of Service attended the Children's Board throughout 2009.

Joint activities in 2009 included:

A Baby P information sharing seminar with Adult Services in April 2009; Safer Recruitment Updates in September 2009; Consultation Event with Black & Ethnic Minority Groups and a Joint Publicity Campaign throughout the Borough in November 2009

- 2.6 The Board developed a Business Plan in May 2009 which was updated in October 2009, to include the action plan from the Adult Social Care Inspection.
- 2.7 The Board developed a Communication Strategy, a revised Training Strategy and a Protocol for responding to Incidents of Repeated Abuse in May 2009. These strategies became operational in 2009.
- 2.8 The Board approved the development of an Operational and Strategic Data Set for Safeguarding and identified information needs within those reports for future work.
- 2.9 The Board agreed a Publicity Campaign with Children's Services and Community Safety and contributed to the funding for this campaign.

- 2.10 The Board agreed a Research Project with RIPFA and identified the Terms of Reference for that project.
- 2.11 In 2009, the Safeguarding Board agreed the commissioning of two Serious Case Reviews. The first review was completed in late 2009 and a report of its findings will be made to the Safeguarding Board in March 2010.
- 2.12 The Board approved recommendations for important changes to the Safeguard and Protect Procedures and commissioned training on these new Procedures in 2010.
- 2.13 The Board ensured that links with Community Safety were improved in 2009. Strategic data set information is now shared and a strategy for Hate Crime is being prepared.

Clearer pathways for referrals to and from the Community Safety Team and Adult Social Care are now operational and the Community Safety Team are contributing to Induction and Procedural Training.

- 2.14 The Board commissioned an audit of Partner Agency compliance with Safeguarding requirements in conjunction with the Adult Social Care Commissioning team.
- 2.15 A summary of the work of the Sub-Groups including specific projects is covered in detail in the Key Themes identified within the report.
- 2.16 **Policy and Implementation Sub-Group** – Chair Anne Harris, Interim Head of Adult Safeguarding (DACHS). In 2009, this sub-group met six times

- At each Board meeting, one of the sub-group members produced an update of National and Local Developments within Safeguarding for Board members.
- The sub-group approved an update of the Safeguarding Information Leaflet and arranged wider dissemination throughout the Borough.
- Group members looked at information for Direct Payment recipients and developed a leaflet which was sent to them in June 2009. An Easi Read version of the Procedures was updated and both were put on the Intranet. Two events for Action on Elder Abuse Day in June 2009 were organised by sub-group members - an information stall at Dudley Council Plus and a Strawberry Tea at a Sheltered Housing Scheme, which was attended by the Director, Linda Sanders, and the Mayor and Councillors, to promote elderly people's right to enjoy a life free from abuse.
- Tailor-made briefing sessions were organised for Housing department staff and over 400 staff attended.
- The Group agreed the procedural changes required concerning the involvement of service users and perpetrators in the Safeguarding Process and agreed the relaunch of the procedures for December 2009.

- A joint campaign with Children's Services and Community Safety was organised for November 2009. Board members received a presentation on this campaign.
- Two members of the group organised a workshop for Voluntary Sector Managers in August 2009 and a Consultation Exercise jointly with Children's Services in November 2009 for Black and Ethnic Minority Groups.
- An organisation, Voice UK, was approached to provide specific workshops on Hate Crime and Keeping Safe, planned for Spring 2010.
- Service User involvement was promoted by members of the group who attended briefings with Direct Payment recipients, Age Concern groups, MIND service users, Carers Organisations within Dudley throughout 2009.

2.17 **Quality and Performance Sub-Group** Chair, Trevor Priest, Head of Service OPPD within DACHS. This sub-group was established in March 2009 and met four times throughout the year.

- The group managed the development of an operational and strategic Data Set and incorporated further recommendations made by the Inspection Team in this work. This Data Set was presented to the Board and has been in place since September 2009.
- An Audit programme was organised via this sub-group and group members participated in the first internal multi-agency audit in November 2009. Results of this audit were presented to the January 2010 Board and to operational managers.
- A Protocol for responding to Incidents of Repeated Abuse within care settings was established and agreed within this sub-group and became operational in June 2009. Several times this process has been used within Dudley to ensure that Safeguarding within care settings is co-ordinated and dealt with by senior managers, where there is increased concern about the numbers or type of referrals received.
- A Consultation Exercise was carried out by this sub-group to identify with service users what standards of service they would expect if they become involved in a Safeguarding Process. Direct Payment recipients, carers, people with a physical disability with mental health problems formed part of this consultation exercise.
- The sub-group met with RIPFA – Research into Practice for Adults - and planned a day for January 2010 to develop further this set of standards. The standards will become operational in Spring 2010.

2.18 **Support and Learning Sub Group** – Chair Brian Nesbitt Head of Residential Services DACHS.

- In 2009 the Support and Learning Group developed a revised Training Strategy which was agreed by the Board.
- This strategy worked to the standards set out in the National Framework developed by the ADASS Safeguarding Adults Network

with training courses developed to the competencies identified in the National Occupational Standards.

- The training strategy covered a three year period with this sub group having responsibility for reviewing and presenting to the Board.
- The core of multi-agency operational staff trained to deliver the mandatory awareness training are supported by the Safeguarding Training Consultant – a member of the sub group.
- The sub group monitors training carried out by other agencies and information is provided to sub group members regarding course content, outcomes and numbers of people attending.
- The sub group takes into account anticipated service developments from local initiatives and national policy. From 2009 Community Safety information and Child Protection information is now covered as part of the Abuse Awareness Sessions.
- Planning for awareness training on Forced Marriages has also taken place in 2009.

Chapter 6 reflects in more detail the Training achievement of 2009.

2.19 Mental Health and Learning Disability 'Keeping Safe' Sub-Groups

- These groups were established in 2009 and they plan to meet three times a year. Anne Harris chairs these meetings.
- The aim of the Keeping Safe sub group is to ensure that people with LD or MH needs know how to report abuse or neglect and are consulted about their experiences of safeguarding and how the process can be improved.
- Information from these sub-groups contributed to the Consultation Exercise undertaken regarding the standards for service user involvement in Safeguarding.
- The Learning Disability Sub-Group members worked to develop an Information leaflet on the Safeguarding Process which is to be piloted in 2010 in Learning Disability Services, before it is extended to other services. This developed as a result of feedback from a Mental Health support group that anxiety about what the process itself involved could prevent referrals.
- These groups will assist in the promotion of safeguarding and will aim to raise awareness amongst professionals and service users.

2.20 The Safeguarding Team

- The Safeguarding Team within Dudley Council's Adult, Community Housing Services Directorate is led by Anne Harris, Interim Head of Service for Adult Safeguarding. In 2009, Anne is the strategic lead for the key themes as described in this report, and to progress the work of the Safeguarding Board; to drive forward the Safeguarding agenda within Dudley; to update the procedures and ensure they were applied consistently and to manage the development of protocols and procedures which supported the

performance management arrangements and the data it produced.

- Anne also supported partner agencies with their responsibilities for the Safeguard agenda and established monitoring tools to audit compliance with the procedures. Stronger links with Community Safety and Children's Services with joint promotion training and data sharing activities were established.
- The involvement of service users within Safeguarding was also part of Anne's remit and the sub-groups; the work with RIPFA; the consultation exercises and training opportunities undertaken promoted this theme as described in the report.
- The Adult Protection Manager, Jadwiga Sheils, offers support and advice to members of the public, other professionals within Dudley and other Authorities. She ensures that Safeguarding referrals are dealt with by the appropriate teams. Jadwiga offers advice to staff about safeguard practice.
- In 2009, Jadwiga represented the Safeguard Team in DACHS on MAPPA (Multi Agency Public Protection Arrangements) and MARAC (Multi Agency Risk Assessment Conferences). She sits on several sub-groups of the Board and is a Board member.
- The Safeguarding Team has an Admin Manager who supports the work of the Board and Serious Case Reviews and a minute taker who offers admin support to the operational DACHS teams.
- The Safeguarding Team is also supported by an Admin Assistant.
- The Deprivation of Liberty Safeguards Manager also sits within the Team. The work of this staff member is described in detail in Chapter 8.

2.21 Referrals for safeguarding are received and dealt with by the operational teams within DACHS and the Mental Health Team within Dudley and Walsall Mental Health Partnership NHS Trust. The statistical information concerning these referrals is identified in Chapter 7.

Chapter 3 – Reports from Council and Partner Agencies On the Board

- 3.1 In April 2009, 170 questionnaires were sent to all Partner Agencies in Dudley to ensure they had key requirements in place to address safeguarding within their organisation.
- Of the 170, only 14% did not reply and these organisations are being contacted by the Commissioning Section in January 2010 to seek their compliance
 - 81% confirmed that their Executive/Management Board had formally approved and endorsed the multi-agency Safeguard & Protect Policy and Procedures
 - Again, the same number of agencies (81%) said they had a designated Lead Officer in Safeguarding at a senior level and that they had internal Safeguard and Protect Procedures that set out the particular responsibilities for their staff group.
 - A sample of this group (20%) are now being monitored by Contract Officers within Commissioning to confirm compliance from January to April 2010.
- 3.2 Partner Agency commitment to Safeguarding is demonstrated with the reports received for the Annual Report from Board members – see 3.9 onwards
- 3.3 Board members have adopted the Reporting Arrangements for Safeguarding within their own organisations and this will be reviewed in 2010 when the governance arrangements have been in place for twelve months
- 3.4 A review of the effectiveness of cross-agency safeguarding arrangements, together with an analysis of capacity, was agreed at the September Board. A Partnership Evaluation Tool exercise has also been agreed by the Board to be carried out in 2010 with the Council's Chief Exec's team.
- 3.5 The Interim Head of Safeguarding has met with voluntary and independent sector organisations, Supporting People Providers and Housing Association Managers to raise awareness and provide information on referral routes. Awareness Training and Practice Issue Training has been taken up by Independent Sector groups as evidenced in the data on Training attendance.
- 3.6 A process has been developed to address strategic coordination in care settings where there appears to be repeated incidents of safeguarding concerns. The process was reviewed in January 2010 to ensure it was fit for purpose. CQC, Commissioning, the PCT, Complaints Section and the Safeguarding Team have been involved in the development of this process.

3.7 Partner agencies within the Dudley area were invited to a series of joint workshops with Children's Services on the Implementation of the Safeguarding Vulnerable Groups Act, in September 2009 and the Council Safeguarding website was updated to include information about the Act, the Vetting and Barring Scheme and ISA.

3.8 Partner Agency and other Council Members Reports from the Safeguarding Board

3.8.1 Dudley PCT

Dudley PCT is committed to the Safeguarding agenda. The PCT is represented on the Safeguarding Vulnerable Adult Board by Sarah Dugan, Director of Strategy and Innovation (Executive Nurse) and Carol Richardson, General Manager, Learning Disability Services. Sarah also acts as Vice Chair of the Board. The PCT has also actively contributed to the work of the sub committees and the Serious Case Review process.

The PCT has strengthened its focus on adult safeguarding during 2009 and has demonstrated this commitment by funding a new post – Professional Lead for Safeguarding Vulnerable Adults - to ensure that there is a significant focus on the safeguarding agenda and that PCT staff are well trained and supported regarding safeguarding issues. Ann Rouine has been appointed to this post and joined the PCT on 1st February 2010. The Health Safeguarding Forum has been established to enable health representatives to network, share best practice, identify priorities for health work and ensure the views of health colleagues are represented at the Dudley Safeguarding Board.

A campaign to raise staff awareness of safeguarding was conducted during 2009. All staff (clinical and corporate) received a personal letter and leaflets on key issues and contacts regarding the safeguarding agenda and the issues were discussed at all team meetings. This was to support the training programme offered to PCT staff. The PCT secured additional funding during 2009 for a Safeguarding Adults Trainer and this individual has worked closely with colleagues in partner organisations, delivering multi-agency training. This has been supplemented with specific health training delivered on site to facilitate easier access for specific health staff who have not yet been able to attend multi-disciplinary training due to patient care commitments. Options for e-learning are also being explored for basic awareness training and should be in place in the next financial year.

As a commissioner, the PCT has strengthened safeguarding requirements within all of the main provider contracts, and monitors issues through the Clinical Quality Review process.

As a provider, Dudley Community Services has established a working group to ensure that systems are in place to fully implement safeguarding policy, promote effective partnership working, monitor

progress and provide assurance. In addition, audits are carried out to ensure staff have appropriate knowledge and competencies in their application of the safeguarding policy. Best practice in recruitment systems are in place, risk assessments are undertaken and where issues come to light, these are effectively followed up and lessons learnt, where appropriate. A robust training strategy to strengthen the clarity of the level of training required by the staff groups is being established.

3.8.2 Dudley Group of Hospitals Report

Dudley Group of Hospitals has put safeguarding within its top priorities. The Trust Board of Directors has received training and receives a quarterly progress report on the Annual Plan. A non-executive Director, Ann Becke, has been appointed to join the Board Executive lead Denise McMahon, Director of Nursing. There has also been investment in the resources for the team. The lead Nurse, Judith Page, has been appointed four days per week and Doctor Nick Stockdale, a Consultant from the Emergency Department lead, has been appointed as clinical lead doctor.

The Trust has an internal Safeguarding Board which meets monthly, this incorporates Child and Adult Safeguarding.

A Matron, Pam Smith, provides the operational lead for safeguarding, reporting to the Risk and Patient Safety Director and the Director of Nursing.

Awareness training for staff has been a specific objective this year to raise awareness that safeguarding is everyone's business.

779 staff have received the training to date. All Matrons have now accessed the 'Practice Issues' study day and we are looking to send more managers on this training.

Adult Protection referrals or concerns – There have been 54 concerns reported to the Hospital Social Work Team and Locality offices in the last twelve months. A further seven have been made to Social Services out of the Dudley area

3.8.3 West Midlands Police Report

West Midlands Police has undertaken a major review of its structure and service delivery during 2009 which will significantly impact upon Public Protection. For the first time Public Protection will become a department in its own right. The establishment of a corporate Public Protection Unit (PPU) with a single command structure is designed to bring an enhanced command and control to this area of business, building on the work already taking place.

At a local level Public Protection Units will retain responsibility for missing people, safeguarding vulnerable people and investigating child and adult abuse, but will also deal with a number of offences previously handled by local CID teams. These include rape and serious sexual offences (RASSO), historic sexual abuse and domestic abuse investigations involving the most serious violence and high risk offenders. The new PPU will be proactive, resilient and professional, dealing with risks and threats beyond the scope of the Local Policing Unit (LPU). The new simplified leadership structure, with a commander and senior leadership team, will provide consistent standards and a greater corporacy across the function and the force. It will remove the distraction of many aspects of public protection work from LPUs. Locally based units, with specialist resources in one place, will ensure they can respond effectively to local demand and work closely with partners in social care, health, education and the third sector to deliver the best service to victims and witnesses.

This transfer of these new responsibilities to the PPU will be accompanied by a significant investment in additional resources. The PPU in Dudley will have 16 additional police officers from April

3.8.4 Community Safety Report

During the 2009/10 performance year, a concerted effort has been made to ensure more robust links between Safe & Sound, the Community Safety Team and the safeguarding of vulnerable adults agenda.

A clear reporting line has been established to the Safe & Sound Strategic Board. The Board receives reports twice a year from the chair of the Dudley Safeguarding Vulnerable Adults Board.

Vulnerable adults are highlighted as a priority within the Safe & Sound Strategic Assessment and the Community Safety Plan.

Anne Boden, Domestic Abuse Co-Coordinator, and Sue Haywood, DAAT Manger/Deputy Head of Community Safety sit on the Dudley Safeguarding Vulnerable Adults Board and ensure that the agenda is taken forward through the Community Safety Team and with Partners

Work undertaken by the Community Safety Team in conjunction with partners that supports work with vulnerable adults includes: -

- Investigation of complaints of Anti-Social Behaviour and support to vulnerable victims by the Anti-Social Behaviour Unit
- Investigation of Hate Crime and support to vulnerable victims
- Home Security Initiative
- Independent Domestic Violence Advisors and Sanctuary Scheme

- Services commissioned in respect of substance misuse
- Development of Strategies – Community Cohesion, Hate Crime and Sexual Violence

Campaigns

Financial contribution and officers time to the November 2009 campaign.

Training

Managers from the Community Safety Team are contributing to training for Team Managers.

Members of the Community Safety Team are undertaking the Awareness Training in respect of the Safeguarding Vulnerable Adults or the full day multi-agency training depending upon their role.

Data and Information

The Interim Head of Adult Safeguarding has met with the Safe & Sound partnership analysts and Community Safety Team Managers to look at how the data held by respective teams can be used to support and move forward the safeguarding vulnerable adult agenda. There is an agreement that the Interim Head of Safeguarding will be invited to the Community Safety Management Team Meeting twice a year. She will also be invited to the Crime Reduction Implementation Group twice per year.

3.8.5 Housing Report

During 2009, the Housing Safeguarding Network (members listed below) has implemented bespoke awareness raising sessions for key front line employees. This has resulted in around 375 Building Services operatives attending awareness raising sessions. These employees have a high degree of contact with over 20,000 council tenants in their own homes and complete over 150,000 repairs each year. In addition to this, housing managers and front line private sector housing staff will participate in safeguarding awareness raising sessions between January to March 2010. These officers also have a high degree of contact with people in their own homes as housing management officers have routine contact with the 20,000 local authority housing tenants and other households who are seeking housing or homelessness prevention advice (over 2,000 contacts last year). The private sector housing team complete over 2,000 visits to a range of vulnerable people in their own homes. The bespoke sessions cover adult and children's safeguarding issues.

The Network also acts as an information cascade within their divisional teams to ensure that senior managers are updated on key issues that arise from the DSVAB meetings.

The profile of safeguarding has also been raised with Dudley's social housing partners (housing associations) via the Dudley Housing Partnership. The local housing associations that have housing stock within the Borough have been invited to attend the bespoke awareness raising sessions for housing managers, in order to share good practice, so that they can consider implementing similar sessions for their own frontline housing management employees.

The Supporting People Review Officers continue to ensure that Supporting People funded service providers, who provide housing related support for around 3,000 vulnerable people, have attended the relevant safeguarding training and know the process for reporting concerns.

The Network will be meeting regularly during 2010 to discuss further activities that will raise awareness and embed safeguarding activities throughout the housing divisions.

The Housing Safeguarding Network is:

Joanne Forbes who is the Safeguarding Board representative for Housing. She is the safeguarding contact for Housing Strategy and Private Sector Housing. This section covers Private Sector Housing, Asylum Seekers/Refugees, Race Equality and Communications and Strategic Housing.

Jamie Gutteridge is the safeguarding contact for Housing Management. This section covers Housing Managers, Tenancy Sustainment Team, Homeless and Housing Options Team and the Tenant Participation Team.

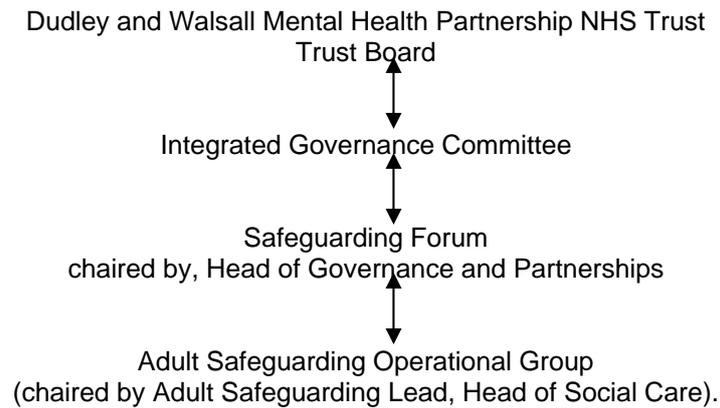
Julian Kear is the safeguarding network contact for Building Services. This section covers the Repairs Management Contact Centre, Repairs Operatives, Inspectors and oversees the work of a range of external repairs contractors.

3.8.6 *Dudley and Walsall Mental Health Trust*

The Trust works closely with Walsall and Dudley MBCs on Adult Safeguarding although procedures for referral are different in each locality and this is reflected in the Safeguarding Adults policy for the Trust.

Links to Dudley and Walsall Adult Protection policies and information are on the trust intranet site for staff to access,

The reporting structure for Adult Safeguarding in the trust is as follows:



The Head of Social Care for the Trust has been appointed, whose role includes being the lead for adult safeguarding within the Mental Health Trust.

Training of Adult Safeguarding has been actively promoted during the period with the appointment of an Education and Training Facilitator whose role has been to train staff in Adult Safeguarding across the Trust in both localities and who has also participated in multi agency training in Dudley.

Staff are actively encouraged to participate in this training which is mandatory and the trainer has visited work locations to deliver the training.

Awareness has been raised throughout the Trust and guidance leaflets on Safeguarding Adults and Children have been produced for Trust staff which cover what abuse is; types of abuse; how to recognise abuse; responsibility; how to report abuse and contact details and telephone numbers.

Learning has continued through the Operational Group where case reviews are discussed and where representatives from related areas are invited to share their work with the group such as Domestic Violence, West Midlands Police Vulnerable Persons Officer and the Court of Protection Officer in Dudley.

Reporting of Safeguarding and Embedding Lessons Learnt are being embedded in through Governance reporting.

3.8.7 The Alzheimer's Society Report

The Alzheimer's Society works closely with statutory agencies to protect people from abuse and mistreatment in accordance with legislative requirements and good practice. It insists that training to the appropriate level is included in the induction training of every volunteer and member of staff, including administrators, and also that it is repeated every three years. It provides its staff and volunteers

with the support and guidance necessary to foster an environment where suspected abuse and mistreatment will be dealt with in a timely and appropriate fashion, ensuring staff and volunteers recognise the stresses and other factors in caring relationships that might contribute to an abusive situation occurring.

Alzheimer's Society provides care and support to people with dementia and their carers that is person centred and relationship focused, that promotes rights and self determination while recognising the need for protection from harm and neglect. It also follows best practice and adherence to regulations and standards concerning the recruitment and employment of staff and volunteers. Alzheimer's Society is very serious about safeguarding vulnerable adults.

3.8.8 Age Concern Dudley

During 2009 Safeguarding Officer René Evans was appointed to represent the organisation on Dudley Safeguarding Board of Vulnerable Adults.

Changes have been made to our CRB policy for volunteers and all 230 volunteers have now undergone enhanced CRB checks. Most staff members have attended Safeguarding Adults Abuse Awareness Courses and the remaining staff will attend a course in the coming months. Our policy on the Protection of Vulnerable Adults has been updated and as part of the SLA we undertook monitoring in terms of Adult Protection.

Safeguarding has now been introduced as part of the induction training for Good Neighbour Scheme Volunteers and two special Volunteer Safeguarding training events took place on Friday, 29th January 2010 at Stafford Street Day Centre.

3.8.9 Dudley Advocacy

Safeguarding Adults is always at the heart of Dudley Advocacy.

Over the past year more staff have attended different safeguarding sessions. We have ensured that all staff and volunteers are aware of the Safeguarding Adults Policy in Dudley. We have incorporated a session on Adult Abuse in our core training programme for volunteer advocates.

As advocacy is user led, we do, where possible, have to ensure that the service user is in agreement with any actions we may take regarding situations such as alleged abuse.

We have experienced an increase in the number of requests for support for generic advocacy and to the Independent Mental Capacity Advocacy Service for service users whilst undergoing Safeguarding Adult proceedings.

3.8.10 National Probation Service

The National Probation Service – West Midlands is primarily concerned with the assessment and management of offenders both within the community and throughout a custodial sentence to release on licence. In this work, Probation Staff have a clear focus on issues of public protection and work to reduce the risk of an individual re-offending. Offenders are drawn from across all sections of the community and, consequently, we deal with those who may have offended against vulnerable adults and those who themselves are vulnerable and may also have been victims due to their own issues of vulnerability.

The Probation Service has long recognised that working with partner agencies is the most effective way to deliver effective services, and arrangements already exist for multi agency work around child protection, violent and sexual offenders and the MAPPA process. Throughout this work there is also a clear focus upon the victim and this is addressed both in terms of specific work with each offender regarding the consequences of their action and a separate service to those victims where the offender has received a custodial sentence of 12 months or more enabling protective planning to occur for their offender's eventual release.

Engagement with Safeguarding Adult Services, therefore, allows us to provide improved services for both the management of offenders and protection of victims. We have contributed to the national consultation on 'No Secrets' and anticipate that specific additional national guidance will be issued for the Probation and Prison Services. All Dudley Operational Probation staff have been given a copy of The Vulnerable Adult Safeguarding Board Procedures. We have also ensured that all staff have registered for the Level 1 Awareness Training and we are represented at both Board level and at the Operations Sub Committee.

Our new Local Delivery Unit Manager is Brownen Elphick based at Trafalgar House, King Street, Dudley Tel no: 01384 326020

Our Safeguarding Vulnerable Adults Representative is Mandy Clark, Senior Probation Officer, based at Laurel Lane, Halesowen, B63 3DA Tel no: 0121 550 1496.

Chapter 4 – Policy and Procedures

- 4.1 The Safeguard and Protect Procedures and an Easi-Read version were on the Council website in 2009.
- 4.2 In May and June 2009, each operational team in Learning Disability, and Older People and Physical Disability service received an update on the procedures with the Interim Head of Adult Safeguarding. The Mental Health Team Managers also met together for the same purpose. It became apparent that formal training on the procedures was required to consolidate learning and to ensure consistency amongst operational staff.

This training was planned for Jan – March 2010.

- 4.3 The Adult Social Care Inspection identified changes that were required to the Safeguard & Protect Procedures. These changes were made in the Autumn of 2009.

The procedures were updated to incorporate work on the following:

Initial contacts; referrals relating to BME clients; case recording standards; use of body charts; involvement and support to carers; information sharing with the perpetrator; Risk Assessments, Protection Plans, and the role of Advocacy and IMCAs and Victim Support.

- 4.4 The Safeguarding Board approved these changes in December 2009 and the Intranet was updated to reflect these revised procedures.
- 4.5 Operational Managers and staff have training from Jan – March 2010 to consolidate learning concerning these new procedures.
- 4.6 The Easi-Read version of the Procedures was also updated on the website in 2009 and more information about the Board was added to the website too.
- 4.7 The revision of other sections of the Safeguard and Protect Procedures is planned for 2010 following the outcome of the “No Secrets” Consultation in Autumn 2010.
- 4.8 An accessible leaflet explaining the Procedures for service users with a Learning Disability will be used in 2010 with a plan for it to become operational for all client groups within the year.
- 4.9 Other policies within DACHS have been reviewed in 2009 to ensure that there is cross-reference with the Safeguard and Protect Policy such as the policy on Physical Intervention, Service Users Finances and Health and Safety documentation.

- 4.10 An audit carried out in November 2009 examined compliance with the Safeguard and Protect Procedures. This information was shared with Board Members, Team Managers and staff.

The audit demonstrated progress had been made in several areas. in particular, timescales for meetings, information on case records and evidence of protection plans. The report also indicated priorities for training which was incorporated into the planning for Procedural Training in 2010.

Chapter 5 – Promotion of the Safeguarding Agenda

- 5.1 A marketing and communication strategy was approved by the Board. This is a three year plan (2009 – 2012) and has been designed to raise awareness and provide effective communication of the Borough's approach to ensure the safeguard and protection of vulnerable adults.

The Strategy aims to contribute to the prevention of abuse and neglect of vulnerable adults so they can lead fulfilled and independent lives.

5.2 *The Key Messages of the Strategy*

- Safeguarding vulnerable adults is everyone's responsibility.
- Recognising and reporting abuse improves vulnerable adults' life choices
- It is easy to report abuse and your information will be treated in a manner that protects personal safety.

5.3 *The Secondary Message*

- Dudley Safeguarding Vulnerable Adults Board requires all organisations that work with vulnerable adults to work together to ensure people are safeguarded from abuse, neglect and harm.

5.4 *Delivering the Messages*

Our objectives are to:

- increase the level of partner, staff and member awareness of safeguarding vulnerable adults, so they are able to effectively to signs and allegations of abuse
- engage partners and registered services in ways that will enable them to deliver their safeguarding roles and responsibilities, including voluntary and community groups.
- promote public awareness of safeguarding and the protection of vulnerable adults.

5.5 *Priorities*

The Dudley Safeguarding Vulnerable Adults Board's priorities include, raising the profile of the Board by:

- communicating its purpose and role in safeguarding vulnerable adults through a range of media as well as directly
- sharing the benefits and usefulness of the Board, comprising information and best practice, case studies and research findings.

The Board recognises that an effective communication strategy must

- encourage partners and engage registered services
- inform the practice and behaviour of internal staff
- reinforce positive attitudes towards the Board and the positive effects of Board activities.
- focus on lowering barriers that are perceived by customers, such as the poor image of Boards, unclear or inaccessible instructions, unclear location of information and services.
- ensure information describing how to recognise and report concerns of neglect and abuse is provided in accessible format locally to stakeholders

5.6 **Priorities for 2009**

- Marcomms strategy agreed with key partners – May 2009.
- Role out a communications plan across partnership to effectively communicate safeguarding vulnerable adults with partners and their staff – commenced May 2009.
- A website with easy access and search facility developed in 2009.
- An electronic magazine for circulation among partners and staff with up-to-date news and views produced in June 2009.
- Feed into appropriate communications and campaigns, findings from *research into practice* involving victims of abuse.
- Promote safeguarding through:
 - > BME Consultation event (14 November 2009)
 - > Anti-bullying week (16-20 November 2009) – an integrated campaign including children, adults and community safety.
- Feedback from Housing about training and evaluation received.
- Provide member awareness training and information for relevant partner and agency management committees commenced in 2009.
- Prepare mid-year report and update action plan completed in 2009.

5.7 In 2009 an information sheet for Direct Payment Users was developed and distributed to all direct payment recipients in June 2009.

5.8 In June 2009 Elder Awareness Day was used as an opportunity to provide safeguarding leaflets and bookmarks in libraries and for mobile library service users.

A display stand in Dudley Council Plus on Elder Awareness Day promoted the safeguarding message.

A strawberry tea party at a Sheltered Housing Scheme with its residents and guests from Age Concern promoted the theme that “every elderly person has the right to enjoy a life free from abuse”. This event received media coverage and was attended by

Linda Sanders, Director of Adult Community and Housing Services, the Mayor and the Safeguarding Champion Councillor.

- 5.9 In September 2009, Joint Workshop on Safer Recruitment for Partner Agencies of the Adult and Children Safeguarding Board informed the audience on Safer Recruitment Practice. Question and Answers from this session were posted on the Council Safeguarding Website.
- 5.10 In November 2009, an awareness campaign was launched in conjunction with Community Safety, Children's Services and DACHS. The campaign focused on the fact that children, children living with domestic abuse, elderly people and people with a learning disability can often become invisible and suffer in silence. The campaign message was to encourage members of the public to look closer and report any concerns they may have – to "open their eyes" to abuse.

A series of posters, leaflets and window adverts were displayed around Dudley Borough from November onwards. Messages were also issued by Bluetooth when people passed the shop window in which the adverts are placed to reinforce the message.

- 5.11 In November 2009 Children's Safeguarding and Adult Safeguarding staff delivered a workshop at a Consultation Event for Black and Ethnic Minority people within Dudley. The event enabled the safeguarding message to be explained and provided good links with community groups – invitations to attend further meetings to promote safeguarding were extended and Safeguarding Awareness Training offered to the workshop participants.
- 5.12 In the autumn of 2009, a series of meetings with the Head of Safeguarding and voluntary groups within Dudley took place. Voluntary Sector Managers, Supporting People Scheme Managers, Age Concern Champions, Voluntary Sector Group Representatives were approached and readily agreed to discuss issues with regard to safeguarding, referral routes, contact numbers and training available.

Safeguarding Leaflets were distributed to all these groups which were updated in 2009 to reflect changes in contact numbers.

- 5.13 Victims and vulnerable people have been included as a key theme in the Community Safety Strategy assessment for 2009 –2010. This will form the basis for a joint prevention strategy.
- 5.14 Public information continues to be improved and developed to promote the safeguard message. An easy read leaflet has been developed to provide information on the safeguarding process and a set of standards for safeguarding is being developed to inform members of the public what they should expect if they are subject to a safeguarding referral.

This work is ongoing and will be rolled out early in 2010 to promote safeguard awareness.

- 5.15 A Hate Crime Strategy has been progressed in 2009. The Hate Crime Coordinator has been appointed to the Learning Disability Partnership Board. Housing, Adult Social Care and Community Safety are working together on a hate crime prevention strategy. The Policy and Implementation Subgroup has agreed to organise workshops in March 2010 to address Hate Crime issues.

Chapter 6 – Training: The Extension of Multi-Agency Training in 2009

6.1 Courses Delivered

In 2009 the following courses have been delivered under the Safeguarding Boards sub group remit.

6.11 Safeguarding Adults - Abuse Awareness (one day course)

OUTCOME

Participants become competent and confident in both recognising the signs of abuse and neglect of vulnerable adults, and in reporting their concerns.

TARGET GROUP

Anyone, who in any way, supports a vulnerable adult.

The following competencies for Awareness Training were developed in 2009

COMPETENCIES	The worker should :
DASC 1	Understand the principles and values that underpin all safeguarding adults activity
DASC 2	Understand the definition described in “No Secrets” (DoH 2000) of an adult who may be vulnerable to abuse
DASC 3	Understand the different types of abuse defined in “No Secrets” (DoH 2000)
DASC 4	Recognise the signs of abuse
DASC 5	Know how to access the Dudley multi-agency Policy and Procedure for the protection of vulnerable adults from abuse
DASC 6	Know the importance of the Dudley whistle-blowing procedures
DASC 7	Understand their responsibilities in reporting potential abuse and how to report their concerns
DASC 8	Understand and recognise the impact of related legislation
DASC 9	Be aware of how to minimise the risk of abuse

Training or briefings were delivered to Elected members, building services operatives, external contractors, DACHs staff with no direct contact with vulnerable adults, new DACHs staff attending the Directorate Induction training course, PCT and DGOH staff, voluntary and independent sector staff

Further informal awareness raising sessions held with Dudley CVS, A4E Direct Payment User Forum, BME communities, Age Concern members

6.12 Safeguarding Adults - Practice Issues (one day course)

OUTCOME

Managers and supervisors who may receive disclosures or concerns of abuse from their staff become confident and competent in dealing with the disclosures or concerns.

TARGET GROUP

Anyone with managerial/supervisory responsibility for staff who support vulnerable adults. Participants **MUST** have attended "Abuse Awareness" training before being allocated a place on this course.

The following competencies for Practice Issue Training were developed in 2009

COMPETENCIES	The worker should :
DASC 10	Know what action to take when an allegation of abuse is reported to them
DASC 11	Understand the different roles and responsibilities of all agencies involved in investigations
DASC 12	Understand the importance of information sharing as well as the relevant legislation and departmental guidance
DASC 13	Know how to support staff and people who report concerns of abuse
DASC 14	Understand the difference between the Safeguard & Protect procedure and departmental disciplinary procedures
DASC 15	Know the importance of recording and documenting all information relating to adult safeguarding.
DASC 16	Identify any potential risk following a disclosure or allegation of abuse and make arrangements to minimise the risk.

6.13 Safeguarding Adults - Managing Investigation (two day course)

OUTCOME

To enable Team Managers/Clinical Leads to become confident and competent in managing and organising complex adult protection investigations and to examine other agencies' roles within an Investigation.

TARGET GROUP

Social Work Team Managers and Clinical Leads (Mental Health)

The following competencies were developed in 2009 for the Managers Investigation Course.

COMPETENCIES	The worker should :
DASC 23	Know how to convene and chair an Adult Protection conference
DASC 24	Understand the roles and responsibilities of all agencies involved in the multi-agency Safeguarding Adults process and the role of the Local Authority and Team Manager in that process
DASC 25	Make sound and consistent decisions as part of implementing Safeguard & Protect

6.2 Number of People Trained

Jan 09 - Dec 09

	Health	Independent	Local Authority	Total
Abuse Awareness (1 day)	314	643	255	1212
Abuse Awareness (elected members)			19	19
Abuse Awareness (Building Services)			384	384
Abuse Awareness (Housing Services)			13	13
Abuse Awareness (DACHS briefing)			117	117
Abuse Awareness DGOH	779			779
Abuse Awareness PCT & DWMHT (Induction)	211			211
Abuse Awareness (1 hour DACHS Ind)			80	80
Practice Issues	22	163	67	252
Investigations	0	0	0	0
Managing Investigations	6	0	3	9
TOTAL	1332	806	938	3076

This shows a significant increase in independent sector training in 2009 – a target group identified in the 2008 Report.

6.3 Other Developments during 2009

- PSE (computer training software) had continued to develop and now enables accurate training records and data to be maintained.
- More work has been done in partnership with the Children's Safeguarding Board. Child protection is now covered as part of the Abuse Awareness session and Child Protection training now makes reference to the abuse of vulnerable adults.
- Work has been done on formalising the Quality Assurance process to ensure that both the standard and impact of training is monitored effectively and actions taken where necessary.
- The training was delivered by a multi-agency team of trainers and practitioners. Three Development days were held during 2009 in order to review and update the current course content.

- In December 2009, the new “Safeguarding Adults – Safe Development Officer” came into post. This appointment will enable a significant increase in both the numbers that can be trained and the diversity of the audience that we deliver to.

6.4 Planned Developments for 2010

- Joint training with Children’s Safeguarding Board is being planned around Forced Marriage/ Female Genital Mutilation / Breast Ironing.
- Team Managers and Social Workers will be attending a one-day course during January – March 2010 to support them to implement the amended section of the policy (from referral to protection plan). These sessions will also enable us to identify any further training requirements for those staff working in these roles.
- Work to be done on raising awareness of adult abuse amongst community groups, for example faith groups, leisure services, public transport and colleges.
- Work to be done on raising awareness of abuse amongst vulnerable people themselves.
- E-learning material/Refresher training to be developed.
- Training to be developed specifically around Preventative work.

Chapter 7 – Quality and Performance

- 7.1 An Operational and Strategic Data Set were developed for safeguarding in 2009. This Data Set met the government requirements for the “Abuse of Vulnerable Adults Collection” by the NHS and the first collection is for data from October 2009 – April 2010.
- 7.2 This Data Set was scrutinised by the Safeguarding Board, Quality and Performance Sub-Group and the Inspectors. It was agreed that some of the information was required strategically by the Board, the Safeguarding Team for future planning and to share with the Community Safety Team. The Operational Data Set was produced for operational staff and has been disseminated to Team Managers on a regular basis with data quality issues monitored and rectified.
- 7.3 An audit programme has been established and presented to the September 2009 Board for approval.
- 7.4 20 cases for each data set produced quarterly will be audited by Social Work Managers, the Safeguarding Team Manager and the Head of Service, and the Council Auditors assisted with the initial one in November 2009.
- 7.5 Members from other professionals within the Quality and Performance Sub-Group will also track a number of these referrals where the PCT, Dudley Group of Hospitals, and the Police were involved. This will confirm that timescales are appropriate in the multi-disciplinary response to Safeguarding.
- 7.6 The first audit for July to September 2009 data was completed in November 2009, and the results presented to the Safeguarding Board and to Team Managers in January 2010.

The random selection of cases included cases that were closed at point of contact, those that went to strategy stage and those that went on from strategy to case conference.

The sample also covered cases from Older People and Physical Disability Services, Learning Disability Services and Mental Health Services.

The use of screening questions at the point of contact was identified as an issue to be addressed within the training planned for January – March 2010. Of 15 cases which went to the strategy stage 13 recorded clear decisions in the appropriate place and there was evidence that others were informed of the outcome.

Mental Capacity was not covered clearly in the minutes of meetings or on the case files and this too will be addressed in the training.

There was good evidence in the audit that the investigation was recorded but clarity was required about where it should be filed.

All six case conferences scrutinised recorded the discussion about the need for a protection plan. Four of the conferences produced a protection plan and demonstrated that reviews of the protection plans were planned.

7.7 An audit programme was developed and commitment for further audits within 2010 made to the Safeguarding Board

- May 2010 Board for audit carried out in February 2010
- July 2010 Board for audit carried out in May 2010
- November 2010 Board for audit carried out in August/September 2010

7.8 Following the Inspection and previous audit recommendations, this initial audit work demonstrates progress has been made in several areas, in particular, timescales for meetings, information on case records and protection plan evidence.

Areas still to be addressed indicate clarity required with regard to mental capacity issues, and the quality of data recorded for SWIFT purposes.

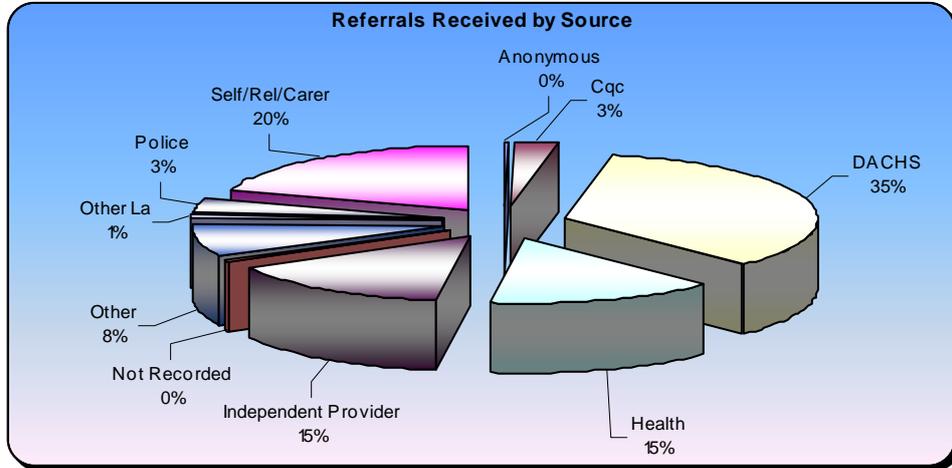
This analysis has been shared with the Safeguarding Board in January 2010 and with Team Managers in January 2010 and addressed within training for Managers in January 2010 on the revised procedures.

7.9 Work with RIPFA to develop a set of standards for safeguarding is progressing. A consultation exercise with service users in December 2009 resulted in a draft set of standards which were consolidated in a RIPFA Training Day in January 2010. Further work to progress these standards and to monitor that they bring improved outcomes for service users' lives.

Adult Protection Summary of Statistical Data 1st January 2009 – 31st December 2009

7.10 Referrals Received by Source

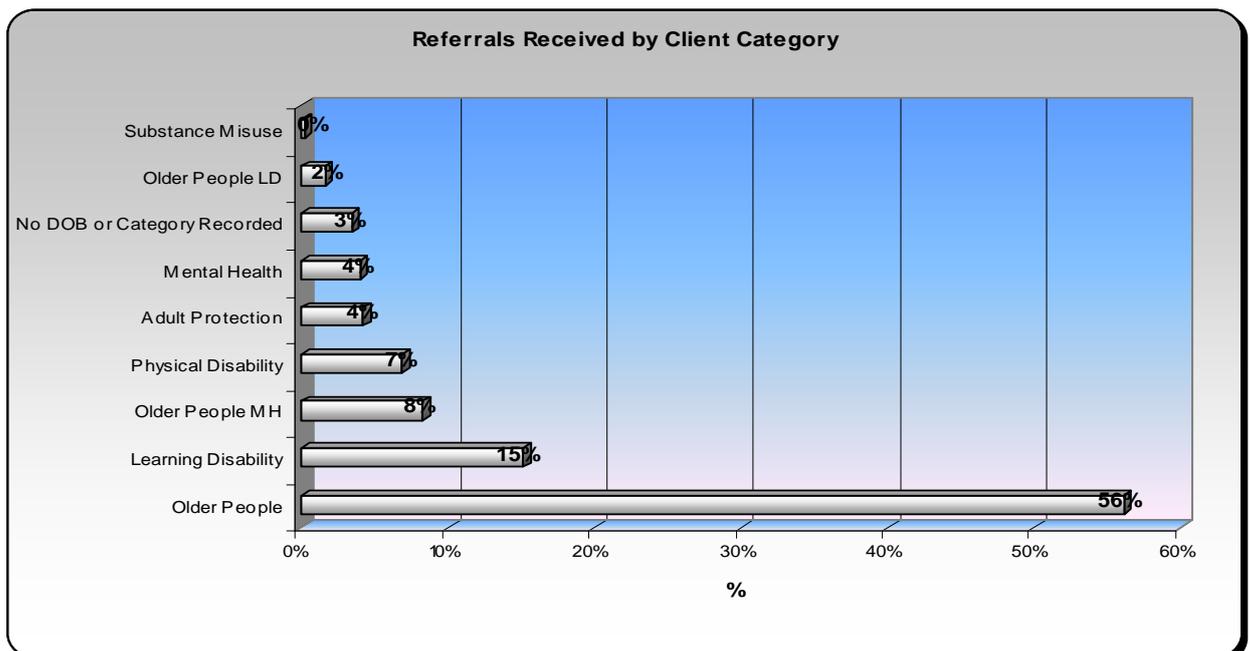
Contact Source	No.
Anonymous	1
Cqc	14
DACHS	171
Health	73
Independent Provider	73
Not Recorded	2
Other	41
Other La	5
Police	17
Self/Rel/Carer	98
Total	495



The above table identifies the source of the referral by contact source group. The chart clearly shows that the majority of all referrals were from a DACHS source at 35%, with the source of referral from the client, relative, or carer making up 20% of referrals received. The number of referrals in 2008 were 216 and in 2009 were 496. This is very encouraging and demonstrates that raising awareness throughout the year has prompted people to feel safeguarding is their responsibility and to report concerns.

All contact sources have increased their number of referrals and have maintained their percentage of the whole number of referrals.

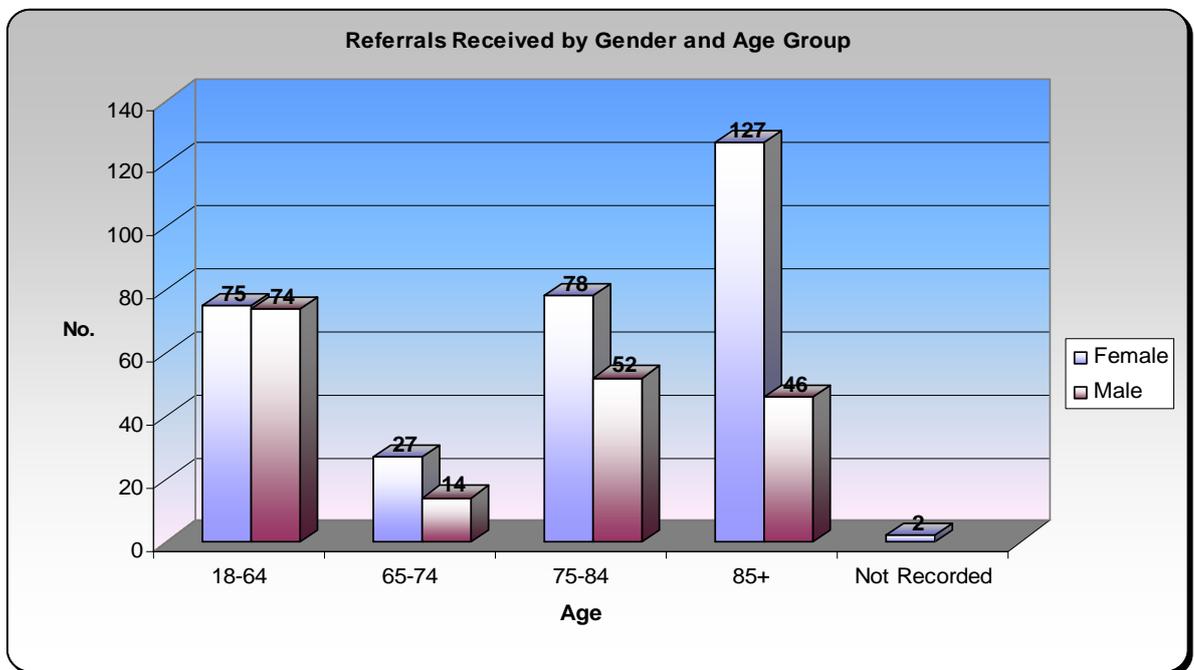
7.11 Referrals Received by Client Category



The above chart shows referrals by client category. The referrals by client category where all clients over the age of 65 are grouped as 'Older People' with the exception of Learning Disability and Mental Health which are grouped as 'Older People LD' and 'Older People MH'. Clients who don't fall into the relevant client categories are denoted by client category 'Adult Protection'. The chart highlights the highest proportions of referrals were for Older People clients at 56%. The number of referrals from each client group has increased in 2009 but the proportion of referrals from each client group remains similar to 2008 figures. The Data Set requirements have categorised clients group differently to those in the 2008 Annual Report so exact comparison is not possible.

This may indicate that increased awareness has been raised across all client groups/service areas in 2009 with further work in 2010 planned.

7.12 Referrals Received by Gender



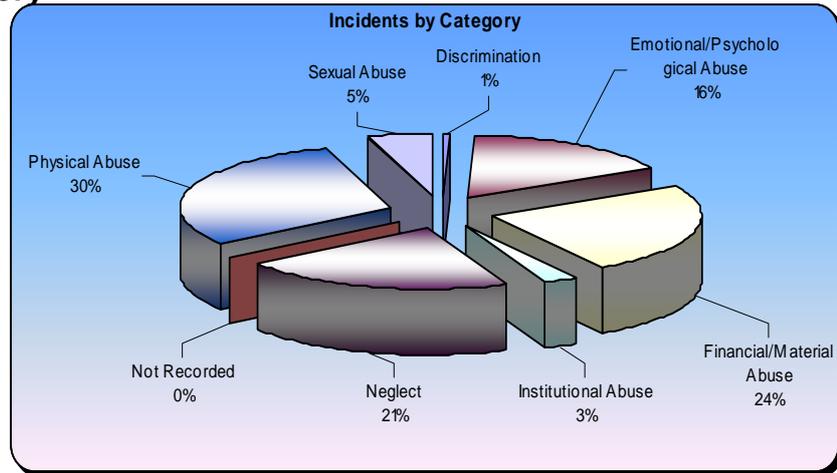
Summary

Gender	%
Female	62%
Male	38%

The above chart shows referrals received by age group and gender. The highest percentage of referrals were from females. The gender percentage remains consistent with last year's figures with a small percentage increase in the number of incidents where the victim is a man, especially in the younger age range which is encouraging and possibly reflects raised awareness of wider safeguard issues for the younger population.

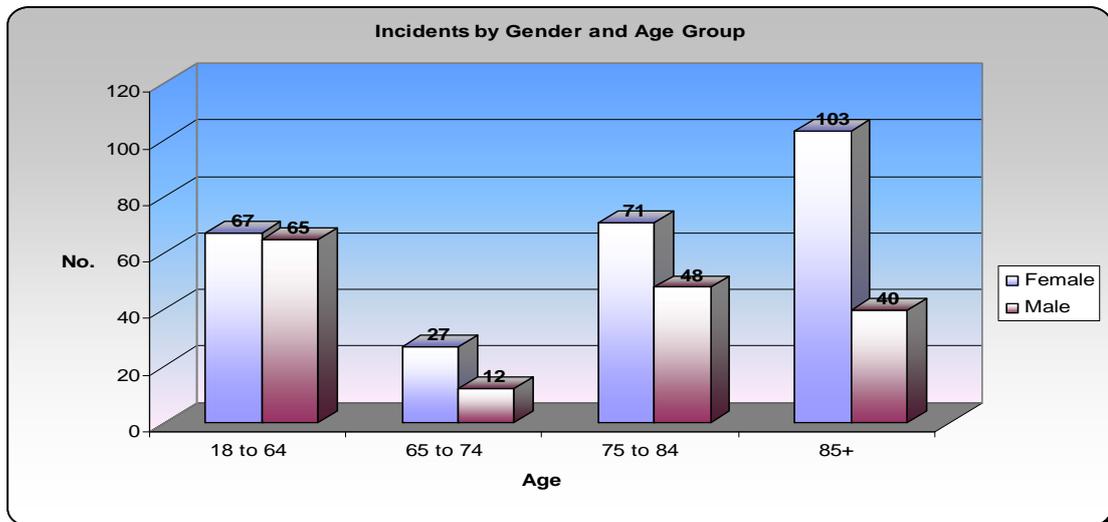
7.13 Incidents by Incident Category

Incident Category	No.
Discrimination	3
Emotional/Psychological Abuse	92
Financial/Material Abuse	138
Institutional Abuse	16
Neglect	119
Not Recorded	1
Physical Abuse	172
Sexual Abuse	28
Total	569



The table above shows the number of incidents by category. There were a total of 569 incidents for 374 clients. Physical abuse made up the majority of all incidents at 30%, followed by financial abuse at 24%. 2008 figures showed that 6% of abuse was emotional/psychological. 2009 figures show that this proportion rose to 16% of the overall total. Awareness raising about the wider issues of safeguarding may have contributed to this increase and may demonstrate people's recognition of issues that previously were not attributed to abuse.

7.14 Incidents by Gender and Age Group



Summary

Gender	%
Female	62%
Male	38%

The chart above highlights that the 85+ age group of females makes up the highest percentage of incidents occurred.

7.15 Incidents by Client Group

Client Group	Emotional/Psychological Abuse	%	Financial/Material Abuse	%	Discrimination	%	Institutional Abuse	%	Neglect	%	Physical Abuse	%	Sexual Abuse	%	Not Recorded	%	Total	%
Adult Protection	7	8%	6	4%	1	33%	1	6%	5	4%	9	5%	1	4%	0	0%	30	5%
Learning Disability	11	12%	12	9%	0	0%	1	6%	7	6%	31	18%	5	18%	1	100%	68	12%
Mental Health	9	10%	10	7%	0	0%	0	0%	3	3%	9	5%	3	11%	0	0%	34	6%
Older People	51	55%	82	59%	1	33%	11	69%	86	72%	89	52%	13	46%	0	0%	333	59%
Older People LD	1	1%	2	1%	0	0%	0	0%	2	2%	3	2%	0	0%	0	0%	8	1%
Older People MH	3	3%	5	4%	0	0%	1	6%	8	7%	21	12%	1	4%	0	0%	39	7%
Physical Disability	8	9%	15	11%	0	0%	2	13%	6	5%	7	4%	3	11%	0	0%	41	7%
Substance Misuse	0	0%	0	0%	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	1	0%
Not Recorded	2	2%	6	4%	1	33%	0	0%	1	1%	3	2%	2	7%	0	0%	15	3%
Total	92	100%	138	100%	3	100%	16	100%	119	100%	172	100%	28	100%	1	100%	569	100%

The above table shows the number of adult protection incidents by client group and incident category. An adult protection category refers to a vulnerable person who does not fall into any of the client categories listed.

Physical abuse and financial abuse remain the two highest categories of abuse and demonstrate a need to continue to address these types of abuse in the communication strategy.

In 2009, those who manage their own finances were targeted by an information leaflet which was sent to all Direct Payment recipients advising them how to keep safe. In 2010 there are plans to involve the work of Trading Standards in promoting safeguard issues for financial abuse.

Physical abuse has continued to be addressed with more clarity about body mapping within the policy and procedures and risk assessment completion at the stages of the adult protection incident.

7.16 Incidents by Location

The table below shows the number of adult protection incidents by the location of the incident.

Incident Location	Emotional/Psychological Abuse		Financial/Material Abuse		Discrimination		Institutional Abuse		Neglect		Physical Abuse		Sexual Abuse		Not Recorded		Total	
		%		%		%		%		%		%		%		%		%
Care Home Nursing & Respite	8	9%	2	1%	0	0%	6	38%	25	21%	15	9%	3	11%	0	0%	59	10%
Care Home Residential & Respite	19	21%	21	15%	0	0%	6	38%	27	23%	56	33%	9	32%	0	0%	138	24%
Day Care	0	0%	1	1%	0	0%	0	0%	1	1%	4	2%	1	4%	0	0%	7	1%
Alleged Abusers Home	20	22%	16	12%	1	33%	0	0%	7	6%	19	11%	4	14%	0	0%	67	12%
Hospital	2	2%	1	1%	1	33%	1	6%	7	6%	8	5%	2	7%	0	0%	22	4%
Not Known/Recorded	3	3%	2	1%	0	0%	2	13%	4	3%	6	3%	1	4%	0	0%	18	3%
Other	4	4%	9	7%	0	0%	1	6%	6	5%	3	2%	5	18%	0	0%	28	5%
Public Place	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	4%	0	0%	1	0%
Own Home	36	39%	86	62%	1	33%	0	0%	42	35%	61	35%	2	7%	1	100%	229	40%
Total	92	100%	138	100%	3	100%	16	100%	119	100%	172	100%	28	100%	1	100%	569	100%

The highest proportion of incidents took place in the clients own home equating to 40% with the second highest incidents happening in a residential setting at 24%. The number of incidents within the client's own home may reflect the increased awareness from staff who support people at home from private, local authority and voluntary sectors and issues that previously were concerns but not reported are now more often reported – "safeguarding is everyone's responsibility".

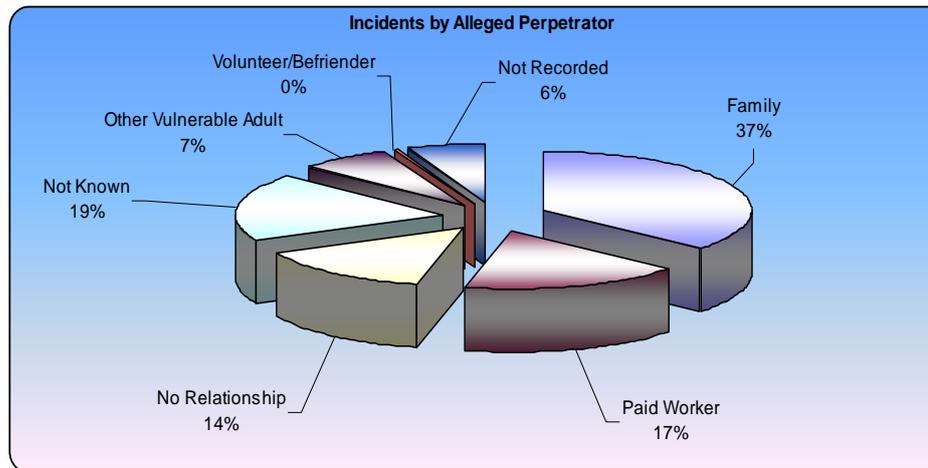
The transformation agenda, which will increase the number of people receiving support at home, recognises the safety issues of vulnerable people within their own home and will work to manage risk in the support plan development.

The work with partner agencies in 2009 and the Protocol for Repeated Abuse in Care Settings, produced in 2009, recognised the percentage of incidents happening in Care Homes and promoted this more robust system for dealing with repeated incidents.

The ongoing work with Commissioning regarding care settings will continue to address the evidence within these statistics.

7.17 Incidents by Alleged Perpetrator Relationship with the Victim

Grouped Relationship	No.
Family	153
Paid Worker	72
No Relationship	60
Not Known	78
Other Vulnerable Adult	30
Volunteer/Befriender	1
Not Recorded	26
Total	420

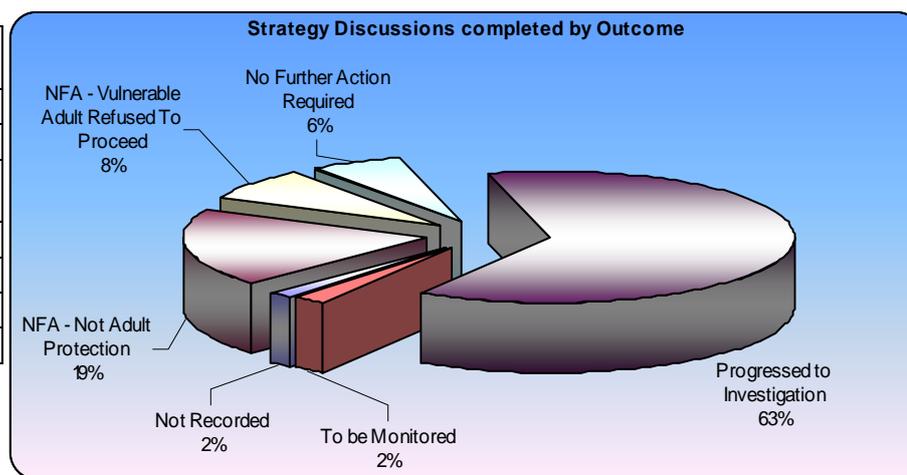


The chart above shows the incidents by the alleged perpetrator relationship with the victim. 19% of incidents the relationship of the perpetrator was unknown. The Safeguard Procedures amended in 2009 promote greater clarity about the work required with perpetrators and will, hopefully, reduce the 19% of incidents where the relationship of the perpetrator was unknown and the 6% where it was not recorded.

The 37% recorded for a family member being the perpetrator remains concerning and in 2009, prompted the Safeguard and Protect Procedures to be revised to include more comprehensive information about support to carers and the need to consider carers assessments when managing an adult abuse incident.

7.18 Strategy Discussions Completed by Outcome

Strategy Discussion Outcome	No.
Not Recorded	5
NFA - Not Adult Protection	61
NFA - Vulnerable Adult Refused To Proceed	24
No Further Action Required	19
Progressed to Investigation	199
To be Monitored	7
Total	315



The chart and table above show that the majority of strategy discussions progressed to investigations at 63% with only 19% of discussions resulting in no further action. In 2009, there were data quality issues concerning those

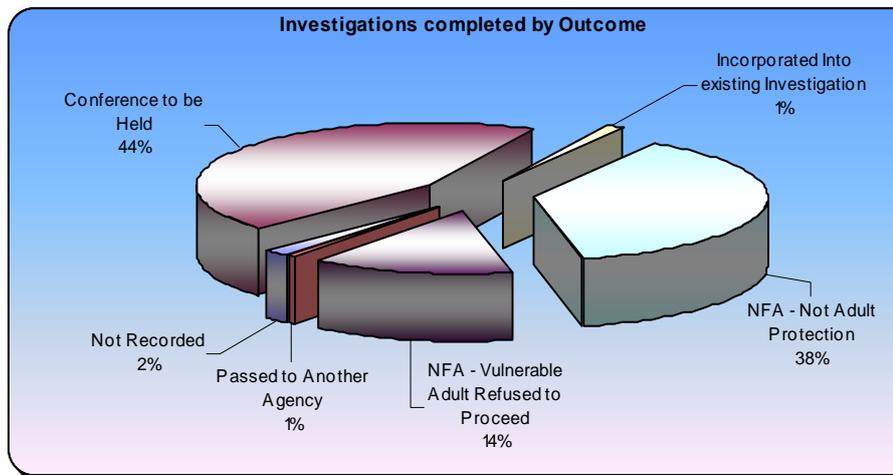
cases which were not recorded as a strategy discussion but were closed at the point of referral following discussion on the duty desk with the team manager. This has been rectified for the 2010 data and will now be recorded as a strategy discussion.

Of those that went to a more formal strategy discussion/meeting, 63% warranted the matter to be investigated.

Clarity about the procedures was addressed in the revised Procedures and in the Training taking place with operational staff.

7.19 Investigations Completed by Outcome

Investigation	No.
Not Recorded	3
Conference to be Held	64
Incorporated Into existing Investigation	2
NFA - Not Adult Protection	55
NFA - Vulnerable Adult Refused to Proceed	20
Passed to Another Agency	1
Total	145



The above table and chart show the number of investigations completed by outcome. 44% of investigation outcomes led to a case conference being held with 38% of investigations completed leading to no further action. The percentage of those leading to a case conference and those leading to no further action, demonstrates the value of the procedure which allows the team manager to bring the matter to a case conference if the issues need debate and further clarity.

7.20 Conferences by Outcome

Conference Outcomes	No.
Client - Advocacy	6
Client - Application Court Of Protection	1
Client - Community Care Assessment and Service	5
Client - Counselling Support	2
Client - Increased Monitoring	21
Client - Management of Access to Alleged Perpetrator	5
Client - Management of Access to Finances	2
Client - Moved to Increased/Different Care	4
Client - No Acceptance Of Protection Plan	2
Client - No Further Action	22
Client - Other	3
Client - Removed from Property/Service	4
Client - Unable To Consent To Acceptance Of Protection Plan	6
Client - Yes Acceptance Of Protection Plan	6
Org - Action by Comm/Placing Authority	1
Org - Action by CQC	2
Org - Continued Monitoring	19
Org - Disciplinary Action	2
Org - Management Action - Supervision, Training	1
Org - Management of Access to Vulnerable Adults	6
Org - No Further Action	18
Org - Other	6
Org - Police Action	3
Org - Referral to MAPPA/MARCA	1
Perp - Action under Mental Health Act	2
Perp - Community Care Assessment and Services	2
Perp - Continued Monitoring	11
Perp - Counselling/Support	2
Perp - Disciplinary Action	4
Perp - Management of Access to Vulnerable Adults	6
Perp - No Further Action	24
Perp - Other	6
Perp - Police Action	7
Not Recorded	4
Total	216

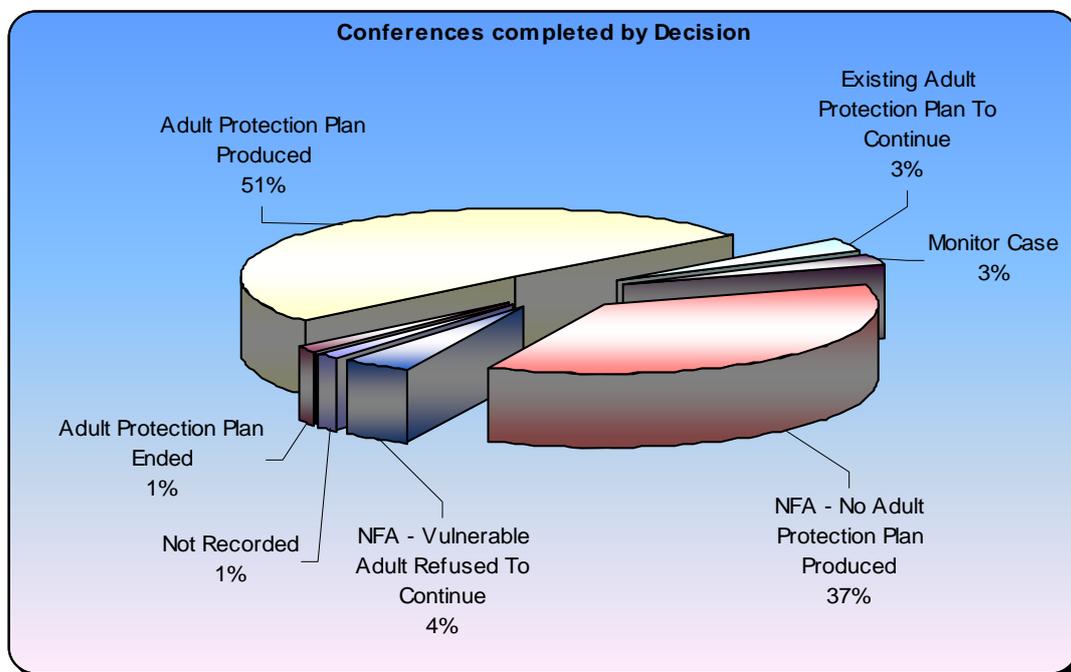
The table above shows the conferences which have been completed with outcomes for the client, the perpetrator of the incident and any organisations involved. The majority of conference outcomes across all parties involved is either a conference outcome of continued monitoring or increased monitoring. In 2009, the outcome choices for a case conference were extended to demonstrate the options available to staff when completing a conference. The use of these options is demonstrated within this table.

The continued monitoring of organisations is higher than any other organisation outcome and reflects the partnership with agencies, commissioning and DACHS staff that is in place.

Likewise, the number of perpetrators who are monitored as a result of the conference demonstrates the need for clear information about work with perpetrators within the revised procedures and the training.

7.21 Conferences by Decision

Conference Decision	No.
Not Recorded	1
Adult Protection Plan Ended	1
Adult Protection Plan Produced	36
Existing Adult Protection Plan To Continue	2
Monitor Case	2
NFA - No Adult Protection Plan Produced	26
NFA - Vulnerable Adult Refused To Continue	3
Total	71



The above table shows initial conferences completed by decision. The chart clearly shows the highest percentage of conferences completed result in a conference decision of an adult protection plan produced. In 2009, work ensured that Protection Plans were clearly defined and recorded. This resulted in 50% of case conferences developing a plan.

In 2010, the review of these Protection Plans now forms part of the Operational Data Set and will inform future reports.

The percentage of cases where no adult protection plan is produced is a third of the overall case conference, but this does not mean the existing care plan does not remain in place for those receiving a package of care or residential care.

Chapter 8 – Deprivation of Liberty Safeguards

- 8.1 The Deprivation of Liberty Safeguards (DoLS) came into effect from 1st April 2009 as part of the Mental Capacity Act (MCA) 2005 as amended by the Mental Health Act 2007.
- 8.2 From this date, hospitals and care homes (managing authorities) providing care have a duty to apply to the appropriate supervisory body (PCT for hospitals and LA for care homes) for a DoLS authorisation if they need to deprive someone of their liberty in order to provide the care they need and it is in their best interests.
- 8.3 Dudley MBC and Dudley PCT jointly funded a project manager for DoLS/MCA Implementation from November 2008.
- 8.4 Dudley MBC/PCT originally trained twelve Best Interest Assessors prior to 1.4.09 (10 LA, 1 PCT & 1 DWMHPT staff). All of these staff act as independent assessors who, together with mental health and learning disability doctors, undertake the necessary DoLS assessment.
- 8.5 As of 5.2.10 there have been 26 assessments (including reassessments). These relate to 20 individuals. Of these assessments 11 have resulted in authorisations.
- 8.6 The overall figures are approximately one third of original estimates and half resulting in an authorisation reflect the current national trends.
- 8.7 Although the referral rate nationally has been lower than expected Dudley has been one of the lowest in the West Midlands and one of only two areas in the West Midlands with no referrals from hospitals.
- 8.8 To investigate and redress this referral rate, Dudley have volunteered to take part in a regional auditing exercise over the coming months – the results of which should be available in March/April 2010.
- 8.9 An Independent Mental Capacity Advocate (IMCA) is required to support some people through the assessment process. Dudley Advocacy currently undertakes this role and have done so on four occasions within 2009.

Chapter 9 - Transforming Social Care

The Government set out its vision for the future direction of Adult Social Care through a number of Key Policy Documents.

9.1 Our Health, Our Care, Our Say – identifies seven key ways to enable people to live longer, more independently and remain in their own homes.

9.2 Putting People First

This document set out a radical plan for the transformation of adult social care, which will include the development and implementation of self directed support through the use of personal budgets. The government's vision is that people should have choice and control over how they receive support – this is often called personalisation. Individuals will have choice and control over how they have their social care needs met. This will include a personal budget allocation so people will know how much money they have to use.

9.3 Within Dudley there will be a new model of Supported Assessment which started to be piloted in 2009 and rolled out during 2010. This assessment has been developed and refined in consultation with clients, carers and staff throughout 2009.

9.4 A fair and transparent system for allocating resources to people with different levels of need was also developed in 2009. This is called a Resource Allocation System.

9.5 A support planning process has been introduced in 2009 and is completed with or by the client and describes the services or support which the client will access using their personal budget.

9.6 Dudley was successful in 2009 in its application to become a pilot evaluation site for personal health budgets for people with long-term conditions.

9.7 The Transforming Social Care Agenda in 2009 has developed and involves many subsidiary projects to support the Transforming Social Care programme in Dudley.

9.8 Safeguarding is addressed in all work that enables an adult to retain independence, well being and choice and to be able to live a life that is free from abuse and neglect.

9.9 The Business Plan of the Safeguarding Board and the Transformation Agenda collaborate in that both maintain a strong link with local partnerships, consolidate agreed local multi-agency policy and procedures and ensures intervention is timely and appropriate with individual cases and promotes good practice within the social care providers.

- 9.10 The roll out of self directed support began in 2009 with an older people and physical disability team and learning disability services.
- 9.11 To date over 40 service users have completed self directed support assessment and the resource allocation system is being tested within the pilot. A self directed support information leaflet for service users is now available.
- 9.12 Over 120 staff have received training on support planning with further training organisers. A feedback event for carers about progress and how their ideas have been incorporated into the planning of social care is planned for March, and a stakeholder event for providers and voluntary organisations is also planned to raise awareness about the project as well as asking providers what support they need to prepare for the changes ahead.

Many other consultation events are planned for 2010.

- 9.13 Dudley is also part of a pilot within the Black Country – a national initiative from the Association of Directors of Adult Social Services and Skills for Care to develop a toolkit for the development of an effective and integrated local area workforce plan.

Chapter 10 – National/Regional Overview

At each Board meeting throughout 2009, Jadwiga Shiels, Safeguarding Manger, has presented a national/regional update as part of the Policy and Implementation Sub Group remit to the Board.

10.1 Review of the No Secrets Guidance – Ministerial Statement January 2010

As the Annual Report is being produced the government response to the consultation exercise completed at the end of 2008 has been received as a written ministerial statement – which will shape the work of the Safeguarding Boards in 2010.

10.1.2 The statement indicates that safeguarding vulnerable adults who are at risk of harm sits at the heart of government.

10.1.3 The consultation exercise clearly expressed the view that the voice of vulnerable people needed to be heard much more than it currently is.

10.1.4 The Government plans to establish an Inter Departmental Ministerial Group on Safeguarding Vulnerable Adults which will have three roles.

- to determine policy and work priorities for the forthcoming year.
- to provide a strategic and coordination role.
- to provide public and parliamentary advocacy for Safeguarding Policy.

10.1.5 The Government plans to introduce new legislation to strengthen the governance of safeguarding by putting the Boards on a statutory footing, as a key message from the consultation was that local leadership and scrutiny of safeguarding needs to be improved and strengthened.

10.1.6 The Government will launch a programme of work with agencies and stakeholders to support effective policy and practice in safeguarding vulnerable adults. In the Autumn of 2010, the government will produce new comprehensive, multi agency guidance to set out the roles and responsibilities for all those involved in Safeguarding Vulnerable Adults.

10.1.7 Prior to that the Government plans to bring together targeted guidance and support material including:

- a guidance to the law on safeguarding.
- guidance for specific professionals.
- a programme of work from the Association of Chief Police Officers to improve our response to financial crime.

10.2 Independent Safeguarding Authority – Vetting and Barring

10.2.1 Increased safeguards have come into place from 12th October 2009 under the provisions of the Independent Safeguarding Authority (ISA) Vetting and Barring Scheme:

It is now a criminal offence for individuals barred by the ISA to work or apply to work with vulnerable adults in a wide range of posts. Employers also face criminal sanctions for knowingly employing a barred individual across a wider range of work.

The three former barred lists (POCA, POVA & List 99) have been replaced by two new ISA – barred lists, one barring people from working with children and one with vulnerable adults.

Employers, local authorities, professional regulators and other bodies have duty to refer to ISA information where they consider individuals are a risk or have caused harm to vulnerable adults and children.

10.2.2 ISA registration for the Vetting and Barring Scheme does not start for new workers or those moving jobs until July 2010 and ISA registration is not mandatory for those workers until November 2010.

All other staff will be phased into the scheme from 2011.

10.2.3 The Safeguarding Board for Adults has received updates throughout 2009 from the council's HR department, and the Safeguarding Manager.

10.2.4 The council commenced a review of existing CRB Arrangements in 2009 and identified which posts within the council involved regulated/controlled activity under the scheme.

10.2.5 In September 2009, Dudley Safeguarding Children Board and the Vulnerable Adults Board held a series of inter agency briefing sessions to help familiarise managers and staff on the requirements of the new Vetting and Barring Scheme.

These sessions were extremely well attended. From these sessions a Question and Answer Briefing was developed and placed on the Intranet under the Safeguard and Protect link and was disseminated to all staff.

10.2.6 Safer Recruitment – as sub group of Dudley Children's Safeguarding Board continue to meet quarterly to discuss the national agenda and its implications for Dudley MBC. Adult Services Directorate is represented by HR Managers and the Interim Head of Adult Safeguarding attends this meeting.

In 2009 we have seen the following developments:

- 10.3 The launch of West Midlands Police Safeguarding Policy and the methods used to support and protect vulnerable adults through police proceedings under special measures.
- 10.4 Multi Agency Practice Guidelines on Handling Cases of Forced Marriage were issued in June 2009 followed by further guidance in October 2009 on local authorities acting as relevant third parties. This information has led to a joint working group with Children's Services to develop specific training in this area of work.
- 10.5 Lord Lamings Report was issued in March 2009 as an evaluation of the progress made by Children's Services since the publication of the Victoria Climbi Enquiry, to identify barriers preventing good practice becoming standard practice and to make recommendations for improvement.

Adult Service staff were invited by Children's Services to a Briefing in April 2009.

- 10.6 The Violent Offender Order was implemented in August 2009 which aims to support victims and witnesses through guidance to prosecutors to ensure people with mental health issues are dealt with sensitively and consistently within the court system.
- 10.7 In 2009 Multi Agency Public Protection Arrangements (MAPPA) were revised to enhance consistency and accountability. A national MAPPA training manual to ensure that learning is embedded in public protection practice was also launched.

Several members of the Board sit on MAPPA and the Chair of MAPPA within Dudley is a Board Member.

- 10.8 In 2009, The National Patient Safety agency sought information from interested organisations concerning the National Framework for Reporting and Learning from serious incidents requiring investigation. The purpose of the framework is to provide nationally consistent definitions and draw tighter legal and regulatory requirements. A review of the process within Dudley forms part of the Business Plan for 2009.
- 10.9 A Home Office cross government strategy entitled "Together we can end violence against girls" was published in 2009. This strategy sets out a coordinated approach to ending violence against women and girls and was informed by public consultation between March and May 2009.

The provision work focuses on ensuring women and girls have access to the right help and support when violence does occur. The Domestic Violence Coordinator in the Community Safety Team sits on the Board

and, together with Social Care and Children's Services, launched a joint campaign in November 2009 to encourage Dudley residents to "Open their Eyes" to abuse of all vulnerable people.

Business Plan 2010 – Regularly Updated During 2009

Safeguarding Vulnerable Adults

Black Text – Original Comments From October Review

Blue Text – Updated Comments For February 2010 Review

No.	Key Actions	Responsible Manager	Timescale	Progress Report (February 10)	Outcomes for users of services and their carers
1. Assurance that staff and managers in all relevant agencies know how to recognise and manage concerns appropriately.					
1.1	A Review is carried out of the organisational arrangements for the management of adult protection work within DACHS	Assistant Director Learning Disabilities and Mental Health - RC	March 2010	<p>Review to commence October 2009. A decision has already been made to enhance a number of Social Worker posts in Adult Social Care teams as senior practitioners to specialise in adult protection</p> <p>Options for Safeguarding Arrangements were presented to Management Team on 9.12.09. Agreed protocol to enhance the chairing of strategy and case conferences and minuting arrangements to be strengthened. Safeguarding arrangements to be</p>	Organisational arrangements are more secure.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (February 10)	Outcomes for users of services and their carers
				clarified and enhanced within operational teams – further discussion within the Management Team. January – March 2010	
1.2	A Review is carried out by the Board of the effectiveness of cross-agency safeguarding arrangements, together with a whole systems analysis of capacity and where initiatives can be joined up.	DSVAB (Dudley Safeguarding Vulnerable Adults Board)	End March 2010	Cross Agency Safeguarding Review agreed at Board meeting in November and information to be collated by Jan 2010. Partnership Evaluation Tool also agreed at Board to be carried out January 2010. Information received by some agencies with regards to cross-agency safeguarding, others to be in place by May 2010, as additional staff have been recruited to posts. Partnership evaluation tool exercise to be completed at May Board.	Cross-agency arrangements are more efficient and effective
1.3	A comprehensive check is carried out with all partner agencies that they have key requirements in place.	Head of Service Safeguarding - AH	March 2010	A letter has gone out to all partner agencies asking them to confirm that they have in place each of the requirements in section 2 of this action plan. Most agencies have replied. Most agencies have most requirements in place. We are chasing those who have not replied and/or do not have requirements in place. 170 questionnaires sent out now only 14% have not replied. A meeting	Accountability for Safeguarding Adults work is recognised by each partner organisation's executive body.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (February 10)	Outcomes for users of services and their carers
				<p>between Safeguarding and Commissioning in December arranged for that 14% to be followed up individually by Commissioning staff in January 2010.</p> <p>Commissioning unit are undertaking a random sample check 20% of returns to confirm compliance with the requirements – completed by March 2010.</p>	
1.4	<p>Voluntary and independent community sector organisations understand their role and responsibilities in Safeguarding Adults.</p>	<p>Head of Service Safeguarding - AH</p>	<p>March 2010</p>	<p>We are extending involvement with voluntary agencies through Board membership, training strategy and raising awareness</p> <p>Meetings with Voluntary Organisations, Supporting People Providers and Housing Association Managers have taken place and Safeguarding Awareness Training promoted within these sectors.</p> <p>Age Concern Conference in December had a Safeguard Workshop where participants encouraged to undertake departmental Safeguard Awareness Training.</p>	<p>Organisations are more aware of their responsibilities</p>
1.5	<p>Under-reporting of the number of referrals relating to adults</p>	<p>DWMHT Director WP</p>	<p>March 2010</p>	<p>Mental Health Executive Team are developing an action plan with CMHTs</p>	<p>Numbers of appropriate referrals from Adult Mental</p>

No.	Key Actions	Responsible Manager	Timescale	Progress Report (February 10)	Outcomes for users of services and their carers
	under 65 with Mental Health needs is addressed			<p>to address low number of referrals. Action plan to include benchmarks against which to assess reporting based on pop data re number of people in the area with MH needs and number known to MH services</p> <p>In January 2010 Mental Health Team Managers and Clinical Leads have received training on the updated Safeguard and Protect Procedures and Mental Health Team staff training is planned for February – March 2010.</p>	Health Services show an increase.
1.6	Care homes' compliance with minimum standards for protection and staff training is improved	Commissioning Unit	June 2010	<p>Commissioning Team will review all providers where standards fall below an acceptable level including improved contractual requirements.</p> <p>System to be put in place to monitor alerts and especially alerts that are late or incomplete.</p> <p>Commissioning Unit will check all contract clauses that relate to safeguarding requirements to ensure they are sufficiently robust.</p> <p>January 2010 Operational Team Managers provided with detailed information about the monitoring arrangements of the commissioning</p>	More staff in the independent sector are trained. Improved compliance through contractual requirements.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (February 10)	Outcomes for users of services and their carers
				section when safeguarding alerts are made or when they are not followed through appropriately.	
1.7	Safer recruitment is improved for volunteers and people using self-directed support	Head of HR Personnel - SH Head of Safeguarding - AH	March 2010	This being addressed through the Safer Recruitment group and through improved public information for people with direct payments and personal budgets Questions and Answers following September 09 workshops regarding Safer Recruitment Process added to the Council's Safeguarding Website in January 2010.	People using self-directed support are adequately protected
1.8	Further training to be provided for those undertaking specific roles e.g. managing investigations; chairing conferences; risk assessment and protection planning.	Head of HR Learning and Development - AP Head of Residential Services - BN	March 2010	Refresher training programme will commence in January 2010, following launch of revised procedures in December 2009. Procedures Revised and launched December 09. Training undertaken in January for Managers, Assistant Team Managers and Clinical Leads in Mental Health. Training dates scheduled and booked in February – March for operational staff. Amended Procedures on Council Website.	Improved compliance with procedures relating to investigations.
1.9	The partnership's training	Head of HR	End December 2009	Training programme is being	People using self-directed

No.	Key Actions	Responsible Manager	Timescale	Progress Report (February 10)	Outcomes for users of services and their carers
	strategy includes training that is accessible to and/or specifically tailored for service users and carers, specifically (a) how to make a complaint about abuse or neglect (b) personal budgets	Learning and Development - AP Head of Residential Services - BN		extended to include training for these groups. Training to include what people should be able to expect from Safeguarding process, and input on DMBC policy about things like gifts, wills etc. Training programme established to commence from Jan 2010	support are adequately protected
1.10	NHS Trusts to continue training for their own staff and to maintain accurate records of staff who have been trained	DPCT Director of Patient Experience - SD; DGH Director of Nursing - DMcM DWMHT Director of Governance - RM	Commenced and ongoing	System for logging attendances and feeding data through to DSVAB Training Group for collation and monitoring now in place. Targets for completion and some benchmarking of numbers involved to be added in order to understand progress and gaps.	Number of NHS staff who have been trained is known and has increased.
1.11	More structured opportunities are created for sharing and learning across teams	Head of Residential Services - BN Head of Safeguarding - AH	March 2010	This will be achieved initially via the refresher training programme. Training organised across teams and team managers to share learning and promote consistency of responses.	Good practice is shared more effectively.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
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No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
2. Ensure that the safeguarding and protect policy and procedures fully address all areas of vulnerability and are implemented consistently.					
2.1	A Review is carried out of the governance and accountability arrangements which were introduced for DSVAB in early 2009	DSVAB (Dudley Safeguarding Vulnerable Adults Board)	End 2010	Review will commence during 2010 as governance arrangements only recently introduced and need time to bed down	Effective governance is in place
2.2	Protection Plans are in place and are regularly reviewed.	Head of Safeguarding - AH	Completed	<p>Protection plans have been updated on all cases conferenced since January 2009. Cases which should have been conferenced but were not will also be reviewed to check whether a protection plan is needed. Protection Plans which have been in place for more than six months are being reviewed. Data will be collected on protection plans by client group and outcomes.</p> <p>Audit programme throughout the year in place.</p> <p>Audit undertaken week commencing 23.11.09 which demonstrated discussion about protection plans took place in all case conferences audited and where appropriate they were produced and reviews planned / undertaken.</p>	Protection Plans are in place on all cases
2.3	Effective risk assessment and analysis are in place. Care	Head of Safeguarding	March 2010	Risk assessment pro forma has been developed which will be included in	Risk assessments are more effective and comprehensive.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
	Plans include risk assessments which address safeguarding for each client. (4.14) Care reviews make links to relevant safeguarding actions.	- AH		amended procedures. Risk Assessment now part of amended procedures. Training covers use of risk assessment forms organised January – March 2010 for operational staff and managers.	
2.4	Strengthen standards which are used by Commissioning in contracts and service specifications	Head of Safeguarding - AH	April 2010	Review contracts and service specifications to ensure they provide clear indicators / outcomes for safeguarding vulnerable people. A meeting between Commissioning Managers and Interim Head of Safeguarding took place in December 09 as planned and contract officers to confirm standards are robust.	Service users are protected through strengthening standards. DSVAB will receive a report on the proposed changes and on progress/ impact afterwards.
2.5	The policy and procedures are accessible to all workers, service users, carers and members of the public, and are clear to understand. There is an 'easy-read' guide to the Safeguard and Protect Policy / Procedures	Head of Safeguarding - AH	March 2010	The Safeguard and Protect Policy and Procedures are accessible on the DMBC website. A quick guide and an easy read leaflet are also available on the website. Procedures amended and updated and put on Website for staff, service users, carers and members of the public and are clear about the process stages . A sub group of Board working on easy read version regarding information on the process to add to the easy read guide to the procedures.	Policy and procedures are accessible to DACHS and partner agency staff

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
2.6	<p>A 'root cause' analysis is carried out where several reports are received on the same individuals / establishment</p>	<p>Head of Safeguarding - AH</p>	<p>Completed</p>	<p>A spreadsheet in the Safeguarding Team is used to log concerns about care homes; this is used to identify those establishments on which several reports have been received. The Adult Protection Manager will then convene a Strategy meeting. There is good liaison in DACHS between the Safeguarding Team, the Complaints Team and Commissioning. Information will be reported to meetings of the audit/performance sub group and the issues raised by various types of multiple referrals will be part of the data set reported to the DMT and the Board</p> <p>Meetings continue to take place where there are repeated concerns shared by Heads of Service.</p> <p>Information from the Operational Data Set now scrutinised to confirm Care Organisations for repeated concerns and those CQC rate as poor.</p> <p>January 2010 meeting with commissioning, complaints, Heads of Service to review this process and</p>	<p>Concerns about care homes are being picked up more quickly.</p>

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				adjustments made to improve information sharing.	
2.7	Serious Untoward Incident Protocols in the three NHS Trusts are reviewed to ensure they are consistent with the Safeguard and Protect Procedures and that SUIs where there are safeguarding concerns are referred to DACHS	DPCT Director of Patient Experience - SD; DGH Director of Nursing - DMcM DWMHT Director of Governance - RM	December 2009	Review is in progress	Safeguarding referrals are made in appropriate cases following SUIs.
2.8	Safeguard and Protect policy and procedures have been re-written to include the following improvements identified by the Inspection: AS34 Initial contacts / referrals relating to BME clients Case recording standards / recording of key actions and decisions Use of body charts Involvement / support to carer, especially those under stress Informing Perpetrators Advocacy Victim support (including PLD who are victims of racial abuse) Self-funders / Predictive risk analysis	Head of Safeguarding - AH	March 2010	First draft has been completed. Draft procedures will go out for consultation in October and will be approved by DSVAB in November. Following Board approval in November 09 the revised procedures became operational December 09 and placed on Council Website. Training undertaken in January for Managers and for staff planned training in February and March 2010.	Improved Policy and Procedures afford better protection for vulnerable clients.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
	<p>Timescales for Strategy Meetings / Conferences</p> <p>Investigations (e.g. home carer) involving more than one client</p> <p>Policy / procedures specifically relating to abuse by home care workers</p> <p>Tracking Police investigations</p> <p>Communication with other Councils</p> <p>Feedback to victims / other agencies re outcome of safeguarding investigation</p> <p>Tracking of cases / supervision</p> <p>Closure of cases</p>				

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
3. Ensure victims of abuse and safeguarding referral are appropriately involved and given feedback in a timely manner.					
3.1	Service users are involved in the work of the Board	Head of Safeguarding - AH	Commenced and ongoing	<p>Keeping Safe sub-groups have been set up for LD and MH reporting to LD and MH Boards as well as DSVAB.</p> <p>Other arrangements have been put in place for OP and PD Boards to facilitate service user involvement.</p>	<p>Service users are able to influence the development on safeguarding policy.</p> <p>User involvement and opportunities to make suggestions are flagged up on website and in publications.</p>

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				<p>LINks to be invited to assist in supporting service users to make representations.</p> <p>Impact of service uses and carer involvement will form part of the annual report (and six-monthly update)</p> <p>Consultation on Standards took place in December 09 with Service User groups and individuals.</p> <p>Explanation leaflet developed in November – December 09 for use in the LD services within the Keeping Safe Subgroup for Learning Disability.</p> <p>Ripfa Project held a planning day with operational staff in January to agree Safeguarding Standards and to start to look at how these can be effectively monitored with people experiencing the safeguarding process.</p>	
3.2	Equality Impact Assessment involving stakeholders on	Head of Safeguarding	March 2010	To commence when the new Safeguard and Protect Policy and	Impact of Policy and Procedures on different client groups can be

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
	revised Safeguard and Protect Procedures and safeguarding arrangements has been carried out.	- AH		Procedures are in place	assessed.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
4. Increase the Community Safety Partnership focus on safeguarding and hate crime within a preventative strategy that addresses the impact of abuse and hate crime on victims.					
4.1	Plans and targets for Safeguarding Adults are included in other plans / strategies e.g. older people; learning disability; mental health	Assistant Director Learning Disabilities and Mental Health - RC Head of Safeguarding - AH	End September 2009	Revised Learning Disability Strategy includes a section on Safeguarding. Revised draft MH Strategy includes a section on Safeguarding OP and PD strategies have been amended to include safeguarding.	All service strategies reflect safeguarding requirements
4.2	There is a clear reporting line to the LSP via the Safe and Sound Partnership	Assistant Director Learning Disabilities and Mental Health - RC	Completed and ongoing.	Reporting framework agreed by Board March 2009. Six monthly update on the Annual Report presented to Board Members in November 09. Annual Report 2009 for Safeguarding	LSP and Safe and Sound are fully briefed on adult safeguarding

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				<p>Board to be presented to March Board and to Select Committee as agreed in the Reporting Framework.</p> <p>The Community Safety refresh identifies Safeguarding as a key issue.</p>	
4.3	Board has effective links with other partnerships e.g. Regeneration; Community Cohesion; Equality and Diversity	Assistant Director Learning Disabilities and Mental Health - RC	Ongoing	<p>Reporting framework agreed by Board March 2009</p> <p>March 2010 Annual Report 2009 to be presented to the Safeguarding Board and through the Reporting Framework agreed in March 09.</p>	Other partnerships are fully briefed on adult safeguarding
4.4	Links are in place with the Children's Safeguarding Board.	Assistant Director Learning Disabilities and Mental Health - RC Head of Safeguarding - AH Children's Safeguarding Development Manager - JJ	Commenced and ongoing	<p>Assistant Director or Head of Service attend LCSB.</p> <p>Baby P audit has been completed for DACHS, and recommendations are being implemented.</p> <p>Joint campaign on Safeguarding planned with Community Safety for anti-bullying week November 2009. Joint training on forced marriages has been arranged Safer recruitment briefings are being delivered jointly</p> <p>Joint campaign took place in</p>	Children's and Adult Safeguarding work is effectively co-ordinated.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				November 09 with Community Safety and Children's Services and was marketed in local publications.	
4.5	Safeguarding Adults is a key theme within the Community Safety strategy	Assistant Director Learning Disabilities and Mental Health - RC Head of Community Safety - DH	March 2010	<p>Victims and Vulnerable People has been included as a key theme in the Community Safety Strategic Assessment for 2009-2010. This will form the basis for a joint prevention strategy.</p> <p>Safeguarding is referenced in the latest version of the Community Safety Plan.</p> <p>ASC Inspection has been reported to Safe and Sound Board</p> <p>Deputy Head of Community Safety has been appointed to DSVAB</p> <p>Data for safeguarding and community safety will be married up.</p> <p>Strategic Data Set now shared with Community Safety in November 09 to feed into Community Safety Strategic Assessment.</p> <p>A Hate Crime Strategy is being developed with contribution from DACHS Safeguarding.</p>	Community Strategy will reflect a set of priorities/objectives for safeguarding.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				A referral system for cases presented to multi agency meeting within Community Safety has now been established to ensure vulnerable people are considered within DACHS and Community Safety.	
4.6	'Safeguarding Adults' messages are actively promoted to the public. The Partnership has an information and publicity strategy.	Head of Safeguarding - AH	Ongoing	<p>Draft Comms strategy presented to DSVAB in May. Priorities for next six months have been agreed and many already in progress. Amended final version of Comms Strategy will be approved at November Board meeting</p> <p>Board work is already publicised on the internet – membership; terms of reference; business plan; agenda; minutes; annual report.</p> <p>Information re the Safeguarding Board has been widely circulated in DACHS and other agencies.</p> <p>Performance measures will be built in to assess the impact of public information on different groups especially those who are hard-to-reach.</p> <p>An amended Communication Strategy was agreed at the</p>	The general public in Dudley are more aware of how to refer concerns re vulnerable adults.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				<p>November Board with key priorities identified for 2010.</p> <p>The Joint campaign launched on 16 November received significant media coverage in all localities across Dudley.</p>	
4.7	<p>Public information is available in the form of leaflets and on the Council's website in a range of accessible formats catering for the general public; service user groups and specific communities. A variety of media is used to disseminate this information on a regular basis so that vulnerable people are aware how they can protect themselves and seek help.</p>	<p>Head of Safeguarding - AH</p>	<p>March 2010</p>	<p>Public information comprises a basic information leaflet and an easy-read leaflet, which is aimed mainly at people with a learning disability. A leaflet has recently been produced for people using direct payments.</p> <p>DSVAB communications strategy to address how leaflets should be circulated and promoted</p> <p>Posters were issued to all GP surgeries, health centres, community centres for the marketing strategy organised in November.</p> <p>A variety of media tools is being used to disseminate this information and includes Bluetooth, posters, leaflets, book markers and 'credit cards' and displays in shops.</p> <p>An accessible format version of the Safeguarding Process were</p>	<p>The general public and agencies in Dudley are more aware of how to refer concerns re vulnerable adults.</p>

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				developed in November in the Learning Disability Subgroup and will be brought to Board members in March 2010.	
4.8	Information from the revised JSNA has been used to inform preventative strategy and analysis of vulnerable groups	Head of Safeguarding - AH Head of Policy & Performance - SA-P	March 2010	Work has commenced on updating JSNA.	Improved analysis of vulnerable groups to enable better targeting of safeguarding messages.
4.9	An effective strategy to combat hate crime is in place	Crime Reduction Officer with Portfolio for Hate Crime - NB DAAT Manager - SH	March 2010	Hate Crime Co-ordinator has been appointed to Learning Disability Partnership Board. Work has started to improve public awareness, reporting and monitoring of hate crime incidents. Housing, Adult Social Care and Community Safety working together on hate crime prevention strategy. Progress on hate crime strategy will be reported to Safe and Sound Board and DSVAB	Incidence of hate crime is reduced; people know how to report hate crime.
4.10	Specific vulnerable groups have been identified for promotion/prevention activity, to ensure all vulnerable groups have been reached e.g. people with learning disability are protected from sexual harassment	Head of Safeguarding - AH	Ongoing commitment	This analysis will be drawn from the improved dataset, which has been introduced. The next step will be to demonstrate how services are offering improved safeguards to these groups. Data Set now operational and	Improved analysis of vulnerable groups to enable better targeting of safeguarding messages.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				<p>presented to the Safeguarding Board in November 09.</p> <p>Analysis of Abuse statistics informing service analysis concerning repeated abuse in care organisations and Heads of Service meetings considered as a result of this.</p> <p>Specific information developed in an accessible format regarding the safeguarding process for people with a learning disability.</p>	
4.11	Review arrangements for vulnerable adults who are perpetrators of abuse	Head of Safeguarding - AH	March 2010	<p>This has been addressed through changes to the Safeguard and Protect Policy</p> <p>The procedure re information re perpetrators of abuse has been added to the revised procedure. Training for Managers has taken place in January and planned for February – March for operational staff.</p> <p>The revised procedure is on the Safeguarding Website.</p>	Perpetrators receive support in appropriate cases.

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
5. Identify and strategically address poor practice in delivery of health and social care services, championing person centred approaches in all areas.					
5.1	Robust performance management and quality assurance arrangements are in place, including evidence on outcomes delivered and performance indicators.	Head of Safeguarding - AH	Ongoing audits throughout 2010	<p>Audit programme has been agreed. 20 cases will be audited each quarter. Audit will be carried out by Safeguarding Unit, Internal Audit and Team Managers (peer review) working together. The audit will be reported quarterly to Adults DMG and Safeguarding Board and in Annual Report.</p> <p>An audit was carried out in November 09 and report was presented to the January Board. The information within the audit was discussed with the Team Managers in their January training and a copy of the report disseminated for team information.</p> <p>A further audit is planned for February 2010 which will be presented to the Board and the subgroups.</p>	The Council and DSVAB can be assured that risks are effectively managed and procedures consistently applied.
5.2	Minimum standards are in place for the investigation of concerns and implementation of protection plans	Head of Safeguarding - AH	March 2010 ongoing	Minimum standards are included in revised Safeguard and Protect Policy and Procedures.	Investigations are carried out in accordance with the Safeguard and Protect Policy

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				<p>The procedures reflect the requirement at each stage of the process which has been reinforced in the training January 2010 for Managers and will be reinforced February & March for staff.</p>	
5.3	<p>Collection of accurate data on numbers/ quality of referrals / investigations / protection plans and outcomes with interpretation of trends is taking place in line with the national data collection on adult protection.</p>	<p>Management Information Team Manager - MA</p>	<p>Ongoing commitment Quarterly</p>	<p>Some improvement in data already achieved as reflected in 2009 Annual Report.</p> <p>Comprehensive dataset for adult protection now in place, and will be reported to DMT via Quarterly Performance report, and to DSVAB. Dataset will include qualitative as well as quantitative data.</p> <p>Data Set on last two quarters presented to Safeguarding Board in November 09. Data Set developed which is strategic and operational and disseminated to appropriate staff as produced. The Data Set has been shared with Community Safety partners for their strategic assessment.</p> <p>Data used to identify trends, monitor safeguarding concerns in care settings and for analysis within the 2009 Annual Report to be presented</p>	<p>Data quality is improved.</p>

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
				to the March Board.	
5.4	Information is obtained from service users and carers on a regular basis about care management, assessment and reviews	Head of Safeguarding - AH	April 2010	<p>Planning of Ripfa Project has commenced.</p> <p>Proposals to be developed for embedding this involvement and consultation on an ongoing basis.</p> <p>A set of Standards were developed in December 09 following a consultation exercise across service user groups.</p> <p>The Planning Day with Ripfa on 25 January started to look at how these standards can be effectively monitored with people experiencing the safeguarding process.</p>	Service user experiences will contribute to learning from practice and further development of safeguarding work.
5.5	Standard invitation list for adult protection conferences and strategy meetings to be introduced.	Head of Safeguarding - AH	Ongoing scrutiny	<p>Issued and in use.</p> <p>Analysis of standard invitation list carried out – information not presented to January Board because of other agenda items, to be presented to March Board.</p> <p>Training for Team Managers confirmed importance of multi agency approach to Safeguarding.</p>	In each case, all agencies with a contribution to make are invited to adult protection meetings.
5.6	Six monthly audit of attendance at conferences and	Head of Safeguarding	December 2009 and June 2010	<p>First audit will be December 2009.</p> <p>Outcomes will be reported to the</p>	Will the DSVAB can be satisfied that

No.	Key Actions	Responsible Manager	Timescale	Progress Report (November 09)	Outcomes for users of services and their carers
	strategy meetings to be carried out	- AH		<p>Board and action taken where attendance is not regular.</p> <p>Information to be presented to March Board. Action taken where attendance is not regular.</p>	agencies are attending adult protection meetings when invited.
5.8	The Safeguarding module of AIS is implemented	Head of Business Technology - GP Head of Safeguarding AH	April 2010	<p>AIS has been purchased and installed. The module will be in use next month.</p> <p>AIS implementation group meeting to ensure safeguarding module addresses data return requirements.</p> <p>Training sessions held for input and operational staff with further planned.</p>	Recording in adult protection cases is improved.