

**Report to:** Performance Scrutiny Committee

**Date of Meeting:** 29<sup>th</sup> September 2016

**Lead Member/Officer:** Lead Member for Social Care (Adults and Children's Services)  
Service Manager: Specialist Services

**Report Author:** Locality Manager

**Title:** Annual Report on Safeguarding Adults in Denbighshire 1<sup>st</sup> April 2015 – 31<sup>st</sup> March 2016

### **1. What is the report about?**

This report constitutes the annual performance report for Safeguarding Adults in compliance with statutory guidance and provides an overview of the impact of local safeguarding arrangements and practice.

### **2. What is the reason for making this report?**

To provide Members with an overview of the impact of local Safeguarding arrangements and practice and to review progress in this key area of work over the last twelve months. To refer to data which reflects figures submitted by the Local Authority on an annual basis to the Welsh Government Data Unit. It also shows the progress made in response to the areas of concern raised by CSSIW in their Annual Review and Evaluation of Performance 2014 – 2015.

### **3. What are the Recommendations?**

That Members receive and comment on the report and acknowledge the important nature of a corporate approach to the safeguarding of adults at risk and the responsibility of the Council to view this as a key priority area and to place it alongside the commitment and significance given by Denbighshire to Child Protection.

### **4. Report Details**

4.1 Care and Social Services Inspectorate Wales (CSSIW's) Annual Review and Evaluation of Performance 2014 – 2015 published in October 2015 raised concerns in relation to the council's performance in relation to the protection of vulnerable adults, specifically:

- timeliness and lack of consistency in the safeguarding process
- relevant agencies were not always being engaged especially in early strategy discussions
- an apparent lack of confidence of the designated lead managers
- Clarity around the council's threshold for accepting or rejecting Protection of Vulnerable Adults (PoVA) referrals

#### 4.2 **Social Services and Wellbeing (Wales) Act 2014**

Part 7 of the Act deals with Safeguarding, and provides a new statutory framework for the protection of adults at risk (section 126). An adult at risk is someone who is:

- experiencing or is at risk of abuse or neglect,
- has needs for care and support, and as a result of those needs,
- is unable to protect him/herself against the abuse or neglect or the risk of it.

4.3 Since January 2016 there have been significant changes to the framework within which the Safeguarding Team works following an internal restructure and the implementation of the Social Services and Wellbeing (Wales) Act.

4.4. Adult Protection Activity in Denbighshire 2015 – 2016

Year	Referrals received and investigated
2013 - 2014	298
2014 - 2015	354
2015 - 2016	355

Headlines from 2015-16

- Significant increase in cases being reported by Social Services Department staff
- Increase in referrals received from hospital settings
- Increase in referrals from care regulators (CSSIW/Health Inspectorate Wales (HIW))
- Decrease in referrals direct from providers of care

See Attached Appendix for the headlines of Safeguarding data 2015 - 16

#### 4.5 **Performance Indicators**

There was only one national performance indicator relating to Adult Protection: the number of cases where the risk has been managed or removed. In 2015-16 we have maintained the 100% outcome where the risk has been removed or reduced/managed with Individual Adult Protection plans. New performance indicators have been developed by Welsh Government in response to the new Act, and this indicator will not be reported on for 2016 – 17.

#### 4.6 **Developments**

4.6.1 The Safeguarding Team and the process have been strengthened considerably during 2015/16, in response to the concerns raised by CSSIW. The team now consists of the following staff:-

- Team Manager
- Senior Practitioner (Safeguarding Lead)
- Senior Practitioner (Deprivation of Liberty Safeguards Lead)
- 2 x Full time Safeguarding Administrators
- Part time Deprivation of Liberty Administrator
- A further Senior Practitioner (Safeguarding) has been seconded into the team to lead on a pilot relating to the enquiry stage of the new safeguarding process.

4.6.2 The current safeguarding model was reviewed in line with the implementation of the Social Services and Wellbeing (Wales) Act 2014 and has led to significant changes.

In June 2016 the implementation of a test of change pilot (see appendix 2) led to the secondment of a Senior Practitioner as a Designated Lead Manager (DLM) with specific responsibility for undertaking the Enquiry stage of the safeguarding process and is intended to improve the quality of work undertaken. The rationale being that one designated individual could create and improve relationships with partners so as to ensure that enquiry discussions are multi agency. It is also anticipated the pilot will have a positive impact on other DLM's by reducing some of their safeguarding workload and thereby facilitating capacity to dedicate to other aspects of the safeguarding process.

The pilot was agreed for a three month period and will be initially evaluated during September 2016. However it is anticipated that it will continue until the end of December 2016 as there are indications that a longer period will enable a more realistic evaluation of its overall impact.

4.6.3 Unfortunately, CSSIW still have concerns about the consistency and confidence of DLMs in chairing Strategy Meetings. The Safeguarding Team are in the process of developing a further action plan to address this ongoing concern.

#### 4.6.4 Other work completed includes:

- Delivery of bespoke Chairing Strategy Meeting Training for Designated Lead Managers.
- Revised Single Point of Access (SPoA) processes has enabled more effective screening of Safeguarding referrals
- Quarterly audit of safeguarding referrals.
- Regular meetings for DLMs to share good practice and provide ongoing support.
- Individual supervision to DLMs

4.6.5 With the appointment of a Team Manager to the Safeguarding Team, the throughput of work has changed to allow a considerable amount of cases to be closed in a timelier manner. This has had a significant impact on the figures

being reported to Welsh Government, which better reflects the work being completed by the team.

4.6.6 Quality issues are still captured during the closure process as well as during the quarterly audits, but the issues are dealt with in a more appropriate forum via a coaching and mentoring sessions between Senior Practitioner (Safeguarding Lead) and DLM's in Locality teams. Internal processes to facilitate the correct closure of every case have also been reviewed and amended.

4.6.7 We have developed strong links with the new Safeguarding Team at Ysbyty Glan Clwyd and this has led to poor quality and incomplete referrals being challenged, with ward staff becoming far more aware of what needs to be recorded within a Safeguarding referral and why this information is required. Consultation regarding eligibility and aspects of harm are held on a regular basis, and where appropriate health colleagues will facilitate with joint investigations so as to ensure a holistic assessment of the presenting situation is completed. This has improved significantly over the past 12 months and has led to far more meaningful and successful working relationships.

#### 4.7 Deprivation of Liberty Safeguards (DoLS)

As reported in previous Scrutiny Reports the Supreme Court Judgement on 19/3/14 and further case law sparked a considerable increase in DoLS activity nationally and this is no different in Denbighshire. **308 requests** received for a standard authorisation between April 2015 and April 2016 with a total of **45 authorisations granted and 2 not granted** as the individuals had capacity and were choosing to reside within the care home setting.

A consultation on Mental Capacity and Deprivation of Liberty led by the Law Commission concluded at the beginning of November 2015, with final recommendations expected by the end of 2016.

The new Senior Practitioner (DoLS Lead) role has been operational since May 2016 and plans are in the process of being implemented to offer coaching and mentoring the Best Interest Assessors. The Senior Practitioner has also reformed the waiting list and has implemented a robust prioritisation process for those already awaiting assessment and those new referrals received from April 2016.

A new DoLS Administrator took up post in April 2016 and team members are currently reviewing the paperwork being sent to individuals relating to the authorisations granted.

Implementation of new agreed process via SPoA to respond to queries from the Coroner's office for information in relation to individuals who have died whilst subject to a DoLS authorisation, has also led to an improvement in the cohesiveness of information available to and provided by the team.

The following remain areas of significant pressure:

- Volume of work and keeping to timescales
- Cost of section 12 doctors (each assessment costs £174)
- Complying with the judgement in relation to individuals living in the community, where an application to the Court of Protection is required.

**5. How does the decision contribute to the Corporate Priorities?**

The Protection of Vulnerable Adults arrangements contribute directly to the corporate priority to protect vulnerable people and enable them to remain living independently.

**6. What will it cost and how will it affect other services?**

This service is already featured within existing budgets although the number of DoLS applications is leading to budget pressures.

**7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.**

An Equality Impact Assessment is not required as this report makes no changes to policy.

**8. What consultations have been carried out?**

Not applicable.

**9. Chief Finance Officer Statement**

Not applicable

**10. What risks are there and is there anything we can do to reduce them?**

The model of delivery which shares the role and responsibilities of the Designated Lead Manager with team managers and senior practitioners presents a challenge to ensure a consistency of approach and quality in dealing with safeguarding referrals. It is believed the pilot being currently undertaken will not only improve relationships with partner agencies, but will also improve the quality of work being undertaken within safeguarding across the board, and minimise the risk to the authority. A further action plan is being developed to address the ongoing concerns from CSSIW.

The development of a senior practitioner post – DoLS lead as well as a Safeguarding Team Manager post ensures a more robust overview of the whole safeguarding process. A new internal process for allocating DoLS referrals will ensure that the Senior Practitioner, having made some initial enquiries, will utilise the information gathered to prioritise appropriately thereby ensuring the most urgent cases are assessed promptly. Issues that require consideration for utilising the Court of Protection will be prioritised as well as ensuring there is a better compliance with timescales for assessments to be completed.

**11. Power to make the Decision –**

Scrutiny's powers with respect to this matter are set out in Section 21 of the Local Government Act 2000 and Section 7 of the Council's Constitution.

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