

HAMPSHIRE COUNTY COUNCIL

Report

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Report Title:	Adult Services – Safeguarding Adults
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Report From:	Director of Adult Services

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1. Executive Summary

- 1.1 The purpose of this paper is to present the Hampshire Safeguarding Adults Board (HSAB) Accountability Statement 2011/12 to members of the Safe and Healthy People Select Committee. The Accountability Statement can be found [here](#)
- 1.2 Hampshire County Council Adult Services have the coordination and leadership role for safeguarding adults across all agencies and the strategic element of this responsibility is delivered through the HSAB. The Executive Member for Adult Social Care and elected Members – through the Safe and Healthy People Select Committee and the Health and Wellbeing Board - provide scrutiny of this role.
- 1.3 This report describes all the activity of the HSAB for 2011/12 and identifies key priorities for 2012/13.

2. Contextual information

- 2.1 2011/12 has been a challenging year - whilst the multi-agency partnership has delivered against the HSAB business plan, there are other issues that have come to light during the year that have required a response from the HSAB.
- 2.2 The BBC Panorama documentary in May 2011 - 'Undercover Care: The Abuse Exposed' - highlighted significant concerns about the care and treatment of vulnerable people in a private hospital setting (Winterbourne View) and uncovered a range of serious issues from poor practice to serious physical abuse. This event proved a watershed in adult safeguarding and alerted health and social care organisations

across the country to the issues that can occur in the provision of care to challenging individuals in institutions.

- 2.3 Locally, in response to the issues raised, HSAB members have: examined their systems and processes in the light of the learning from this event; established more effective systems of sharing relevant local intelligence and information to support the Care Quality Commission; and, most importantly, developed ongoing working relationships with similar local organisations in the knowledge that openness and transparency are the key to the provision of safe services.
- 2.4 The draft Care and Support Bill was published in September 2012 and outlines changes in relation to safeguarding adults. In particular, the draft bill proposes the following;
 - The local authority will continue to be the key, co-ordinating agency for safeguarding
 - There is an explicit Duty to Co-operate which applies to statutory agencies
 - A new definition relating to safeguarding which includes adults experiencing or *at risk* of abuse and neglect
- 2.5 The consultation on this Bill closes in December 2012 and it is anticipated that the final legislation will come into place in 2014.
- 2.6 The Accountability Statement 2011/12 outlines the work of the HSAB during 2011/12 against the Business Plan for the year, highlights the adult safeguarding statistics and includes the objectives for 2012/13.
- 2.7 During 2011/12 the four local authorities, the NHS and the Police in Hampshire commenced the work to review and rewrite the current Pan-Hampshire Safeguarding Adults Policy (2010) with the aim of updating and bringing simplicity and clarity. The Service Users Forum have been involved in the process and have made very useful comments in relation to how the current safeguarding processes work for the people subject to them. These comments have been incorporated into the document which is due to be published in April 2013.
- 2.8 The Green Light Audit tool developed by the Service Users Forum during 2010/11 and used to audit the service provided by the HSAB as well as individual agencies, has generated a great deal of national interest and has been sent out to a number of both health and social care organisations across the UK. A rolling audit process has now been established which includes quarterly focus on particular issues of interest, for example, service user involvement in safeguarding.
- 2.9 During the year work has been done to raise awareness of safeguarding in hard-to-reach and minority communities. The focus has mainly been in Farnborough where there is a large Nepalese community. The leaders

from this community have been consulted and are keen to promote an approach to safeguarding adults within their community. Work is planned in 2012/13 to raise awareness and provide information about how to get help and support and will include safeguarding presentations to the Nepalese community, adult education programmes, attendance at local groups and health awareness clinics.

2.10 The work to increase access to criminal justice for vulnerable adults who are the victims of crime, was started in 2012, led by the Police. In order to understand the issue better, the Police have refined their data collection system in order to capture those prosecutions and cautions that relate to vulnerable adults. This has enabled a clearer understanding of Police action in this area. A working group has been established to consider what can be done, particularly in the area of victims with a learning disability, to increase opportunities to take cases to Court. This work has continued into 2012/13 and the results will be reported at a later date.

2.11 A piece of work was led by the HSAB and undertaken by a multi-agency, multi-disciplinary review group which included representatives from Southampton, Portsmouth and the Isle of Wight local authorities. The aim was to gain a clear understanding of what the issues were for people with a learning disability who are at risk from choking and to make easily applied recommendations to support carers and providers of services give better care.

2.12 The review found there was no national data collection in relation to deaths of individuals with a learning disability as a result of choking so it was difficult to discern whether Hampshire had a higher or lower rate of deaths than any other area. It was, however, found that this was a common occurrence in people with a learning disability, for a variety of reasons.

2.13 The review entitled 'Reducing the risk of choking for people with a learning disability' was developed and has recently been formally launched. It provides simple guidance for commissioners and providers in both health and social care about how to provide good quality placements, screening and assessment for these clients. The HSAB will raise the issue of data collection with the Department of Health with the request from the HSAB and other Safeguarding Boards across Hampshire and the Isle of Wight, that consideration be given to the development of a national response to this issue.

2.14 During the year there was one case that was referred for Serious Case Review (SCR). This case is currently underway and will be reported in 2012/13.

3. Legal

3.1 Local Authority Adult Services Departments have statutory responsibilities for Safeguarding / Adult Protection¹ to;

- deliver leadership and co-ordination to ensure that all those who provide services for our citizens work together to address the safeguarding agenda in Hampshire
- put in place services which act to prevent abuse of vulnerable adults, provide assessment and investigation of abuse and ensure people are given an opportunity to access justice.

4. Financial

4.1 Safeguarding clients is a high priority for the Adult Services Department and investment in this area has remained consistent during 2011/12. This investment has enabled staff to keep pace with the increasing referral rates and is evidence of the Department's clear commitment to the core business of adult safeguarding.

5. Performance

5.1 Hampshire Adult Services record all the safeguarding information on behalf of the multi-agency partnership and have continued to make improvements to the capture and reporting of safeguarding information.

5.2 In 2011/12 there were 2,145 safeguarding referrals reported, an increase from 2,029 in the previous year. The greatest number of referrals (42%) came from residential, day and domiciliary care staff, social workers and self directed care staff.

5.3 The biggest rise in referrals was in learning disability which increased by 16% and accounted for 33.4% of referrals, compared to 31% in 2010/11. The number of mental health referrals has remained largely unchanged accounting for 13% of referral, which is below the national average. The HSAB are exploring with the two mental health service providers what the reasons for this are.

5.4 As in previous years physical abuse (34%) and neglect (33%) were the main reasons for a referral being made. When the type of abuse is looked at by age, neglect is the main category for people aged 65 and over, accounting for 40%, whilst physical abuse is the highest reason for people aged 18-64 (41%).

¹ No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse, Department of Health 2000

- 5.5 As it is possible for an individual to have more than one safeguarding referral, usually as a result of the same incident being reported by different sources, the number of people subject to safeguarding is always lower than the number of referrals. In 2011/12 1,877 people went through the safeguarding process, 82 more than the 1,795 in 2010/11.
- 5.6 Previously, the main location where abuse occurred was within a person's own home with abuse within a residential or nursing care setting being the second most common location, accounting for 35%. During 2011/12 this has reversed with abuse within a residential or nursing home now accounting for 41% and a person's own home 32%.
- 5.7 As each safeguarding case ends and is closed down, one or more outcomes are recorded that best describe what has happened following the completion of the safeguarding investigation. For the 1,247 people whose safeguarding case closed in 2011/12, the top three recorded outcomes were; increased monitoring, advice and information provided and no further action.
- 5.8 When a vulnerable person is identified by the Police this information is passed onto Adult Services as a CA12 notification. The vast majority of CA12 notifications do not result in a safeguarding referral, and are dealt with through the main social care assessment and support process.
- 5.9 In 2011/12 there were 1,263 recorded crime incident outcomes related to CA12 notifications, made to Adult Services. This is the first year that Hampshire Constabulary have been able to present meaningful data regarding adult abuse referrals and it is intended that over the coming year performance measurement will be further enhanced to allow a better insight into outcomes for people with specific vulnerabilities e.g. learning disabilities.

6. Conclusion

- 6.1 In conclusion, the Accountability Statement 2011/12 evidences that the multi-agency partnership, co-ordinated by Hampshire County Council Adult Services, has undertaken a significant amount of work during last year.
- 6.2 The Department will continue to maintain investment in this core area of business to ensure delivery of its statutory responsibilities.

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

- 1.1 The Department has completed and published on Hantsnet an Equality Impact Assessment at <http://www3.hants.gov.uk/safeguarding-ia.doc> . This document has been reviewed in the light of the Equality Act 2010 and is compliant.

2. Impact on Crime and Disorder:

- 2.1. The County Council has a legal obligation under Section 17 of the Crime and Disorder Act 1998 to consider the impact of all decisions it makes on the prevention of crime.
- 2.2. Effective safeguarding impacts on both the community safety and the domestic abuse agendas. The Police and a member of Victim Support sit on the Safeguarding Adults multi-agency Board and other emergency services are represented on a sub-group of the Board. Joint work is underway with those leading on domestic abuse to ensure that the safeguarding agenda is run in parallel.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

At present, there is no impact on HCC carbon footprint or energy consumption.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

There is no impact on the need to adapt to climate change.