



WIRRAL
SAFEGUARDING ADULTS
PARTNERSHIP BOARD

Annual Report **2012 – 2014**

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Foreword / Welcome

To be provided by Bernard Walker, Independent Chair of the SAPB

Executive Summary

This Wirral Safeguarding Adults Partnership Board Annual report considers the work of the Board over the last two years. This includes how partner agencies work together to protect the safety of vulnerable adults. The report covers national developments with regard to safeguarding adults, the Board's role and governance arrangements and the work of sub groups. The report includes information on safeguarding activity and outlines the contribution partners have made in their own organisation, to assure themselves that safeguarding practices are in line with procedures and best practice. The report provides the key objectives going forward for 2014-2015.

Working Together Locally

Our Mission

The Wirral Safeguarding Adults Partnership Board (SAPB) is the multi-agency partnership that leads the development of safeguarding adults work in Wirral. The Main purpose of the Board is to safeguard adults who are aged 18 and over and who are, or may be, eligible for community care services and because of their age, disability or illness are not able to effectively protect themselves from abuse or neglect. Wirral Safeguarding Adults Partnership Board seeks to ensure that all adults at risk in Wirral are able to live free from the fear of abuse, neglect, harm and exploitation.

The Board will promote a culture of positive learning and best practice across agencies and promote engagement with the wider communities of Wirral.

The Board will work to ensure adults at risk are supported to enable them to exercise their rights, to live as independently as possible, and to receive access to appropriate information, care and support, protection and justice.

Membership includes representation from the main statutory agencies including Health Organisations, the Police, Housing and the Independent and Voluntary Sector, Probation and the Fire service.

For 2014 – 2015 the board has agreed the following six key objectives;

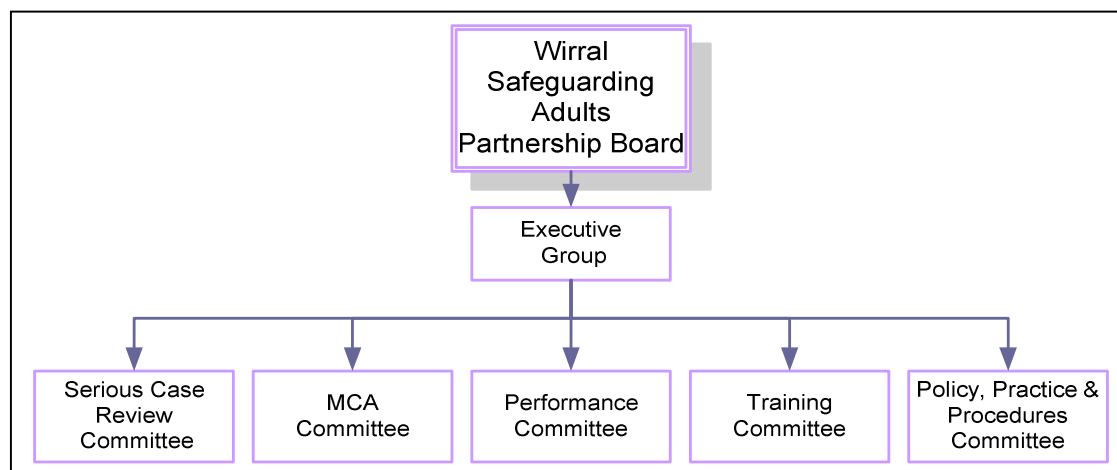
- To improve the functioning and accountability of the Safeguarding Adults Partnership Board
- To strengthen joint working arrangements between Wirral Safeguarding Adults Partnership Board and Wirral Safeguarding Children Board
- To develop a system for the completion of Case Reviews including the dissemination of learning across all Partners
- To ensure the workforce is adequately trained in order to undertake their responsibilities in relation to Safeguarding Adults
- To agree and implement a robust Quality Assurance Framework across the partnership for Safeguarding Adults
- To develop a Communication & Engagement strategy for the board to enable effective engagement with all stakeholders and local communities and to raise awareness of the work of the board

For further detail on the work to be undertaken by the Board you can see the full SAPB Business Plan in Appendix One.

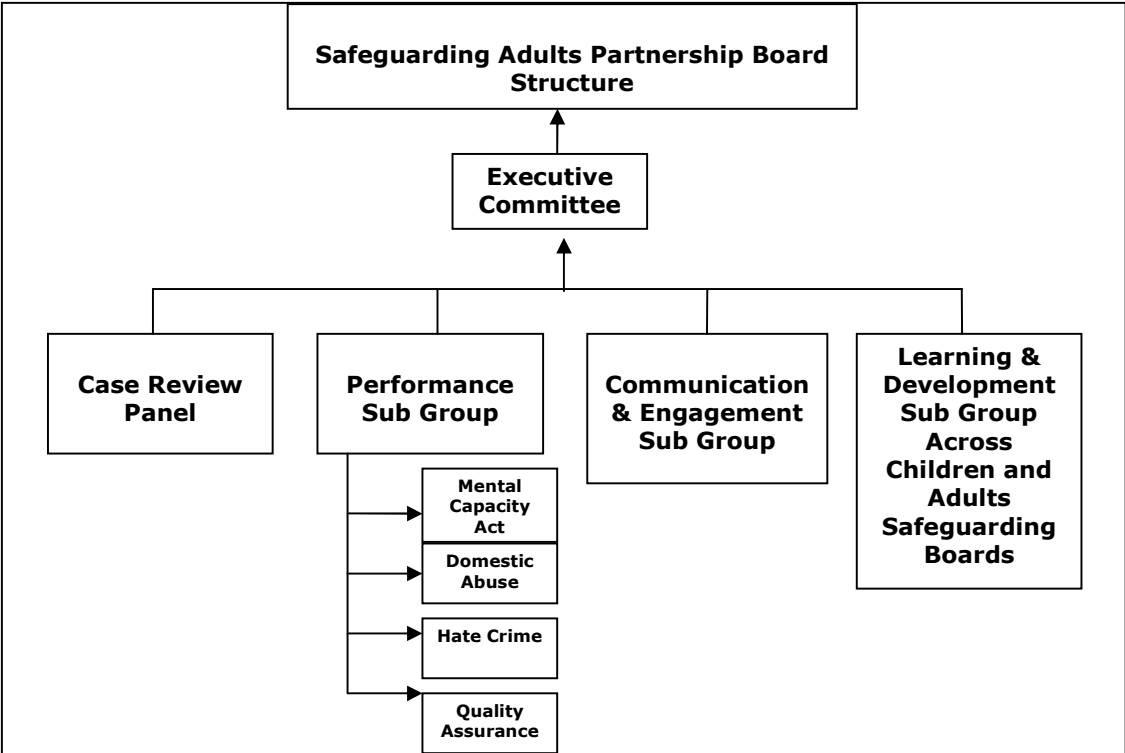
Role and Governance of the Wirral Safeguarding Adults Partnership Board:

The Wirral Safeguarding Adults Partnership Board has a strategic role in determining policy and co-ordinating activity between organisations. The Board is chaired by an independent person and supported by the Safeguarding Adults Partnership Board Manager within the Department of Adult Social Services, within a clear governance structure.

The SAPB has been operating within *structure 1* (shown below) for a number of years however following significant developmental work undertaken by the Board the structure will change from April 2014 to that shown below as *structure 2*. This will enable the Board to better meet the statutory requirements and responsibilities as set out in the Care Act 2014.

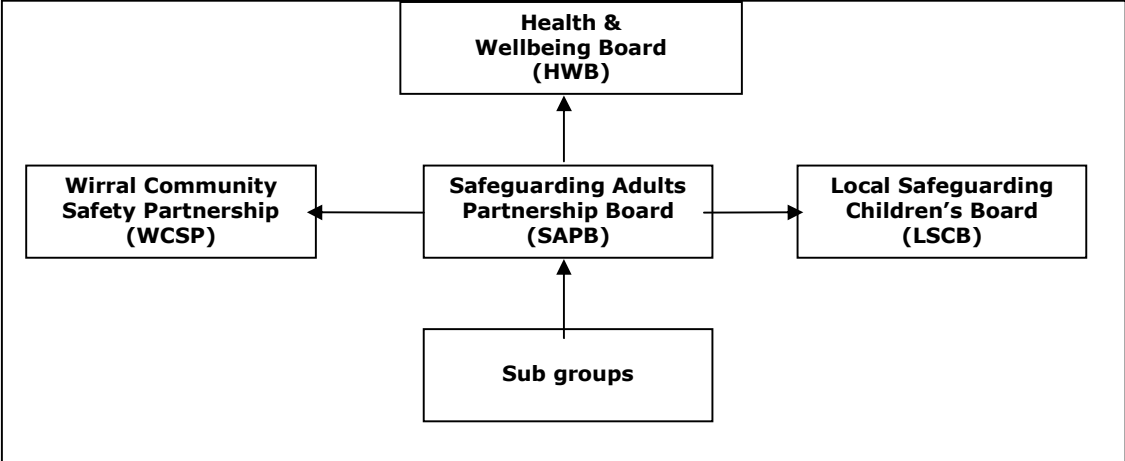


Structure 1 - Wirral Safeguarding Adults Partnership Board Structure



Structure 2 - Wirral Safeguarding Adults Partnership Board Structure post April 2014

The structure below demonstrates the lines of reporting to and from the Board with accountability to the Health & Wellbeing Board.



SAPB Governance and Reporting Structure

Safeguarding Adults Partnership Board Subgroups

The Board is supported by a number of subgroups which are accountable to the Board for progressing and delivering the priorities set out in its Business Plan.

The subgroups are:

- Case review group
- Performance group
- Communications and Engagement
- Learning and development

The chairs of the subgroups are also members of the Board and the Board's Executive Committee which is responsible for coordinating the work of the subgroups and supporting the Board.

Case Review sub group

This group focuses on leading the process of reviewing serious and critical incidents but meets regularly to ensure a programme of work takes place to embed the learning from such cases locally and nationally and to monitor the completion of actions and recommendations by individual agencies.

Performance sub group

This group focuses on a number of areas including the development of a Quality Assurance & Performance Framework for the Board alongside developing and revising multi-agency safeguarding policies and procedures. It meets regularly to consider performance in relation to safeguarding activity on the Wirral.

Communications and Engagement

This is a newly formed group which is responsible for developing and implementing a strategy for raising the profile of adult safeguarding in the community and partnership, and particularly the work of the Board.

Learning and Development

The Multi-Agency Safeguarding Learning and Development group is committed to working in partnership and providing learning and development solutions that support improved knowledge and practice of employees across the partnership and volunteers. The group is a joint group working across both Children and Adult safeguarding.

All activities provided through this group are included in the Multi-Agency Safeguarding Development Plan and can be found via this link <http://www.wirral.gov.uk/my-services/social-care-and-health/im-worried-about-someone/training>

During the two year period of April 2012 – March 2014 over 2,800 of the workforce (both paid and voluntary) across Wirral have accessed Adult Safeguarding training courses.

Adult Safeguarding Unit

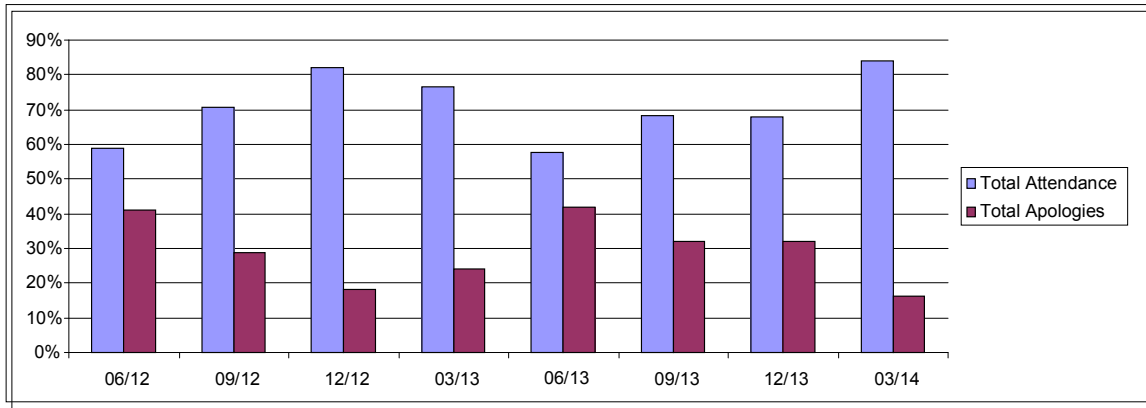
The Adult Safeguarding Unit is a team located in the Council's Department of Adult Social services and carries out work on behalf of the Board.

This includes:

- Coordinating multi-agency responses to abuse and harm in care home settings and other institutions and in domestic settings where paid staff are involved
- Supporting social workers to coordinate responses to abuse and harm in domestic or community based settings
- Providing advice and support to partner agencies and promoting best practice
- Monitoring the implementation of multi agency policies and procedures
- Support to the Board and the Chair.
- Providing the Adult Local Authority Designated Officer function

SAPB Attendance 2012 -2014

The key to a successful Safeguarding Adults Partnership Board is the active participation by a wide range of local services working within the Adult Health & Social Care economy. The Wirral SAPB is proud to have over 20 services represented on the Board with 70% average attendance over the last two years. In light of the Care Act 2014, however, the membership of the board will be reviewed in the near future.



National Developments

Adult Safeguarding and the Care Act 2014

In May 2014 the Care received Royal assent. The safeguarding adults' element comes into effect in April 2015. The statutory guidance in relation to this aspect of the act is currently out for consultation up to the 15th August 2014, and Wirral SAPB will be playing an active part in the consultation.

The following points relate to adult safeguarding:

The Act sets out the first statutory framework for adult safeguarding. The Local Authority as the lead organisation will have the responsibility for convening a statutory safeguarding adults' Board with core membership from the police and Health organisations. The Board's role is to develop shared strategies for safeguarding and report to local communities on progress. The Local Authority will be empowered to make safeguarding enquiries into suspected cases of abuse or neglect. Safeguarding adults' Boards will be responsible for carrying out safeguarding adults reviews where an adult with care and support needs experiencing abuse or neglect dies or there is concern about how the case was conducted.

Winterbourne View

The Panorama programme, broadcast on 31st May 2011, highlighted serious abuse and poor standards of care at Winterbourne View, a private hospital for people with learning disabilities in Bristol. This has led to a Serious Case Review, a report and recommendations from the Department of Health and a national review of similar institutions by the Care Quality Commission. The Board has considered the reports on national developments and recommendations and has received assurance about the local action in response.

Equality and Human Rights Commission: Close to Home

In October 2011, the Equality and Human rights Commission (EHRC) published their inquiry into older people and human rights in home care. The enquiry examined the extent to which the human rights of older people who require or receive home care are promoted and protected by public authorities, together with the adequacy of the legal and regulatory framework.

The report raised issues related to the provision of advice for people who employ personal assistants; ensuring human rights are considered within assessments, procurement and commissioning of home care; improving consumer information and overcoming barriers that older people experience in raising concerns or making complaints.

Equality and Human Rights Commission: Hidden in plain sight – Inquiry into disability related harassment

In September 2011, the Equality and Human Rights Commission (EHRC) published a report from its inquiry into disability-related harassment, 'Hidden in Plain Sight'. The inquiry showed that the harassment of disabled people is a serious problem which needs to be better understood. Public bodies need to recognise the extent and impact of harassment and abuse on disabled people, take action to prevent it in the first place and intervene effectively when it does.

Domestic Homicide Reviews

Domestic homicide reviews (DHRs) were established on a statutory basis under section 9 of the Domestic Violence, Crime and Victims Act 2004. Reviews, which came into force in April 2011, focus on the deaths of those aged 16 and above resulting from violence, abuse or neglect by a relative, a member of the same household or someone with whom the victim has or had previously had an intimate personal relationship. Governance for DHRs is the responsibility of the Community Safety Partnership and in the past two years there have been 3 DHR's on the Wirral. Both the SAPB and LSCB have agreed to a single domestic violence sub group of both boards to work on improving multi agency and community responses to this issue and better prevention.

Deprivation of Liberty Safeguards

On 19 March 2014 the Supreme Court handed down a judgement that clarified a point of law with regards to what amounts to a deprivation of liberty. The judgement referred to what it called the 'acid test'. If a person lacks capacity to consent to their care and treatment, is unable to leave where they reside and is under continuous supervision and control they are now deprived of their liberty.

Adult Safeguarding Activity 2012- 2013 and 2013-2014

The Safeguarding Adults Partnership Board recognises that quantitative data does not reveal the human experience of the people to whom it relates, but reliable data collection, analysis and reporting systems can provide a useful picture which can inform the Board and partner agencies of how well the service is operating and what needs to change and develop. It can tell us what abuse is being reported, how it is being dealt with and what the outcomes are for people who experience and perpetrate abuse, whether intentional or not.

In this section:

- An **Alert** is a phone call or fax sent to Wirral Council's Central Advice and Duty Team (CADT) or out of hours Emergency Duty Team in which the caller expresses a concern that an adult at risk is or may be a victim of abuse; All such alerts are assessed in the first instance by the CADT Safeguarding Social Worker and Access and Assessment Team Manager,
- A **Referral** is defined as the progression of an alert that has been initially assessed in this way, when it has been judged appropriate to implement Wirral's inter-agency Safeguarding Adults Procedures;
- An **Investigation** is the careful gathering and examination of information that occurs following a strategy discussion between appropriate partner agencies involved, in order to look into the concerns/allegations.

For the purposes of this report the performance data will be illustrated for each one year period rather than a combined two year period.

Safeguarding Alerts by source

A total of 2662 safeguarding alerts were received during the period 1st April 2012-31st March 2013: this represents a significant increase on the previous reporting period of 131%. During 2013 – 2014 a total of 2746 safeguarding alerts were received.

Tables 1a and 1b show that the largest numbers of referrals were made by Residential Care Staff followed by other professionals working across the health and social care sector. This indicates a good level of awareness by individuals working within this sector in relation to what constitutes abuse and neglect. It also shows recognition of the responsibility to report concerns, knowledge of how to respond in the first instance, and the confidence to do so.

Table 1a

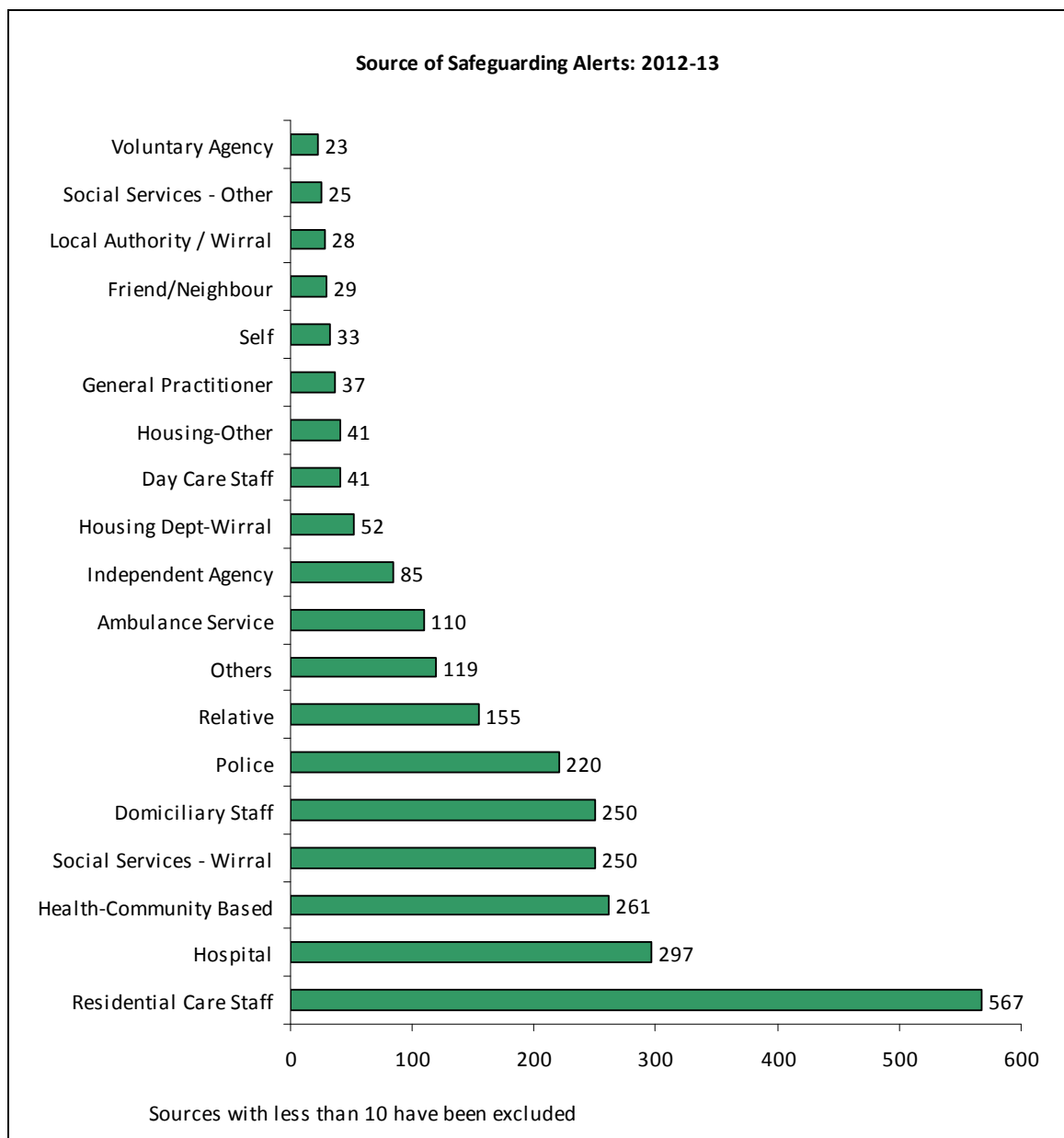
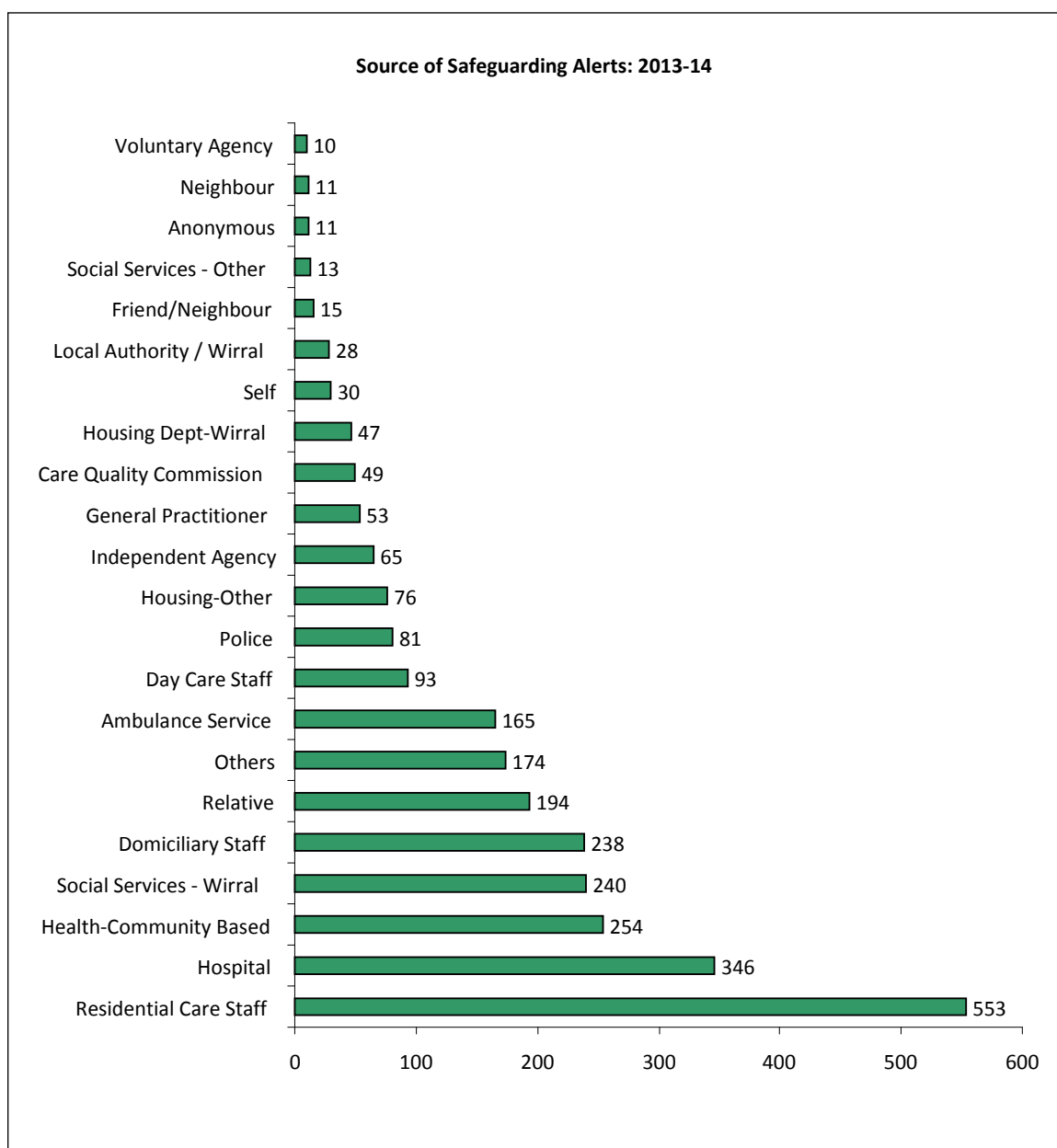


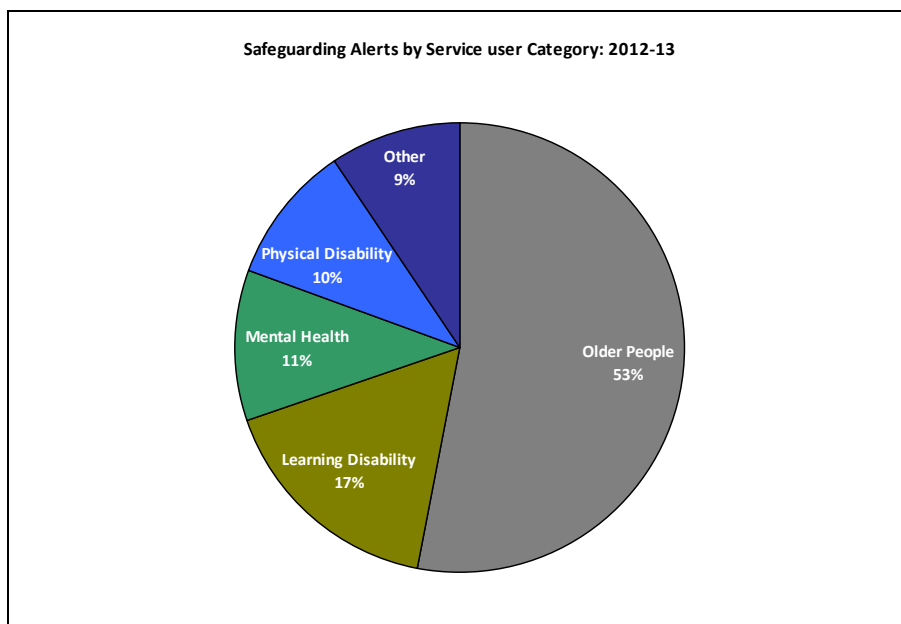
Table 1b



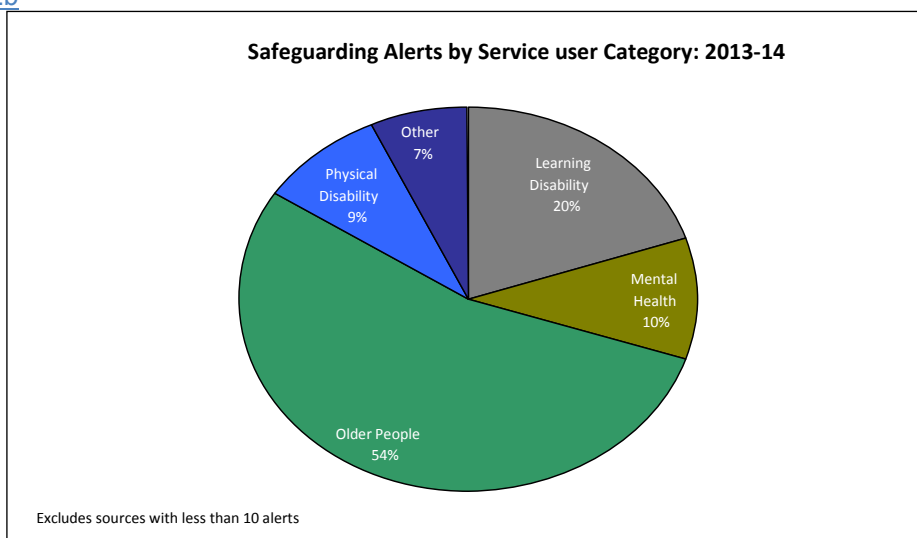
Safeguarding Alerts by Service User category

Table 2a and 2b provide a breakdown of Safeguarding Alerts by service user Category and shows that the greatest number of alerts across both years concern those aged 65 years or over, followed by those with learning disabilities. The percentages for with those physical and/or sensory disabilities and mental health issues have remained largely consistent year on year. This data is not significantly different from the previous reporting period (2011-2012) and reflects the picture nationally.

[Table 2a](#)



[Table 2b](#)



Safeguarding Alert Outcomes

Tables 3a and 3b show that just under half of all safeguarding alerts resulted in an Adult Protection Assessment taking place. The majority of the alerts in both years that did not lead to a safeguarding assessment led to other actions, for example care management or review.

Table 3a

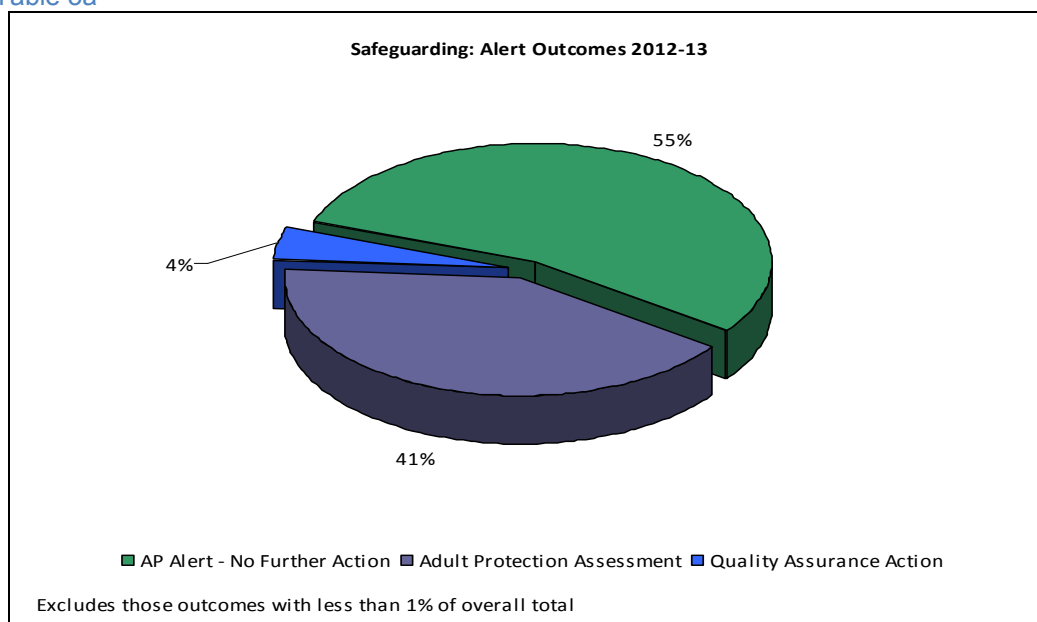
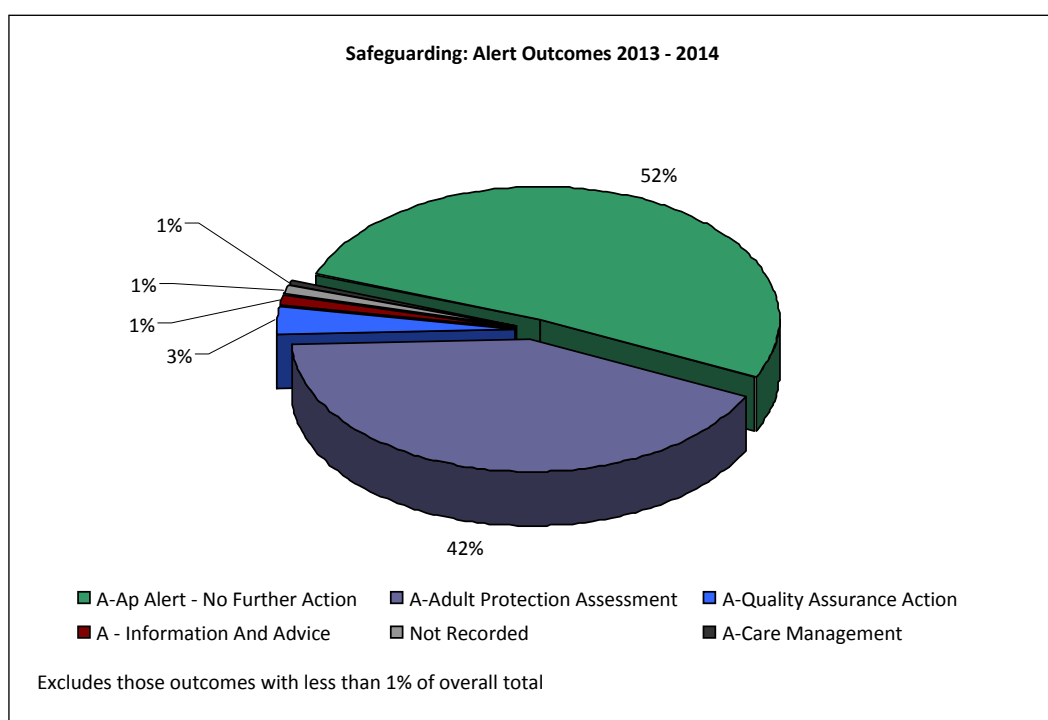


Table 3b



Relationship of Victim to Alleged Perpetrator

Tables 4a and 4b show that in 2012 – 2013 the highest percentage of alleged perpetrators were family members of the alleged victim. In 2013 – 2014 there was a shift in this and highest percentage was members of health or social care staff. It is also worth noting that a significant number of alleged perpetrators were ‘other service users’ who lived or spent periods of time with the alleged victim and who may also have their own safeguarding needs. This can offer a challenge to services in ensuring that the needs of all service users are considered and met appropriately for their own safety and the safety of others.

Table 4a

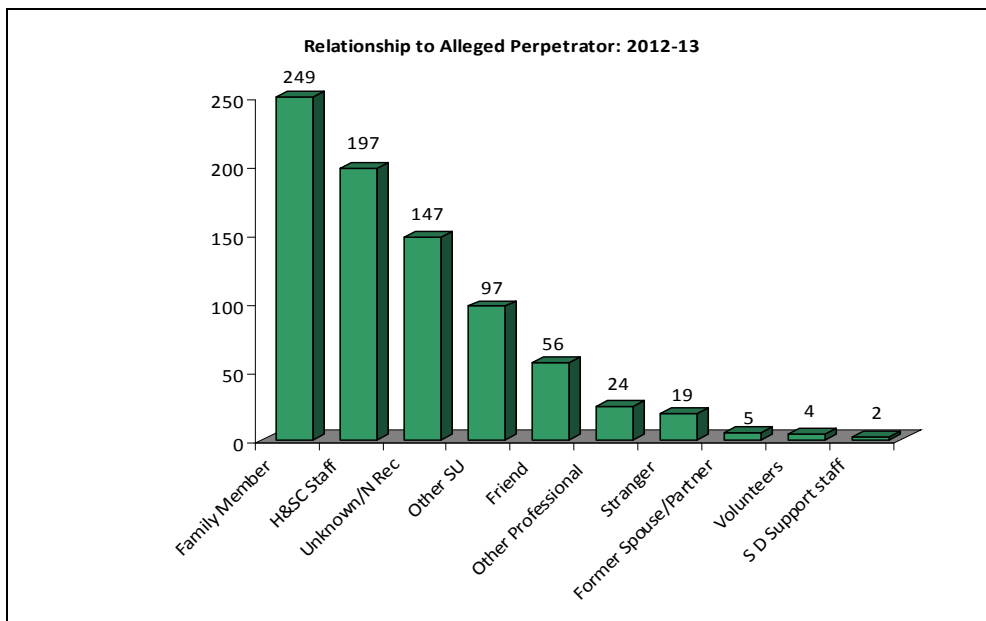
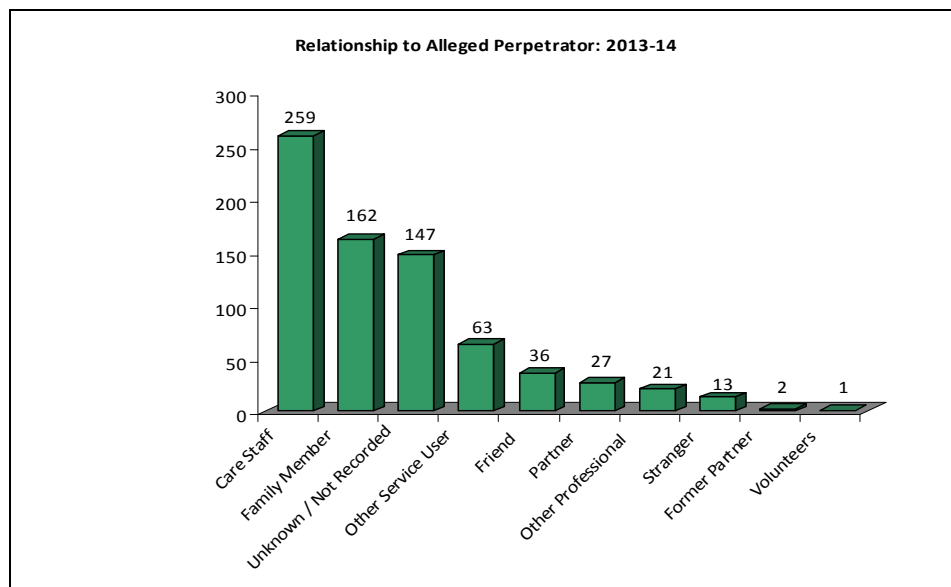


Table 4b



Safeguarding Investigations Outcomes

Of the 248 safeguarding referrals in 2013 – 2014 34% progressed as a Safeguarding Investigation.

Whilst the percentage of referrals moving to 'Investigation' has remained consistent with the 2012 – 2013 data (33%) there has been a considerable increase in the numbers of those cases that are being 'Closed with Protective Measures'. Tables 5a shows that 67% of all Investigations concluded with this outcome, where as in 2012 – 2013 this outcome equated to only 34% of the overall outcomes. In 2013 -2014 there was a decline in the percentage of referrals moving to 'Initiate Conference' from 15% down to 8%. It could be suggested that there is a direct relationship between the changes in the figures for these two outcomes specifically. However there needs to be further consideration and analysis before they can be fully understood. It is intended that this aspect of safeguarding practice will form part of a piece of audit work due to be undertaken over the summer within DASS.

It is important to note that there has been a significant decrease in those investigations that were 'Case Closed No Further Action' from 42% in 2012 – 2013 to 21% in 2013 – 2014.

Table 5a

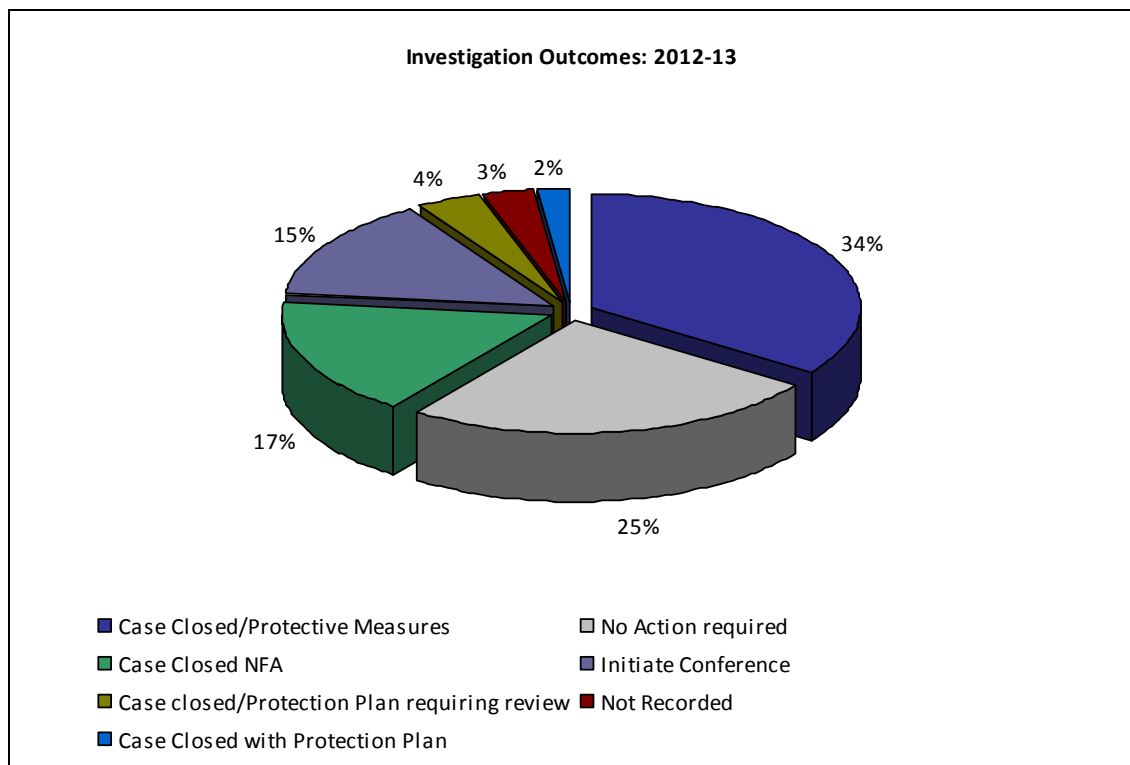
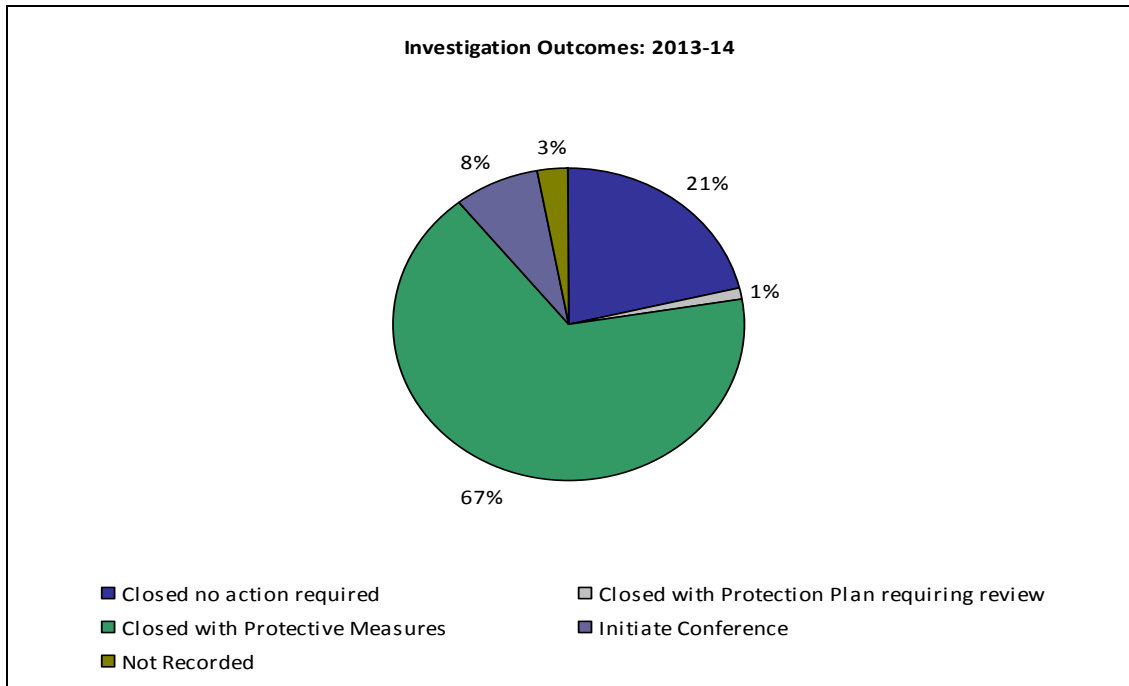


Table 5b

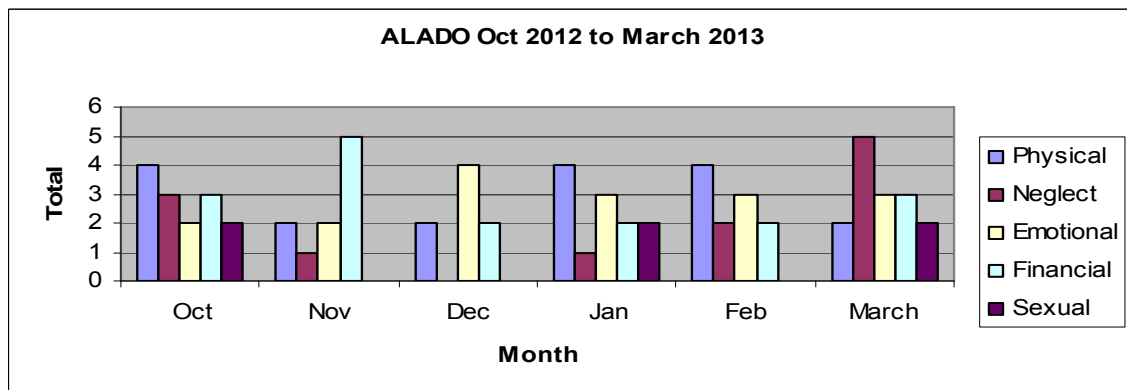


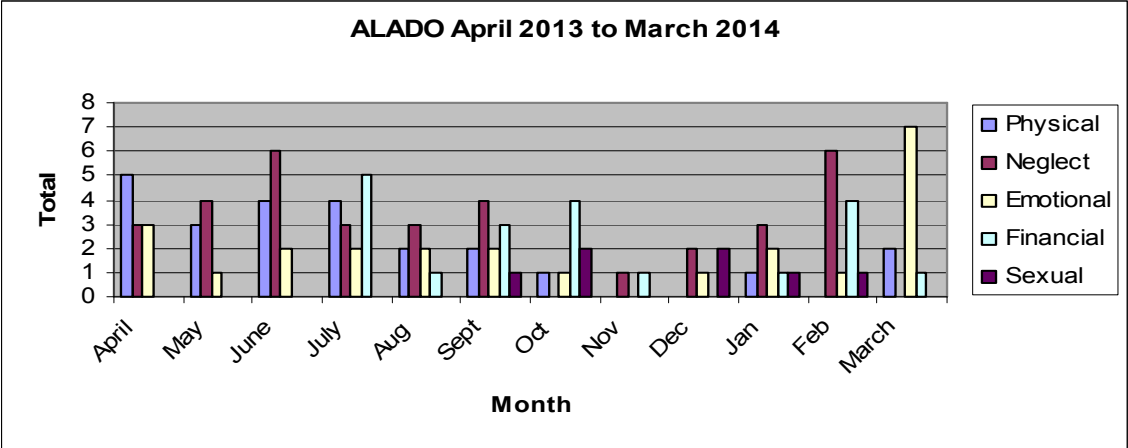
Adult Local Authority Designated Officer (ALADO)

Wirral are one of only a few Local Authorities across the country that has a specific Adult Local Authority Designated Officer (ALADO) role. The ALADO policy has been in place and has been adopted across the safeguarding partnership since September 2012.

The purpose of the policy is to ensure transparency & co-ordination in the management of alleged perpetrators who are staff, volunteers or carers working with Adults at Risk.

The data below represents the ALADO activity since the inception of the policy to the 31st March 2014. In total there have been 180 cases referred to and overseen by the ALADO. The largest numbers of cases related to Neglect with the lowest in relation to Sexual abuse.





Case Reviews

A Serious Case Review (SCR) is not an inquiry or investigation into how an adult died or was abused or harmed. Neither is it a means of apportioning blame or deciding who is culpable. These issues are a matter for other processes. An SCR is instead a process of critical and reflective learning, designed to lead to improved outcomes for people who use services.

Whilst there have been no Serious Case reviews in Wirral over the last two years there have been two critical incident reviews.

In one case, the issues related to an adult being admitted following an overdose. The circumstances of the case suggested there may be issues in relation to the care she received from a relative and an independent review was undertaken.

A second case was also the subject of a review during this reporting period. This involved an adult who was being cared for in a residential home where he developed pressure sores and his condition deteriorated.

Detailed action plans taking forward the recommendations of these reports and the learning for individual agencies is to be presented to the Board Executive in September 2014.

The Case Review sub group for the board will play an active role in the monitoring of all Case Review Action Plans.

Wirral Safeguarding Adults Partnership Board is committed to developing a culture in which greater opportunities for learning are sought and the most effective processes are in place to support that learning. In order to do this a Learning Improvement Framework is currently being developed for use across all partnership agencies.

Multi-Agency Training and Development

The following is an overview of those activities and attendance of DASS and partner agencies' employees and volunteers. The information includes training activities that have taken place during the period April 2012 until March 2013.

Agency	Number of Attendees	Training Activity and Level
Department of Adult Social Services (DASS)	253	Dignity in Care, Level A, Essential Pathways to Safeguarding, Level B, MCA/DoLS Safeguards for Managing Authorities Levels B and C, MCA/MHA and Inherent Jurisdiction, Level B, Mental Capacity Implementing the Toolkit, Level B, Positive Risk Taking, Level B, Safeguarding Investigator, Level B, Safeguarding Process Training, Level B, Safeguarding Theatre Workshop, Level A,
Independent sector, voluntary, community and faith sector, health Further Education, Merseyside Fire and Rescue, Police and other Council Department	641	Safeguarding basic Awareness (face to face) and booklet, Level A, Safer Recruitment, Levels B and C, Dignity in Care, Level A, Essential Pathways to Safeguarding, Level B, MCA/DoLS Safeguards for Managing Authorities Levels B and C, Mental Capacity Implementing the Toolkit, Level B, Positive Risk Taking, Level B,
All agencies	785	Safeguarding E-learning

The Safeguarding Multi-Agency Learning and Development Group are committed to working in partnership to develop and provide learning and development solutions that support improved knowledge and practice of employees and volunteers and the experiences of Adult at Risk and carers.

Planned Development for 1st April 2013 to 31st March 2014

A range of learning opportunities are available that support learners, including the development of a number of e-learning modules. The Multi-Agency Safeguarding Development Plan has been developed in partnership with members of the Safeguarding Adults Partnership Board and the Local Safeguarding Children Board and connects to each organisation's overarching development/workforce development strategy specifically addressing safeguarding relating to people of all ages (adult and children).

The Safeguarding Multi-Agency Learning and Development Group has agreed a work plan for 2013/14 identifying a number of key actions including:-

- To review the training needs analysis process to inform and commission future training needs
- To develop a Wirral safeguarding website for children and adults
- To develop a comprehensive quality assured impact evaluation framework
- To develop appropriate learning and development interventions which address concerns from serious case reviews and untoward incidents
- Develop flexible approaches to the delivery of learning and development for hard to reach groups in the delivery of safeguarding
- Agree a multi-agency training pool to support in the delivery of generic and specialist programmes
- Review the safeguarding learning and development strategy and annual learning and development plan
- Review marketing and distribution of training course information
- Review and agree ways of working to increase course attendance

Organisations will also continue to provide their individuals development priorities, making connections across the partnership as required.

Further information about partner agencies' training plans and achievements can be found in Section 5 of this report.

Key Achievements 1st April 2013 to 31st March 2014

Wirral Council Department of Adult Social Services (DASS) has provided a range of activities for its employees and partner agencies. All activities provided are included in the Multi-Agency Safeguarding Training Courses Booklet <http://www.wirral.gov.uk/my-services/social-care-and-health/im-worried-about-someone/training>

The following is an overview of those activities and attendance of DASS and partner agencies' employees and volunteers. The information includes training activities that have taken place during the period April 2013 until March 2014.

Agency	Number of Attendees	Training Activity and Level
Department of Adult Social Services (DASS)	231	Dignity in Care, Level A, Essential Pathways to Safeguarding, Level B, Mental Capacity Legal, Level B, Positive Risk Taking, Level B, Safeguarding Theatre Workshop, Level A, Capacity Assessment & Best Interest Assessment Tool, Level B, Mental Capacity Act Assessment and Best Interest Briefing, Level B and C, Mental Capacity Act Update for Occupational Therapists, Level B
Independent sector, voluntary, community and faith sector, health Further Education, Merseyside Fire and Rescue, Police and other Council Department (<i>Please see below for further breakdown</i>)	625	Safeguarding basic Awareness (face to face) and booklet, Level A, Dignity in Care, Level A, Essential Pathways to Safeguarding, Level B, MCA/DoLS Safeguards for Managing Authorities Levels B and C, Capacity Assessment & Best Interest Level B, Mental Capacity Act Legal, Level B, Positive Risk Taking, Level B, Safeguarding Theatre, Level A
All agencies	256	Safeguarding E-learning

The Multi-Agency Safeguarding Learning and Development Committee is committed to working in partnership to develop and provide learning and development solutions that support improved knowledge and practice of

employees and volunteers and the experiences of Adult at Risk and their carers.

Planned Development for 1st April 2014 to 31st March 2015

A range of learning opportunities are available that support learners, including the development of a number of e-learning modules. The Multi-Agency Safeguarding Training Plan has been developed in partnership with members of the Wirral Safeguarding Adults Partnership Board and the Wirral Safeguarding Children Board and connects to each organisation's overarching development/workforce development strategy specifically addressing safeguarding relating to people of all ages (adult and children).

The Multi-Agency Safeguarding Learning and Development Committee will be meeting to agree a work plan for 2014/15 identifying a number of key actions. These are likely to include the following:-

- Use data from the Training Needs Analysis to inform future training needs
- Review the context and use of the safeguarding competency framework
- Review and develop cross border joint working with neighboring safeguarding boards
- Review and develop the comprehensive quality assurance impact evaluation framework
- Develop flexible approaches to the delivery of learning and development for hard to reach groups in the delivery of safeguarding training
- Review and develop the multi agency training pool in the delivery of generic and specialist safeguarding programmes
- Review the safeguarding learning and development strategy and annual learning and development plan
- Review marketing and distribution of training course information
- Review and agree ways of working to increase course attendance

Organisations will also continue to provide their individuals development priorities, making connections across the partnership as required.

Key Achievements & Future priorities

- During 2012 a Safeguarding Peer Review was undertaken by the Local Government Association. The findings recognised the improvements made in the previous twelve months in relation to Adult Safeguarding but offered guidance on the further developments required locally. Over the 2012 – 2014 period Wirral's Department for Adult Social Services and key partners have made great strides in improving the quality and quantity of safeguarding work using the Peer Review Recommendations as a basis for this work
- The Local Authority Designated Officer model for the supervision of allegations made against staff has been adopted by the partnership and led by Adult Social Services on the Wirral. Consequently a policy, guidance and training have been designed and implemented to support this approach. Service provider response to this policy has been especially positive
- An Independent Chair for both the Adult and Children's was appointed in June 2013 and is viewed as a positive move forward in bringing together, where appropriate, safeguarding approaches for both groups
- During this time the SAPB has undertaken a full review of its form and function in order to ensure it is 'fit for purpose' and able to meet the requirements of Adult Safeguarding Boards under the Care Act 2014. The new structure will be operational from April 2014
- In 2013 Wirral was one of only 52 Local Authorities nationally to volunteer to participate in the 'Making Safeguarding Personal' pilot. The response to this pilot locally has been extremely positive with participants reporting an increased ability to influence the outcome of safeguarding investigations based on their own wishes and feelings. The pilot has provided a positive foundation on which to develop person centred approaches to safeguarding adults over the next twelve months.

APPENDIX 1



Safeguarding Adults Partnership Board Business Plan 2013 -2015

1.1. To improve the functioning and accountability of the Safeguarding Adults Partnership Board				
OBJECTIVES	LEAD	TIMESCALE	PROGRESS	RAG RATING
Undertake a review of the structure and function of the Board and Sub-groups including appointment of an independent Chair	SAPB Manager	31 st December 2014	<ul style="list-style-type: none"> • Chair appointed • Development day held November 2013 • Subgroup format agreed at December 2013 Board • Papers and draft TOR for Executive presented to March 2014 board meeting 	
Review membership of Wirral Safeguarding Adults Partnership Board to ensure the appropriate representation of key partners and local services	SAPB Manager	31 st March 2014	<ul style="list-style-type: none"> • Subgroup membership addressed, new members sought (February 2014) • To be discussed at 	

			March board meeting	
Implement revised structure with clear lines of reporting and accountability for all sub groups including a schedule of reporting to the board	SAPB Manager	31 st March 2014	<ul style="list-style-type: none"> Revised structure for SAPB subgroups agreed at December 2013 board meeting Discussions held with existing subgroups re new format of SAPB subgroups Draft report template to be presented to board at March 2014 meeting 	
Establish sub groups ensuring the development of individual work plans aligned with the strategic objectives and priorities of the board (Case Review Panel, Performance, Engagement & Communication, Learning & Development)	SAPB Manager	30 th April 2014	<ul style="list-style-type: none"> Revised subgroup structure agreed at December 2013 board Subgroup membership and reporting template to be agreed at March 2014 board meeting to be implemented 1st April 2014 	
Review and implement agreed reporting arrangements to Wirral Health & Wellbeing Board and lines of communication between SAPB and Wirral Community Safety Partnership and Wirral Safeguarding Children's Board	Chair	31 st March 2014	<ul style="list-style-type: none"> Reporting lines agreed at December 2013 board meeting Corporate Safeguarding Manager in post from February 2014 Meeting took place 31st January 2014 between 	

			Independent Chair, Directors of CYPD and DASS, Corporate Safeguarding Manager and the SAPB and LSCB Board Managers to discuss aligned processes for the boards and areas for joint working.	
Develop and implement a Quality Assurance Framework for the board to enable appropriate scrutiny and challenge of all partners work in relation to Safeguarding Adults	Performance Subgroup	30 th June 2014		
Set out budgetary requirements for the Safeguarding Adults Partnership Board, based on current activity, to ensure that agencies and organisations have clarity about proposed contributions and the board has the ability to develop in line with changes in national guidance and legislation	SAPB Manager	30 th June 2014	<ul style="list-style-type: none"> • Best practice sought in relation to other localities and Board funding • Discussions taking place with Corporate Safeguarding Manager re Board funding 	
Consider the LGA / ADASS guidance (due March 2014) from the 'Making Safeguarding Personal' project and ensure the incorporation of recommendations within sub group work plans	Performance subgroup and SAPB Manager	30 th June 2014	<ul style="list-style-type: none"> • MSP locality report submitted to national pilot in February 2014 • Awaiting LGA guidance 	

Consider the DASS Priority reviews into 'Discharge processes from hospital' and 'Adult & Older person's Mental Health services on the Wirral' and ensure recommendations are embedded within the work of board sub groups	SAPB and Subgroup Chairs	31 st March 2014	<ul style="list-style-type: none"> • Reviews undertaken and presented to March 2014 board 	
Participate in a follow up LGA Peer Safeguarding revisit to test out the distance travelled since May 2012	SAPB Manager	Date yet to be agreed	<ul style="list-style-type: none"> • Internal assurance work undertaken in relation to the May 2012 Peer Challenge recommendations 	
Maintain representation and contribution to Multi Agency Public Protection Panels and Multi Agency Risk Assessment Conferences. Providing reports to board as appropriate	SAPB Manager	Ongoing Twice yearly report to board	<ul style="list-style-type: none"> • Report to be presented to the June 2014 board meeting 	
Produce an Annual Business Plan and Annual report in line with 'No Secrets' Guidance		30 th April 2014 & 2015	<ul style="list-style-type: none"> • Business Plan drafted and going for sign off to March 2014 board • Work currently underway on a two year (2012 – 2014) Annual report 	

1.2. To strengthen joint working arrangements between Wirral Safeguarding Adults Partnership Board and Wirral Safeguarding Children Board

ACTION	LEAD	TIMESCALE	PROGRESS	RAG RATING
Ensure a successful transition to the joint Safeguarding Unit from February 2014	Corporate Safeguarding Manager	30 th June 2014		
Establish clear lines of accountability and reporting between lead officers, strategic leads and lead elected members	Corporate safeguarding Manager	30 th June 2014		
Utilise the expertise of the LGA (Cathy Williams) to support the development and implementation of the SAPB within the joint unit	Corporate Safeguarding Manager & SAPB Manager	30 th March 2015		
Identify areas for collaboration between Wirral Safeguarding Adults Partnership Board and Wirral Safeguarding Children's Board in order to maximise resources and impact	Corporate Safeguarding Manager & SAPB Manager	30 th September 2014		
Engage in the development of the Multi-Agency Screening Hub (MASH) and monitor the impact on work	SAPB Manager	Ongoing To 31 st March 2015	<ul style="list-style-type: none"> • Adults pathway for MASH drafted and presented to SLT for decision • SAPB Manager attends fortnightly MASH operations meeting 	

2. To develop a system for the completion of Case Reviews including the dissemination of learning across all Partners

Case Review Panel work plan

ACTION	LEAD	TIMESCALE	PROGRESS	RAG RATING
Review the criteria set for the completion of reviews in line with national guidance	Subgroup Chair & Lead Officer	30 th April 2014		
Develop a clear and robust process for the completion of reviews ensuring consideration of national and regional best practice	Subgroup Chair & Lead Officer	30 th June 2014		
Ensure comprehensive distribution of the revised Case review process to ensure clarity across all partners and services	Subgroup Chair & Lead Officer	Ongoing		
Develop a Learning Improvement Framework for the board to aid the systematic collection of lessons learnt from Case Reviews and dissemination across partners	Subgroup Chair & Lead Officer	31 st May 2014		
Agree an annual schedule of themed 'Deep Dives' in response to identified learning from Case Reviews	Subgroup Chair & Lead Officer	Ongoing		

3. To ensure the workforce is adequately trained in order to undertake their responsibilities in relation to Safeguarding Adults

Training and Development sub group work plan

ACTION	LEAD	TIMESCALE	PROGRESS	RAG RATING
Develop and Launch an Annual Multi-Agency Safeguarding Training Plan that reflects the lessons learnt from national and local Case Reviews and meets the need of the workforce in Wirral	Subgroup Chair & Lead Officer	30 th March 2014		
Explore the development of E-learning training packages	Subgroup Chair & Lead Officer	30 th September 2014		
Produce quarterly reports to the SAPB detailing learning and development activity across the partnership including participation rates by service	Subgroup Chair & Lead Officer	Quarterly		
Undertake an annual evaluation detailing the impact of learning and development on practice. Ensure findings are used to inform the Training plan for the forthcoming year	Subgroup Chair & Lead Officer	31 st January 2014 & 31 st January 2015		
Build capacity to deliver learning and development opportunities across the partnership via a Multi-Agency training pool	Subgroup Chair & Lead Officer	30 th September 2014		

4. To agree and implement a robust Quality Assurance Framework across the partnership for Safeguarding Adults

Performance sub group Work plan

ACTION	LEAD	TIMESCALE	PROGRESS	RAG RATING
Develop and implement a Quality Assurance Framework for the board to enable appropriate scrutiny and challenge of all partners work in relation to Safeguarding Adults	Subgroup Chair & Lead Officer	30 TH June 2014		
Collect and collate a range of data including but not exhaustive of safeguarding alerts, referrals, implementation of thresholds and use of escalation processes on a multi-agency basis.	Subgroup Chair & Lead Officer	March 2014 and quarterly thereafter		
Report to Safeguarding Adults Partnership Board in respect of the above on a quarterly basis	Subgroup Chair & Lead Officer	As above		
Develop Policies and Procedures in line with the needs identified through analysis of performance against key indicators within the QA framework	Subgroup Chair & Lead Officer	30 th March 2015		
Ensure the learning from the 'Making Safeguarding Personal' pilot and resulting guidance from LGA and ADASS	Subgroup Chair & Lead Officer	30 TH June 2014 And Ongoing		

are embedded used to inform the development of practice and wider systems				
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Suggested Task & Finish Groups focussing on specific pieces of work in relation to MCA, Domestic Abuse, Making Safeguarding Personal.

5. To develop a Communication & Engagement strategy for the board to enable effective engagement with all stakeholders and local communities and to raise awareness of the work of the board

Communication & Engagement subgroup Work plan

ACTION	LEAD	TIMESCALE	PROGRESS	RAG RATING
Review and update existing SAPB Communication strategy to include Engagement with all stakeholders	Subgroup Chair & Lead Officer	30 th April 2014		
Develop a quarterly SAPB newsletter for professionals to raise awareness of local, regional and national developments in the safeguarding of adults at risk	Subgroup Chair & Lead Officer	30 th June 2014		
Undertake a mapping exercise to identify existing media platforms within agencies and the potential for providing Safeguarding Adults Partnership Board contributions	Subgroup Chair & Lead Officer	30 th June 2014		
Identify the potential of developing and maintaining a Safeguarding Adults Partnership Board website	Subgroup Chair & Lead Officer	30 th September 2014		
Develop a fit for purpose process for undertaking consultation exercises with stakeholders utilising both existing and new forums	Subgroup Chair & Lead Officer	30 th June 2014		

Updates from Board Partners

Partners have generally submitted one report for both years covered by this annual report. However a couple of partners have submitted a separate report for each year in this section.

Department of Adult Social Services

Working in partnership

Against a backdrop of significant reorganisation and budgetary reductions within Wirral Borough Council, Adult Social Services has maintained its investment in safeguarding adults at risk in Wirral.

The investment has resulted in the establishment of a fully resourced safeguarding team consisting of a manager and three safeguarding officers, to support the board through the development and implementation of effective safeguarding policy and practice across the safeguarding partnership and within Adult Social Care. This team is to work closely with three advanced safeguarding practitioners working within the operational teams; it is also co-located with the Quality Assurance Team for services commissioned by Wirral Council.

The recent Safeguarding Peer review by the Local Government Association is being used as a basis for improving safeguarding activity.

To establish the effective measurement of safeguarding related practice Adult Social Care has reviewed and amended how safeguarding cases are recorded and resolved. In addition the performance sub group has completed two specific audits of safeguarding activity. The first was an audit of sampled complex safeguarding cases and the second was an audit of domestic violence cases affecting victims over the age of 65 years. Both audits illustrated that the commensurate processes were being adhered to and were effective in their application.

The safeguarding team has now been able to ensure there is now consistent and regular attendance within Multi-Agency functions such as Domestic Homicide Reviews; Multi-Agency Public Protection Arrangements; Risk Assessment Conferences for both Domestic Abuse and Hate Crime.

The Critical Incident Review in relation to Adult B has been completed accepted and the recommendations are now being progressed. In March 2013 the Board has decided that there should be a Critical Incident Review in respect of the

death of Adult C, an independent author has been appointed to progress this review.

The Local Authority Designated Officer model for the supervision of allegations made against staff has been adopted by Adult Social Care. Consequently a policy, guidance and training have been designed and implemented to support this approach. Service provider response to this policy has been very positive.

Adult Social Care were approached by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS) and asked to contribute to designing guidance for practitioners who manage the particular challenges of adult safeguarding where it coincides with domestic abuse. On publication Adult Social Care were thanked for their work 'in testing out and advising on the content of the guide during its development.

Safeguarding officers have also developed specific training for social workers and support staff in the 'Essential Pathways' for safeguarding referrals delivered monthly. They also deliver 'Workshops to Raise Awareness of Prevent' (WRAP) to multi-agency groups as part of the government's anti-terrorist strategy.

Safeguarding officers were instrumental in organising safeguarding events during the last year. In May a fire safety event was delivered in conjunction with Merseyside Fire and Rescue Service to providers of residential services on the Wirral, which was very well attended and well received. In February 2013 a Dignity and Safeguarding event was delivered in conjunction with Wirral Old People's Parliament; Age UK and Hilbre High School. The event was based around a number of challenging scenarios and was attended by over 150 people.

Between January and March 2013 the safeguarding team have initiated a review of the SAPB form and function and are planning to facilitate a revised model of the board and its sub groups ahead of the anticipated Care Act 2015.

Safeguarding Training

The former training sub-committee of the SAPB has now been amalgamated with the training sub committee of the Wirral Safeguarding Children's Board, which is chaired by a Senior Business Partner from the Council's Human Resources Department. The composite group is in the process of conducting a training need analysis for training for all those in the safeguarding work and volunteer force. The learning from case reviews is to be core to the content of delivery future learning and development.

Key Achievements

DASS has reviewed and consequently revised the Central Advise and Duty Team processes (CDAT) as the gateway to safeguarding services. Two social

workers are dedicated to the task of receiving and assessing initial safeguarding alerts against redesigned safeguarding thresholds. This has resulted in an effective reduction in the number of safeguarding alerts becoming safeguarding investigations.

Planned Developments for 2014-15

1. To plan and achieve effective and efficient integration with the Wirral Children Safeguarding Board as part of the strategic approach to Safeguarding adopted by Wirral Borough Council.
2. To facilitate the review and implementation of a re-structure of the SAPB and its sub groups in line with LGA/ADASS guidance ahead of the Care Act 2015.

Children and Young Peoples Department (CYPD)

Working in Partnership

The majority of the department's activity involves working closely with a range of partners to improve outcomes for children and families, especially those who are most vulnerable. Partnership working to improve outcomes for children and their families is co-ordinated through the Children's Trust Board which includes representation from across the statutory, community and voluntary sectors. The Director of Children's Services sits on the Children's Trust Board, and is also an influential member of the multi-agency Health and Wellbeing Board and the Wirral Safeguarding Children Board. One of the roles of the latter is to hold the Children's Trust to account for safeguarding the welfare of children and young people across the partnership.

The department is also represented on the Safeguarding Adults Partnership Board and children's and adults co-ordinated working is strengthened by the Board's recent appointment of a single Independent Chair.

Safeguarding Training

The provision of multi-agency safeguarding training is co-ordinated by the Learning and Performance committee which is a sub group of the children's (WSCB) and adult's (SAPB) safeguarding boards. Practitioners and managers from CYPD who deliver services to children and families are expected to attend relevant courses identified from Board and departmental priorities.

In 2012/13 28 different courses were run on behalf of the safeguarding boards. Findings from local and national serious case and critical incident reviews, and from internal and multi-agency practice audits form the basis of the courses offered. In the past 12 months over 1,000 professionals have attended courses on subjects such as neglect, domestic abuse, working together, parental mental health and safeguarding signs and symptoms.

In addition, staffs has regular supervision with their manager and an annual key issues exchange which both include recording of attendance on mandatory training courses and identification of appropriate single and multi-agency courses to attend.

Key Achievements 1st April 2012 to 31st March 2013

The Children and Young People's Department has undergone a large scale restructure and in the future there will be three service areas: Universal, Targeted and Specialist services. The most significant change is in the creation of Targeted Services which follows a clear need identified by the Munro Review of child protection for the department to provide an effective Early help offer to families in need of help and support.

The IFIP (Intensive Family Intervention Programme) 3 year project was launched in early 2012. This is Wirral's response to the troubled families' agenda introduced by the coalition government. Research strongly suggests that 'troubled families' use a disproportionate amount of resources and can cost authorities more than ten times as much as other families. Eligible families are selected against criteria which includes unemployment, children's school attendance and anti-social behaviour. Families are offered intensive support co-ordinated by a key worker with the aim of improving family functioning and building resilience. The IFIP project aims to work with and improved outcomes for 900 identified families in Wirral over the next three years.

Planned Developments for 1st April 2013-31st March 2014

Targeted Services

September 2013 saw the launch of Targeted Services within CYPD. This service was established to co-ordinate all the early help/ intervention and preventative work undertaken within the department and in partnership with other agencies. Three well resourced locality teams have been created and all referrals for support will be sent to the localities through a single gateway. Support for families can be targeted, co-ordinated and monitored through the new Team Around the Family model. By effectively intervening at the earliest opportunity Targeted Services seeks to prevent concerns escalating and needing referral into statutory specialist services.

Multi-Agency Safeguarding Hub (MASH)

Wirral local authority is preparing to establish a Multi-Agency Safeguarding Hub (MASH) in Autumn 2013. The MASH model has been successfully adopted by local authorities across England as a way to support information sharing and timely safeguarding responses for children, vulnerable adults, domestic violence victims and missing people through co-location of key agencies. The Wirral MASH will be located in Moreton and identified agencies who will be co-located there include Children's CADT, Adults CADT, Police FCIU, Health staff, probation, Catch-22 missing/ young runaways team and the Gateway Targeted Services team. Responsibility for managing the day to day running of the MASH will be undertaken by the manager of Children's CADT.

16+ Service

The Child G Serious Case Review (SCR) published in 2013 identified a lack of understanding across agencies of the needs, behaviours and issues of older children and found that the workforce was better skilled at dealing with the needs of younger children. The SCR report included a recommendation for CYPD to consult with partners with a view to creating a specialist 16+ service for young people. Detailed planning for the service is underway and a draft model of the new service will be presented later in the year. A multi-agency training programme to help practitioners manage the needs of older young people will be introduced to support the new service.

Merseyside Police

Working in partnership

Superintendent Richie Davies now has operational responsibility for Wirral Basic Command Unit and represents Merseyside Police at the local Safeguarding Adults partnership board and Executive Committee.

The Wirral Family Crime Investigation Unit (FCIU) headed by the Detective Inspector has a Detective Sergeant, two Detective Constables and a full time administration officer dedicated to dealing with allegations of crime against vulnerable adults. Over the past twelve months the unit has dealt with 159 full referrals.

The Domestic Abuse unit has two Detective Sergeants and eleven Detective Constables supported by an administration team. The officers' work closely with the victim, Wirral Family Safety Unit and other partner agencies to ensure that safeguarding is addressed and offenders are dealt with. Over the past twelve months this unit has received almost 7,000 Vulnerable Persons Referral Forms (VPRF1) for reports / concerns of domestic related incidents. This unit has also dealt with approximately 1,000 crimes of domestic abuse over the last twelve months.

Under the new Police and Crime Commissioner (PCC) for Merseyside; Jane Kennedy, one of the priorities for Superintendent Davies, the FCIU and Merseyside Police will be to focus on maintaining public safety. We will continue working with partners to ensure that victims of crime are confident to report offences and are protected and supported through a streamlined criminal justice process. In line with the PCC, Merseyside Police will put victims of crime at the heart of priorities.

In line with this ethos, the Wirral FCIU Detective Inspector plays an active role in the Multi Agency Risk Assessment Conference (MARAC) for high-risk victims of domestic abuse. As one of the three chairs of the meeting the Detective Inspector ensures the forum is focused on the threat, risk and harm to the victim and their children and ensures that a multi agency safety plan is put in place. This proactive approach is also evident in the Hate MARAC. With agencies taking specific responsibilities it is hoped that repeat victimisation is reduced and the most vulnerable victims and their families are safeguarded.

Policies and procedures have recently been updated to ensure that vulnerable adults and victims are receiving a service fit for purpose. This has included;

- Recent legislation in relation to stalking has now seen an amendment and introduction of the new Stalking and Harassment Policy.

- Forced Marriage and Honour Based Violence has also been amended to include vulnerable adults and falls in line with the Pan - Merseyside policy.
- Section 136 of the Mental Health Act has seen the introduction of the Risk Assessment Tool to determine appropriate Police action within in a 'place of safety'.
- Merseyside Police have now adopted the Home Office ACPO definition in relation to Domestic Abuse to include persons from 16 years and above.

Safeguarding Training

Positive action to raise awareness and education has included a Domestic Abuse Education Day. This allowed professionals to come together to learn more about the developments in domestic abuse and have the opportunity to hear from and speak with other agencies about their role and responsibilities and the way forward when dealing with domestic abuse.

Merseyside Police also take an active part in the Domestic Homicide Review (DHR) process and are keen to share and learn from experience and engagement. Supervision from the FCIU regularly share their knowledge on procedure and policy within the Safeguarding multi agency training sessions.

Key Achievements

Merseyside Police has been at the fore of developing the Multi-Agency Safeguarding Hub (MASH). This is set up as a multi-agency response to manage safeguarding of children and adults including those under the 'Troubled Families' definition. It is hoped that agencies working together in the same location will result in an improved sharing of information, improved relations and ultimately lead to more effective safeguarding of the most vulnerable.

Planned Developments for 2011/12

Merseyside Police will continue the work to embed the MASH into everyday working practice. Whilst continuing to develop good relationships with other agencies we will look to see what working practices can be improved to the benefit of the victim.

Merseyside Police

Working in partnership

Superintendent Richie Davies has operational responsibility for Wirral Basic Command Unit and represents Merseyside Police at the local Safeguarding Adults partnership board and Executive Committee. Detective Chief Inspector Tracy Hayes has been appointed as his deputy.

Vulnerable Adult Team

This Unit has been formed under the Family Crime Investigation Unit and has two Detective Constables and a full time administration officer dedicated to

dealing with allegations of crime against vulnerable adults. Over the past twelve months the unit has seen an increase in the amount of referrals into the Unit which has led to several high profile investigations and prosecution being launched. The V.A. Unit team has formed great working relationships within the partnerships and I will highlight the following cases as examples of the work being undertaken by the V.A. Unit and our partners:-

In November 2013 a manager of a nursing home in Wallasey was convicted of neglect of an elderly male resident. The manager received a suspended sentence of 12 months.

The gentleman had fallen out of bed and was taken to hospital having sustained fractured ribs. After treatment the gentleman was discharged back to the nursing home and again he fell out of bed and was returned to hospital where he later died, not as a result of the fall.

An investigation began and it was discovered that the gentleman had been left in an inappropriate bed, which had faulty brakes, even though he was at high risk of falls.

An examination of the care notes revealed falsifications, in an attempt to cover up the poor care of the gentleman. If the appropriate care and equipment had been in place the gentleman is very unlikely to have fallen therefore preventing his injuries.

Due to the professionalism and tenacity of DC Cadden, in joint partnership with Lynne Roberts of the quality and assurance team the successful prosecution of the nursing home manager was achieved. This sent out a positive message to the community that vulnerable adult abuse will not be tolerated.

Another nursing home manager was accused of the financial abuse of three of the residents at the home. The manager was persistently stealing money from the accounts of the residents, which totalled over £5,000. She also destroyed financial records to hide the theft. The lengthy criminal investigation resulted in the manager receiving a four years sentence at court.

Similar cases are due for trial in court later this year.

Community coercion

In early 2013 an Older Peoples Parliament conference took place in Heswall where the subject of vulnerable adult abuse was raised. This incorporated local young students performing short plays depicting an incident of some form of abuse.

Then a panel of professionals from different agencies, including Police Officers from the Vulnerable Adult unit, were asked questions about the agencies roles in

relation to safeguarding adults. The event was a success in sending out the message that vulnerable adult abuse will not be tolerated.

Feedback from the attendees at the meeting was really positive, stating that the event had improved relations between young and elderly and had informed them of what actions they can take if they have any concerns.

Domestic Abuse Unit

The Domestic Abuse unit has two Detective Sergeants and eleven Detective Constables supported by an administration team. The officers' work closely with the victim, Wirral Family Safety Unit (FSU) and other partner agencies to ensure that safeguarding is addressed and offenders are prosecuted.

The Admin staffs that are responsible for the inputting of any incidents involving domestic abuse, vulnerable adults, safeguarding children are now based at the Multi Agency Safeguarding Hub in Moreton, Wirral.

Over the past twelve months this unit has received almost 7,028 Vulnerable Persons Referral Forms (VPRF1) for reports / concerns of domestic related incidents. This unit has also dealt with approximately 1,040 crimes of domestic abuse over the last twelve months. In particular the FCIU experienced an increase in approximately 25 additional D.A. crimes per month in the last quarter - January – March 2014.

The D.A. Unit are achieving excellent results/prosecutions/convictions, some of which emanating from Non molestation orders and Injunctions which are a very valuable tool for the Police and our partners.

The Multi Agency Risk Assessment Conference (MARAC) for high-risk victims of domestic abuse is held once every 2 weeks, and is chaired by the Police, FSU and Health. As one of the three chairs of the meeting the Detective Inspector ensures the forum is focused on the threat, risk and harm to the victim and their children and ensures that a multi agency safety plan is put in place. On average approximately 30 cases are heard during the course of this meeting.

In June 2013 - Operation High Point was launched as a Police led pilot working with approximately 10 couples who are either repeat victims/perpetrators in Neighbourhoods across the Wirral. This pilot was very successful in the reduction of repeat incidents and will soon be rolled out across the Force Area.

This proactive approach is also evident within Hate MARAC where agencies meet on a monthly basis to discuss any repeat victimization or victims who have been targeted as a result of ongoing anti social behaviour.

Policies and procedures have recently been updated to ensure that vulnerable adults and victims are receiving a service fit for purpose. This has included;

- Recent legislation in relation to stalking has now seen an amendment and introduction of the new Stalking and Harassment Policy.
- Forced Marriage and Honour Based Violence has also been amended to include vulnerable adults and falls in line with the Pan - Merseyside policy.
- Section 136 of the Mental Health Act has seen the introduction of the Risk Assessment Tool to determine appropriate Police action within in a 'place of safety'.
- Merseyside Police have now adopted the Home Office ACPO definition in relation to Domestic Abuse to include persons from 16 years and above.

The Police and Crime Commissioner (PCC) for Merseyside - Jane Kennedy, has re-affirmed that our priorities are to reduce crime and anti social behaviour and to continue working with partners to ensure that victims of crime are confident to report offences and are protected and supported through a streamlined criminal justice process. In line with the PCC, Merseyside Police will put victims of crime at the heart of priorities.

Safeguarding Training

Merseyside Police also takes an active part in the Domestic Homicide Review (DHR) process and is keen to share and learn from experience and engagement. Supervision from the FCIU regularly shares their knowledge on procedure and policy within the Safeguarding multi agency training sessions.

Key Achievements

Merseyside Police has been at the fore of developing the Multi-Agency Safeguarding Hub (MASH). This is set up as a multi-agency response to manage the safeguarding of children and adults including those under the 'Troubled Families' definition.

Progress to date

- Information Sharing Agreement almost signed off.
- Health Representative attached for trial period. Further trial period to take place and then possibly full time in future.
- DWP representative now attached 1 day per week.
- I.T. solution in development. We will also be using 'Liquid Logic' (the same as St Helen's and Sefton).
- Progressing role of MFH / CSE co-ordinator into MASH.
- Consideration of expansion of Police Teams into the MASH (ie, FCIU)

The MASH is now at a stage whereby partners are co-located. This has led to a significant improvement in information sharing between agencies. The information sharing agreement is part-signed off and Health and the Family Safety Unit (FSU) will soon join the existing partners. There is a Strategic MASH Inspector based within the unit, who is developing partnerships further. This Inspector has overall responsibility for MAPPA for all Wirral cases and such oversees the management of offenders who pose significant threat, risk or harm. The Inspector is developing this role further and as such is working to improve

communication between agencies regarding Mental Health and the management of subjects with mental health issues and learning disabilities.

Merseyside Police remain committed to embed the MASH into everyday working practice. Whilst continuing to develop good relationships with other agencies we will look to see what working practices can be improved to the benefit of the victim and safeguarding in general terms.

Planned Developments for 2015/16

The Multi Agency Action Group (MAAG) has recently been set up to bring agencies together to discuss and manage offenders who pose risk, threat or harm. This group compliments the management processes already in place within the BCU. There is a better focus on the safeguarding issues that fall out of significant disputes that occur between gangs / rivals on the BCU and agencies are often performing joint agency visits to achieve better outcomes.

Merseyside Fire & Rescue Service

Working in Partnership

Merseyside Fire and rescue Service has safeguarding policies in place with reporting captured on the internal portal, all reports are vetted by senior managers and if appropriate the issue will be passed to the relevant Local Authority with feedback requested.

All staff should be aware of the policy and have awareness training, however if in any doubt issues will be passed to staff who have had enhanced safeguarding training.

All safeguarding activity is captured albeit we do not have a KPI for safeguarding

We are not a front line safeguarding services, but staff do meet issues and situations during community engagement, referrals or fire fighting activity

MFRS has limited contact with service users, tending to refer direct to social services if deemed necessary

The District Manager and his teams are involved in all cross service boards within Wirral including the LSCB, Safeguarding Boards, The Children's Trust and Health and Well Being

Close relationships across Wirral including Social Care, Community Safety, Housing, Police, etc.

Some ad hoc arrangements but work closely with partners to fund youth engagement and safety initiatives particularly around troubled families, ASB activity, arson and target hardening plus bon fire and Halloween.

Safeguarding Training

All senior managers have received training from an external provider as well as an E learning package which is available, which staff are required to complete.

Additionally, staff in MFRS has access to the learning pool site for additional training.

Key Achievements

Development of a safeguarding team site within MFRS allowing access to policies, service instructions and an e-learning package.

All referrals received have been communicated, recorded and referred to DASS if necessary.

Prevention team within Wirral continue to support the work of Wirral DASS and to protect the more vulnerable members of the community within Wirral.

Planned Developments for (1/4/13 – 31/3/14)

Refinement of policies and service instructions, and perform trend analysis at year end.

Wirral University Teaching Hospital - NHS Foundation Trust

Working in Partnership

Wirral University Teaching Hospital NHS Trust, through investment, continues to demonstrate its commitment to ensuring those patients less able to protect themselves from harm or abuse are protected.

Safeguarding Adults at Risk remains a strategic objective for the Trust. At Board level, our Director of Nursing and Midwifery who has Executive responsibility for Safeguarding, continually promotes through leadership and commitment, a culture that makes safeguarding integral to healthcare delivery. This is demonstrated through the robust assurance mechanisms in place, ensuring systems and processes that support safeguarding are connected and aligned.

The benefits of multi-agency partnership working remains an integral part of the role of the Safeguarding Team and again this commitment is demonstrated through the Teams representation at both the Safeguarding Adults Partnership Board (SAPB), all sub-committees to the SAPB and other related Boards, committees and panels i.e. Wirral Safeguarding Children's Board (WSCB), Wirral Multi Agency Risk Assessment Conference (MARAC) and Wirral Domestic Homicide Review Board (DHR). Indeed WUTH currently Chair MARAC and the SAPB MCA Sub-committee.

The Safeguarding Adults Team, through its operational role continues to provide a valuable contribution to the multi-agency response to safeguarding through its prompt identification, referral through multi agency procedures of safeguarding concerns and subsequent investigation and protection plan development.

As the Safeguarding Team also hold the responsibility for providing expert guidance to Trust staff in respect to the Mental Capacity Act (MCA) 2005 and Deprivation of Liberty Safeguards (DoLS) 2007 considerable resources have been committed to ensuring the most vulnerable adults are empowered to make decisions for themselves and where appropriate protected from harm.

Through appropriate multi-agency planning over this year the transfer of supervisory body status for DoLS authorisations from the Wirral Community Trust to Wirral Department of Adult Social Services has not impacted on ensuring compliance with legislation. This can be demonstrated in the activity over the last year with 26 DoLS applications being made by the Safeguarding Team of which 12 resulted in a full deprivation of liberty.

Again in recognising the benefits of collaboration the Safeguarding Adults Team through its investment in having three Best Interest Assessors for DoLS regularly provide guidance and support to Police, Adult Social Services and Primary Care,

including GP practices in respect to interpreting the MCA 2005 and enacting DoLS.

In preparation of the Health and Social Care Bill, which reaffirms the intention to legislate in the critical area of Adult Safeguarding, specifically placing Safeguarding Adults Boards on a statutory footing and identifying the Local Authority as the lead agency for co-ordinating all safeguarding investigations. It was agreed that the Safeguarding Team would no longer lead or co-ordinate all safeguarding cases that relate to patients in our Trust and this responsibility would be given to the Local Authority.

In January 2013, following agreement with the Local Authority a decision was made to revert back on a temporary basis to the Trust Safeguarding Team co-ordinating all alerts and investigations relating to patients admitted to the Trust. No changes were made to the involvement of external agencies or adherence to jointly approved timescales or outcomes. This was based on a number of concerns raised both internally and by external agencies relating to the timely response and co-ordination of investigations.

Following extensive collaborate working between the Safeguarding Team and the Local Authority it was agreed in March 2013 that the Local Authority would resume their role as lead agency for safeguarding adults.

Also this year saw the embedding of the multi-agency policy specific to 'Managing Allegations against Staff, Volunteers and Adult Placement Carers who work with Adults' into Trust proactive. This approved document is designed to ensure transparency in the management of alleged perpetrators who are staff, volunteer or Adult Placement Carers working with Adults at Risk.

Safeguarding Training

Level 1 – Basic Awareness

In accordance with statutory and best practice guidance the training pack including Safeguarding Adults Level 1 was reviewed this year and updated. Following the review all Trust staff were sent the updated training pack. In light of this we remain **100%** compliant with Level 1 Safeguarding Adults Training requirements.

Level 2 Safeguarding Vulnerable Adults Training

For April 2012- March 2013 our overall Trust Level 2 training compliance is **26.44%** although this compliance is not a statutory requirement as of yet. This is a reduction from the **50.20%** compliance in 2011-12.

This reduction has been reviewed and an action plan approved which is being monitored via the Trust Assurance structure

Mental Capacity Act Training

The Safeguarding Team continues to provide regular training in accordance with the relevant training strategy in respect to the Mental Capacity Act and Deprivation of Liberty Safeguards legislation. This strategy focuses on those decisions related to Healthcare treatment is designed to ensure all Trust staff understand the implications of the legislation on their practice.

Assurance is also provided through this strategy to external examiners, relevant bodies and commissioners that the Trust is providing a learning and development programme that is sufficient to equip staff with the necessary knowledge and skills to comply with their statutory and professional duties.

To reassure the patients and public, that all WUTH staff are fulfilling their responsibilities and obligations to adults who may lack the capacity to make their own best interests decisions and are continuously working towards an improved experience.

From April 2012- April 2013, **132** essential clinical staff have been trained.

Key Achievements

PREVENT

Following the increase in terrorist groups targeting vulnerable adults seeking to radicalise and recruit them to their cause, a national counter-terrorism strategy to stop people becoming terrorists or supporting terrorism called 'Prevent' has now been embedded within the Trust Safeguarding Training programme and Policy. This strategy is being led jointly by the Home Office and the Department of Health (DoH). WUTH have three DoH approved trainers for PREVENT to implement this Strategy across the organisation.

ALERTS

In the past 12 months there has been a significant rise (112%) in alerts received by the Adult Protection Team (511). Using the joint agency referral thresholds a large number of these have been identified as not requiring investigation and have been signposted to other routes of support.

Contributory factors to this rise are the continued awareness training provided to all trust staff on the identification and recognition of abuse and greater intra-speciality referrals between Domestic Abuse, Child Protection and Adult Protection. Also of note are the changes made to the communication structure between Adult Social Services, Central Advice and Duty Team (CADT) and the Trust Safeguarding Team. On receipt of an alert CADT make direct contact with the Trust Adult Protection Team facilitating a prompt response in gathering the required information to apply the threshold for referral as well as ensuring immediate protection if required.

EXTERNAL INSPECTION

All NHS Providers are expected to provide assurance of compliance with Safeguarding Standards set out by the Clinical Commissioning Group (CCG). This is monitored through the Audit Tool and for each standard, the provision of evidence to show compliance.

Whilst the Care Quality Commissions (CQC) unannounced inspection in February showed the Trust was compliant with the required standard for safeguarding people who access Acute Care, they did identify a need to improve the visibility of the Team and as such the recommendation was to move the Safeguarding Team to a corporate position within the Trust in order to raise the team profile. This action has now been completed.

Planned Developments

External Audit

Following on from the CQC inspection an external audit of the Safeguarding Team will be arranged to identify areas of improvement.

Governance review

Following internal review the integration between the established Trust Clinical Governance arrangements and Safeguarding will be reviewed. This will provide further assurance to the Trust Board and external bodies.

Prevent roll out

To complete a training strategy and commence training to Trust staff

Wirral University Teaching Hospital NHS Foundation Trust – Safeguarding Team Adult Protection and Mental Capacity Act/Deprivation of Liberty Safeguards

Working in Partnership

In the past 12 months there have been 464 safeguarding adults alerts received by the Adult Protection Team and been involved in 11 cases this year involving staff members under the 'Managing Allegations against Staff, Volunteers and Adult Placement Carers who work with Adults' policy.

This multi-agency approved document is designed to ensure transparency in the management of alleged perpetrators who are staff working with Adults at Risk and incorporates close working relations with the ALADO.

Whilst the Lead Nurse for Safeguarding sits on the Safeguarding Adults Board, both the Named Nurses for Adult Protection are members of all sub groups following the restructure of the SAPB.

Named nurses continue to work in partnership with the local authority localities and the Integrated Discharge Team regarding referrals received for vulnerable adults whilst admitted to the hospital.

Key Achievements 1st April 2013 to 31st March 2014.

This year has seen the development and introduction of the Safeguarding Adults Operational Group within WUTH. This was following a Care Quality Commission inspection, which recommended Safeguarding Services have a more prominent position within the organisation. This led onto a complete top to bottom review of the internal governance arrangements that existed within the Trust relating to safeguarding those at risk of abuse.

This group ensures that the Safeguarding Strategic Group (SSG) is provided with a high level of assurance that Safeguarding within our Trust is compliant with existing and future statutory legislation plus external monitoring arrangements.

The meeting is chaired by the Named Nurse for Adult Protection and has representation from Quality and Safety, Human Resources, Learning and development, Security, Psychiatric services and divisional clinical representation.

The review also identified a requirement to strengthen communication between Safeguarding and Quality and Safety. In response, the agreed mechanisms that are now in place provide a greater level of assurance and transparency both internally and externally with multi-agency partners thereby improving our ability to continue to respond effectively and demonstrate accountability.

Safeguarding Training

All staff receive Level 1 Mandatory Safeguarding training which includes Adult Protection, Mental Capacity Act (MCA) / Deprivation of Liberty Safeguards (DoLs), Child Protection, Domestic Abuse and Behaviour Management. A further Level 2 training is offered to staff that are clinically based regarding Adult Protection and MCA/DoLs. Level 2 training is also offered as part of the multi agency prospectus and all staff are made aware of partner agency training availability.

Additionally Level 3 MCA training is required for staff that completes MCA assessments. This is provided on a 1:1 basis by the Named Nurses for Adult Protection.

Planned Developments for 1st April 2014-31st March 2015

On the 19th March 2014 the Supreme Court overturned the judgement of the Court of Appeal in respect of the case of P v Cheshire West and Chester Council and P and Q v Surrey County Council. Whilst the legal implications of the judgment on the identification of deprivations of liberty are still in the process of being fully comprehended the implications of the ruling and the impact on the Trust are yet to be clarified. The effect of this change in test is that a much greater number of patients admitted to the Trust are now seen as being deprived of their liberty and by law must now be assessed under the DoLs procedure. A consequence of not assessing a person known to be deprived of their liberty is that their Human Rights under Article 5 of the European Committee Human Rights.

In addition the House of Lords committee has recently considered the effectiveness of the Mental Capacity Act and Deprivation of Liberty Safeguards and has recommended that the government replace the DoLs regime. However there is no indication as yet as to how this may be done and the current requirements must be complied with. Clearly a considerable administrative and operational burden will be placed on the Trust as a Managing Authority. The Safeguarding Team will continue to work in collaboration with the Supervisory Body and the Clinical Commissioning Group in negotiating a strategy on how best to move forward pending national guidance.

Until further clarification has been established we cannot foresee what the full impact will be for our Trust.

We are still waiting for the introduction of the Care Bill which has been heard in the House of Commons and will now return to the House of Lords for consideration of amendments. Clauses 33-37 have regard to 'Keeping people Safe' following Royal assent this will then provide legislation regarding the abuse and neglect of a vulnerable adult. The Safeguarding team continue to work closely with both the CCG and the Safeguarding Adults Partnership Board in ensuring the Trust is prepared for the passing of the legislation.

Wirral Community NHS Trust

Working in Partnership

Wirral Community NHS Trust maintains its commitment to ensuring that all staff is aware of their role in relation to safeguarding vulnerable children and adults.

The Safeguarding Service continues to provide a comprehensive proactive service, which is responsive to the needs of staff and patients and is committed to the promotion of safeguarding within everyday practice.

The Safeguarding Service ensures that all statutory functions are fulfilled and that a best practice approach is taken in relation to guidance documents, thereby equipping the workforce to undertake their duties and fulfil personal and organisational responsibilities with regards to safeguarding the public and patients.

The areas of Safeguarding which Wirral Community NHS Trust provides are as follows:-

Safeguarding Adults (Adult Protection)
Mental Capacity Act (MCA)/Deprivation of Liberty Safeguards (DOLS)
Safeguarding Children (Child Protection)
Looked After Children (LAC)
Domestic Abuse (Multi Agency risk Assessment Committee)
MAPPA (Multi Agency Public Protection Arrangements)

The Executive Lead for Safeguarding for Wirral Community NHS Trust is the Director of Quality & Governance. This ensures that Safeguarding is recognised as a key organisational priority and is embedded from corporate level and across the organisation so as to continue to provide leadership across all areas of service provision.

The Safeguarding Service continued to meet all statutory requirements functions during the reporting period 01 April 2012 - 31 March 2013. Staff have responded positively and promptly to ongoing changes in partner agency processes and partnership working has been maintained through a period of significant change.

All safeguarding staff are encouraged to network with their peers (locally, regionally and nationally) and actively attend and participate in Local Authority committees, sub groups and working parties relevant to their area of responsibility.

Safeguarding Training

- Wirral Community NHS Trust staff are required to attend safeguarding training on a mandatory basis relevant to their area of service provision.
- Safeguarding training package for non-clinical staff introduced via Essential Learning programme.

- During the reporting period 01 April 2012 – 31 March 2013 staff have been identified as “MCA Champions” and have worked with lead staff from the Safeguarding Service in relation to delivering a training package to reinforce staff and organisational responsibilities as identified in the Mental Capacity Act. The training programme also includes case studies regarding capacity and consent.

Key Achievements

- Root Cause Analysis (RCA) approach used to investigate incidents reported which had a safeguarding element (relating to adults or children). This approach has proven useful when compiling chronology information as part of a Serious Case Review.
- Staff have been supported to make referrals via the updated DASS processes and encouraged to give feedback regarding the DASS processes and internal organisational processes in order to inform future updates to policies and processes.
- The Safeguarding Service continues to provide core functions in an area of work which is constantly changing from not only a local but also national perspective. Changes in the remit of partner agencies has a significant impact on how the services meets its objectives, and, to date, all demands for input in multi-agency processes have been met within timescales and the core business has not been affected.
- Supervisory Body responsibilities in relation to Deprivation Of Liberty Safeguards (DOLS) authorisation were met within timescales and the responsibility for authorisations was successfully handed over to the Local Authority on 01 April 2013.

Planned Developments for 2011/12

- A planned programme of “learning from experience” events will be compiled. The aim of the events will be to share learning from incidents which have been reported (incidents, near misses, serious case reviews) and to reiterate the common issues which are highlighted when both safeguarding adults and safeguarding children issues/referrals are investigated. This will reinforce the Essential Learning approach to training whereby practitioners are encouraged to take into account all members of a household when considering abuse as opposed to the focus being on the person who is directly on their caseload.
- Work will continue to embed safeguarding in all aspects of services contracted and delivered by the organisation.
- Work will continue to ensure that the organisation responds to legislative requirements and best practice approaches to safeguarding.
- The organisation will continue to work with partner agencies to promote the safeguarding adults agenda.

Wirral Community NHS Trust

Working in Partnership

Wirral Community NHS Trust maintains its commitment to ensuring that all staff are aware of their role in relation to safeguarding vulnerable children and adults.

The Safeguarding Service continues to provide a comprehensive proactive service, which is responsive to the needs of staff and patients and is committed to the promotion of safeguarding within everyday practice.

The Safeguarding Service ensures that all statutory functions are fulfilled and that a best practice approach is taken in relation to guidance documents, thereby equipping the workforce to undertake their duties and fulfil personal and organisational responsibilities with regards to safeguarding the public and patients.

The areas of Safeguarding which Wirral Community NHS Trust provides are as follows:-

Safeguarding Adults (Adult Protection)
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Safeguarding Children (Child Protection)
Looked After Children (LAC)
Domestic Abuse (Multi Agency risk Assessment Committee)
MAPPA (Multi Agency Public Protection Arrangements)

The Executive Lead for Safeguarding for Wirral Community NHS Trust is the Director of Quality & Nursing. This ensures that Safeguarding is recognised as a key organisational priority and is embedded from corporate level and across the organisation so as to continue to provide leadership across all areas of service provision.

The Safeguarding Service continued to meet all statutory requirements functions during the reporting period 01 April 2013 - 31 March 2014. Staff have responded positively and promptly to ongoing changes in partner agency processes and partnership working has been maintained through a period of significant change.

All safeguarding staff are encouraged to network with their peers (locally, regionally and nationally) and actively attend and participate in Local Authority committees, sub groups/task and finish groups relevant to their area of responsibility.

Safeguarding Training

- Wirral Community NHS Trust staff are required to attend safeguarding training on a mandatory basis relevant to their area of service provision.
- Safeguarding training package for non-clinical staff introduced via Essential Learning programme.

Key Achievements 1st April 2013 to 31st March 2014

- Root Cause Analysis (RCA) approach used to investigate incidents reported which had a safeguarding element (relating to adults or children). This approach has proven useful when compiling chronology information as part of a Serious Case Review.
- Staff have been supported to make referrals via the updated DASS processes and encouraged to give feedback regarding the DASS processes and internal organisational processes in order to inform future updates to policies and processes.
- The Safeguarding Service continues to provide core functions in an area of work which is constantly changing from not only a local but also national perspective. Changes in the remit of partner agencies has a significant impact on how the services meets its objectives, and, to date, all demands for input in multi-agency processes have been met within timescales and the core business has not been affected.
- Safeguarding adults “surgeries” have been hosted by Safeguarding Adults Practitioners at various bases across the organisation. The surgery sessions are intended to enable staff to share their experiences regarding safeguarding processes, use of policies/processes and how their personal practice can be improved.
- Learning from experience has been discussed via Wirral Community NHS Trust Safeguarding Group. Incidents have been discussed and wider learning incorporated into practice.

Planned Developments for 1st April 2014 - 31st March 2015

- A planned programme of “learning from experience” events will be compiled. The aim of the events will be to share learning from incidents which have been reported (incidents, near misses, serious case reviews) and to reiterate the common issues which are highlighted when both safeguarding adults and safeguarding children issues/referrals are investigated. This will reinforce the Essential Learning approach to training whereby practitioners are encouraged to take into account all members of a household when considering abuse as opposed to the focus being on the person who is directly on their caseload.
- E-Learning packages for Level 1 and Level 2 Safeguarding will form part of the organisation mandatory learning matrix.
- Work will continue to embed safeguarding in all aspects of services contracted and delivered by the organisation.
- Work will continue to ensure that the organisation responds to legislative requirements and best practice approaches to safeguarding.
- The organisation will continue to work with partner agencies to promote the safeguarding adults agenda.

Cheshire and Wirral Partnership- NHS Foundation Trust

Working Together

Cheshire and Wirral Partnership NHS Foundation Trust (CWP), provides a range of health services across Wirral, including mental health services for adults and children, drug and alcohol services.

In supporting partnership working across the local authority, during April 2011- March 2012, CWP was actively involved & represented on the multi-agency groups as detailed in Table 1.

Wirral LSAB	General Manager / Associate Director of Nursing and Therapies (Physical health)
Performance and audit Sub group	Nurse Specialist for Safeguarding Adults
Serious Case Review	Lead Nurse Safeguarding Adults
PPP	Lead Nurse Safeguarding Adults
Learning & Development	Lead Nurse Safeguarding Adults
MCA	Nurse Specialist for Safeguarding Adult

The Trustwide Safeguarding Group is chaired by the Director of Nursing, Therapies and Patient Partnership. The Trustwide Safeguarding Group is responsible for overseeing the Trust's responsibilities to the adult and children safeguarding agenda, monitoring and reviewing action plans, safeguarding training, safeguarding policies and audits. It also reviews the work of its constituent Local Safeguarding Children Boards and Local Safeguarding Adult Boards.

Safeguarding Training

Safeguarding training is mandatory for all staff. There are 2 levels of training delivered in relation to Safeguarding adults, Level 1 for all staff and Level 2 which is for all clinical staff. The safeguarding adult nurses facilitate the delivery of this course. Compliance with this within the Wirral locality was at 31/3/2013 80% action plans are in place to improve this figure.

The Safeguarding Adult Policy has formally introduced the principle of case specific safeguarding adult supervision for complex cases. This is offered on an ad-hoc basis by safeguarding adult nurses to clinical staff. Data is being collated to state how often this had been delivered.

Key Achievements

During the year CWP increased the Nurse Specialist Safeguarding Adult capacity from 2.0 to 2.5 whole time equivalent. This was in response to the increase in number and diversity of services offered by the Trust, and to respond to the needs of staff in offering timely advice and support on safeguarding adult issues.

The Domestic Abuse Safeguarding Practitioner role is to ensure there is effective information sharing between CWP and the Multi Agency Risk Assessment Conference (MARAC), to assist in managing risks posed by domestic abuse to victims including children.

The nurse specialists provide advice and support, safeguarding supervision to clinical staff as well as designing and delivering safeguarding training and ensuring policies and procedures are followed.

The effectiveness of the Trusts' Safeguarding Adult Policy was audited and the key findings were:

- Contact with Social Care was made the same day as the risk was identified in 27/65 (42%) of cases and within 1 day in a further 22% of cases.
- Compliance with recording who made contact with social care, and when, was 82% and 75% respectively.
- There was evidence that the Safeguarding team were being notified of the referral in 82% of cases
- In 8 domestic abuse cases an alert had not been appropriately added to the record
- 19/29 managers who responded had attended the higher level training for managing the Safeguarding process.

The adult safeguarding database was internally reviewed and upgraded to collate and triangulate date information more effectively; the database will go 'live' in July 2013. An internal audit by the Safeguarding Team will be undertaken in 6 months to review its effectiveness.

A Review of the effectiveness of safeguarding training was undertaken; amendments to the current training will take into account the results of this audit and be implemented during 2013/14

The Trust response to the domestic abuse agenda was reviewed and lessons learnt incorporated into the safeguarding training and the safeguarding adults' policy. The specialist nurse for Domestic abuse is also collating data information in to MARAC activity within CWP and outcomes will be monitored via the newly formed MARAC representatives steering group.

The Trust has developed a safeguarding strategy which is in the final stages of consultation and will be launched in the autumn of 2013.

Planned Developments

Review the current safeguarding governance arrangements to support the restructure of the service delivery within the Trust.

Audit the effectiveness of the safeguarding adult database

Audit the impact of e-learning on training uptake

Review and revise the Safeguarding training content

Maintain a minimum of 80% compliance across the Trust and increase to 85% for level 2

Audit the uptake of safeguarding adult supervision.

Cheshire and Wirral Partnership- NHS Foundation Trust

Working in Partnership

Cheshire and Wirral Partnership NHS Foundation Trust (CWP), provides a range of health services across Wirral, including mental health services for adults and children, drug and alcohol services.

In supporting partnership working across the local authority, during April 2013-March 2014, CWP was actively involved & represented on the multi-agency groups as detailed in Table 1.

Wirral SAPB	Associate Director of Nursing and Therapies (Physical health) /
Performance and Audit Sub group	Nurse Specialist for Safeguarding Adults
Serious Case Review	Lead Nurse Safeguarding Adults
PPP	Lead Nurse Safeguarding Adults
Learning & Development	Lead Nurse Safeguarding Adults

Table 1: CWP representation on SAPB Board and sub groups.

The Trustwide Safeguarding group, chaired by the Executive Director of Nursing & Therapies, is a sub-committee of the Quality Committee which reports directly to the Trust Board. The Trustwide Safeguarding Sub-committee is responsible for overseeing the Trust's responsibilities to the adult and children safeguarding agenda, monitoring and reviewing action plans, safeguarding training, safeguarding policies and audits. It also reviews the work of its constituent Local Safeguarding Children Boards and Local Safeguarding Adult Boards.

Each locality has a safeguarding operational group established and is chaired by the General Manager. The Trustwide Safeguarding Sub - committee holds the Safeguarding Operational Groups to account

Safeguarding Training

Safeguarding family training (which encompasses both adults and children safeguarding) is mandatory for all staff. There are 2 levels of training delivered

in relation to Safeguarding family; Level 1 for all staff and Level 2 which is for all clinical staff. The Nurse Specialists for Safeguarding facilitate the delivery of these courses.

Training attendance and compliance is monitored by the Trustwide Safeguarding Sub Committee. The Trust has consistently achieved a compliance rate of above 80% throughout the year, with the year ending with 89%.

CWP Safeguarding Team hosted the Level 3 Honour Based Abuse/ Force Marriage Conference which was a success and well attended.

Key Achievements 1st April 2012 to 31st March 2013

CWP have launched a Safeguarding Strategy for the organisation and this strategy has demonstrated and embedded CWP commitment to the Safeguarding Agenda.

To help to drive this agenda, CWP Director of Nursing, Therapies and Patient Partnerships has Board responsibilities for Safeguarding. CWP has an integrated Safeguarding Department which has a team of Nurse Specialists (adults and/or children) led by the Named/ Head of Safeguarding which supports the organisation and staff in delivering the safeguarding agenda.

The nurse specialists provide advice and support, safeguarding supervision to clinical staff as well as designing and delivering safeguarding training and ensuring policies and procedures are followed. The safeguarding team also attend and on occasions chair multi agency strategy meetings.

All the Nurse Specialists working in Safeguarding are all accredited safeguarding supervisors, with a number either completed or currently undertaking Masters.

The Trust response to the domestic abuse agenda was reviewed and lessons learnt incorporated into the safeguarding training and the safeguarding adults' policy. CWP continue to be actively involved in MARAC and the Domestic Homicide Review Panels.

CWP have actively participated in multi-agency audits and reviews. There continues to be commitment to MAPPA processes from CWP.

The Trust has responded to the Hate MARAC conference meetings as appropriate. The Trust safeguarding team have supported the co-ordination of the information sharing process.

The Trust has had PREVENT trainers trained and the PREVENT training is beginning to be rolled out across the Trust.

Planned Developments for 1st April 2014 – 31st March 2015

- Implement the 'E' learning level 2 Safeguarding Training
- Develop and deliver bespoke safeguarding training

- Maintain the safeguarding training compliance rate above the minimum rate of 80%
- Continue with the safeguarding audit programme

North West Ambulance Service

Working Together

NWAS works across the North West of England and interfaces with a total of 46 Safeguarding Boards. NWAS works in partnership with a wide range of organisations and contributes to a significant number of Adult Reviews and Domestic Homicide Reviews.

Safeguarding Training

- Mandatory training has been updated for corporate staff and for hands on clinical staff and call takers. The uptake of mandatory safeguarding training for both adults and children is high and monitored via a monthly dashboard of compliance by the Trust Commissioner (Blackpool CCG). Staff in the call centres have received additional training as they handle a lot of information relating to safeguarding adults and children.
- Senior Clinicians are accessing multi-agency training when possible and it is hoped that uptake will expand with enhanced Board engagement.

Key Achievements 1st April 2012 to 31st March 2013.

- The Safeguarding Vulnerable Persons Policy and Procedure and the Sudden Unexpected Death of Children Procedure (SUDC) were updated to reflect lessons learned from Serious Case Reviews. The implementation of Safeguarding Procedures is monitored and compliance is reported as a series of Clinical Safety (Quality) Indicators.
- Clinical Safety Indicators (audits) for safeguarding have expanded to include patients with learning disability, mental health problems and domestic abuse for both adults and children and are reported to the Trust Board.
- A Dementia Strategy Group has been working together to; raise awareness of issues for patients with dementia, develop e-learning and improve care. This work will progress into 2013-2014.
- Funding has been secured for a two year Mental Health Project (2013-2015) which aims to develop pathways, develop training and improve outcomes for patients accessing pre-hospital emergency care.
- Funding has also been secured for a project which will address patients who are frequent callers to the Trust. A number of staff have been appointed to this project.
- Mandatory training has been updated for corporate staff and for hands on clinical staff and call takers. The uptake of mandatory safeguarding training for both adults and children is high and monitored via a monthly dashboard of compliance by the Trust Commissioner (Blackpool CCG). Staff in the call centres have received additional training as they handle a lot of information relating to safeguarding adults and children.
- Senior Clinicians are accessing multi-agency training when possible and it is hoped that uptake will expand with enhanced Board engagement.

Planned Developments for 1st April 2013-31st March 2014

- Engagement with all the LSCB's and LSAB's is a challenge for a

regional service and NWS is working on a model of local engagement which will meet the needs of both the Trust and the Boards (23 LSAB's and 23 LSCB's). This development work is progressing through 2013-2014.

- Safeguarding supervision will be implemented utilising the Advanced Paramedic Leadership structure. This will strengthen supervision and will reflect practice arrangements currently in place.
- ERISS is the Electronic Referral Information Sharing System which is a bespoke web-based system being implemented to share safeguarding referral information as well as information for a number of other care pathways (falls and diabetes etc.) The system is secure and provides a number of functions aimed to be helpful for Children and Adult Social Care departments. This system will be introduced for Safeguarding during 2013-2014.

Voluntary and Community Action Wirral (VCAW)

Working Together

VCA Wirral is committed to working in partnership with the voluntary, community, faith, public and private sectors in Wirral and across Merseyside. This year we have strengthened our partnership with Wirral Metropolitan College via a team away day where we discussed the opportunities for joint working. VCA Wirral has also worked closely with various departments within Wirral Council, rolling out awareness of the contract held to deliver infrastructure support to the sector. This area of work has also been strengthened by leading a new infrastructure alliance for Wirral bringing the skills and expertise of Merseyside organisations to Wirral, funded by Big Lottery. New health structures have provided further opportunity for VCA Wirral to work with Wirral Clinical Commissioning Group to support engagement and grant administration for both WCCG and Public Health.

Safeguarding Training

Staff and volunteers have been undertaking safeguarding training and we have also promoted the need for regular training updates to the sector.

Key Achievements 1st April 2012 to 31st March 2013.

- VCA Wirral designed and supported the transition arrangements for LINK to Healthwatch Wirral CIC
- Secured a three year contract with Wirral Council to provide infrastructure support to Wirral's voluntary, community and faith sector
- Distributed over £400,000 of funding to the sector on behalf of public health
- Helped over 250 people to find and access volunteering
- Created an Infrastructure Alliance for Wirral
- Job descriptions within VCA Wirral all refer to use of Wirral's multi-agency safeguarding policy and protocols

Planned Developments for 1st April 2013-31st March 2014

- Further joint working to utilise resources better, for example VCA Wirral will deliver and assess the Level 3 Diploma in Volunteer Management on behalf of Wirral Met College.
- Aligning VCA Wirral's health promotion calendar to Wirral Community Trust to create stronger messages with more impact
- Implement a health and wellbeing policy within VCA Wirral for staff and volunteers, this includes becoming Smokefree
- Conduct skills audit and build "charged for" services around staff competencies
- Hold a Development Day for staff and Trustees to plan for the next financial year and beyond.

NHS Wirral Clinical Commissioning Group (CCG)

Working Together

Commissioners have responsibilities for the commission of high quality health care for all patients within their population. With particular duties to those who are less able to protect themselves. These responsibilities will have continued with the implementation of the health reforms and the establishment of the National Commissioning Board (NCB) and Clinical Commissioning Groups (CCGs).

Within the guidance: Arrangements to secure children's and adults' safeguarding in the new NHS (Sept 2012):

The responsibility for safeguarding now sits with the new National Commissioning Board with a new accountability and assurance framework that aims to:

- Promote Partnerships working to safeguarding children, young people and adults at risk of abuse, at both strategic and operational levels.
- Clarify NHS Roles and responsibilities for safeguarding including in relation to education and training.
- Provide a shared understanding of how the new system will operate and, in particular, how it will be held to account both locally and nationally.
- Ensure professional leadership and expertise is retained in the NHS, including the continuing key role of designated and named professionals for safeguarding children.
- Outline a series of principles and ways of working that are equally applicable to the safeguarding of children and young people and of adults in vulnerable situations, recognising that safeguarding is everybody's business.

Although the framework focuses on the statutory requirements to safeguard children, the same key principles will apply in relation to arrangements to safeguard adults.

Safeguarding Training

Safeguarding Children and Adults Training guidance pack introduced for GP Practices.

Key Achievements 1st April 2012 to 31st March 2013.

Wirral Clinical Commissioning Group (WCCG) has introduced the role of Designated Nurse for Safeguarding Adults.

A policy of safeguarding supervision is now in place for all safeguarding practitioners in our provider organisations.

The introduction and monitoring of safeguarding frameworks, in all our main provider contracts

Planned Developments for 1st April 2013-31st March 2014

The appointment by WCCG of a designated doctor for safeguarding adults

The co-ordination of our main providers' commitment to the multi-agency safeguarding hub (MASH)

The introduction and monitoring of safeguarding frameworks in all other provider contracts with whom WCCG commission services

Local Involvement Network (LINK)

Working Together

LINK, an independent organisation working in partnership with local & national bodies, works with members of the public/ community to represent their views to commissioners of local health /social care services, independent regulators & service providers.

Main partners: DASS (Contracts & Safeguarding Teams); Wirral University Teaching Hospital NHS Foundation Trust; NHS Wirral; Clatterbridge Cancer Centre ; Cheshire & Wirral Partnership; Merseyside Fire & Rescue; Older Peoples Parliament; Wirral Multicultural Organisation; Health & Well Being Board; Overview and Scrutiny Committee; Care Quality Commission & regional LINKs.

Safeguarding Training

Ongoing training for Enter and View volunteers by way of informal talks and discussions has continued during the year.

Conflict Resolution Training with C&WPT.

Key Achievements 1st April 2012 to 31st March 2013.

SAPB Members Self Assessment

Involved in self evaluation process, resulting in an action plan.

Misconceptions of the Liverpool Care Pathway

In response to general concern about the Liverpool Care Pathway, LINK organised an event with keynote speakers to explain the Liverpool Care Pathway. Attended by over 100 people, it was a lively and thought-provoking event. Following a later public consultation, the government announced that the care pathway is to be phased out

Response to the Francis Report

A LINK Task and Finish Group discussed the Francis Report in response to a request from the OSC. The conclusion was that Wirral had a different relationship to that of Stafford LINK, as Wirral LINK felt that it could be a confident “critical friend” due to the history of co-operation from statutory partners if recommendations were made.

Discharge Survey

LINK carried out a survey to monitor how well the improvements made by WUTH to their discharge process had corrected problems revealed by previous surveys, one by the Older People’s Parliament who also helped to devise the survey. A 22% response rate was achieved from the 600 questionnaires sent out to a random 10% sample of all patients discharged over a 6 month period, before December 2012. All anonymous responses, were returned to LINK, analysed and results published in March 2013. There

were no obvious safeguarding issues raised. However, there were 3 conclusions and recommendations; that after-hours provision of discharge coordination support should be reviewed to match the urgent after-hours patient discharge; that there should be a reduction in the waiting time for medication in the discharge lounge and consideration should be given to increased storage for medication on wards in order to facilitate ordering in good time. Kaizen [continuous improvement] development in discharge planning should be extended, particularly in wards most affected by discharge planning issues and to cover urgent after-hours discharges.

Enter and View [April 2012 – Feb 2013]

In accordance with The Local Government and Public Involvement in Health Act 2007, LINK has the power to enter and view care services by NHS Trusts, NHS Foundation Trust including all state fund Health and Social Care, Primary Care Trusts, Local Authorities, Primary Medical Services [GP Commissioning Groups from April 2013], Primary Dental Services, Primary Ophthalmic Services, Pharmaceutical Services and bodies or institutions which are contracted by local authorities to NHS Trusts, PCTs or Strategic Health Authorities to provide care services.

The Enter & View reports are in the public domain for the 38 residential & nursing homes, 19 hospital wards and clinics visited during the period 9.3.11 to 7.2.13. In February 2013, there were a further 11 care homes identified to be visited, as well as 3 hospital departments, all of which [and more] will be visited when Healthwatch Wirral resumes this programme.

All Enter & View Check lists and published reports now include the following:
"Enter and View visits are conducted in a way that works in accordance with Wirral Safeguarding Adults Partnership Board's principles and procedures. Information will be shared accordingly in order to safeguard adults at risk on Wirral and promote quality of local services."

Concerns, when raised, have been addressed by LINK researching and evidencing the need for Enter & View activity. LINK has also exercised its right to receive a FOI response within 20 working days from statutory services.

Planned Developments for 1st April 2013-31st March 2014

- Training programme for 19 Enter and View recruited volunteers.
- Resumption of Enter and View Programme, in line with Healthwatch guidelines.
- Maintenance of Self Assessment Action Plan
- Recommendations from Discharge Review [WUTH] will be followed up.

After the transition from LINK to HealthWatch, Safeguarding will retain a high profile by including safeguarding as an agenda item for Enter & View group meetings, visits and in all contacts with the public.

Healthwatch Wirral Community Interest Company

Working in Partnership

Healthwatch Wirral CIC (HW) welcomes the opportunity contributes to the Agency Reports. We have had good volunteer representation over the past 12 months and HW recognises, and understands, the role of all partners on the Partnership Board.

HW is a new partner in this process and have a strengthened remit to gather and share the views of members of the public. Complaints Advocacy Support is also a fundamental part of HW and monitoring from this has informed HW's work plan by the identification of trends.

As a new partner, it is key that all referral, and referring, agencies recognise HW so that issues are not held up.

HW will provide staff, and volunteer, representation at:

- Partnership Board
- Case Review Panel
- Communications Group

Safeguarding Training

HW's remit for Enter & View (E&V) is being strengthened so that Authorised Representatives, entering premises, are equipped to recognise potential safeguarding incidents. More importantly, HW Authorised Representatives will know exactly what processes to follow. Staff will know how to refer and be recognised as a partner within the process.

The recruitment of volunteers for E&V is robust. Training around E&V is provided and then an interview process will take place. Although all of the volunteers who pass the interview process will be eligible to conduct the E&V activity, they will only be an "Authorised Representative" during the specific visit undertaken. All of the eligible Authorised Representatives will undertake a DBS.

HW would be keen to undertake any new training available

Key Achievements 1st April 2013 to 31st March 2014.

HW were included in the discussions about the re-establishment and structure of the Executive Committee.

Planned Developments for 1st April 2014-31st March 2015

To work to the business plan produced by Safeguarding Partnership Board
Identify a volunteer to attend the Communications Sub-group.

It is the intention of HW to develop a better understanding of Safeguarding processes and to input into the policy reviews.

Recent meetings have highlighted that HW must firm up structures and understanding around safeguarding processes. We will ensure staff and volunteers understand what safeguarding is and that there is an understanding of the safeguarding referral process and to whom they should refer for advice.

We will continue our Enter and View activity which will be overseen by a Quality Assurance panel and will work closely with colleagues in both health and social care agencies to ensure that vulnerable adults are safe.

Meet with the Safeguarding Programme Manager, and other partners to keep up to date and develop a better understanding of safeguarding, by sharing and gathering information.