



*Wirral
Safeguarding Adults
Partnership Board*

*Annual Report
2016- 2017*



**WIRRAL
SAFEGUARDING ADULTS
PARTNERSHIP BOARD**

Foreword by the Interim Chair of the Board



Lorna Quigley

Wirral Clinical Commissioning Group

Welcome to the last annual report of the Wirral Safeguarding Adults Partnership Board. As we move into a new era of collaboration between Adult Safeguarding Boards on Merseyside I would like to thank everyone involved in the Wirral board since its inception for their valuable contribution towards reducing the risks faced by many adults in our community.

I would also like to take this opportunity to thank our former Independent Chair Bernard Walker for his work with the board during his 3 year tenure and wish him well for the future.

This report summarises the work of the board over the period 1st April 2016 — 31st March 2017 and provides statistical information in relation to the occurrences, responses and outcomes of Safeguarding Adult concerns on the Wirral.

A significant amount of work also took place during this time period towards establishing the Merseyside Safeguarding Adults Board (CSAB), which is responsible for the local authority areas and partners within Knowsley, Liverpool, Sefton and Wirral.

The new board will endeavour to gain a better understanding of the challenges and risks facing adults with care and support needs in Merseyside, whilst also ensuring timely responses to local issues. The ability to share good practice and learn from each other, especially those experiencing abuse or neglect, is a key driver for the new board.

Lorna Quigley



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Working Together Locally

The Wirral Safeguarding Adults Partnership Board (SAPB) was a multi-agency partnership that led the development of safeguarding adults work in Wirral.

The Main purpose of the Board was to safeguard adults, aged 18 and over with care & support needs who are experiencing, or may be at risk of experiencing, abuse and / or neglect and are unable to protect themselves.

The Wirral Safeguarding Adults Partnership Board sought assurances that adults with care and support needs in Wirral were able to live free from the fear of abuse, neglect, harm and exploitation.

The Board was committed to developing a culture of positive learning and best practice across agencies and promoting engagement with the wider communities of Wirral.

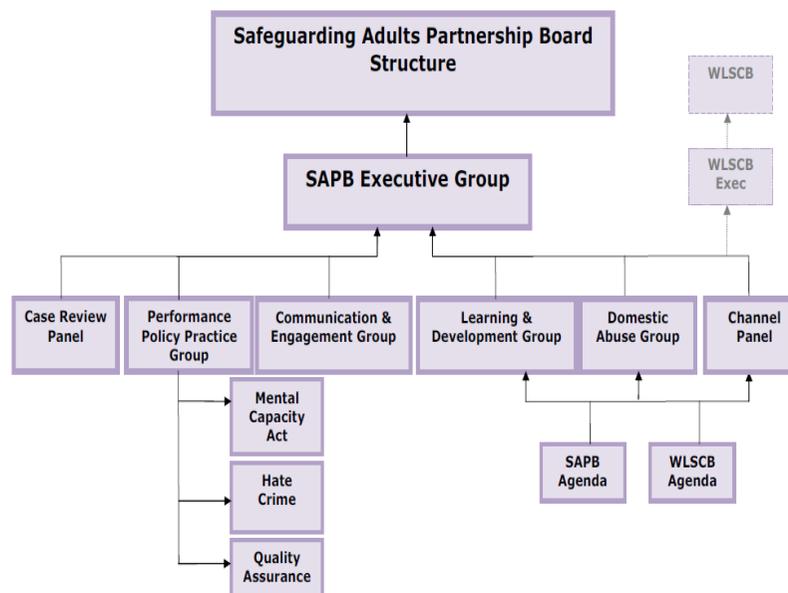
Through the work of its sub groups the Board sought to ensure adults were supported to exercise their rights; to live as independently as possible, and to receive access to appropriate information, care and support, protection and justice.

The Wirral Safeguarding Adults Partnership board benefitted from the membership of a wide range of partners including representation from the main statutory agencies including Health Organisations, the Police, Housing and the Independent and Voluntary Sector, Probation and the Fire service.

Structure and Governance

The Wirral Safeguarding Adults Partnership Board had a strategic role in determining policy and co-ordinating activity between organisations. The Board was chaired by an independent person until June 2016 and after this date by a board partner to support the transition to the new arrangements detailed later in this report. The board was also supported by the Safeguarding Adults Partnership Board team within the Department of Adult Social Services and operated within a clear governance structure.

Safeguarding Adults Partnership Board Final Structure 2016



SAPB Sub groups

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

The subgroups were:

- ◆ Case Review group
- ◆ Performance, Policy and Practice
- ◆ Communications and Engagement
- ◆ Learning and development
- ◆ Domestic Abuse
- ◆ Prevent / Channel Panel

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

Case Review sub group

This multi-agency group met regularly and lead on the reviewing of potential serious and critical safeguarding incidents that 'may' meet the criteria for a SAR (Safeguarding Adults Review). It was also responsible for ensuring a programme of work took place to embed the learning from such cases locally and nationally and to monitor the completion of actions and recommendations by individual agencies.

Performance, Policy & Practice sub group

This group was responsible for a number of areas of work including the development of a Quality Assurance &

Performance Framework for the Board alongside developing multi-agency safeguarding policies and procedures. It met regularly to consider performance in relation to safeguarding activity on the Wirral.

Communications and Engagement

This group was 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. It was also responsible for developing ways in which the voices of users of services were heard within the work of the board.

Domestic Abuse

This group was a joint group working across both the Adult's and Children's Safeguarding Boards. It was tasked with understanding the issues surrounding Domestic Abuse on the Wirral and developing multi-agency pathways to improve responses to Domestic Abuse issues.

Learning and Development

The Learning and Development group worked across both the Adult's and Children's Safeguarding Boards to support improved knowledge and practice of professionals across the partnership.

Prevent & Channel Panel

Under the Counter Terrorism and Security Act 2015 Local Authorities have a duty to have 'due regard to the need to prevent people from being drawn into terrorism'. They are also obliged to establish and chair 'Channel Panels'. These are multi-agency bodies required to consider how to support referred individuals away from radicalised activity, that may result in them becoming directly involved in terrorism, or supporting terrorism. The Prevent strategy is part of the Government's CONTEST counter-terrorist strategy. It has three specific strategic objectives, to:

- ◆ respond to the ideological challenge of terrorism and the threat we face from those who promote it;
- ◆ prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; and
- ◆ work with sectors and institutions where there are risks of radicalisation that we need to address.

To this end the Safeguarding Adults Board established a Prevent sub-committee and a multi-agency Channel Panel. Channel is a proven multi-agency safeguarding approach to protecting vulnerable people by:

- ◆ identifying individuals at risk;
- ◆ assessing the nature and extent of that risk; and
- ◆ developing the most appropriate support plan for the individuals concerned.

Allegations Management

(Adult Local Authority Designated Officer)

In previous years the Board has reported on the numbers and types of allegations made against those who are in a position of trust in relation to adults at risk. Due to the changes in legislation detailed below this data is not available for the period this report covers.

The Guidance to the Care Act 2015 originally required local authorities to appoint a Designated Adult Safeguarding Manager (DASM) to oversee allegations made against professionals and volunteers working with adults who may be at risk. As a consequence of changes in legislation in 2015 the requirement to sustain this role was withdrawn. Consequently the requirement to monitor and record such incidents has ceased. Policy and procedures are being adopted to ensure appropriate measures are taken to effectively manage such cases. To ensure lawful and proportionate information sharing through referring to professional bodies such as the Disclosure and Barring Service where appropriate. The safeguarding business team are to contribute to the formulation of a North West Policy on behalf of the Association of Directors of Adult Social Care (ADASS).

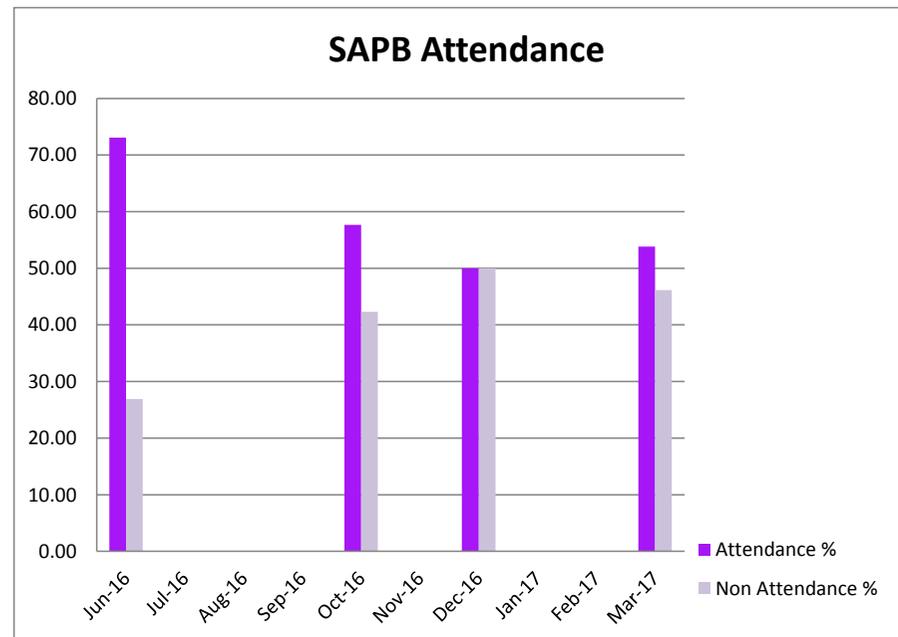
SAPB Partnership Team

The Safeguarding Adults Partnership Board team were located in the Council's Department of Adult Social Services and carried out work on behalf of the Board.

This included:

- ◆ Managing the functions of the Partnership Board ensuring it met its requirements under the Care Act 2014;
- ◆ Supporting the chair of the Board and the chairs of its sub groups;
- ◆ Providing advice in relation to allegations against those working with Adults at Risk;
- ◆ Offering advice to those coordinating multi-agency responses to abuse and harm in care home settings and other institutions and in domestic settings where paid staff were 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;
- ◆ Developing and monitoring the implementation of multi-agency policies and procedures; and
- ◆ Development and maintenance of the Board website.

SAPB Attendance



Attendance at Board meetings over the year remained consistent with the previous year with a general attendance rate of between 50-60% of core members. All meetings were quorate and the commitment of the partnership remained strong within the sub groups to the board. Wirral benefitted from a broad range of agency participation on the Board and its sub groups at a time of austerity.

SAPB Attendance

Case Reviews

During this time period one Safeguarding Adults Review (SAR) was started and will be completed in the Autumn of 2017. The outcomes of this SAR will be published via the Merseyside Safeguarding Adults Board website. Several other cases were also considered at the Multi-agency Case Review Group of the Board and whilst they did not progress to full reviews use was made of individual agency Root Cause Analyses and reports to identify learning that could be shared across partners.

Key Achievements

- ◆ The Communications and Engagement sub group, together with the Wirral Safeguarding Children Board (WSCB) established a joint website for both the public and professionals to access training courses, policies and procedures, as well as current safeguarding information;
- ◆ During 2016 the Performance, Policy and Practice sub group continued the development of the multi-agency performance dashboard;
- ◆ Throughout the reporting period the safeguarding team provided a continuous programme of Workshops to Raise Awareness of Prevent (WRAP) to schools and colleges, as well as social work teams and multi-agency audiences. Following a successful bid to the Home

Office Wirral was awarded a grant of £10k. This was used to commission performances of the acclaimed theatre workshop production entitled, 'One Extreme to the Other', to community groups and schools across Wirral. The lead by the safeguarding team in providing Prevent training and guidance has been formally recognised by the North West Counter Terrorism Unit and the Merseyside Police Prevent Team;

- ◆ Work with John Moores University, looking at self neglect and current practices on the Wirral, continued during this year and involved practitioners from 20+ agencies. The outcomes from stage 1 of the action research were disseminated across the partnership, including a presentation to the Board, and stage 2 has begun with the formation of Task & Finish groups to develop local policy and practice;
- ◆ Three new Safeguarding Adults Training programmes were developed and rolled out in this year and a multi-agency training needs analysis was developed with the Wirral Safeguarding Children Board and distributed across a wide range of agencies. The results from this will be used to inform multiagency training programmes moving forward;
- ◆ The Board continued to fund and provide free access for all partners to a comprehensive e-learning package via the Virtual College platform; and
- ◆ The Wirral Safeguarding Adults Board Partnership Team were instrumental in the development and formation of the new combined board and will host the business unit for the Merseyside Safeguarding Adults Board moving forward.

New Arrangements

During 2016 discussions took place in relation to the development of a combined Safeguarding Adults Board on a Liverpool City Region footprint. Consultation took place with all existing boards and their constituent members across Merseyside with Knowsley, Liverpool, Sefton and Wirral agreeing to move forward with the proposal. On the 1st April 2017 a Merseyside Safeguarding Adults Board was established and therefore replaced existing Safeguarding Adults Boards.

A business unit, hosted by Wirral Local Authority was established and Independent Chair, Sue Redmond, was appointed.

It is anticipated that the new arrangements will bring about a unique opportunity to learn and develop best practice across a wider geographical footprint.



Safeguarding is everybody's business

During 2017-2018 the new Merseyside Safeguarding Adults Board will operate under the following structure;



The Board, following a number of development days, has agreed the following four areas of focus for its 1st year ;

- ◆ How safe are we now ? (Quality Assurance & baseline data)
- ◆ The Voice of the Service User
- ◆ Care Home Quality
- ◆ Mental Health

Wirral Safeguarding Adults Data 2016—2017

This report aims to provide details of Safeguarding Adults activity on the Wirral, as recorded on the Adult Social Care database (unless otherwise stated) from the 1st April 2016 to the 31st March 2017. Where appropriate, comparisons have been drawn with previous quarters and to the recorded outturns for national data gathering exercises. The effect of the Safeguarding aspects of the Care Act may make comparison to earlier years difficult in some areas.



Total Concerns Per Quarter:

Quarter 1 - 1144

Quarter 2 - 1364

Quarter 3 - 1336

Quarter 4 - 1447

Total Concerns to date = 5291



Summary

At the year end there were an average of 440.92 Safeguarding Concerns per month. Of these, 1688 were deemed to have met the threshold criteria for progression to a new Safeguarding Enquiry. This is a monthly average of 140.67 and is a slight increase from 136 enquiries progressing per month in the previous year.

97.87% of enquiries for the year had been completed by the report date. This compares to 86.99% in the previous year.

In 2016 –2017 the average length of an enquiry was 28.99 days



Total Concerns Progressing to a NEW Enquiry:

Quarter 1 – 403

Quarter 2 - 436

Quarter 3 - 445

Quarter 4 - 404

Total Concerns progressing to date= 1688

Safeguarding Adult Concerns



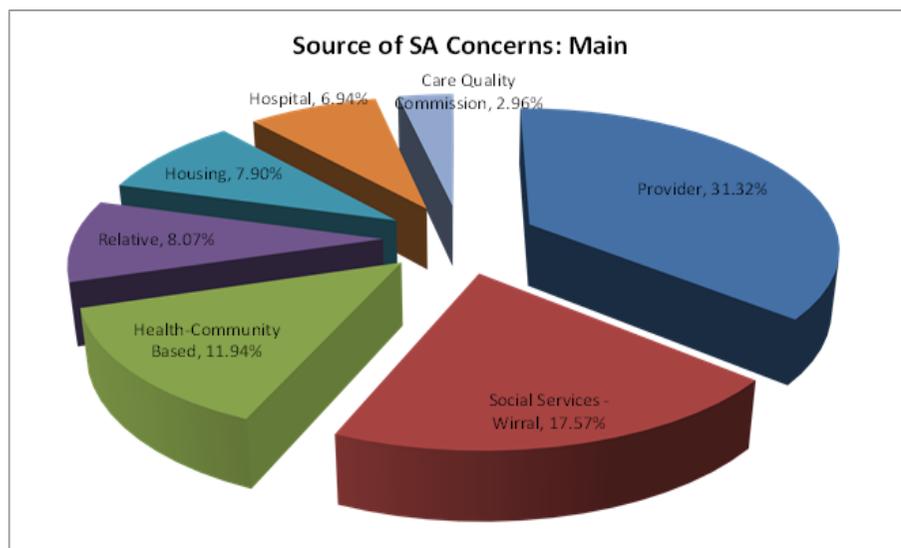
Summary

This chart provides details of the main sources from where concerns have been expressed. This equates to 86.7% of the total.

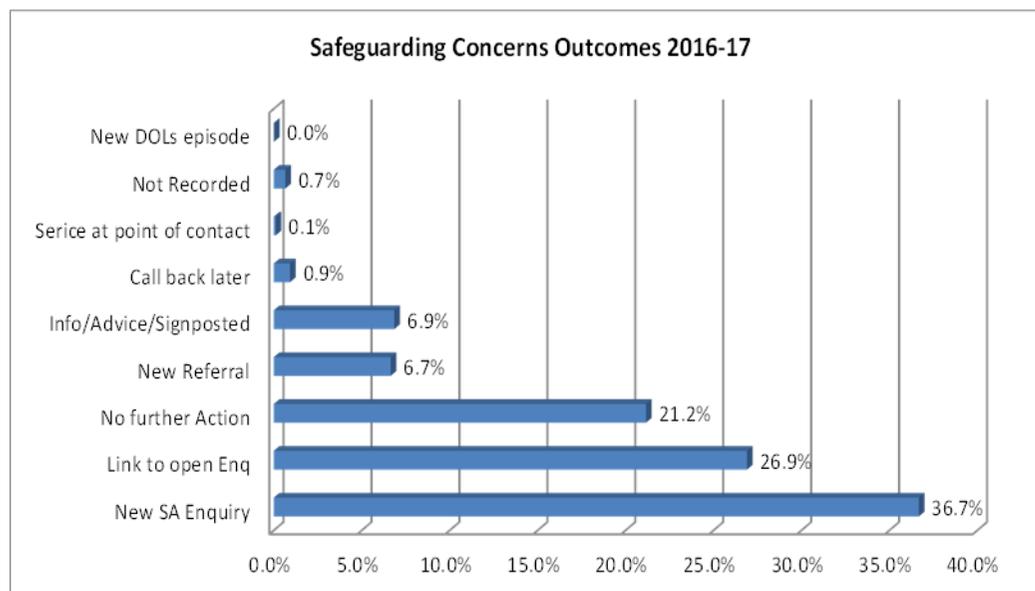
The remaining “other” group, not included in the chart opposite, equating to 13.3%, came from a variety of sources including Police and Self.

More than half of Safeguarding concerns (67.8%) were sourced through Health agencies, Care providers and their staff. The figure has fallen from 79% in the previous year. This may be due to the greater emphasis given to the provision of social care in people’s own homes.

The concerns reported as coming from an “Other” group have stayed broadly constant, through the year, with one of the most substantial components of the group being the Police making up 27% of the group.



Safeguarding Concern Outcomes



Summary

The concerns included here are those that have been **concluded**; they may **not** match those opened in the year.

In 2016-17 a total of **1750** SA Concerns were adjudged to be deserving of a Safeguarding Enquiry under the specifications of the Care Act.

The leap, from the previous year, in SA Concerns leading to new SA Enquiry is expected and will be attributable to the effects of the implementation of the Care Act on both the operation of procedures and the recording of those practices.

Safeguarding Enquiries by Primary Support Reason (PSR)

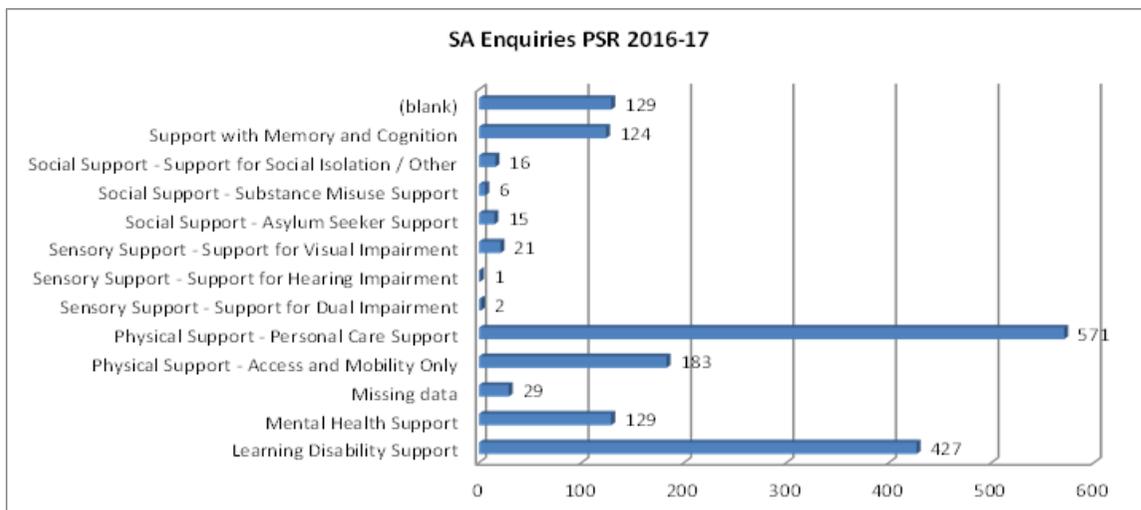


Summary: Demographics

With regard to the primary support reason for those victim to Safeguarding incidents leading to enquiries, the featured chart represents the following percentages (Major groupings only).

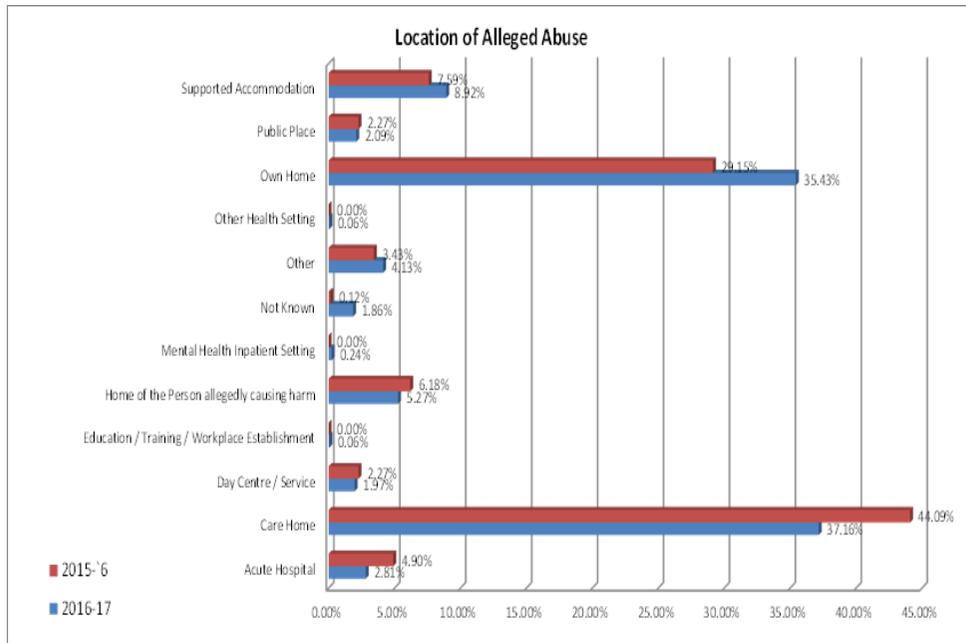
- Physical Support (personal care)34.5%
- Learning Disability support 25.8%
- Physical Support—Access & Mobility 11.1%
- Mental Health Support 7.8%
- Support with memory 7.5%
- Other (non major grouping) 5.5%

In 7.8% of completed enquiries the PSR was not recorded



Please note: Reports for previous years reported the Service User category, rather than PSR, so no meaningful comparison may be made.

Location of Alleged Abuse



Summary

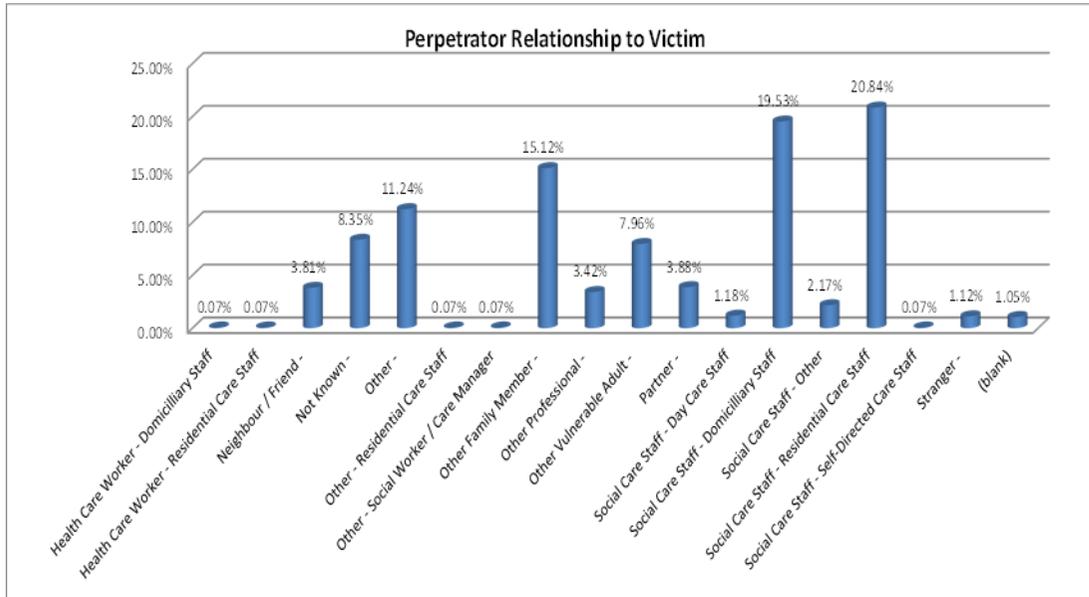
In the year 2016-17 there was a 10.7% increase in the completed Enquiries that had recorded Types of Abuse.

The respective outcome for each type of abuse is shown on the chart and it may be seen that the two largest types of abuse are unchanged, and remaining as Neglect and Institutional Abuse.

The table also features a decline in the number of recorded cases of Psychological abuse, and a welcome fall in the number of cases wherein the type of abuse is “Other/ Not recorded”. This is a consequence of an increased focus on practice standards and recording.



Perpetrator Relationship to Victim



Summary

As in the previous quarter and year, care staff were the highest percentage of alleged perpetrators at 43.7%.

Other family members were the next highest percentage at 15.12% down from 16%.

Alleged Perpetrators, who are the Victim's main carer, have increased in proportion from 17% to 22%. This is a discrete and spate group for the purpose of the calculation

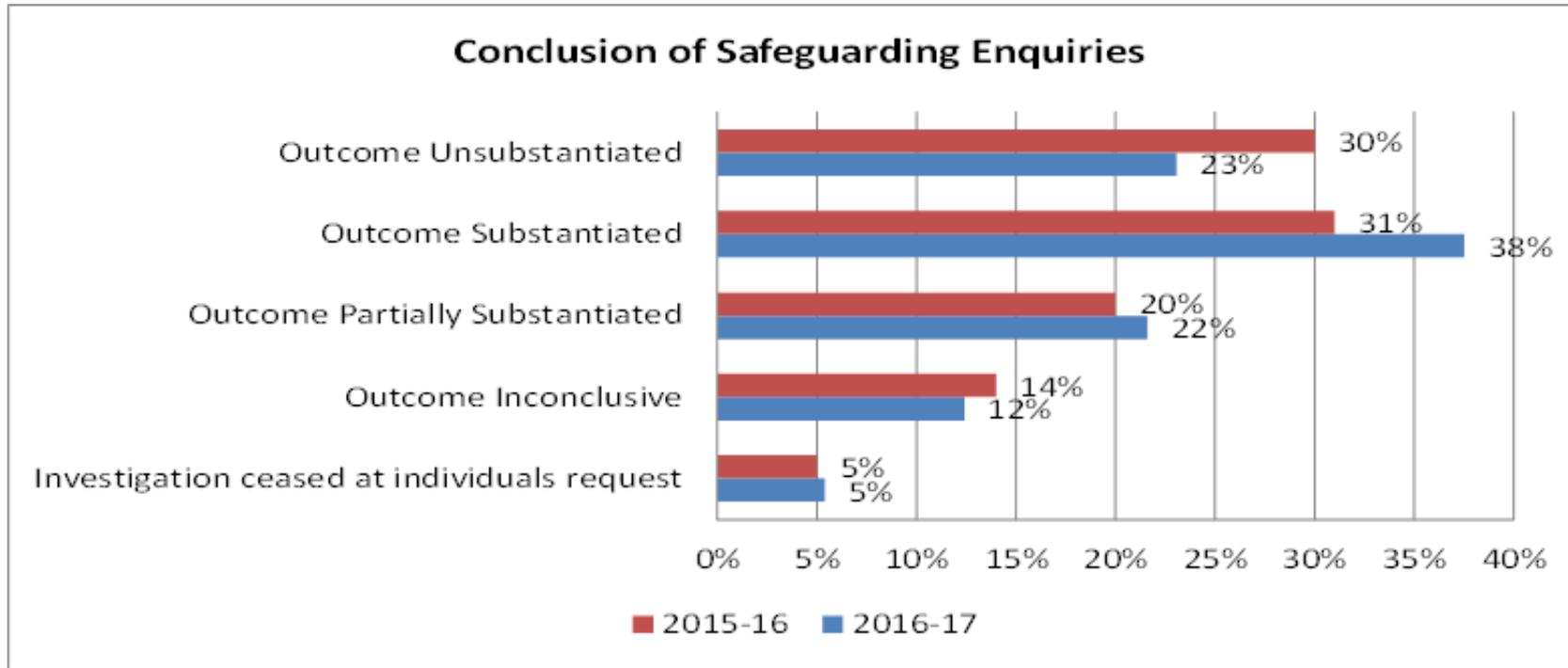
The percentage of alleged perpetrators known to the victim has grown since the previous year and now stands at 85%.

85% of Alleged Perpetrators are known to the victim

22% of Alleged Perpetrators are the victim's Main Carer



Conclusion of Safeguarding Enquiries



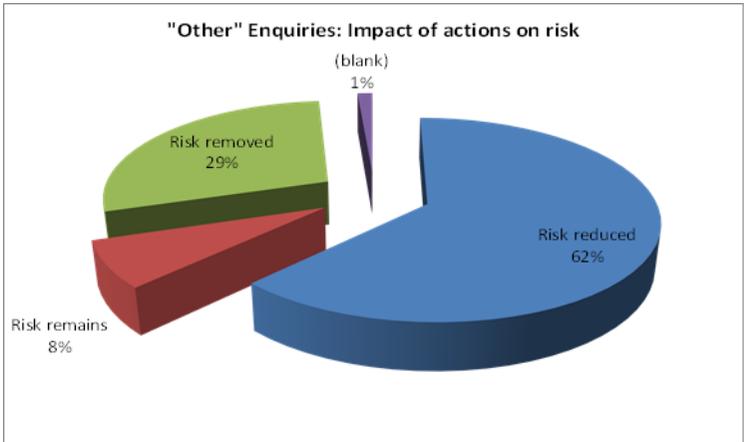
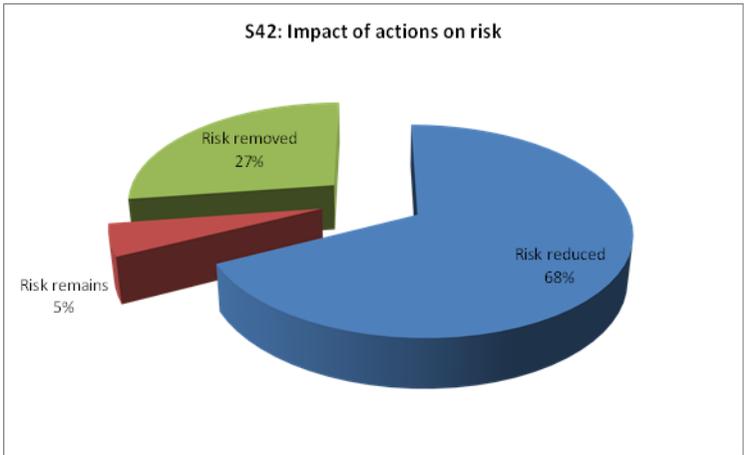
Summary

It can be seen from the first chart on this page that in 2016-17 there was both a reduction in the percentage of concluded enquiries whose outcome was unsubstantiated and a corresponding rise in those that were substantiated.

Impact of actions on risk



86% of concluded referrals result in actions being taken to manage risks



Summary

The percentage of people using services whose Safeguarding Enquiry has resulted in actions taken to manage the risk, has risen to 86% from 83% in the previous year.

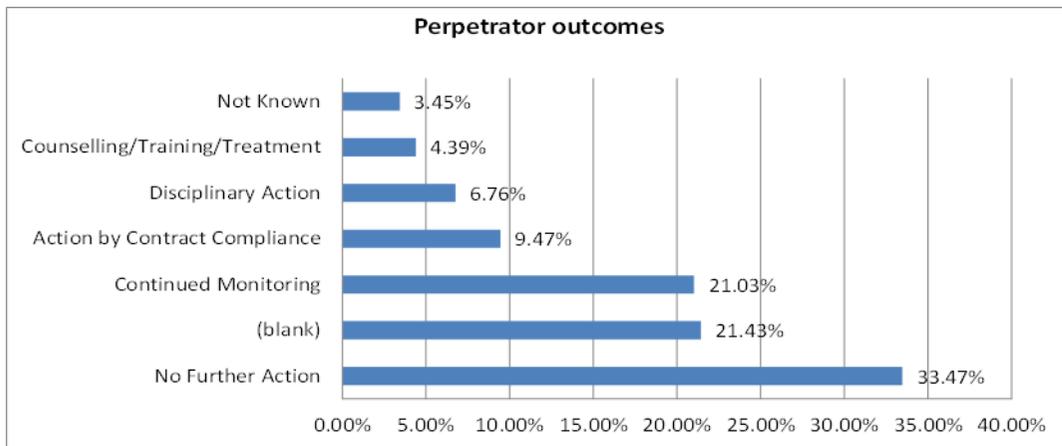
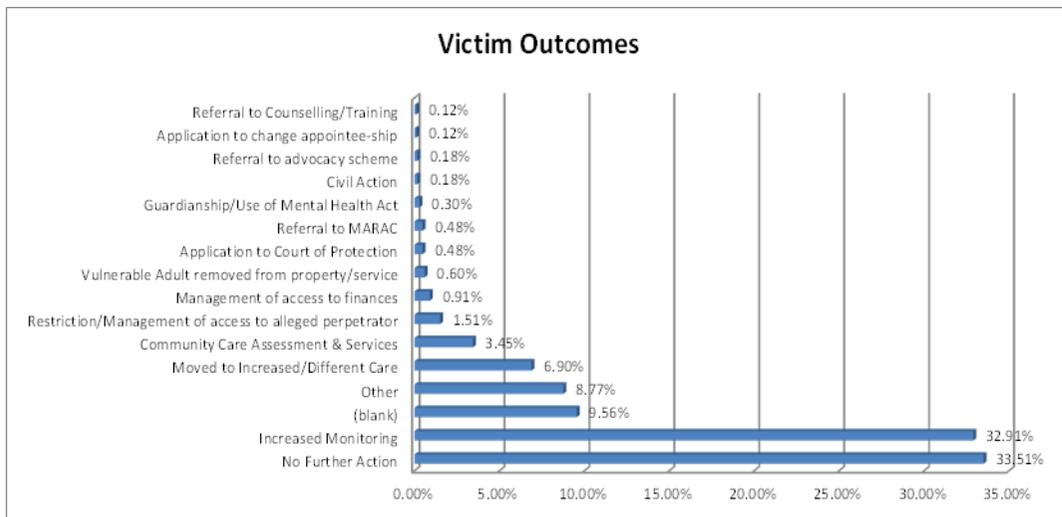
The impact of actions on risks translates into the following percentages where actions were taken (the percentages for 2015-16 appear in brackets), the remainder either resulted in inconclusive risk assessments, or had no risk identified:

- Risk reduced 68% (62%)
- Risk removed 27% (29%)
- Risk remains 5% (9%)

At the year end the 5% remaining subject to identified risk in spite of action taken represents 67 people. In the previous year 8.9% of people had remaining risks, equating to 106 people.

There is little variance on previous years.

Victim Outcomes



Summary

The outcomes detailed on the two adjacent tables are those recorded by a professional as outcomes from safeguarding enquiries. They are broken down to those relating to the victim and those relating to the perpetrator.

Most Victim outcomes (2016-17) are represented by the following percentages ; 2015-16 outcomes are shown in brackets for comparison:

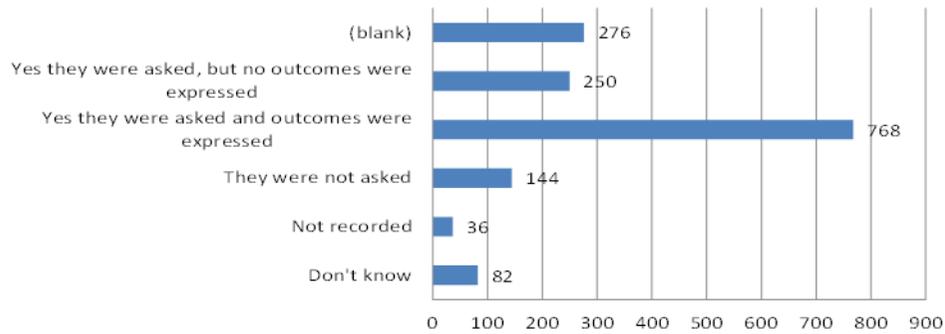
- No Further Action 33.5% (24.9%)
- Increased Monitoring 32.9% (45.6%)
- Increased/Different care 6.9% (6.6%)
- Community Care 3.7% (3.5%)
- Other 8.7% (8.9%)

More frequently selected outcomes for Perpetrators are represented by the percentages shown in chart 2. It shows both a greater proportion resulting in NFA than in the previous year(22.7% to 33.5%) and 21.4% of outcomes not complete, and therefore blank. There needs to be a greater understanding of recording in this area.

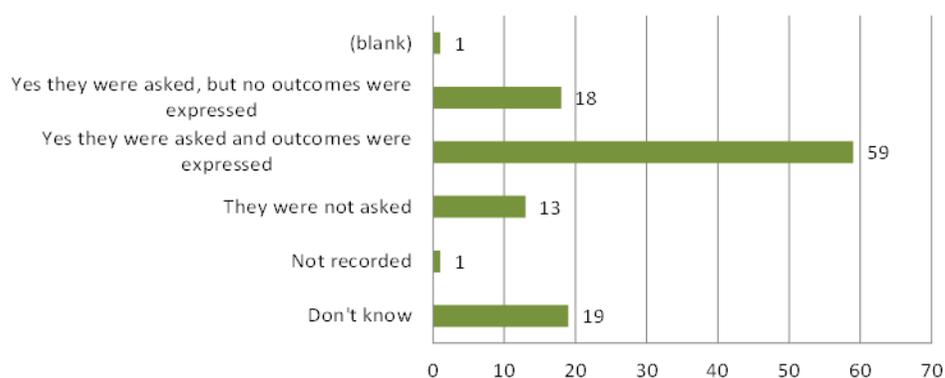
Making Safeguarding Personal



S42 Enquiries: were people asked about preferred outcomes



"Other" Enquiries: were people asked about preferred outcomes

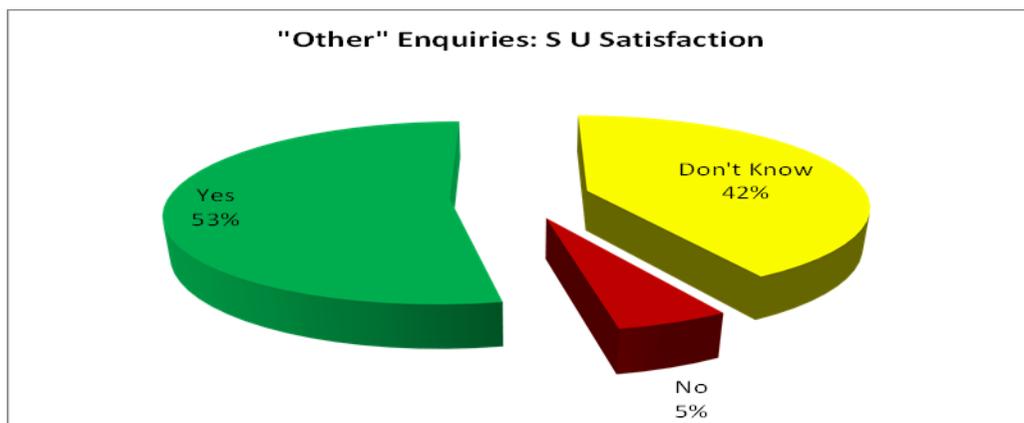
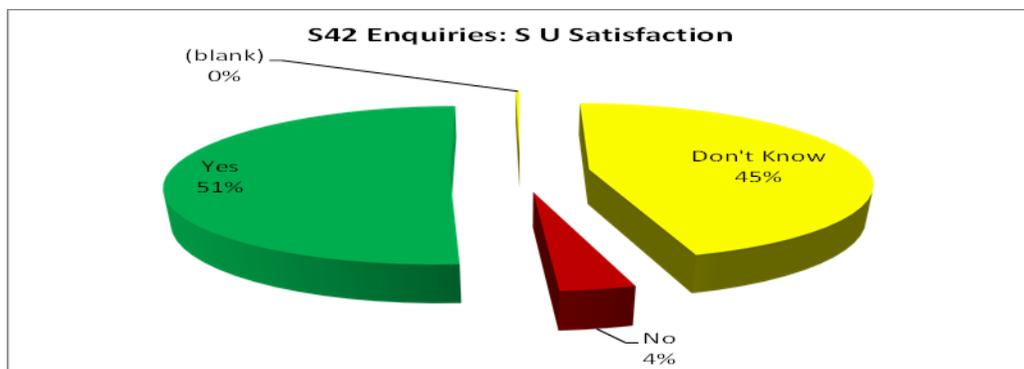


Summary

In the year there were 1556 completed Section 42 Enquiries. A further 111 people were subject to "Other" Enquiries. Of those subject to S42 Enquiries, 49.4% had expressed a view about preferred outcomes; with those experiencing "Other" Enquiries 53.2% had expressed a preferred outcome.

It may therefore be concluded that in both instances almost half of the people who had experienced safeguarding incidents did not convey a preferred outcome. This may have had an impact on the individual's satisfaction ratings on the following page.

Making Safeguarding Personal

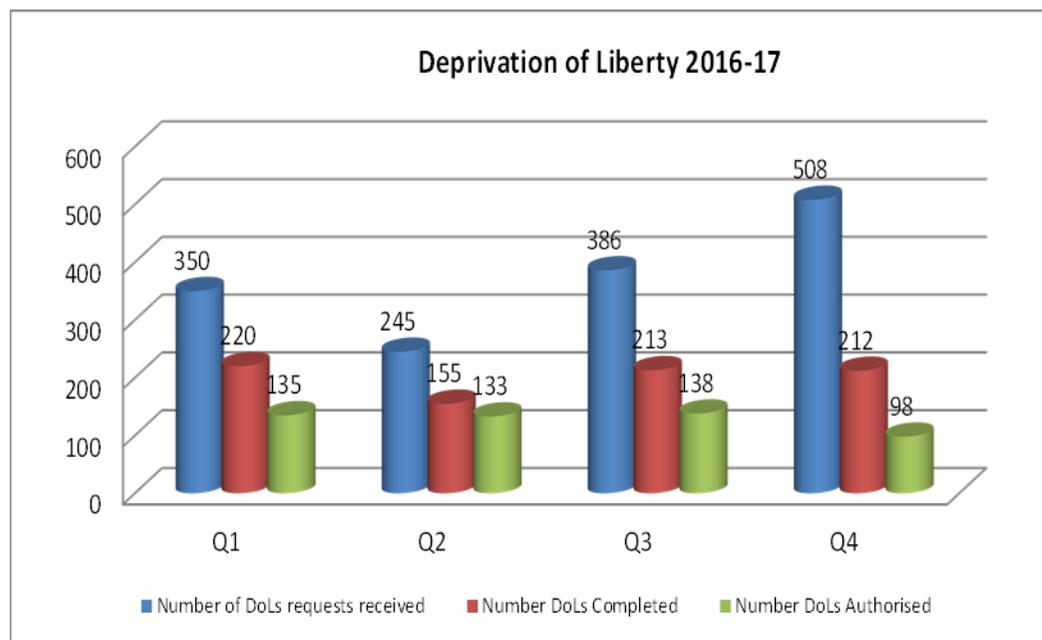


Summary

51% of completed Section 42 Enquiries in the year resulted in a Satisfactory outcome for the Service User, whereas 53% of "Other" Enquiries had a similar outcome. This compares to the 45% of Enquiries in 2015-16 that had a Satisfactory outcome. This is a slight improvement on the previous year.

The percentage expressing dissatisfaction with their outcome have been identified as representing 4% of those experiencing S42 Enquiries and 5% of those experiencing "Other" Enquiries. This compares to a dissatisfaction rating of 5% in the previous year.

Deprivation of Liberty Safeguards



Summary

Across the year 53.75% of the 1489 DoLS referrals received were completed. This breaks down as following:

	Completed	Authorised
Q1	62.85%	61.36%
Q2	63.26%	85.81%
Q3	55.18%	64.79%
Q4	41.73%	46.23%

Overall, 63% of those completed were authorised, which is 33.85% of those received. Please note that the authorised percentage is a proportion of the completed DoLS requests.

There has been action taken to address performance in this area acknowledging that demand remains high. The team administering DoLS use the ADASS prioritisation tool to support their work.

Police Data 1st April 2016—31st March 2017



Summary

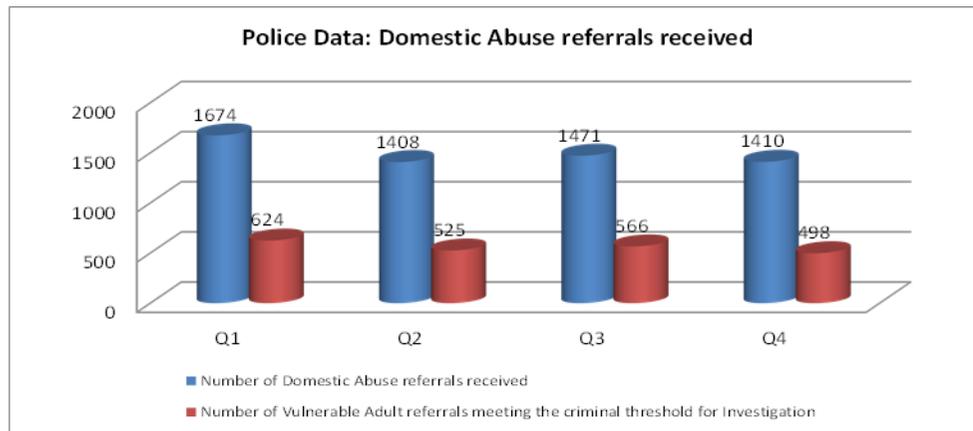
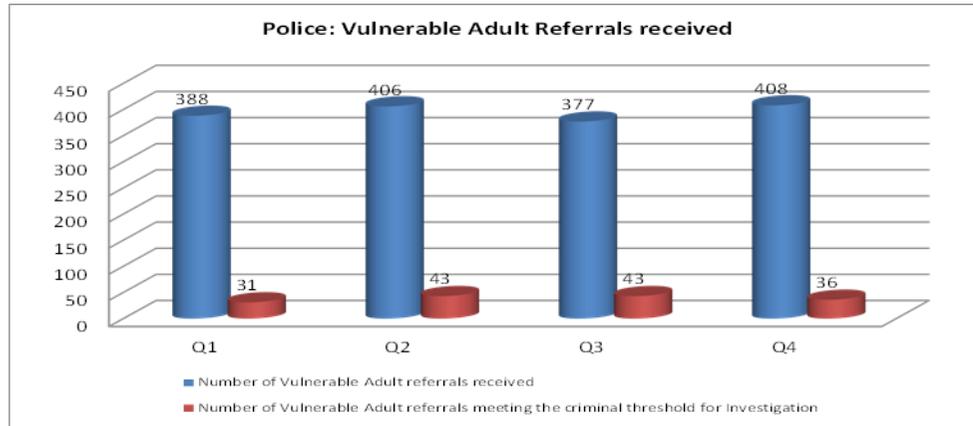
Across the year 9.7% of **Vulnerable Adult referrals** were deemed to have met the criminal investigation thresholds, across the following range:

Q1	9.17%
Q2	10.60%
Q3	11.40%
Q4	8.82%

Across the year **37.11%** of **Domestic Abuse referrals** met the criminal threshold for investigation, across the following range

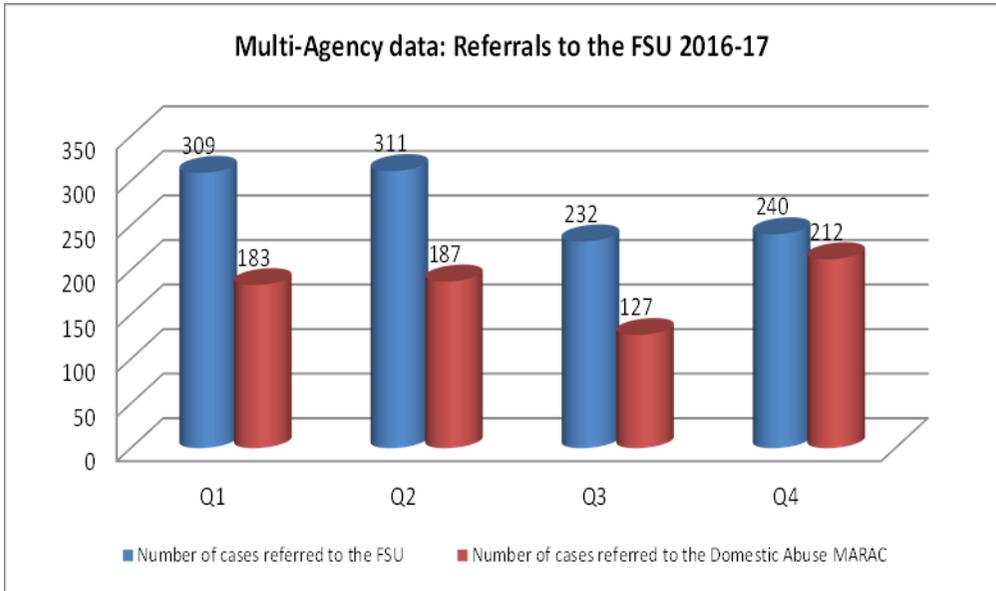
Q1	37.30%
Q2	37.30%
Q3	38.50%
Q4	35.30%

This is an increase from 27.55% in the previous year.



Family Safety Unit Data 1st April 2016—
31st March 2017

In 2015-2016 73.3% of FSU cases were progressed to MARAC for multi-agency review, action and oversight. In 2016-17 Q1 this was 59.2%, and by Q4 this had risen to 88.3% of reported referrals. Across the year this is 64.9% of FSU referrals.



Hate Crime Data

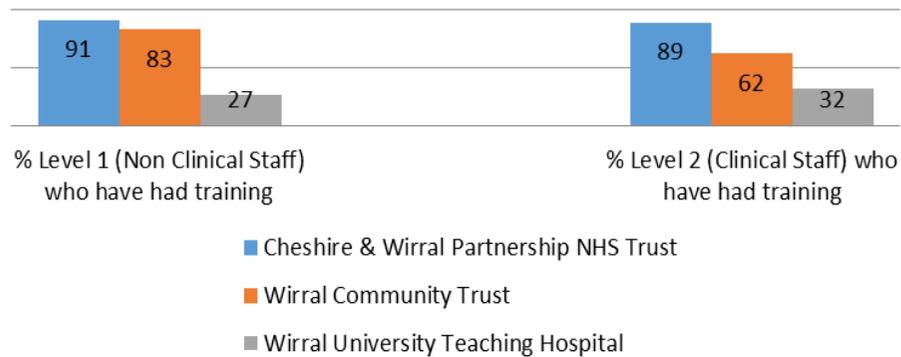
In 2016-2017 there were 182 cases of Hate Crime referred to the Hate Crime MARAC, this compares to 443 in the previous year.

There is no evidence of a significant reduction in the numbers of Hate Crimes occurring on the Wirral, in fact nationally there has been a 29% increase. We are however we are aware of significant changes in the way in which Hate Crime is administered both by the Hate MARAC and by the Police. A move from specialist teams to more generic handling of cases within Merseyside Police may have resulted in a reduction in the number of cases recorded on the multi-agency IAMF (Inter agency monitoring form) system from which this data is taken. The Hate MARAC has also moved to a consent based model which will have reduced the numbers recorded.

We are confident however that all reported cases are managed appropriately by the police.

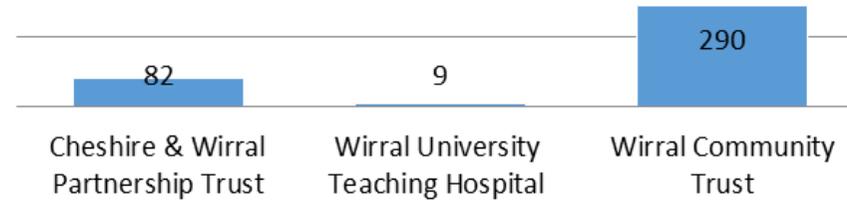
Health Data

Staff Receiving Training in past 3 years



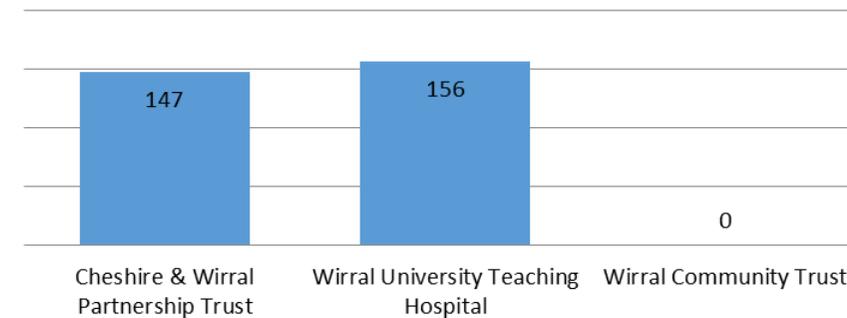
Compliance with training requirements is monitored through quarterly CCG contract monitoring processes.

Number of Adult Safeguarding Internal Incidents Reported 2016/17



All of the above incidents would be subject to internal scrutiny processes

Deprivation of Liberty Authorisation Requests 2016/17



*Wirral Community Trust do not operate any inpatient services therefore DoLS applications are not applicable .

Glossary of Terms

Safeguarding Concern – An adult safeguarding concern is any worry about an adult who has or appears to have care and support needs, that they may be subject to, or may be at risk of, abuse and neglect and may be unable to protect themselves against this

Safeguarding Enquiry - The action taken or instigated by the local authority in response to a concern that abuse or neglect may be taking place. An enquiry could range from a conversation with the adult to a more formal multi-agency plan or course of action. It may be classified as a 'Section 42' enquiry or 'Other' enquiry

Substantiated - sufficient evidence has been obtained to conclude that an adult has suffered abuse or neglect

Unsubstantiated - insufficient evidence has been obtained to conclude that an adult has suffered abuse or neglect

Partially substantiated - evidence has been obtained to conclude that 'some' elements of the allegation are found to be true

Inconclusive—insufficient evidence has been obtained to draw a conclusion of substantiated or unsubstantiated

No Further Action (NFA) - there is no basis for continued action under safeguarding procedures. Action may continue via care management.

Service User Satisfaction - The service user is happy with the way in which their safeguarding process has been managed and are happy with the outcome

Referrer satisfaction—The referrer is happy with how their concerns have been managed

Types of Abuse:

Physical – Includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions

Sexual – Includes rape and sexual assault, sexual acts to which the adult has not consented, could not consent or was pressured into consenting

Psychological— Includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks

Financial— Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

Neglect & Acts of Omission – Includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Organisational— Includes poor care practice with an institution or specific care setting like a hospital or care home. This may range from isolated incidents to continuing ill-treatment

Sexual Exploitation – Involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities

Discriminatory – Includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident

Domestic Abuse – An incident or pattern of incidents of controlling coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. It can include: psychological, physical, sexual, financial, emotional abuse; 'honour' based violence, Female Genital Mutilation; forced marriage

Modern Slavery – Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Self-neglect – Covers a wide range of behaviour; neglecting to care for one's personal hygiene, health or surrounding and includes behaviour such as hoarding