



Wiltshire Safeguarding Adults Board



**Annual Report
2016 – 2017**

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Chairman's foreword

I am pleased to present the Annual Report of Wiltshire's Safeguarding Adults Board for 2016/17. This report is published on behalf of our multi-agency board. It focuses on how Wiltshire's public agencies and wider partners are working to reduce and prevent abuse and neglect.

The last year has been one of change for the Board and its partners. We have changed the way the Board works to enable us to do more to prevent the risks and experience of abuse or neglect in Wiltshire.

A new website is allowing us to make more information widely available to professionals and the public. A new partnership budget is in place, showing the importance Wiltshire Council, Wiltshire Police and NHS Wiltshire Clinical Commissioning Group place on working together to protect vulnerable adults. A new Board manager is helping us drive forward our work programme. We are working more closely with Wiltshire Safeguarding Children's Board and the Community Safety Partnership because together we can do more to help as many people, and families, as possible.

Work is being done by our partners to re-examine multi-agency safeguarding arrangements to ensure they are as effective as possible. This will give the Board an important role to play in the year ahead in helping to provide independent scrutiny and assurance that local safeguarding practice continues to improve and enhance the quality of life of adults in Wiltshire. As scope for a safeguarding adults multi-agency hub is explored the Board will work to support partners to achieve the best outcomes.

We have made some great progress in the last year and have a busy work programme for the year ahead. In 2017/18 we will again focus on our three key strategic priorities:

- Making Safeguarding Personal
- Prevention
- Improving Board Effectiveness

This year all we do will be underpinned by an intention to promote and enable effective partnership working. The Board does not have an operational role but has a key role in giving partners and agencies the chance to come together and to focus on working collaboratively to prevent abuse and neglect wherever possible.

In 2017/18 I want to ensure our Board is effectively strengthening understanding across the agencies we represent of the challenges faced, sharing good practice and helping members to see the potential opportunities for working across health, social care and policing to reduce harm. Importantly, we will work to give those agencies a forum to hear from wider partners, providers and service users about their experiences and their needs.

I look forward to working with the Board in the year ahead to meet the goals we have set and that we believe we help improve outcomes for adults at risk in Wiltshire.



Richard Crompton
Independent Chair, Wiltshire Safeguarding Adults Board
May 2017

1. Executive summary – 2016/2017

Safeguarding Adults in Wiltshire

The Local Authority received **4,465** calls or emails about adult safeguarding

763 of those concerns needed investigating further – **17%**

Wiltshire Police Safeguarding Adults Investigations team were in contact with **951** victims of abuse or neglect

Wiltshire Council Safeguarding Adults Team triaged **98%** of enquiries **in two days**

A total of **162** bed places were subject to Large Scale investigations

At the end of an enquiry adults are asked if the outcome they wanted has been achieved – **97%** of those who responded said yes.

2813 of concerns were raised by social care staff and professional carers

910 concerns raised by health staff

200 concerns raised by police

542 concerns raised by other groups

Most concerns in Wiltshire are raised by professionals working to ensure that adults at risk are protected

Outcomes included:

- A new protection plan
- Alternative services provided
- Criminal action
- Family liaison
- Regulator contacted
- Removing the person at risk from the situation

Wiltshire Safeguarding Adults Board in 2016/17

The Council are working with the **police and health** partners to develop a multi-agency hub to improve outcomes for adults at risk.

Wiltshire Council, NHS Wiltshire CCG and Wiltshire Police agreed to jointly resource the Board to make it more effective

A new Large Scale Investigation policy is helping professionals to spot the signs of systemic problems within or across organisations and to act before serious harm occurs, rather than in hindsight

www.wiltshiresab.org.uk was launched to raise awareness of safeguarding adults and to ensure professionals and members of the public know how to protect vulnerable people

WSAB launched new staff guidance to ensure employees across public agencies and the care sector recognise and respond to abuse or neglect and to promote Making Safeguarding Principles principles

A Board Manager is now in post to oversee and co-ordinate a programme of work which will better protect people in Wiltshire.

Priorities for 2016/2017

- Improve Board Effectiveness
- Develop the ethos and practice of Making Safeguarding Personal (MSP)
- Develop and improve our preventative and responsive practice

2. The national and local picture

After seeing a significant rise in the number of safeguarding concerns that are being raised on an annual basis over the past three years, between 2015/16 and 2016/7 the number has fallen marginally (2%). The total number of concerns raised grew rapidly between 2013 and 2016 with the total number almost doubling in two years. The total in 2013/14 was 2,314. By 2015/16 it had reached 4,566. However, this figure fell slightly in 2016/17, with 4,465 concerns raised. This level of concerns raised reflects an increased understanding that safeguarding Adults at Risk is a responsibility we all share and the willingness of professionals, and members of the public, to report their concerns.

Of those concerns raised 98% were triaged in under two days showing that the local system is working to provide a timely response to those who raise concerns.

National figures for 2015/2016 had not yet been reported at the time of publication. However, it is important to note that a low number of concerns raised does not necessarily reflect low levels of abuse or neglect but may indicate an unwillingness to report concerns or a lack of understanding of how to report concerns – if abuse or neglect is suspected it needs to be reported so it can be dealt with.

Only 17% of the concerns raised in 2016/17 resulted in a full safeguarding investigation under section 42 of the Care Act. That means that many of the concerns raised, after initial conversations and work by professionals to ascertain what had happened, proved not to be related to abuse or neglect.

Whilst all the concerns that are raised are dealt with there is work to be done to ensure that professionals fully understand when to report a concern and when and how to manage issues relating to more general concerns about the welfare of adults in a proportionate and effective manner as part of their daily work.

In addition, locally we currently see a relatively high proportion of concerns raised by staff at residential care homes and a lower number of concerns raised by staff from the domiciliary care sector. Work in 2017/18 will seek to address this imbalance and ascertain whether it relates to a lower level of abuse or neglect, the higher level of need for care and support of those in residential care or to a lack of understanding about safeguarding and how to report concerns in the home care sector.

Locally, and nationally, the safeguarding agenda has widened to focus on prevention and on the transition of children with care and support needs to adult services. Nationally Safeguarding Adults Boards (SABs) have been focusing on:

- The challenge of sustainably meeting the cost of completing Safeguarding Adult Reviews and on ensuring that the lessons learned from these reviews are shared and lead to appropriate change
- Working with Safeguarding Children's Boards
- Maximising opportunities for service users engagement to put people with care and support needs at the heart of the work of Safeguarding Boards
- Working with trading standards teams and Community Safety Partnerships to reduce financial abuse
- The risk of exploitation posed to vulnerable adults from changes in the nature of criminal behaviour, criminal exploitation, human trafficking and modern slavery
- Working with environmental health teams on complex issues relating to self-neglect and hoarding

Our own Board has already started work with wider colleagues to look at these issues and what we can do locally to tackle them.

Locally as well as nationally there continue to be challenges:

- Potential changes to the Deprivation of Liberty Safeguards (DoLS) and Mental Capacity Act legislation following a Law Commission review in Spring 2017
- Ensuring we capitalise on organisational changes within the NHS and local authority to improve the way vulnerable adults are safeguarded
- Changing demographics and the increase in the over 75 and 85 population and the impact of associated complex health needs
- A continuing reduction in the provider agencies available to deliver to meet the increasing volume and complexity of need and demand on the care sector
- The challenge of social isolation and loneliness
- A need for high quality training for the care sector workforce to support staff and reduce high staff turnover

The referral rate for authorisations has remained high throughout 2016/17 covered by this annual report. The Law Commission review has potential to streamline the DoLS process ensuring it is administratively less burdensome but making sure it remains a robust process. However, it remains unclear if and when these recommendations will be made into law.

3. Key achievements – 2016/2017

Wiltshire Safeguarding Adults Board

In 2016/17, to provide assurance the local safeguarding arrangements are continuously improving and enhancing the quality of life of adults in Wiltshire:

- A new WSAB website was developed and published, to give professionals and the public access to information and guidance and to information on learning opportunities – www.wiltshiresab.org.uk
- The Board brought partners together to establish a shared goal of building an innovative multi-agency safeguarding hub for adults in Wiltshire
- The Board's three statutory partners Wiltshire Council, Wiltshire Police and NHS Wiltshire Clinical Commissioning Group agreed to jointly resource the Board, allowing the partnership to be more active and more effective
- A new Safeguarding Adults Review (SAR) policy was put in place to make it simpler to know when a review should take place and to ensure that a review generates learning that will help us do better in future
- The Board's developed a new Large Scale Investigation policy which will allow us to spot the signs of systemic problems within or across organisations and act before serious harm occurs rather than in hindsight
- A new Board Manager was recruited to oversee and drive forward the Board's programme of work
- WSAB began work with Wiltshire's Safeguarding Children Board to ensure that safeguarding during the crucial years of transition and within the whole family context are properly addressed. The LSCB Domestic Abuse sub-group will now regularly report to the Board ensuring that challenges that relate to domestic abuse, affecting whole families, are addressed by members
- The Board delivered training to care home managers and staff, free of cost, to promote and ensure care staff were able to implement the Board's new Safeguarding Adults staff guidance
- The Board carried out a multi-agency self-assessment audit to provide assurance about local safeguarding arrangements
- The Chairman continued to regularly meet with services users through the Carers and Wiltshire and Swindon Users' Network (WSUN) reference groups to ensure that the voice of those who use services remains heard by Board members

Learning and Development

The Learning and Development (L&D) subgroup met four times in 2016-2017. The group had been chaired by Emma Cooper, Chief Executive at Healthwatch Wiltshire in the early part of the year and is now chaired by Judith Vanderpump, Organisational Development Consultant for Wiltshire Council, who also sits on the Board. The group brings together:

- Wiltshire Council (WC)
- NHS Wiltshire CCG
- Wiltshire Police
- The Academy - Great Western Hospital (representing the three local acute hospitals),
- Wiltshire and Swindon Care Skills Partnership
- Seqol, Swindon Borough Council
- Avon & Wiltshire Mental Health Partnership NHS Trust
- National Probation Service

The subgroup exists to support both the Wiltshire and Swindon Safeguarding Boards and to broaden best practice in safeguarding adults through monitoring the design and delivery of good quality learning and development.

A series of Introductory workshop sessions have occurred with Wiltshire Council employees over the course of May 2017. To date 107 colleagues have attended the workshop which focuses on the new 'Interim Policy and Procedure for Safeguarding Adults in Wiltshire'. The workshops helped Investigating Managers and Investigating Officers update their practice.

There has also been a significant amount of work undertaken to update the CareFirst system, with a view that all resources and templates will be available from June 2017.

During 2016/17 the L&D group also focused on:

- Making the new staff guidance widely accessible
- Delivering training on the guidance to professionals in the Care Sector – 60 people attended workshops
- Embedding the principles of MSP across organisations and practice
- The impact of the Care Act 2014 on learning and development activity
- Providing a forum for multi-agency learning and development staff to share information and good practice
- Providing induction for newly elected Councillors to increase Member awareness of adult safeguarding
- Designing training events for 2017/18 that will raise the profile of safeguarding adults and share good practice

During 2017/18 the group plans to:

- Deliver a multi-agency conference in Spring 2018
- Deliver a session for Councillors in Autumn to refresh and develop understanding of adult safeguarding among elected Members
- Deliver training to the Registered Managers Network to increase awareness among senior care agency staff
- Build the website training offer
- Develop a training matrix for tiers one and two staff
- Publish a needs assessment on training within the home care sector and recommendations on how gaps can be addressed
- Review national published SARs to identify lessons learned and implications for practice
- Publish of a series of video training clips (on the website and promoted on social media)

Policy and Procedures

The Policy and Procedures subgroup (P&P) is chaired by Heather Alleyne, Head of Safeguarding at Wiltshire Council, and the group met four times in 2016-2017. The core membership of the Policy Sub Group is:

- Manager from Safeguarding Adults Team in Wiltshire Council
- D/Sgt from the Safeguarding Adults Investigations Team (Wiltshire Police)
- Head of Service Adult Care Operations, Wiltshire Council
- Safeguarding Lead, Wiltshire Clinical Commissioning Group
- Safeguarding Lead for AWP
- Safeguarding Facilitator for Great Western Hospital, Acute rep
- Safeguarding Facilitator for Great Western Hospital, Community rep
- Independent Provider representatives
- Medvivo

The P&P subgroup's role is to ensure that the WSAB has appropriate safeguarding policies that enable it to maximise the outcomes for adults at risk in Wiltshire and reflect the diverse communities of Wiltshire.

During 2016/17 the group:

- Finalised the new Wiltshire Multi-Agency Policy & Procedure of safeguarding adults to enable staff and professionals to safeguard vulnerable adults in Wiltshire
- Completed and published Safeguarding Adults Staff Guidance. A copy of the updated guidance can be found on the council website and copies have also been distributed to partner agencies.
- Developed a new Safeguarding Adults Review policy to ensure the Board could fulfil its statutory duties ensuring that instances of serious abuse and neglect are thoroughly looked-into and services are improved
- Developed and trialled a High Risk Behaviours Policy that aims to bring agencies together to protect people who have capacity but who have a long-history of engaging in high risk behaviours, particularly self-neglect, and coming into regular contact with public agencies. Having assessed how the policy would work it is likely that this work will result in operational change. A self-neglect and hoarding policy is also being developed.
- Forged closer working links with colleagues on the Wiltshire Safeguarding Children's Board (WSCB)
- Reviewed and updated the Large Scale Investigation process for safeguarding investigations relating to providers and situations of potential institutional harm

During 2017/18 the group plans to:

- Refresh terms of reference for the Board and review structure, governance and membership of WSAB and its sub groups to ensure maximum efficiency and effectiveness
- Have oversight of the policies and procedures for safeguarding in place internally within partner organisations to ensure they are MCA and MSP compliant.
- Work with partners to develop a multi-agency prevention strategy in 2017-2018
- Develop policy and procedures to support MASH development
- Develop a new strategy on self-neglect and hoarding to enable a more joined up approach with public protection
- Carry out an assessment of the SAR referral process
- Develop website content on policy and procedures
- Roll-out an easy to read version of the staff guidance
- Work with trading standards to progress multi-agency approaches to preventing financial abuse
- Monitor progress in relation to the Mental Health Crisis Concordat

Quality Assurance

The Quality Assurance (QA) subgroup is chaired by Sarah-Jane Peffers, Head of Quality at Wiltshire Health and Care. The group met four times in 2016-2017 and is attended by:

- Wiltshire Council (WC)
- Wiltshire Health and Care
- Wiltshire Care Partnership,
- Royal United Hospital (representing the three local acute hospitals)
- Wiltshire Police
- Probation Service
- CCG NHS Wiltshire
- Healthwatch Wiltshire

The Wiltshire Council Safeguarding Team is represented at all meetings and the WC Senior Business Information Analyst attends to present the quarterly performance report.

In previous years the subgroup has focused on an analysis of the data report published by the Wiltshire Council Safeguarding Team but in 2017 the group developed a multi-agency dashboard. The newly developed dashboard reflects the wider nature of work to safeguarding adults in Wiltshire. Data from Wiltshire Police and the Council's public protection team will allow the QA group to see wider trends and to do more to provide multi-agency assurance. Discussions are taking place with health agencies to ensure that the data also reflects the experience of those using health services.

During 2016/17 the group successfully undertook:

- Regular review of data and intelligence to reflect how well adults at risk are safeguarded in Wiltshire – highlighting areas for concern and providing challenge where appropriate
- Development of a multi-agency dashboard
- Members completed a self-assessment audit and met to identify key points of learning and areas for development
- Design of an audit to assess how well Making Safeguarding Personal principles are embedded across partner agencies. Work will commence in 2017.

During 2017/18 the group plans to:

- Complete development of and maintain the multi-agency dashboard
- Design and implement a peer challenge programme - with three visits in 2017/18 focused on the three key statutory partners.
- Complete a multi-agency self-assessment audit
- Assess the value of training delivered
- Update and monitor the Board's risk register to provide assurance
- Complete the MSP audit of safeguarding investigations
- Complete a review of complex cases
- Audit triage services – looking specifically at cases not progressed to ESM stage

Wiltshire and Swindon User Network Reference Group

The Wiltshire and Swindon Users' Network (WSUN) group met in April, July and October of 2016 and in January 2017. The group is well attended by service-users who have substantial experience of how local systems are working from a care-users' perspective through their own experience and through the networks they have developed. WSUN facilitate the group meetings and have worked effectively to ensure the Board is working, not just for but with the people it seeks to support.

Hot topics in 2016/2017

- Concerns and questions over access to Do Not Resuscitate orders
- Covert administration of medications
- Access to the internet and the need to broaden ways of engaging with service-users
- Respecting and protecting privacy
- Dealing with self neglect and anti-social behaviours
- Provision of replacement batteries in specialist fire alarms
- Need for a system of reporting concerns that are not yet at the safeguarding level
- Content of the notes made by domiciliary carers
- Concerns about how safeguarding concerns are dealt with by social care call handlers (feedback was passed directly to the safeguarding adults team)

Information shared in 2016/2017

- Minutes and feedback from all the main Board meetings and work of the subgroups
- The Boards strategic plan was shared with the group and feedback was sought before publication
- The group were consulted during the development of the WSAB staff guidance
- Multi-agency performance data was shared and discussed with the group
- A presentation was given by a Resus Officer from Salisbury District Hospital on Do Not Attempt CPR policies
- A presentation was given by the Safeguarding Adults Team on safeguarding, what happens when an alert is received by the team and how to make a referral
- Dorset Wiltshire Fire & Rescue Service gave a presentation on their Safe & Well programme
- The WSAB Board Manager gave a presentation on the new Board website and wider engagement to ensure the group could access information and advice

Carers Reference Group

The Carers Reference Group met in May, July and October of 2016 and in January 2017. The group continues to be well attended by carers who have substantial experience of how local systems are working from the point of view of the many carers in Wiltshire. Those attending are unpaid carers themselves and care for people with a range of mental and physical care and support needs. Carer Support Wiltshire facilitate the group meetings and have worked effectively to ensure that the Chairman of the Board has a regular opportunity to meet carers in Wiltshire and hear their feedback and concerns.

Hot topics in 2016/2017

- Development of the Wiltshire Council Carers Strategy
- The protection of personal data
- Concerns about the service provided to vulnerable adults or their families who make complaints
- Care homes at risk of closure
- The lack of training for unpaid carers in parts of the county
- Problems experienced accessing local information about safeguarding (this feedback has led to the development and launch of a new WSAB website)
- Concerns about how carers might be the subject of a safeguarding enquiry as a result of attempting to deal with the challenging behaviour of the person they care for

Information shared in 2016/2017

- Minutes and feedback from all the main Board meetings and work of the subgroups
- The Boards strategic plan was shared with the group and feedback was sought before publication
- The group were consulted during the development of the WSAB staff guidance
- Multi-agency performance data was shared and discussed with the group
- A presentation was given by the community commissioning officer developing the Carers Strategy and the views of the group were sought
- A presentation was given by the Safeguarding Adults Team on safeguarding, what happens when an alert is received by the team and how to make a referral
- The WSAB Board Manager gave a presentation on the new Board website and wider engagement
- The Deprivation of Liberty Safeguards & Mental Capacity Act Professional Lead at Wiltshire Council gave a presentation to the group on what these laws mean for people in Wiltshire

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4. Board Member reports

The most important function of the Board is to provide a catalyst for work to improve safeguarding across the partner agencies it brings together, particularly the three statutory partners. In 2016/17 work was done by all of these agencies to improve the systems they have in place:

Wiltshire Council

Key achievements in 2016/17

- The co-location of Wiltshire police's and council's safeguarding teams (SAT) has provided a more robust triage process and is more effectively safeguarding people in Wiltshire
- Closer links between the SAT, children's safeguarding, commissioning services and the adult safeguarding and operational teams have been forged and are helping to promote safeguarding adults across those areas of the business
- The large scale investigation policy has been updated in line with case law and the Care Act and now provide the safeguarding team with the tools required to work preventatively rather than reactively
- The safeguarding triage team are available to provide support on the telephone, email or face to face support, helping to give a wide range of professionals access to the support and expertise they need to effectively safeguard people in their care. This has been particularly helpful to providers who can ring for advice about whether an alert should be sent through.
- Wiltshire Council has further embedded outcome focussed MSP principles into all section 42 enquiries. The central SAT continue to triage all safeguarding alerts that come through to the council and provide advice and guidance to the operational teams. This helps to ensure that the guidance on the MCA is followed and to ascertain the desired objectives for any Investigation for the Adult at Risk. Adults who lack capacity are provided with support from an independent advocate or IMCA
- Online training has been provided to all staff in the first and second tier on the councils learning and development system
- Improved systems have been put in place for identifying emerging concerns relating to providers.
- Safeguarding is now embedded in all commissioning contracts with providers and is central to the issues discussed at emerging concerns meetings
- The Mental Capacity Act and Deprivation of Liberty Safeguard team offer training advice and support to operational teams by providing expertise with complex cases
- The Courts of Protection team apply for deputyship for adults at risk who lack capacity to manage their finances, safeguarding them from financial abuse
- An extended record of concerns is now kept by SAT. This enables the team to see emerging concerns and direct support to providers at an early stage
- A six weekly emerging concerns meeting is held identify trends in the nature and volume of concerns reported
- The Council's appraisal process helping to identify learning needs which may include safeguarding and to meet these
- All posts with the council are now subject to safer recruitment processes. Job descriptions include statement/s regarding the individual's safeguarding responsibilities and job specifications include a statement regarding the need for enhanced DBS disclosure as appropriate to the role. All staff working in regulated activity have an Enhanced DBS Check
- Multi agency Safeguarding guidance is now more accessible on the council's website
- A safeguarding case file audit plan and programme now fully implemented. An audit in 2016/17 identified that over 90% of adults at risk felt that the safeguarding investigating had met the outcomes they wanted to achieve and as that they felt safer

- Emerging concerns are now triangulated between agencies and responded to early in a way that may prevent the situation from deteriorating
- In the longer term it is hoped to expand the triage team to include input from health along the lines of an adult MASH
- Wiltshire commissioners work closely with CCG commissioners and CQC to triangulate any emerging concerns relating to providers
- Commissioners use reports from providers to identify common themes and areas for improvement
- A new advocacy service has been negotiated with RETHINK
- An updated safeguarding adults document has been circulated to all providers and includes an updated threshold for a S42 enquiry in light of the changes in the Care Act
- The Quality Assurance Team have compiled a short and simple observational checklist which all professionals are asked to complete when visiting providers. The purpose of the questionnaire is to get an indication as to whether providers are meeting minimum standards and to give operational staff more influence in monitoring quality

NHS Wiltshire Clinical Commissioning Group (CCG)

Staff training

Training	2015/16	2016/17
No. of CCG staff who have completed Safeguarding Adults Level 1	83	109
No. of CCG staff who have completed Safeguarding Adults Level 2	10	20

2016/17 – an update against last year’s objectives

1. A smooth transition of governance arrangements for Primary Care in preparation for fully delegated responsibility in 2017/18
A transition plan is in place and being progressed. There is a memorandum of understanding between NHSE and the CCG regarding these arrangements and safeguarding adults forms part of this transition plan.
2. To develop and embed the NHS intercollegiate document which identifies key knowledge and skills in relation to adult safeguarding
The NHSE Intercollegiate Guidance has been withdrawn and is under review. Provider training continues to be monitored through the contract management and updates, including new case law, are shared with providers. This is monitored through provider reports to Clinical Quality Review meetings (CQRMS).
3. To review the CCG web page and intranet to ensure that up-to-date Safeguarding Adults information and resources are provided
This project will be completed in 2017/18, it will encompass safeguarding children and adults.

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|--|---|
| 4. Review Adult Safeguarding training for CCG staff in line with the intercollegiate guidance and incorporate e-learning to all identified CCG staff. | A safeguarding training matrix has been developed for all staff. Although e-learning has not been issued nationally yet PREVENT is included in adult safeguarding training for level 2 and 3 staff. All staff have received a basic awareness update. The CCG Safeguarding lead attends regional Prevent network conferences. |
| 5. Continue work with the Children's Commissioner to ensure that young people approaching transition are identified early and that the principles of the MCA and DoLS are appropriately applied. | The CCG continues to link with the local authority regarding transitions. An initial meeting is planned with Virgin Complex care team to ensure early identification of young people in transition. Assurance processes are to be further developed to evidence compliance with MCA during 2017/18. |

Key achievements in 2016 /17

- Quarterly reports are provided to the CCG Clinical Quality Review Meetings by NHS Providers to demonstrate performance in relation to safeguarding, the Mental Capacity Act, reasonable adjustments, service user involvement and training. Performance is monitored and any concerns identified are addressed at meetings and clear actions agreed
- An agreed protocol with Wiltshire Council is now in place clarifying criteria for when providers may lead a safeguarding adult investigation with NHS Wiltshire oversight in relation to individuals funded through the NHS. This has helped to ensure that the most appropriate professional investigates concerns and has reduced duplication within investigations
- A rolling programme of quality monitoring visits to provider locations continues. The Head of Adult Safeguarding also supports the Local Authority Quality and Safeguarding visits and supports planned quality visits with the CCG Quality team where appropriate. These visits generate reports to Safeguarding Professionals meetings or CQRM's
- The CCG now has a training matrix which has identified Safeguarding and MCA training needs for all staff. A training programme has commenced this year and Continuing Healthcare (CHC) staff have received Adult Safeguarding level 2 and MCA training. A level 2 GP training package has been developed and rolled-out to four practices thus far. A level 3 GP training package is also in development
- The QSG is a forum where emerging and ongoing quality and safeguarding concerns relating to commissioned services in Wiltshire are identified and monitored. NHS Wiltshire chairs the local Quality Surveillance Group (QSG) supported by the Local Authority, CQC and Healthwatch.
- The NHS Standard Contract for all commissioned providers is supported by Safeguarding Adults standards for a number of areas of practice including:
 - The alignment of provider safeguarding adults procedures with multi agency procedures
 - Compliance with legislation including the Care Act, Mental Capacity Act; DoLS; Equality Act; Mental Health Act; Safeguarding Vulnerable Groups Act
 - Required training compliance levels
 - Workforce planning informed by training needs analysis
- These standards are tailored to and negotiated with each provider. They are closely and regularly monitored

- The CCG has continued to actively scrutinise patient safety and adult safeguarding concerns through the Serious Incident Committee to highlight any themes relating to adult safeguarding
- The CCG attends safeguarding planning meetings convened by the Council for cases in which health commission the care. In addition, in those cases which providers of health services log a serious incident and there is a safeguarding element this will be monitored through the CCG Serious Incident committee.
- Maintenance of a programme of regular provider/commissioner meetings to monitor ongoing investigations and progress against action plans which are produced as a result of learning from serious incidents.
- Maintenance of a database of all safeguarding and MCA concerns to enable analysis of trends in order to:
 - identify key areas for improvement
 - inform future commissioning
 - identify areas of risk
- Provision of safeguarding support and expert advice across the health economy through specialist safeguarding/MCA clinical supervision and support

Plans for 2017/2018

- The CCG has assessed its responsibilities in relation to domestic Deprivation of Liberty safeguards and identified individuals whose care is 100% funded by the CCG in which there may be a high risk of challenge to the package of care relating to deprivation of liberty in a domestic setting. The CCG is currently developing a process for identifying and assessing these individuals and potentially making appropriate Court of Protection applications. This process has started with a training session to clinicians and senior leaders within the CCG and community provider services. A toolkit is being developed to support this work.
- The CCG is working to achieve the Government's Mandate regarding offering personal health budgets to people with long term conditions. This will support the personalisation agenda and empower people to manage their health condition and protect themselves from harm. This is in addition to those individuals who are in receipt of CHC funding.
- The CCG is continuing to gain assurance from providers that they are embedding and developing Mental Capacity Act knowledge and practice. This will be reviewed through supervision of designated nurses, serious incident reporting, complaints, reflective practice sessions and dissemination of information from Case Law and networks as appropriate. Furthermore, performance indicators are included in the Adult Safeguarding Schedule and will support monitoring of provider performance in this area. These include quarterly reports, case studies and number of DOL's and Independent Mental Capacity Advocate referrals.
- The CCG will complete and embed a Prevent policy and include Prevent training in the CCG training matrix.
- The CCG will work jointly with the Local Authority to ensure that young people approaching transition are identified at an early stage and that the principles of the MCA and DoLS are appropriately applied thereby supporting the involvement of young people transitioning to adult services whilst respecting and maintaining their rights.
- To scope and audit adult safeguarding knowledge and practice within Primary Care as the CCG has fully delegated responsibility since April 2017, and develop a structured training plan to address any gaps.
- To continue the Level 2 adult safeguarding training programme; complete the Level 3 training package and commence the roll-out of this to Primary Care.

- To develop a CCG Safeguarding intranet page which provides up-to-date and appropriate safeguarding information and resources.
- Wiltshire CCG will review the internal processes to ensure that Domestic Homicides are reviewed from a safeguarding adults perspective and learning is incorporated into relevant CCG policies, procedures and training and disseminated across the health economy. This will be linked to the CCG Serious Incident committee and reported to the CCG Quality and Clinical Governance committee.
- The CCG will ensure through its provider contracts that there is full health engagement with the Wiltshire Multi-Agency Domestic Abuse strategy and accompanying policies and procedures as well as incorporating the Wiltshire Domestic Abuse Strategy into the CCG Safeguarding policy.
- Embed the NHS/LA safeguarding protocol within multi agency policy and procedures through continued participation in WSAB Subgroups.
- Ongoing work to support the development of a suite of WSAB multi-agency policies through continued participation in WSAB Subgroups
- Updating and revising the safeguarding schedules and key performance indicators in line with the latest guidance and national reports for the 17/18 contract.

Wiltshire Police

Key achievements in 2016/17

- A partnership approach in relation to safeguarding adults is working well from a police perspective. Police staff are embedded within the Local Authority safeguarding adults team ensuring effective multi-agency working to triage and assess cases involving vulnerable adults. The Joint Targeted Area Inspection (JTAI) of the Wiltshire area illustrated the positive partnership relationships which exist. Although the inspection focused on safeguarding children from domestic abuse, the report was highly complementary of the partnership arrangements and relationships that exist across agencies.
- The Wiltshire Police Vulnerability Strategy was developed and published. It sets out what Wiltshire Police will do to improve the service to the most vulnerable in society. The strategy has a focus on reducing the victimisation of the vulnerable, reducing the unnecessary criminalisation of the vulnerable and reducing the exploitation of vulnerable people. A working group chaired by the head of public protection is ensuring that the strategy is being delivered across the force.
- Significant improvements have been made by the police in the way that they record crimes against vulnerable adults. This change in process has resulted in an increase in recorded crimes, which has allowed the Police to better understand the volume and nature of abuse that is committed against the most vulnerable.
- The process by which the Police identify vulnerable people and allocate resources to investigate crimes against the vulnerable as well as protect the vulnerable from further harm has been revised. This process is known as the 'three strands of vulnerability' and during 2016/17 all control room members of staff have received additional training. The revision of the process ensures that partner agencies are more quickly involved in the support of vulnerable adults
- The Police have set up and chair the Swindon and Wiltshire Anti-Slavery Partnership. This partnership group sits quarterly and provides governance in relation to the effective reduction of modern slavery and human trafficking in the Swindon and Wiltshire areas. This includes the approach to adult sexual exploitation and labour exploitation.

- The Wiltshire Police website has been updated to provide more information on adults at risk and vulnerable adult abuse. There are links to members of the safeguarding adults investigation team to make it easier for people to access support. There are also links to the relevant legislation and national guidance.
- Over the last 18 months members of the Safeguarding Adults Investigation Team have continued to provide training to partner agencies to raise awareness of the abuse of adults at risk and how to report concerns. In addition, training has been provided to investigating managers, police and partner agencies in relation to Making Safeguarding Personal.
- The first prosecution for wilful neglect/ill treatment of a service user by a carer under the Criminal Justice and Courts Act 2015, was achieved illustrating the effective use of new legislation (Merryfields, Swindon 2016.)

There have also been wide reaching changes across other Board member agencies and these are summarised below.

The South West Ambulance Service NHS Foundation Trust produces an annual safeguarding report. The report for 2016/2017 will be available in July 2017.

Healthwatch Wiltshire

Healthwatch Wiltshire is a public champion for health and social care and has continued to support and challenge the Board to engage with people who use health and care services and consider the real-life experiences of vulnerable adults.

Healthwatch Wiltshire fulfils its statutory role in relation to safeguarding adults from abuse through:

- Sharing and reflecting the outcomes from our own engagement work with local people
- Carrying out 'enter and view' visits to care homes and hospitals;
- Working with the system on complaints issues, including the provider of NHS Complaints Advocacy (SEAP), to identify trends and emerging concerns;
- Contributing to the work of the Wiltshire and the regional NHS England 'Quality Surveillance' groups;
- Ensuring that we provide good quality information and signposting if anyone has a concern about a vulnerable adult.

Key achievements in 2016/17

- Work was undertaken to inform people with mental health conditions, in mental health care settings, about how to raise concerns related to safeguarding;
- 'Enter and view' unannounced visits were carried out as a result of collaborative working with Wiltshire Quality Surveillance Group;
- Healthwatch Wiltshire fed into the NHS England Quality Surveillance Group in relation to concerns about inadequate care homes;
- Local people were asked whether they feel safe when engaging with them about the health and care services they use;
- Extensive engagement was carried out to gain insight into the experience of care being transferred from one part of the system to another. Key messages were shared with commissioners and providers;
- Healthwatch Wiltshire worked with the Council's safeguarding team to ensure that the information on 'Your Care Your Support' in relation to safeguarding adults is good quality

Healthwatch Wiltshire has robust safeguarding policy and operating procedures and all staff, directors, and volunteers are appropriately trained on safeguarding. This training is mandatory. Criminal records checks are carried out for all relevant individuals.

Dorset and Wiltshire Fire and Rescue Service (DWFRS)

Key achievements in 2016/17

- DWFRS provided safeguarding training to all staff. Updated and clearer procedures were also put in place for staff which will help foster a better understanding of safeguarding. Staff are now more aware of what to look for and have the confidence to raise concerns, ask questions and seek advice.
- Work took place with other agencies, especially health, South West Ambulance and Wiltshire Police and regular multi-agency risk management meetings were held.
- The service now has procedures in place which are regularly reviewed and monitored by local performance and scrutiny committees.
- A designated professional safeguarding lead was established. This role supports other staff within the service, helping them recognise the needs of vulnerable people.
- The safeguarding lead was tasked with raising the awareness of safeguarding within the organisation. This has gone well and is reflected in the rise of safeguarding referrals and queries.
- A safeguarding e-learning package which will go live in June. All staff will be required to complete the e-learning.
- New staff are now provided with safeguarding training at induction.
- Front line staff now receive enhanced bespoke training from an outside agency. They are required to take refresher training every two years.
- All staff are notified if there is a change procedures
- DWFRS are expanding the remit of their work in the year ahead with public health. This may result in a rise in referrals but will also do more to protect those at risk and prevent harm from occurring.

Avon and Wiltshire Mental Health Partnership NHS Trust

Avon and Wiltshire Mental Health Partnership NHS Trust provides mental health services, including talking therapies, to adults of all ages in the Wiltshire area who have mental illness. These include inpatient services, community services, and a range of services working with primary care and acute hospitals to assess and support the care of people with mental health problems there.

The Trust has an executive director lead (Director of Nursing and Quality). The Wiltshire Clinical Director is the senior manager holding responsibility for delivering and developing safeguarding practice within the locality during 2016/2017.

Key achievements in 2016/2017

- Initiation of a project to ensure effective safeguarding recording and reporting, and management oversight
- Development of practice guidance on personalisation of adult safeguarding
- Development of practice guidance and support on sexual exploitation and modern day slavery
- Review and updating of adult safeguarding training, including domestic abuse training
- Maintaining a high level of monthly supervision for staff (89.2% of staff supervised in March 2017)
- Induction of an extended adult safeguarding and MCA service in the Trust, introducing locally focused Named Professionals
- During 2016/2017 95% of staff had received safeguarding training (as of the 31/3/2017), with level 2 staff also receiving additional training to help reduce domestic abuse.

Key challenges and priorities for improving adult safeguarding in 2017/2018 are:

- Completion of the project to ensure effective safeguarding recording and reporting, and management oversight
- Introduction of Level 3 adult safeguarding training for staff managing cases
- Improving and demonstrating the quality of safeguarding supervision provided to staff
- Introduction of locally delivered practice development through the local Named Professionals for Adult Safeguarding
- Improving the support for the Wiltshire Safeguarding Adult Board at all levels of the partnership

Royal United Hospitals Bath NHS Foundation Trust (RUH)

Key achievements in 2016/17

- A Care Quality Commission inspection noted that staff had a good level of understanding in safeguarding and the Mental Capacity Act and Deprivation of Liberty Safeguards
- A pilot staff training programme for Managing Challenging Behaviours and Physical Interventions has been agreed and is currently at the planning stage with the provider
- Further funding was secured for the year for an Independent Domestic Violence Advisor (IDVA) to support the staff and victims of domestic violence
- An electronic version for Independent Mental Capacity Advocate (IMCA) referral has been developed and is now in testing phase
- An electronic means for staff to raise Safeguarding Adults concerns has been established
- Development of Allegations against Staff Policy are currently in draft form for consultation
- There was further development of the Safeguarding Adults Practitioner Network and it now includes an annual workshop held jointly with the safeguarding children team
- A Learning Disabilities Quality Check programme has been shared at the Trust wide Professional Nurse and Midwifery forum, the Trust Executive Board and with the relevant RUH working groups to implement learning, an example being the patient menus to be produced in easy read format by the nutrition group

Training in 2016-17

- 90% compliance was sustained for level 1 training
- Level 2 training compliance was 89.95%
- 100% compliance was maintained for level 3 training
- Provided ward and department based training for Prevent

Subject	Target (%)	Q1 (%)	Q2 (%)	Q3 (%)	Q4 (%)
Level 1 safeguarding adults	90	90.75	90.39	90.42	90.92
Level 2 safeguarding adults	90	86.0	85.94	88.3	89.95
Level 3 safeguarding adults	90	75.0	75.0	100	100
Prevent	70	9.46	16.45	36.07	53.27
Domestic violence awareness (number of staff)	Not specified	180	187	139	158

Plans for 2017-18

- Sustain training compliance for adult safeguarding
- Continue to improve Prevent training compliance

- Having secured funding for IDVA role for a further year the Trust will to continue to develop priority areas and ensure sustainability within the Trust should funding not continue
- Continue work with the wider safeguarding team to promote the “Think Family” agenda
- Develop a Trust Autism Strategy and training programme
- Develop a training and supervision programme to meet the Intercollegiate Document requirements

Salisbury NHS Foundation Trust

Promoting an adults wellbeing and safety is central to care arrangements at Salisbury NHS Foundation Trust. The organisation and staff are clear about their roles and responsibilities. The Trust has strong partnerships to provide multi-agency working to support prevention and responses to abuse and neglect. There is a strong culture in patient safety and staff are seen as experts within the NHS and learn from adverse events. The Director of Nursing is the Executive Lead for Safeguarding; the Deputy Director of Nursing attends the Safeguarding Adult Board. The Safeguarding Adults Lead Nurse attends the Learning & Development Board sub-group.

Key achievements in 2016/17

- Providing good care throughout the Trust’s most challenged year in regard to patient numbers attending/admitted for care
- Using the Mental Capacity Act & Deprivation of Liberty Safeguards to support the care of some very behaviourally challenging long-term patients
- Continuing to support training achievement of training goals for Safeguarding Adults Level 1 and 2, and MCA
- Bi-monthly Domestic Abuse Awareness and Safelives Risk assessment workshops
- Monthly Mental Capacity Act and Deprivation of Liberty Safeguard Workshops
- Continued development of the Safeguarding Champions
- Development of the Allegations against Staff Policy
- TIAA (Internal Audit) Audits of Safeguarding Training and DoLS processes
- Clinical Commissioning Group Annual Safeguarding Audit
- New PREVENT Lead and clear plan for training requirements and provision
- Flagging of victims, perpetrators and children discussed at Wiltshire Multi Agency Risk Assessment Conference
- Planned co-location of Safeguarding Adults Lead Nurse, Named Nurse for Safeguarding Children and Paediatric Liaison Nurse
- Funding for an admin assistant to support work of the safeguarding leads
- Integrated Safeguarding Operational Group- meets monthly to plan and supports operational Safeguarding work
- Joint Targeted Area Inspection of the Multi-Agency Response to Abuse and Neglect in Wiltshire. This inspection included a ‘deep dive’ focus on the response to children living with domestic abuse. Good feedback from the inspection team in how Salisbury NHS Foundation Trust identifies and supports these families
- Mandatory Statutory training compliance (Safeguarding Adults level 1 & 2) is reported monthly and monitored by the Safeguarding Lead Nurse, Directorate Managers and Departmental Leads
- Half day workshops are provided for domestic abuse awareness and Safelives risk assessment and Mental Capacity Act and Deprivation of Liberty Safeguards.

Challenges for 2017/18

- Increasing compliance with level 2 Adult Safeguarding and MCA training
- PREVENT training trajectory
- Continued impact of the increased number of admissions of frail, vulnerable patients and availability of community care, therefore remaining in hospital for longer
- Continued increase in patients with challenging behaviours with capacity issues requiring significant levels of intervention

NHS England, South Central

NHS England, as with all other NHS bodies has a statutory duty to ensure that it has arrangements in place to safeguard and promote the welfare of children, young people, and vulnerable adults. From a safeguarding assurance responsibility perspective, NHS England South Central safeguarding team ensures it is appropriately engaged in the Local Safeguarding Boards and any local arrangements for safeguarding both adults and children, this including Wiltshire Safeguarding Adult Boards (SABs).

The NHSE England South Central safeguarding team consists of a range of staff that has safeguarding as part of their portfolio. This shared approach is to ensure that safeguarding is embedded across the nursing team and promotes the ethos that "safeguarding is everyone's business". All key safeguarding related posts are filled with individuals who have extensive experience of designated safeguarding roles at a provider or CCG level and are appropriately trained to fulfil their function.

The current safeguarding team is led by, John Trevains, Assistant Director of Nursing and Helen Chrystal as safeguarding lead for the BANES, Gloucestershire, Swindon and Wiltshire (BGSW) area.

NHS England South Central facilitates a safeguarding forum for named and designated safeguarding professionals from CCGs across the BANES, Gloucestershire, Wiltshire and Swindon area. The forum is well attended by health professionals. The forum focuses on:

- Sharing strategic safeguarding concerns
- Identifying common themes, trends and early warnings
- Identifying safeguarding concerns that may need to be escalated
- Identifying areas of work that could benefit from regional or national input
- Providing a forum where professionals can share good practice, developments and experiences
- Sharing lessons learnt from Serious Incidents, Serious Case Reviews, DHR's, Independent and Multi-Agency Investigations
- Providing up to date information and guidance from a national and regional perspective
- Promoting clearer partnership working and strengthening safeguarding networks across the region
- Supporting localities across the region to achieve the key standards and embed new NHS policies and government guidance
- Providing a forum for NHSE South Central to gain safeguarding assurance from the CCG's

The NHSE South Central team are very proud of a range of achievements related to safeguarding practice in 2016/17. The list below summarises some of the achievements:

- A safeguarding lead nurse was recruited to both the TV and BGSW areas for the South Central Region, ensuring robust safeguarding leadership, advice and governance is available across the patch
- Strong safeguarding Networks have been established across the areas
- Via national development monies a variety of training needs have been addressed for safeguarding health staff and multiagency stakeholder attendance was also encouraged at these events to promote joint working:

- NHSE South Central worked in Partnership with the registered charity NAPAC (National association for people abused in childhood) to provide historical sex abuse disclosure training. This was in response to the recommendations from the Lampard Inquiry
- Several Modern Day Slavery awareness raising training sessions have been delivered by the charity UNSEEN in partnership with NHSE South Central in support of the national priorities set to raise awareness of the issues of modern day slavery
- Advanced safeguarding report writing training has been delivered by Niche Consulting. This was evaluated particularly well by the delegates attending.
- Two Level 4/5 Safeguarding Children training have been delivered in the South Central Region, in partnership with BASCPAN (British Association for Study and prevention of childhood abuse and neglect) the themes of these seminars was 'learning the lessons from serious case reviews, identifying pathways to harm'.
- Quarterly PREVENT education workshops have been delivered in conjunction with national leads and Special Branch and home office colleagues

This year, NHSE South Central has made good progress and worked hard to establish a base line of safeguarding assurance across health systems in the Region. The safeguarding team is now fully staffed which has enabled them to provide, visible, effective safeguarding leadership and support across the region. The training events which were facilitated and funded by NHSE South Central have raised the profile of safeguarding across the region and were well received by the health professionals who attended them.

There are now robust processes in place to disseminate safeguarding information, for example, learning from cases and national alerts. Safeguarding networks have been strengthened and good working relationships have been developed with our partner agencies.

There is still work to do to improve levels of safeguarding assurance and plans have been developed that will drive this agenda forward. In the following year NHSE South Central will build on the work already undertaken to ensure improved effectiveness and quality of safeguarding arrangements across the region's health systems and determine whether these meet the statutory duties.

Wiltshire Health and Care

Wiltshire Health and Care is a partnership formed by the three foundation trusts that serve Wiltshire; Great Western Hospitals NHS Foundation Trust, Royal United Hospitals Bath NHS Foundation Trust and Salisbury NHS Foundation Trust. The partnership has been responsible for the delivery of adult community health services in Wiltshire since 1 July 2016.

Wiltshire Health and Care's Head of Quality is the executive lead for safeguarding and the partnership also has a full time Safeguarding Adults Lead. The strategic, operational and development of the partnership's safeguarding role and responsibilities is located firmly within the partnership's quality structure, agenda and governance.

The partnership ensure staff are appropriately trained about safeguarding adults through:

- Implementation of shared Training Strategy with GWH NHS FT and introduction of level 1 and Level 2 Safeguarding Training
- Inclusion of MCA training on face-to-face Induction to all new starters
- Case study, guest speakers, research, literature and legislative reviews at bi-monthly Practice Influencers Forum
- Bespoke training/support from Safeguarding Adults available at individual, team and ward level

Key achievements in 2016/2017

- Embedding Safeguarding within the Quality governance of a new organisation
- Continued growth of the Safeguarding Adults/MCA Practice Influencers Forum (an internal exchange forum set up to foster specialist resilience across the Partnership)

Challenges for 2017/18

- Full implementation of the “golden thread” approach with Safeguarding Adults and MCA principles cross referenced and integrated within all clinical skills training, partnership policy and procedure, documentation and work force development initiatives
- Develop a Safeguarding and Mental Capacity Act Competency Framework to include Level 3 requirements
- Fully embedding the Making Safeguarding Personal agenda
- Improving collaborative partnerships and exploring closer working with partner agencies, including fully embedding a safeguarding outcomes system

Wiltshire Care Partnership (WCP)

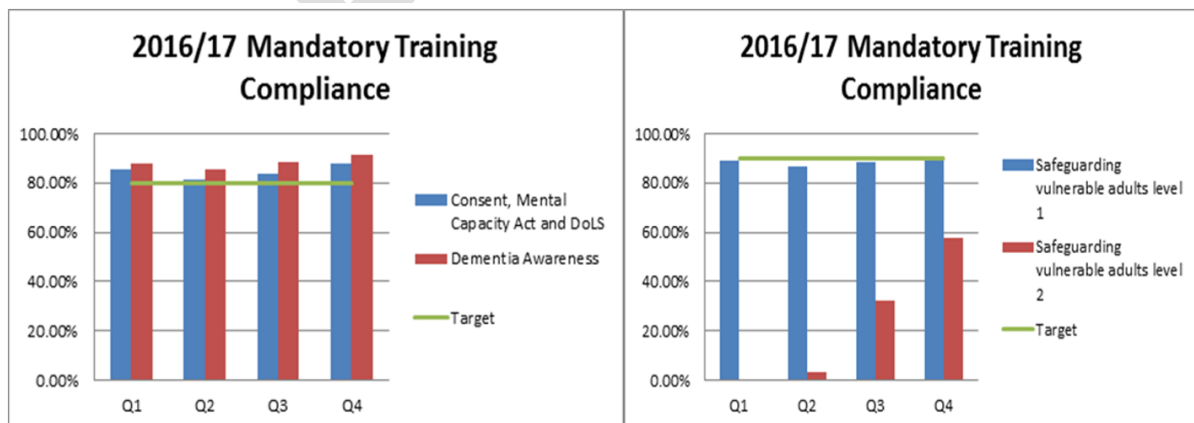
WCP membership continues to grow and diversify, with more learning disabilities and supported living providers joining our partnership. This increases the potential for queries about Safeguarding, the Mental Capacity Act and DoLS, which we are committed to keeping our members updated about.

Over the last year WCP have provided members with workshops on mental capacity and the partnership is committed to expanding this through a training and development day in October, in partnership with Wiltshire & Swindon Care Skills Partnership, and through a conference planned for June 2018. It's hoped the conference will provide workshops on how to support and motivate staff during a Safeguarding investigation.

Great Western Hospital NHS Foundation Trust (GWH)

Training

The charts below identify the Trust wide training targets in 2016/17 and in which areas the Trust is meeting those targets. The Trust's generic mandatory training compliance threshold is 80%. GWH is currently compliant against this threshold. Safeguarding Adults is 90% compliance as per contract with GWH and the Clinical Commissioning Group. Level 2 safeguarding training was implemented November 2016 and has seen an increase in compliance as indicated. It's expected that the upward trend will continue in 2017/18.



Key achievements in 2016/17

Below is an overview of the main achievements of the GWH Safeguarding Adults Lead

- Quality Improvement project in relation to safeguarding adults and MCA completed across two clinical areas. The impact of this project was demonstrated by improved practiced compliance from the annual safeguarding adults at risk consent and capacity audit.
- DoLS specific quality improvement project (in conjunction with Swindon Local Authority) completed (September – January 2017). Aim of project to improve quality of applications, with protected time for DoLS assessments.
- A Safeguarding Operational Group is now well established and well attended. There has been a positive response from staff in attendance. Attendance continues to grow in numbers on a monthly basis and safeguarding supervision is encompassed within the group.
- An annual audit programme is now in place.
- An annual audit programme was completed in September 2016. Findings are based on Q1 and Q2 and demonstrate increased compliance in safeguarding adults at risk, Mental Capacity Act (2005) and DoLS. Indication shows an increase in compliance 69% compliance Trust – Wide (39% the previous year 2015).
- Consent Form four was reviewed in line with MCA and has been ratified, and document is now live and embedded in policy. An audit is underway and covers 20 patients - in oncology, urology, respiratory, gynaecology, gastro, oral surgery, cardiology, general surgery, trauma, endoscopy, and ENT. These are the disciplines where patients have been coded as having Learning Disability, dementia etc. and had surgery since 1 August 2016.
- The Safeguarding Adults Team piloted Local Safeguarding Adults Board self-assessment tool. This is now an annual requirement and 2017 submission has been completed.
- A safeguarding alert initial enquiry form has been implemented and a successful pilot completed to test a new enquiry form in response to any safeguarding alerts raised against GWH. The rationale behind the form is to obtain the correct information in a timely manner, and to also help guide staff. The Safeguarding initial enquiry form is completed within 7 days to help gather information.
- The following policies and guidelines have been reviewed and ratified:
 - Mental Health Act Policy and Procedures.
 - Search and Ligation Risk staff guidance.
 - Positive Behaviour Management (restraint) Policy.
 - DoLS policy
- A DoLS easy read patient information leaflet reviewed and implemented.
- A training tracker modules for both level 1 and 2 have been completed, tested and have now been launched. A training tracker level 3 is in draft format. The Trust is in good stead for implementation of level 3 once the NHS England guidance has been published.
- 1:1 safeguarding training has been in place since January 2017 for all overseas nurses who on starting in post
- Bespoke training is provided in specific clinical areas including Intensive Care.
- CQC focus work has been completed across all areas, with concentrated focus on front door teams.
- Bi-monthly Safeguarding Simulation has been set up with the Anaesthetics and Pain Management Clinical Lead for Simulation and Clinical Teaching Fellow. The simulation-based teaching will be for medical students and / or junior doctors working within the Trust and with potential scope to also extend to nurses, occupational therapists and physiotherapists.
- Swindon Local Authority has invited Safeguarding Lead to be part of Safeguarding Adult Section 44 review Group being facilitated by SCIE (independent review). The group is scheduled to meet in June 2017.

Plans for 2017-18

- Get better at protecting people from harm to include: early and/or preventive help for those at risk of abuse, including the local priorities given: exploitation, radicalisation, domestic abuse and neglect.
- Continuation of delivery of 'Golden Thread' training strategy
- Delivery of ward accreditation programme
- Complete NICE 50 (Domestic Abuse agenda)
- Embed and implement the Care Act 2014, Making Safeguarding Personal and the Mental Capacity Act
- Improve the consistency of application of safeguarding and MCA/MHA policies, procedures and processes across the organisation by developing web-based access to relevant safeguarding and MCA/MHA policies, guidelines, information/forms/checklists
- Continue to support and strengthen system wide safeguarding quality assurance, including monitoring visits; assisting with evidencing best practice and improvements and making a difference to improving the safety and welfare of our most vulnerable residents
- Continue to support greater system-wide learning, review and actions and evaluate outcomes of all serious case review/incident action plans of both single and inter-agency action to receive assurance that plans have been implemented and in turn improves outcomes for adults with care and support needs in Swindon and Wiltshire
- Maintain systems for safeguarding training and competencies, ensuring learning and development positively impacts on practices and in turn improves outcomes for children, adults with care needs and carers
- Support robust completion of Consent/MCA documentation/Evidence use of principles of MCA /Application of two stage mental capacity assessment
- Production, completion and regular review of robust and timely Care plan/risk management documentation
- More evidence of Best Interests assessments and decisions making is required
- Continued reporting barriers with outcomes of investigations/enquiries re Safeguarding and being able to feed this information back to clinical staff
- Raise awareness of IMCA involvement especially Serious Medical Treatment and discharge

4. Safeguarding in Wiltshire - understanding the local picture

In 2016/17:

- The number of concerns (formerly known as alerts) was 4,465 for 2016/17. This is a 2% decrease from the same period last year (these figures do not include large scale investigations)
- 763 (17%) went forward to Early Strategy Action (ESA)
- The number of enquiries (formerly known as investigations) went down from 864 to 656 (a 24% reduction)

Abuse enquiries

Between 2014/15 and 2015/16 there was a 43% increase in the number of enquiries. This year there was a marginal drop. Although the reduction is not significant what is apparent is there is now a level of consistency over a two-year period.

However of the 4,465 enquiries made in 2016/17, more than 4 out of 5 (3,702) were 'screened out' at the triage stage. That means it was decided that no further action would be taken under a section 42 formal safeguarding investigation, some of these alerts would have been transferred to the operational teams to be addressed via a care management route. This proportion has increased from the previous year.

Sources of enquiries

Enquiries relating to care homes and domiciliary care agency enquiries make up the majority of total concerns raised. Anecdotal evidence from care homes remains that a large number of enquiries are the result of a risk-averse approach which assumes that it is better to raise a concern and record having done so than not. The proportion of these concerns that are screened out at the initial triage stage has continued to increase. The data shows many of the concerns raised by and about care home management were not considered appropriate for a safeguarding investigation.

Type of abuse by setting (at the enquiry stage)

The patterns of the type of abuse in the various settings are broadly similar across the last three years. Concerns about neglect or omission in support are most commonly reported while there are very few reported cases of discrimination. Many of these occurred in people's own homes including supported accommodation where there are several occupants. Self-neglect remains a common theme and will be an area for the Board to focus attention in 2016/2017.

Cases where neglect or acts of omission were broadly reported occurred in own home situations and nursing or residential care homes. These tend to be missed medication, not supporting transfers appropriately or failing to prevent customers falling when mobilising. There were notably less instances of any type of abuse or neglect reported in hospitals or other settings. This may be an indication of a lack of reporting from these settings.

Emotional or psychological abuse remains more likely to be experienced by people living in their own homes by family member(s) applying pressure on adults at risk (AARs) – bullying or threatening them with physical violence.

Residential care homes are where the most physical abuse is reported while levels of reported financial abuse are markedly higher at home.

Enquiries (formerly known as Investigations)

Enquiries have decreased 24% on the previous year, despite the less marked drop in the number of concerns reported. This reflects the relatively minor nature of some enquiries which are being triaged out, many are more appropriately managed under care management than safeguarding.

Relationship of the alleged perpetrator to the adult at risk

While the profile of alleged perpetrators (in terms of relationship to alleged victim) was broadly similar in 2015/16 and 2016/17 there was a notable drop in the number of care home staff implicated.

While the number of incidents involving a stranger or unknown individual remains very small it did increase significantly (from 22 to 31). This trend will be monitored in 2017/18.

Location of the alleged abuse

Care homes and the adult at risk's own home dominate where abuse is said to have taken place, with own home averaging 45% across 2 years and care homes averaging 40%. All other locations are similar in their proportions over the 2 year period.

Type of abuse

The numbers of types of abuse have broadly similar ratios over the 3 years. From 2015/2016 there have been new categories of abuse being recorded and reported: Domestic Abuse, Modern Slavery, Self Neglect and Sexual Exploitation.

Financial abuse has increased as a percentage of types of abuse as has the percentage of incidents involving an element of neglect. Organisational (formerly institutional) abuse has fallen as a proportion.

The following numbers will exceed the total number of enquiries as adults at risk can experience multiple types of abuse at a time. Each number will be the total number of times in which that type of abuse occurred and the percentage will indicate the ratio of the total number of abuse types (not Enquiries):

- Discriminatory 1 (0%)
- Domestic abuse 57 (6%)
- Financial 138 (14%)
- Modern Slavery 0
- Neglect/omission 358 (35%)
- Organisational 58 (6%)
- Physical 171 (17%)
- Psychological/emotional 159 (16%)
- Sexual 44 (4%)
- Sexual exploitation 2
- Self neglect 21 (2%)

Essentially, substantiated abuse or neglect in all of the categories above, except sexual exploitation (increased from 0 to 2 instances) have reduced.

Abuse by type of enquiry conclusion

In 2014/15, 820 enquiries were completed and in 2015/16 864 were completed. In 2016/17, 656 enquiries were completed. The numbers of concluded cases by the type of abuse are shown below. With many cases involving multiple types of abuse, these numbers will not equate to the total the number of concluded cases. Neglect and acts of omission remain the most common feature of substantiated allegations.

Agencies involved in investigations (completed enquiries only)

Agency involvement with investigations is dictated by the nature of the abuse, who raised the initial concern and those agencies that need to be involved with expert advice and skills to help reach an outcome and/or to help deliver future services.

Most commonly Social Care, care providers and the police are involved in enquiries. However acute hospitals and health agencies are involved in around 15% of enquiries.

Appendix 1 - Board Membership & Attendance

Organization	Designated Member	July 2016	Sept 2016	Dec 2016	Mar 2017
Independent Chair	Richard Crompton	✓	✓	✓	✓
Wiltshire Council DCS	James Cawley	✓	A	A	✓
Wiltshire Council Safer Communities	Tracy Daszkiewicz	✓	✓	✓	Ap-R
Wiltshire Council Commissioning	Heather Alleyne	✓	Ap-R	✓	✓
Wiltshire Council (OD Consultant)	Judy Vanderpump	A	✓	✓	✓
Wiltshire Council Cabinet Member	ClIr Jerry Wickham ClIr Sheila Parker	✓	✓	A A	✓ A
Wiltshire Care Partnership	Matthew Airey	✓	✓	✓	✓
Wiltshire Police	D/Supt Craig Holden	✓	A	✓	✓
CCG Wiltshire	Dina McAlpine	✓	Ap-R	✓	✓
NHS England	Helen Chrystal (from Sept)	n/a	✓	✓	A
Great Western Ambulance Service	Sarah Thompson	A	A	A	A
Great Western Hospital	Wendy Johnson (to Sept) Lisa Hocking (from Dec)	A	✓	✓	✓
RUH Bath	Mary Lewis	A	✓	✓	Ap-R
Salisbury NHS Foundation Trust	Fiona Hyett	Ap-R	✓	✓	Ap-R
AWP	Dr Toby Sutcliffe		✓	✓	✓
Wiltshire Health & Care	Sarah Jane Peffers	✓	✓	✓	✓
National Probation Service	Mark Scully				Ap-R
Community Rehabilitation Company (Wiltshire)	Liz Hickey (to July) Richard Temple (from Sept)	✓	A		A
Dorset & Wiltshire Fire & Rescue Service	Jo McGowan (to Dec) Gus Cuthbert (from March)	A	A	A	Ap-R
Healthwatch Wiltshire	Emma Cooper	✓	✓	✓	Ap-R
Domiciliary Care Providers Assn	Darren Fowler	✓	A	✓	✓
Carer Reference Group	Currently no representative				
User Reference Group	Mary Johns & Linda Griffiths	✓ ✓	✓ ✓	A ✓	A ✓
CQC (annual only)	Justine Button				

✓: Attended A: Sent apologies Ap-R: Sent apologies & replacement attended

Appendix 2 - What does the Board do?

The overarching purpose of Wiltshire's Safeguarding Adults Board (WSAB) is to help and protect adults with care and support needs in Wiltshire. We do this by:

- Providing vital assurance that local safeguarding arrangements are in place and that local safeguarding practice is person-centered and outcome-focused
- Working collaboratively to prevent abuse and neglect where ever possible
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- Continuously improving and enhancing the quality of life of adults in Wiltshire.

v

Wiltshire SAB leads adult safeguarding arrangements across the county and oversees and coordinates the effectiveness of the work of its member and partner agencies. This requires us to develop and actively promote a culture with its members, partners and the local community that recognises the values and principles contained in '**Making Safeguarding Personal**'. The Board also has a wider duty to consider issues which can contribute to the wellbeing of its community and the prevention of abuse and neglect, such as:

- the safety of people who use services in local health settings, including mental health
- the safety of adults with care and support needs living in social housing
- effective interventions with adults who self-neglect, for whatever reason
- the quality of local care and support services
- the effectiveness of prisons in safeguarding offenders
- making connections between adult safeguarding and domestic abuse.

Under the Care Act 2014 our Board has three core duties. We must:

- develop and publish a **strategic plan** setting out how we will meet our objectives and how our member and partner agencies will contribute
- publish an **annual report** detailing how effective our work has been
- commission safeguarding adults reviews (SARs) for any cases which meet the criteria

At the heart of all we do are the six safeguarding principles:

Empowerment - people being supported and encouraged to make their own decisions and give informed consent

Prevention - it is better to take action before harm occurs

Proportionality - the least intrusive response appropriate to the risk presented

Protection - support and representation for those in greatest need

Partnership - local solutions through services working with their communities and recognising that communities have a part to play in preventing, detecting and reporting neglect and abuse

Accountability and transparency - in safeguarding practice

Appendix 3 – 2016/2017 Multi-Agency Assurance report - Wiltshire Safeguarding Adults Board

Dashboard (Sources: Wiltshire Police, Wiltshire Council Safeguarding Adults Team, Public Protection and Public Health)

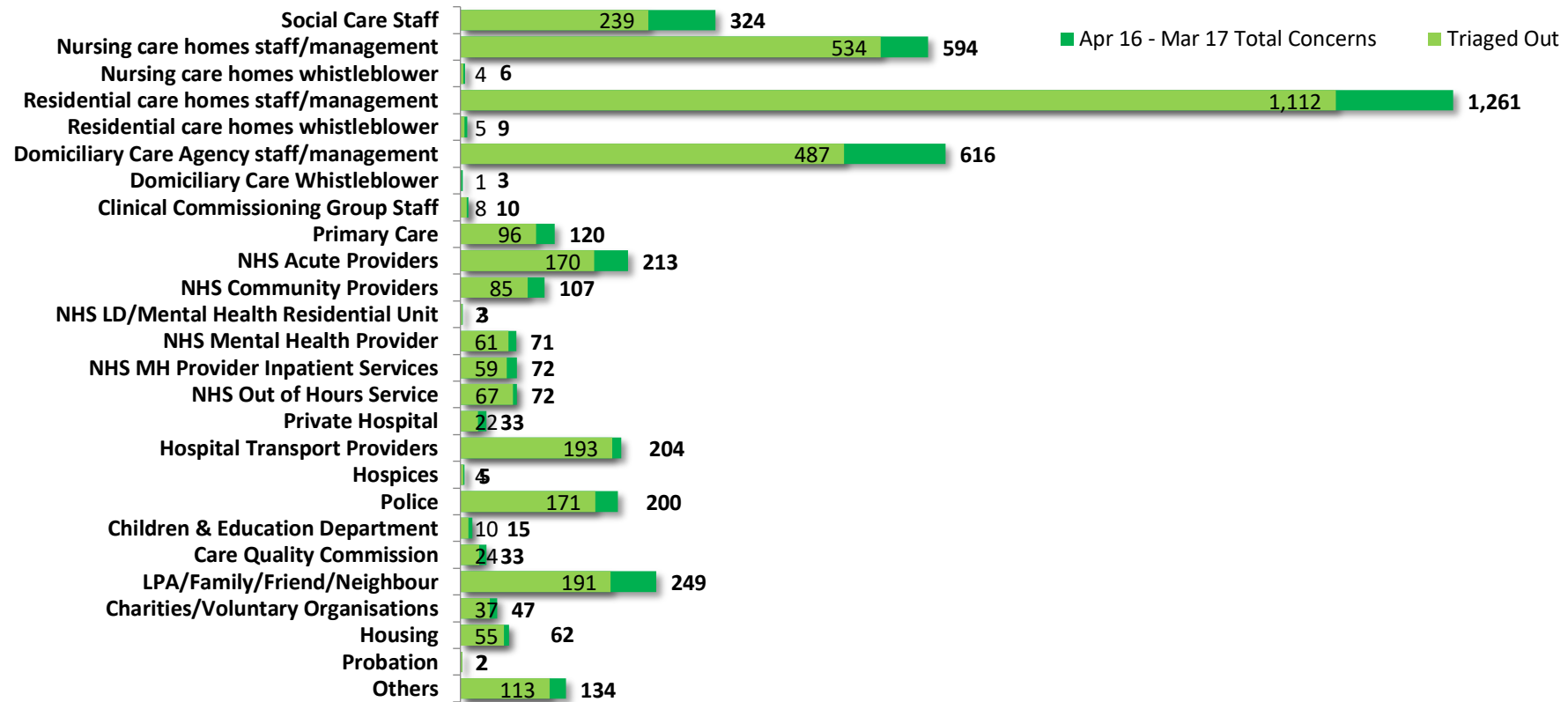


	Time period	16/17	16/17	16/17	16/17	Annual measure	Annual measure	England average
Ref	Data set	Q1	Q2	Q3	Q4	15/16	16/17	15/16
1	Number of contacts received by the safeguarding team about possible incidents of abuse or neglect (Concerns)	1,053	1,117	1,112	1,183	4,566	4,465	2,028
2	Number of those reports that are looked into (triaged) within two days	1,026	1,100	1,081	1,164	4,491	4,371	
3	% triaged in two days (target - 97%)	97%	98%	97%	98%	98%	98%	
4	Number of Early Strategy Actions meetings held (ESA)	229	192	185	157	993	763	
5	Percentage of Concerns leading to ESAs	22%	17%	17%	13%	22%	17%	
6	Number of enquiries started	182	172	158	144	972	656	864
7	Number of adults at risk who set desired outcomes	118	90	103	75	525	386	330
8	No. of adults at risk who stated that their desired outcomes were fully or partially met	115	83	101	74	525	373	259
9	% of adults at close of Enquiry who felt that their outcomes had been achieved	97%	92%	98%	99%	100%	97%	78%
10	Number of Large Scale investigations (number of beds)	151	151	87	11	95	162	
11	Number of Serious Adults Review referrals	0	0	1	0		1	
12	Number of high risk domestic abuse cases heard at MARAC				120			
13	Number of Domestic Abuse incidents (reported to the Police)				689			
14	Number of ASBRAC cases				49			
15	Number of ASBRAC offenders				107			
16	Number of ASBRAC victims				84			
22	Number of victims in contact with the service SAIT	271	244	197	239	1081	951	

Supporting information - concerns, enquiries and outcomes

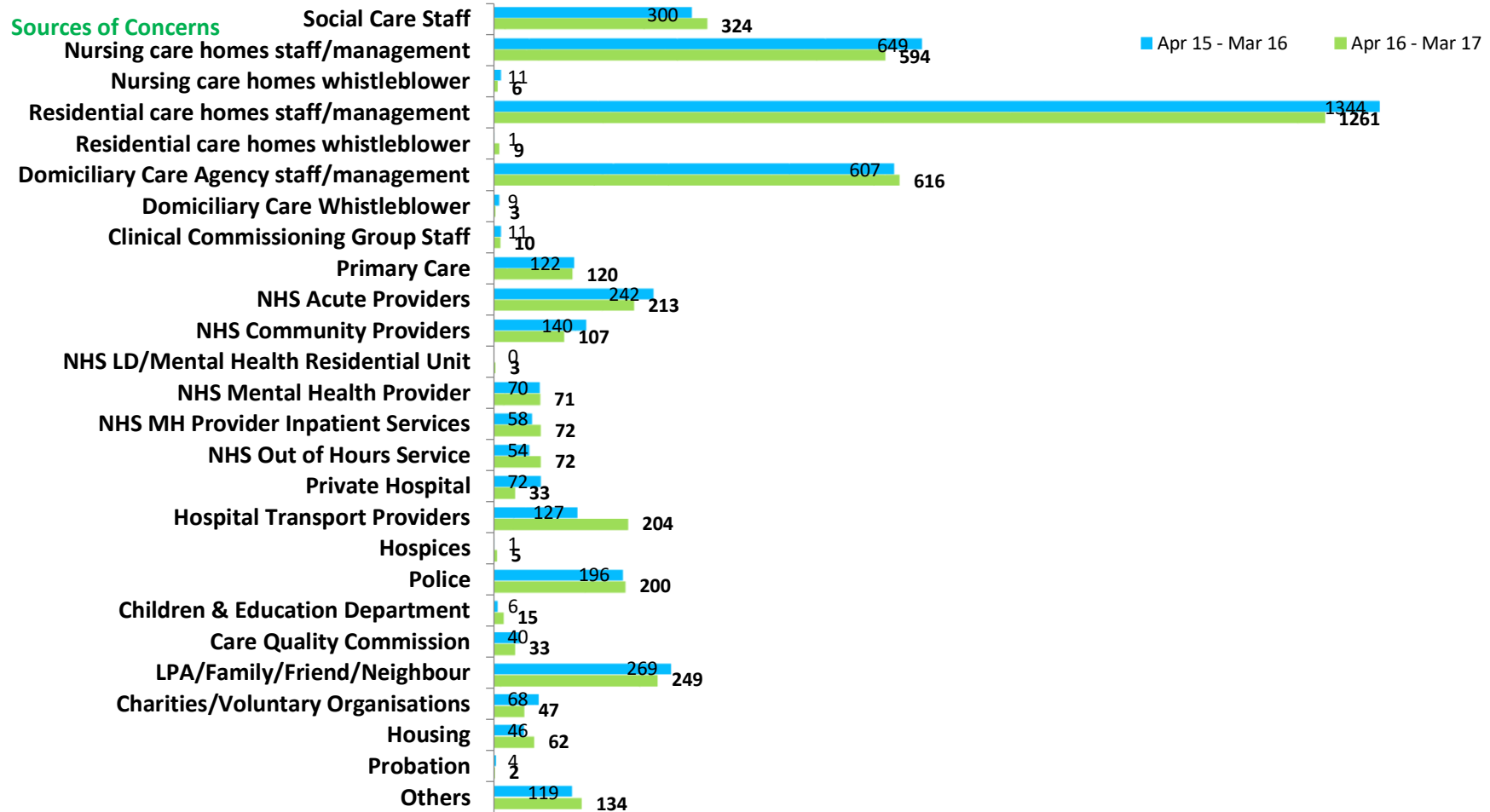
Concerns raised (figure A)

Sources of Concerns:



Concerns raised

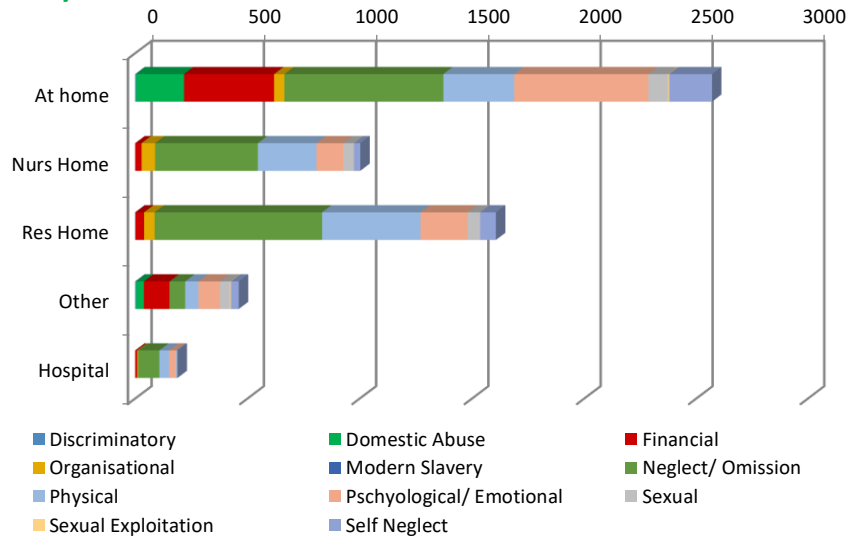
Source (figure B)



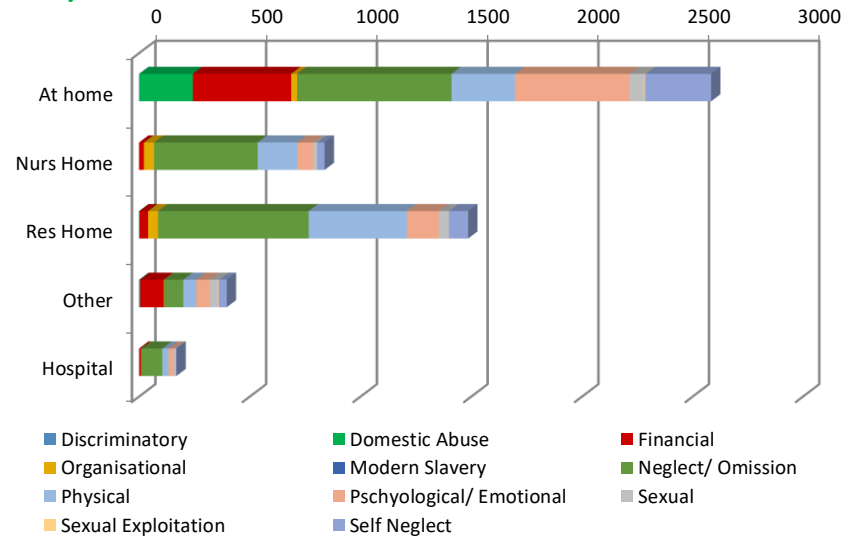
Concerns raised (figure C)

Type of abuse by setting (at the Concern stage)

2015/2016

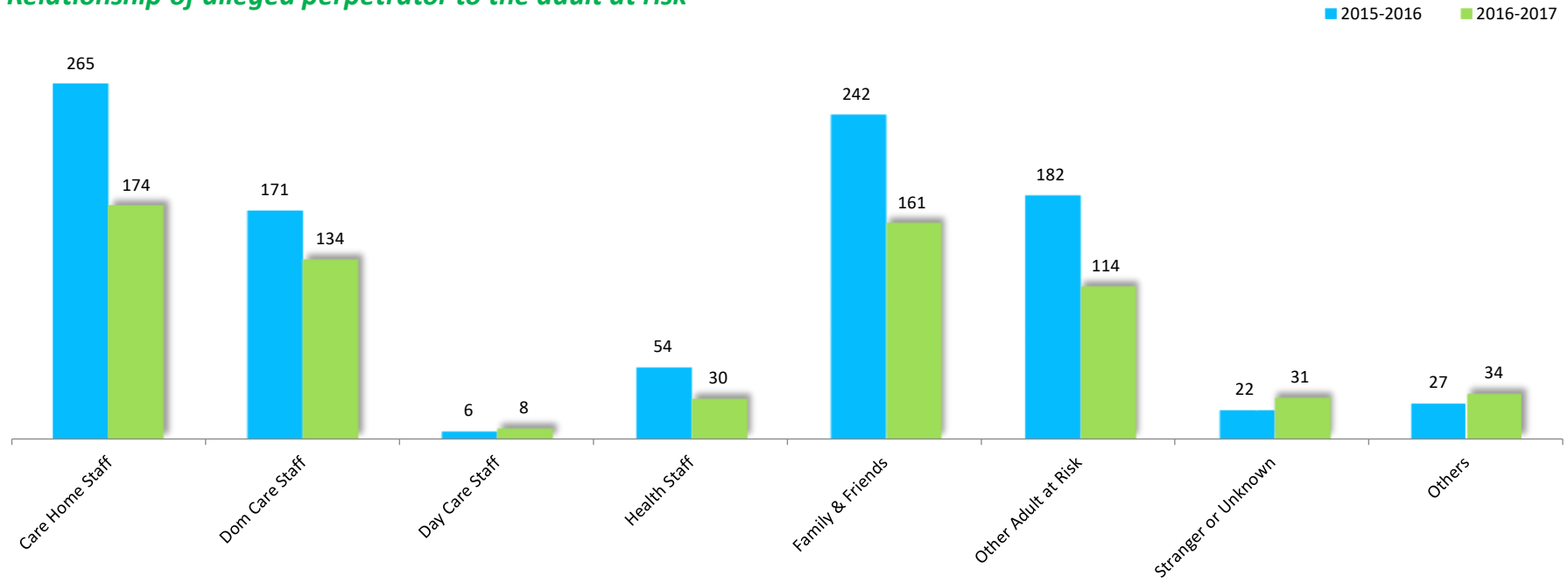


2016/2017



Enquiries (figure D)

Relationship of alleged perpetrator to the adult at risk

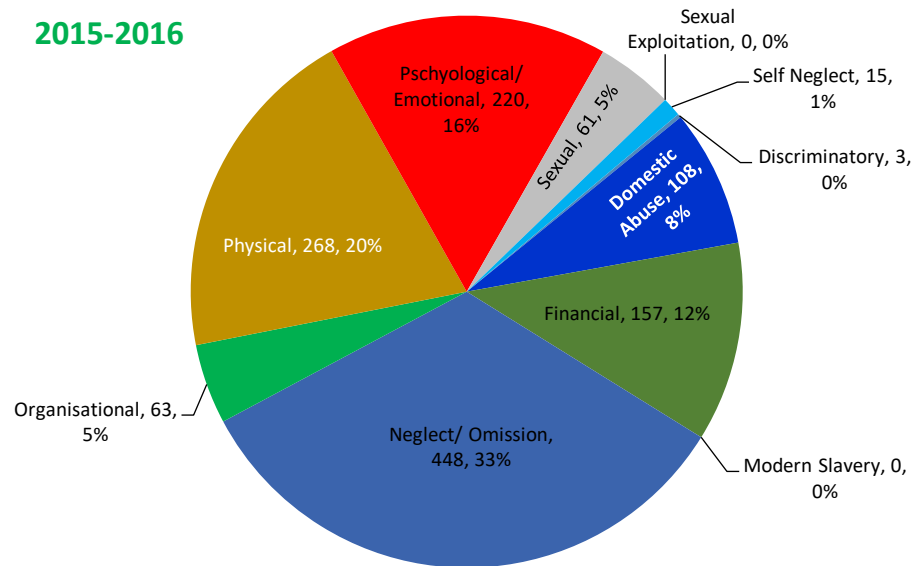


Enquiries

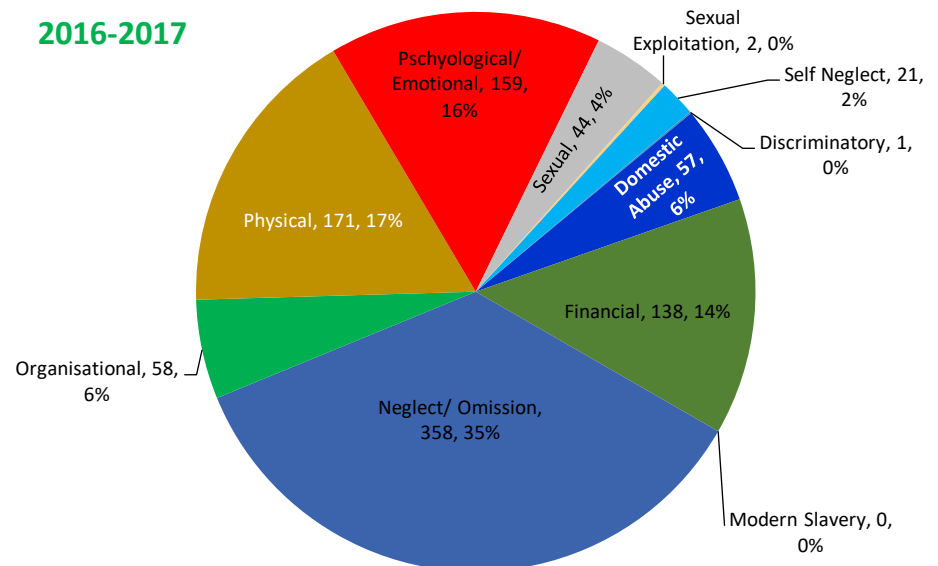
Location of the alleged abuse (figure E)

Type of abuse

2015-2016

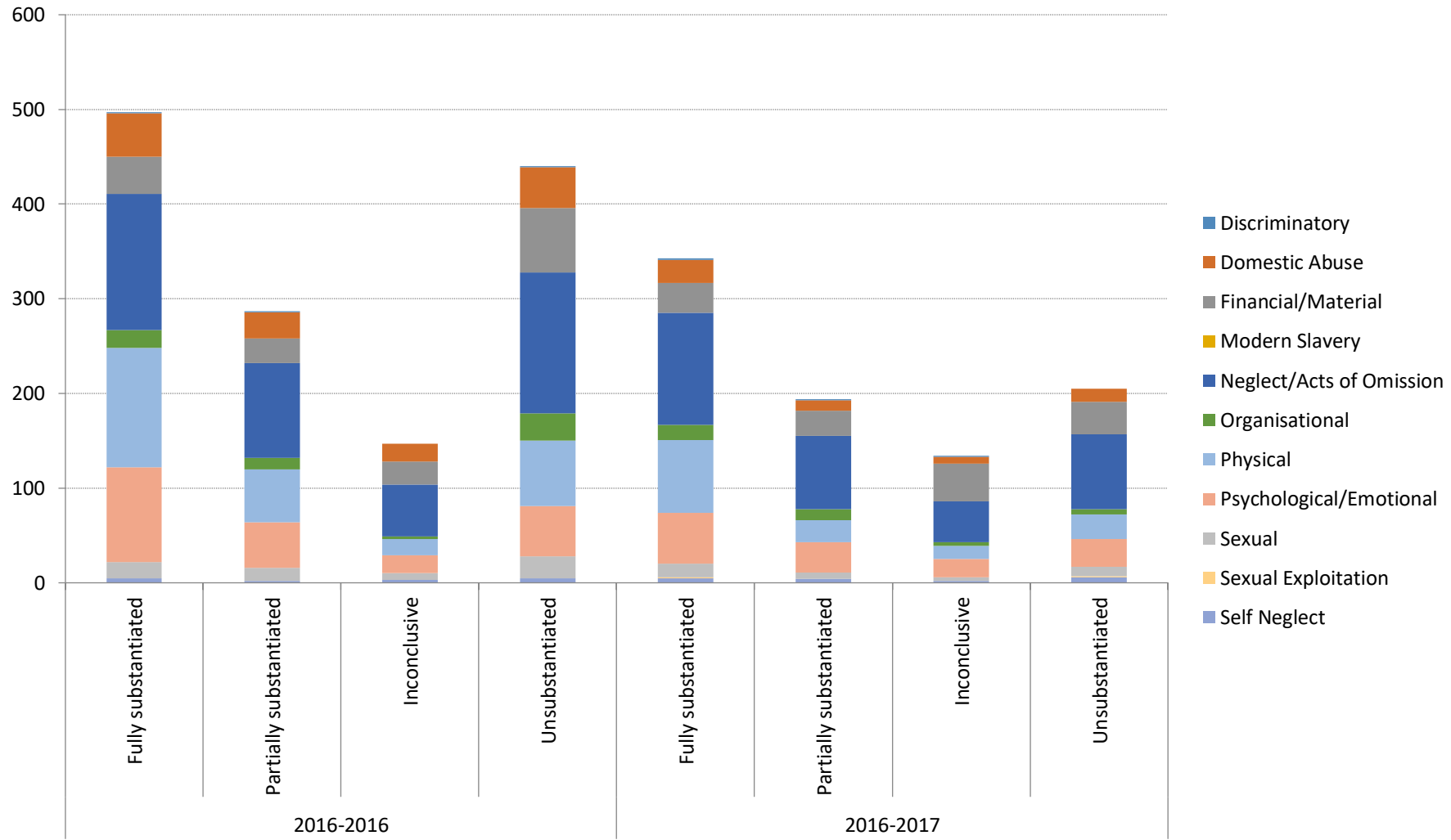


2016-2017



Concluded enquiries

Type of abuse by Enquiry conclusion (figure F)



Concluded enquiries

Outcomes (figure G)

Below are cases with further action or outcome; these are shown by the enquiries' findings. Adults at risk can have more than one outcome, therefore these numbers will not equate to the number of cases concluded. Outcomes will depend on the circumstances surrounding the case, the needs of the adult at risk, what action should take place to ensure that risk of harm or neglect is removed - or at least, reduced.

	Year	Adjust Protection Plan	Alternative Services	AP Removed	Change to Risk	Civil Action	Complaints	Criminal Action	Emergency Services Notified	Family Informed	Primary Health Notified	New Risk Identified	No Further Action	Other	Police Informed	Protection Plan Completed	Regulator Informed	Risk Removed	Service Suspended	Training	Adult at Risk Removed
Fully Substantiated	16/17	17	46	46	6	1	18	15	6	180	84	9	17	66	108	144	84	135	2	66	29
	15/16	35	33	51	11	1	11	17	4	228	101	7	14	92	152	217	115	178	3	53	27
Partially Substantiated	16/17	7	18	19	2	0	4	6	1	104	45	2	6	40	75	67	58	76	5	30	12
	15/16	8	24	12	9	2	6	3	2	134	75	7	13	56	77	102	58	75	1	24	12
Inconclusive	16/17	2	12	10	3	1	0	8	3	57	17	2	7	24	59	28	24	34	2	10	9
	15/16	1	7	5	1	2	3	4	3	55	27	2	8	24	43	30	24	32	3	6	11
Unsubstantiated	16/17	8	14	11	5	1	1	3	3	91	43	5	15	31	67	54	34	57	2	10	6
	15/16	5	27	23	5	1	3	5	2	138	76	5	32	73	120	90	60	85	2	28	11

Concluded enquiries

Agencies involved (concluded enquiries only) (figure H)

Agency involvement with investigations is dictated by the nature of the abuse, who raised the initial concern and those agencies that need to be involved with expert advice and skills to help reach an outcome and/or to help deliver future services.

Agency	2015-2016		2016-2017	
	No.	%	No.	%
Acute Hospitals	84	9%	76	11%
Advocacy Service	96	10%	89	13%
AWP	84	9%	51	7%
Care Home	463	48%	293	43%
Care Quality Commission	324	33%	229	33%
Community Health Services	35	4%	32	5%
Court of Protection	36	4%	32	5%
Adult Social Care	657	68%	436	64%
Housing (Associations, Schemes, Dept)	24	2%	14	2%
Other Local Authorities	59	6%	35	5%
Others (Adult or their Representative)	78	8%	104	15%
Clinical Commissioning Group	143	15%	100	15%
Police	450	46%	327	48%
Provider Agencies (Day, Dom Care, etc)	284	29%	295	43%
Totals	969		685	