



# **Wiltshire Safeguarding Adults Board**

**Strategic Plan  
2019 - 2021**

# Foreword

Since I became Chairman of the WSAB in 2015, much has changed in Wiltshire. Most significantly, a new Multi-Agency Safeguarding Hub now exists where staff from Wiltshire Council, Wiltshire Police and NHS Wiltshire Clinical Commissioning Group work together to more effectively safeguard vulnerable adults. Our system will continue to change in the coming three years with a programme of adult services transformation underway.

The Board continues to be a forum for partners to consider and agree changes across the partnership but, as services have evolved, we have adapted the way we work too. This report sets out:

- The evidence we have used to map the nature of demand on local safeguarding services and our opportunities to improve the way our partnership manages that demand
- Our key challenges over the next three years
- Our plan to ensure that Wiltshire continues to lead the way in its work to protect vulnerable adults

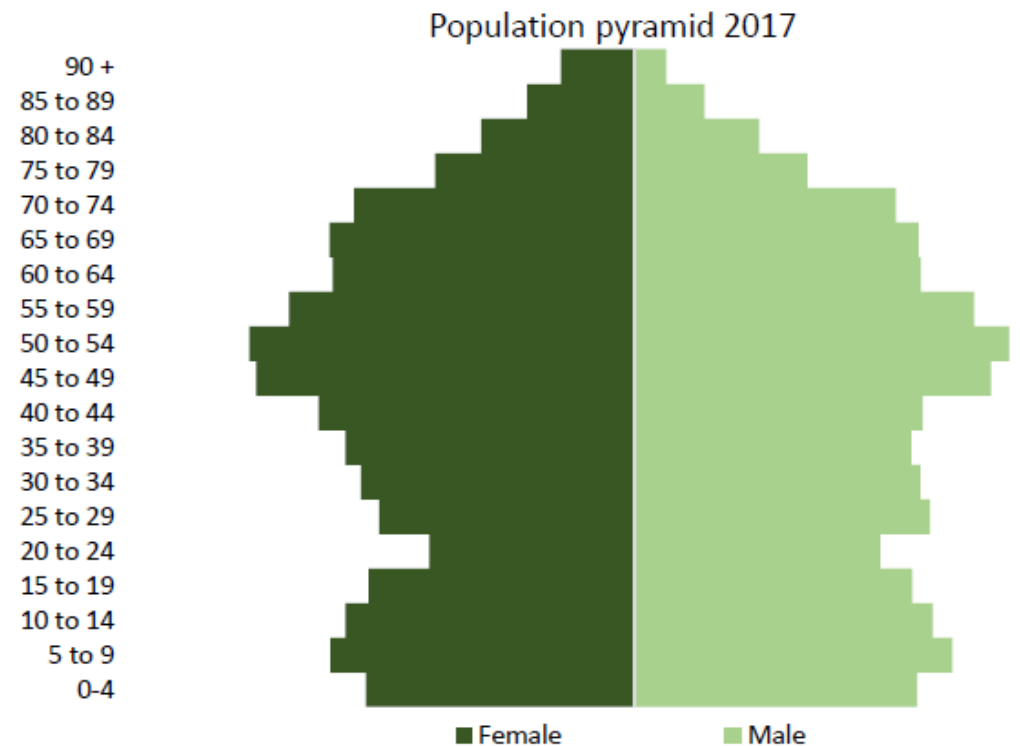
However, our Board is only as successful as our members and service users make it. We will be asking for your support in the coming three years to make this plan a reality.

**Richard Crompton**  
**Independent Chairman**

For more information about the Board and its role please see Appendix 1.

# Local challenges

- **Service pressures** - over 17% of Wiltshire's population (496,043) is over 65 years old ([data from 2017](#)). 64% of safeguarding concerns relate to people aged over 65 and over 2/3 of that group are female.
- **Isolation** - 51,845 people recorded that they lived in one person households ([2011 census](#)) and only half of adult social care users reported they have as much social contact as they would like (2016/17).
- **Health** - The vast majority of people recorded they were in fair or good health. But 70,000 people recorded that a long-term condition limited their day to day activities ([2011 census](#)). The rate of emergency hospital admissions due to falls in people aged 65-79 was higher than the regional average ([2017/18](#)).
- **Safeguarding concerns** - 64% of safeguarding concerns relate to people aged over 65 and over 60% of those concerns relate to females.



# Local Challenges

- **Army welfare** - Military rebasing is a significant driver of population growth; by 2020 it is expected there will be ~18,000 serving military personnel, many of whom will have spouses and children.
- **Post-Traumatic Stress Disorder** - within Wiltshire, based on national prevalence rates, we can expect around [15,000](#) people to be experiencing PTSD.
- **Mental Health** – people with mental health support needs are the third biggest category of people being referred to adult safeguarding in Wiltshire
- **Dementia** - Whilst recent estimates suggest there are around 6,800 people with Dementia in Wiltshire, [that's predicted to double by 2035](#).
- **Mental Capacity** - Over a third of safeguarding enquiries started in 2017/2018 involved an adult who lacked mental capacity
- **Self harm** - The reported prevalence of self-harm is rising particularly amongst young women; a quarter of 16-24 year old women report self-harming. Overall, there are estimated to be around 29,000 cases of self-harm in Wiltshire a year. Most go unreported.
- **Rurality** - [90%](#) of the county is classified as rural.

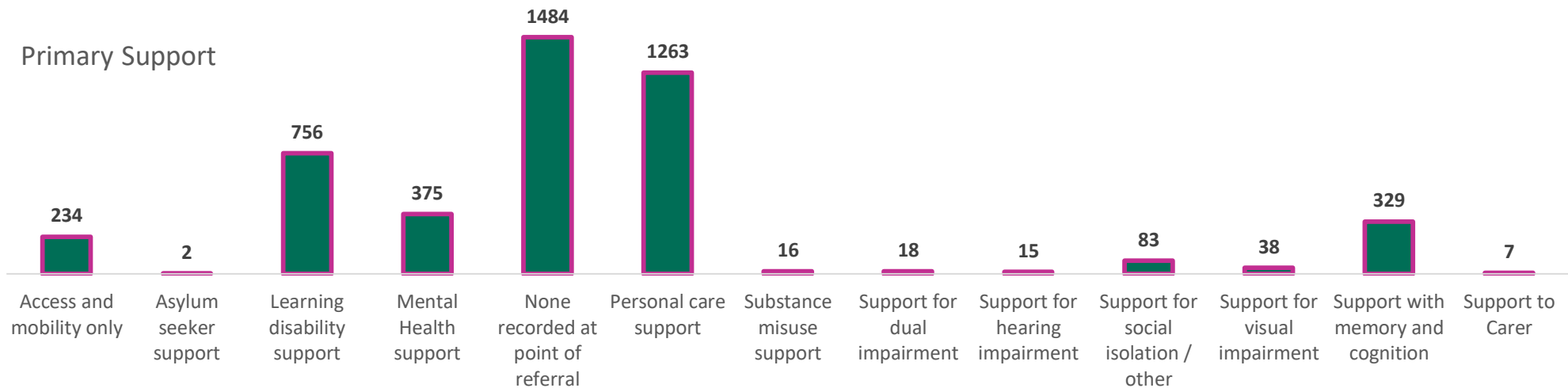
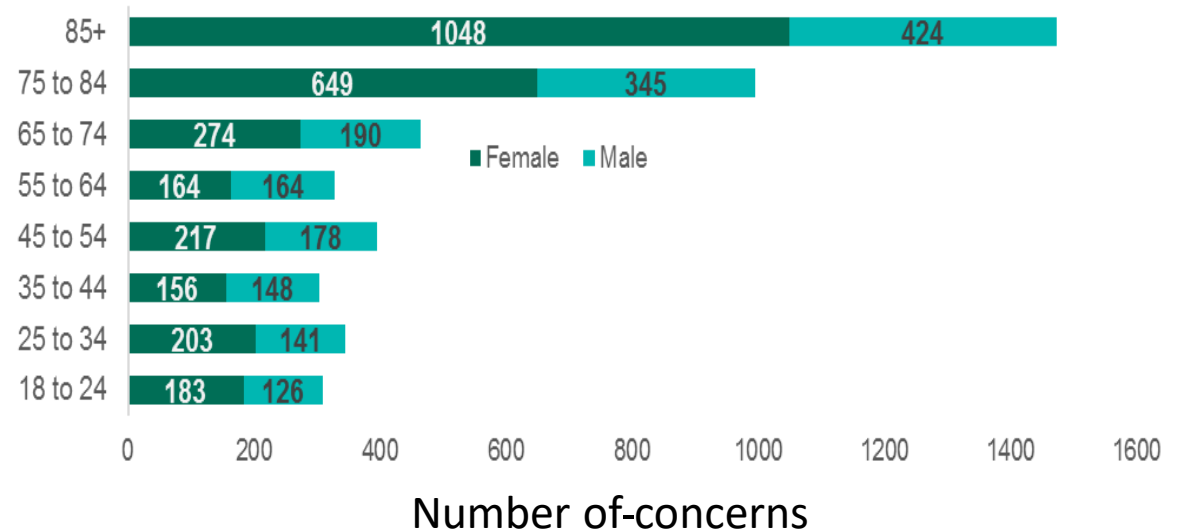
## Local Challenges

- **Safety** – [Wiltshire is a relatively safe county and data reflects a low level of crime](#). Despite this, partners are not complacent and the nature of specific risks to community safety continues to change. Recognising vulnerability and tackling exploitation are priorities for the police locally, as are Modern Slavery, cyber crime and domestic abuse.
- **County Lines** – When a home has been cuckooed - where criminals take over the house of a vulnerable person to use it as a base to deal drugs from – the Police record instances where violence or intimidation has been used or where victims have specific vulnerabilities. In Wiltshire, 26 situations were recorded between November 2017 and 2018.
- **Self Neglect** – identification and management of self neglect has emerged as a theme from recent local Safeguarding Adults Reviews. After recommendations from a review in 2018 the Board developed and published guidance to support practitioners in managing self neglect.
- **Domestic Abuse** – between 1 July 2018 and 31 December 2018 1,849 incidents of domestic abuse were reported to Wiltshire Police.
- **Carers** - Carer Support Wiltshire had just over 12,000 individuals registered in [2016/17](#) – 35.1% were over 65. 24.9% of adult carers report they have as much social contact as they would like ([2017/18](#)).

# Where we are safeguarding people in Wiltshire

In 2018, there were 4193 concerns raised about adult safeguarding. After triage, that led to 1083 enquiries ongoing enquiries. 74% of the concerns raised either were not safeguarding or were dealt with in a proportionate way by agencies at point of triage

Many-concerns raised relate to women over 65. Most of those concerns related to those with personal support needs or requirements for support with a learning disability.



# The people we are safeguarding

64% of safeguarding concerns relate to people aged over 65

22% of safeguarding concerns relate to people aged between 75-84

32% of safeguarding concerns relate to people aged over 85

Female

Residing in a care or nursing home

In receipt of help with personal care

Neglect

Over 65% of our customers aged over 65 are female

In 60% of case when concerns were raised on behalf of a women 65+, the woman lived in a care home

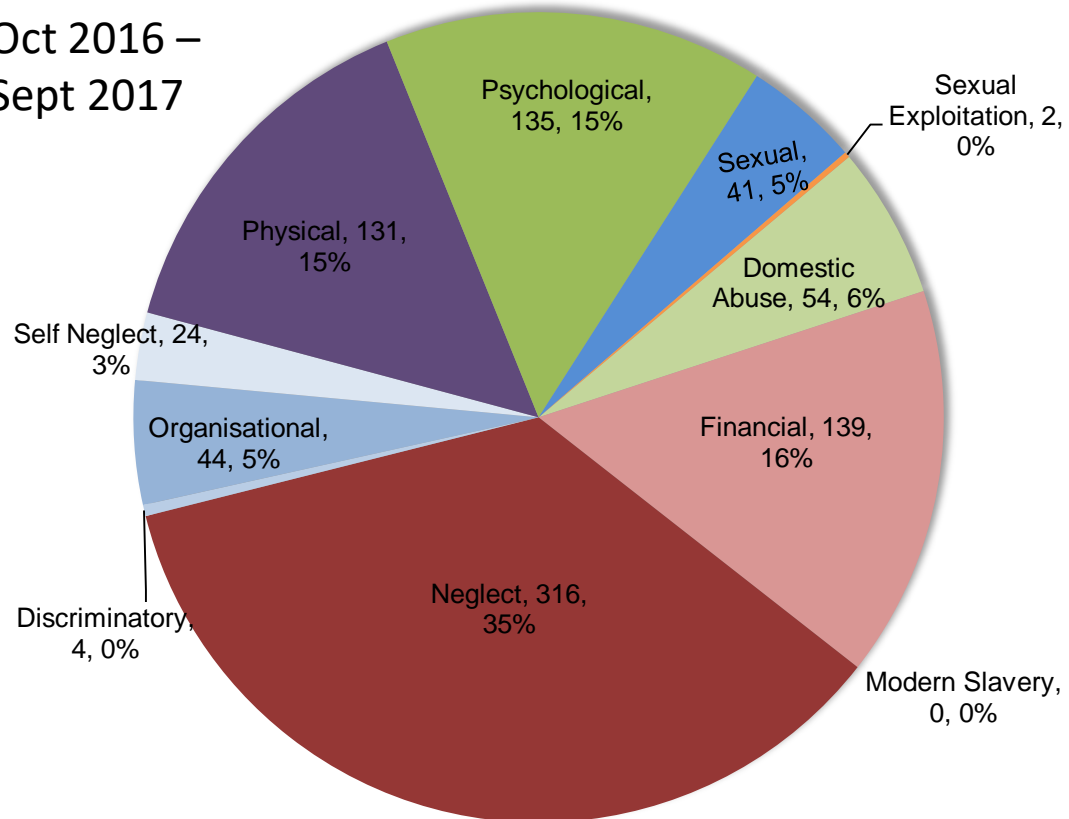
40% are in need of help with personal care

The main concerns being reported are under the heading of 'neglect' – that might include unwitnessed falls, carers not following the care plan or medication errors

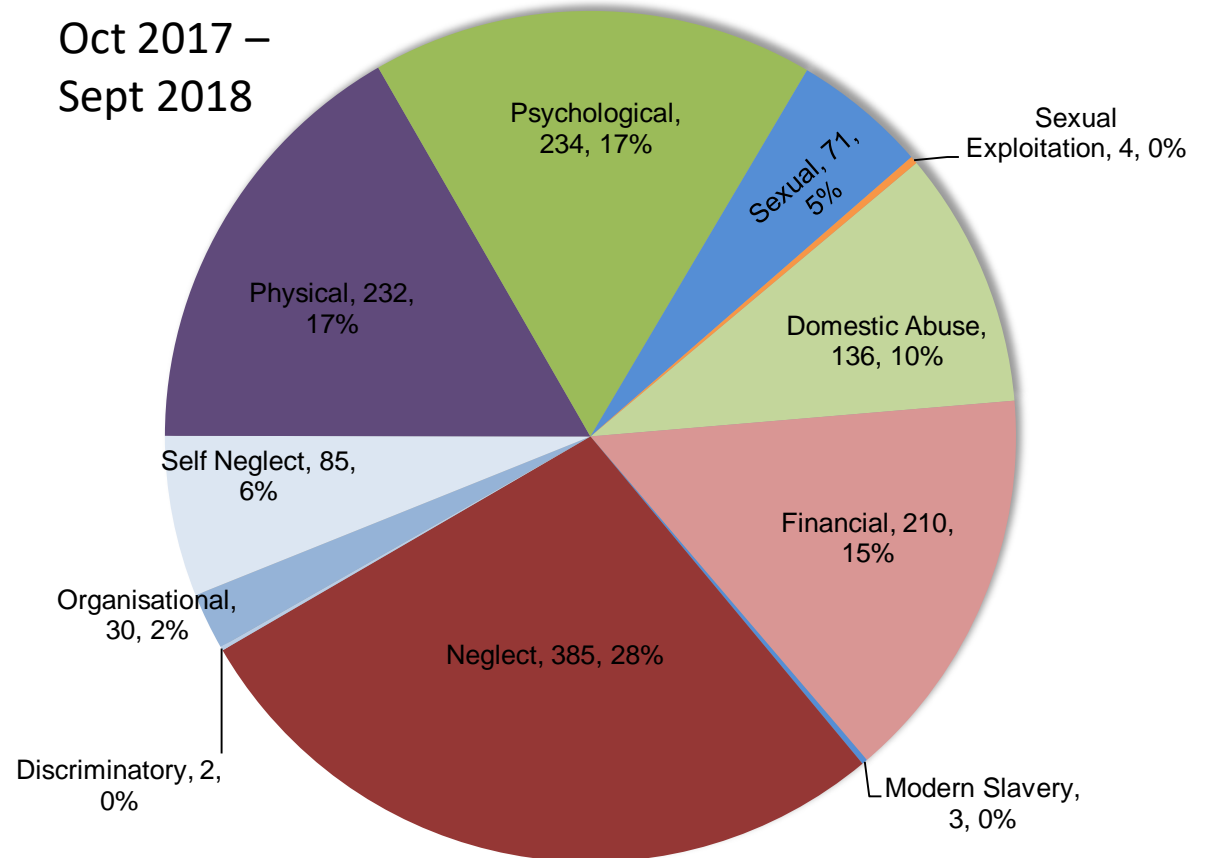
# The nature of safeguarding concerns

In Wiltshire, we know both what the demand on our services is and the challenges we face. Below you find information that describes the unique nature of our safeguarding work – who we are safeguarding, the nature of the risk to those people and where they are.

Oct 2016 –  
Sept 2017



Oct 2017 –  
Sept 2018





<b>The local picture</b>	<b>17/18</b>	<b>18/19</b>	<b>18/19</b>	<b>18/19</b>	<b>Annual measure</b>
Data set	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>17/18</b>
No. of contacts received by the safeguarding team about possible incidents of abuse or neglect (Concerns)	1,178	1,061	941	1,013	4,641
No. of Safeguarding Adults Strategy Meetings (SASM) held	169	167	130	77	686
Percentage of Concerns leading to SASMs	14%	16%	14%	8%	15%
Number of Enquiries started	329	315	246	190	1,016
Percentage of Concerns leading to an Enquiry	28%	30%	26%	19%	22%
Number of adults at risk in concluded Enquiries lacking mental capacity to make decisions relating to the safeguarding Enquiry	60	29	40	52	368
Of the Enquiries shown in 11 above, the number of cases where support was provided by an advocate, family or a friend	51	26	35	45	298
Percentage supported by an advocate, family or a friend	85%	90%	88%	87%	81%
Number of Large Scale investigations (No. of beds)	0	80	117	113	11
Number of Safeguarding Adults Review referrals started	0	3	1	1	3
Number of adults at risk awaiting a Deprivation of Liberty Safeguards assessment	1,783	1,783	1,701	1,771	<b>NA</b>
Number of high risk domestic abuse cases heard at Multi-Agency Risk Assessment Conferences (MARAC)	<b>NA</b>	104	223	178	<b>NA</b>
Number of Domestic Abuse incidents (reported to the Police)	826	886	1002	847	<b>NA</b>
Number of Anti-Social Behaviour Risk Assessment Conference (ASBRAC) cases	34	28	42	44	148
Number of ASBRAC victims	83	40	40	85	243

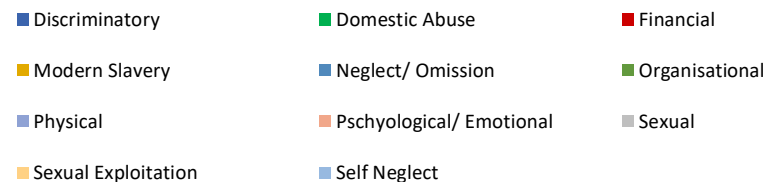
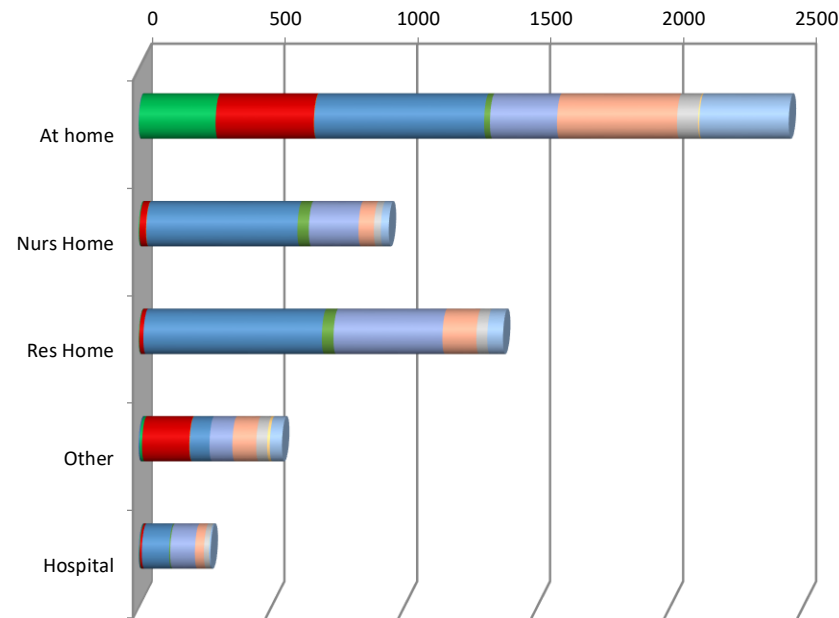
# The nature of safeguarding concerns

Most concerns are raised about incidents that take place in people's own homes.

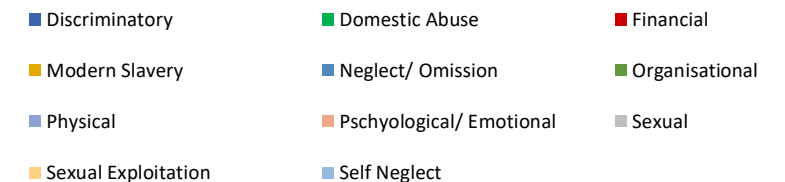
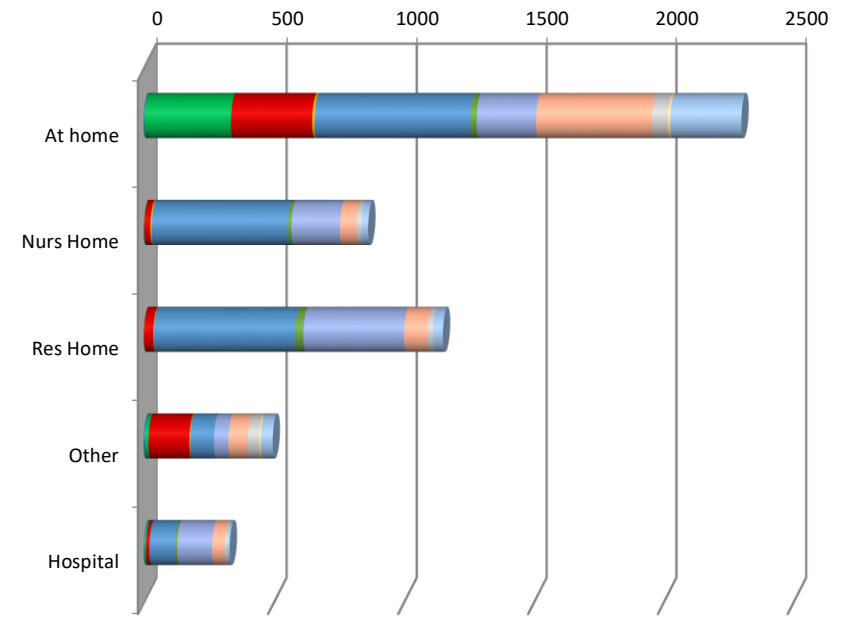
The most common type of incident reported relates to an act of omission in someone's care.

## Concerns raised - type of abuse by setting

January - December 2017



January - December 2018

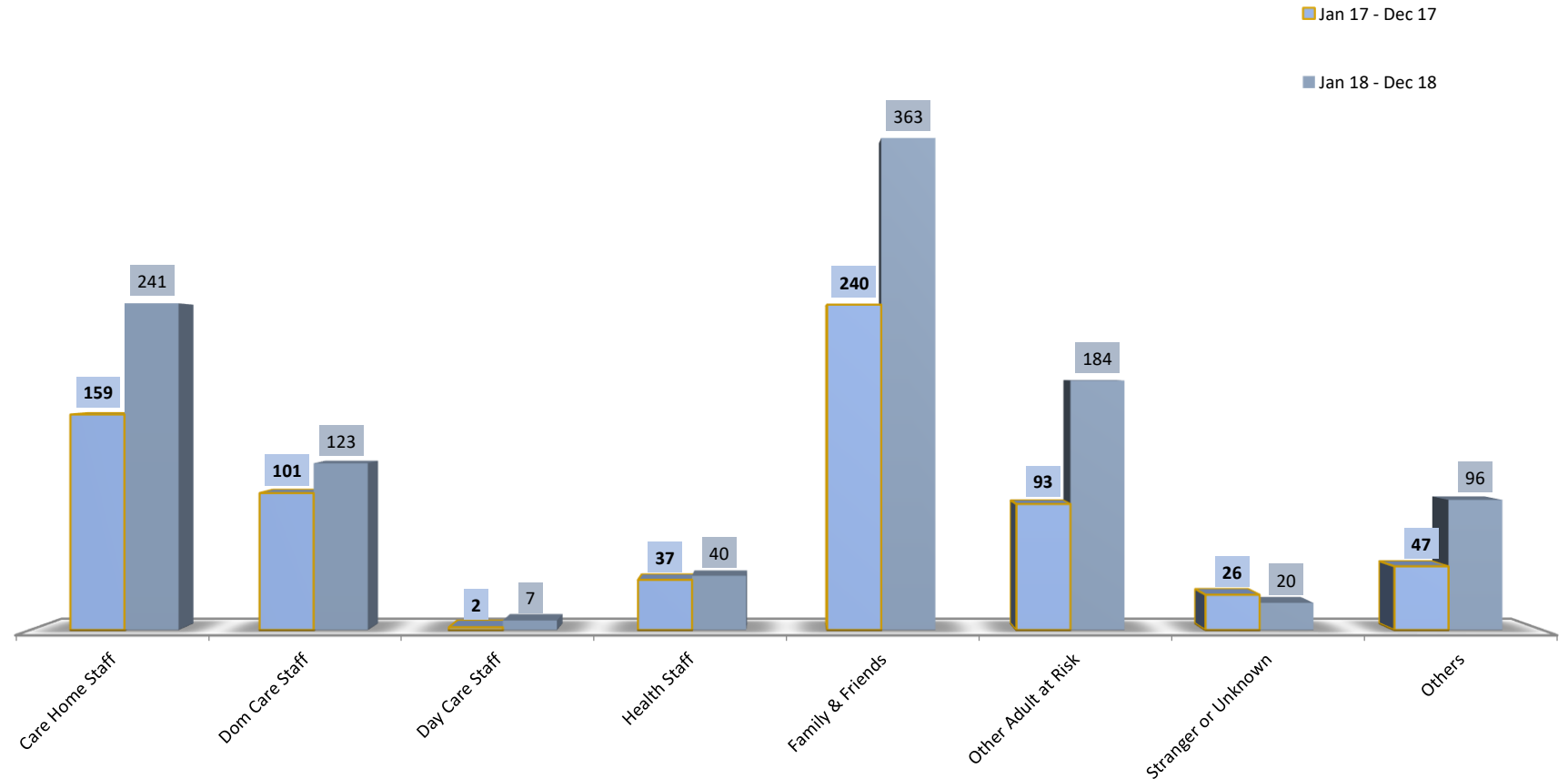


# The nature of safeguarding concerns

Most reports related to the action of family or friends.

The number of those concerns raised that relate to the actions of family or friends, or to another adult at risk, have increased in the last year.

Relationship of alleged perpetrator to the adult at risk (Enquiries)



# Adult safeguarding - National challenges

In 2017, Professor Michael Preston-Shoot carried out research across the South West and in London to identify some of the challenges faced in multi-agency safeguarding.

Those challenges included:

- ▶ Poor risk assessment and failure to assess mental capacity
- ▶ Transfer between settings
- ▶ Poor information sharing
- ▶ A lack of leadership and co-ordination when agencies are working together
- ▶ A willingness to accept an adult's decision not to engage with services too readily
- ▶ Failing to engage family members and a lack of personalised care
- ▶ Poor record keeping or inadequate resources
- ▶ Absence of supervision
- ▶ Lack of an escalation policy
- ▶ Insufficient contract management
- ▶ Lack of understanding of safeguarding
- ▶ Safeguarding Adults Boards' failings to share learning and poor agency participation

# Our focus for 2019-2021

The challenges we face in Wiltshire are:

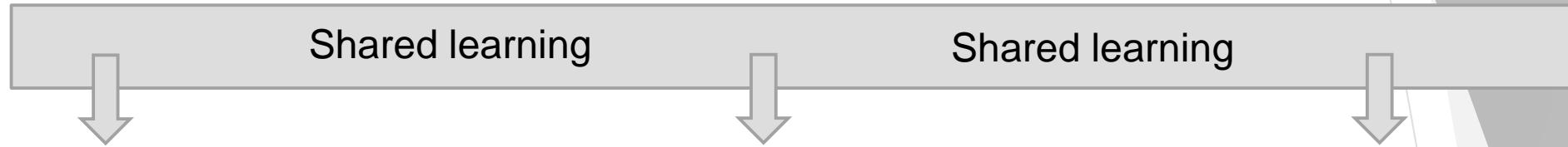
- The proportion of the population 65 and over in Wiltshire is larger than in England (**20.9% compared to 18.0%**) and it is likely to rise faster than it will across England over the coming years. We see this reflected in our safeguarding data – most concerns relate to those over 65 years old.
- Most of the concerns raised relate to suspected abuse or neglect taking place in people's homes.
- The most common type of abuse is neglect or acts of omission, which suggests that care or support needs have been overlooked by a professional. However, between October 2017 and September 2018, over half of the enquiries started related to the actions of a friend, family or other vulnerable adults.
- The county is large and rural, and social isolation may play a role in increasing the vulnerability of the adults we most need to protect.
- Sexual and criminal exploitation of vulnerable adults is a local and national threat and we need to consider the intelligence we have and monitor trend data.

[Safeguarding Adults Reviews in Wiltshire](#) have identified areas for us to focus on, which reflect the national picture:

- Application of the Mental Capacity Act (2005) and effective risk assessment
- Identification of and support for those who are self neglecting
- Safeguarding those who are moving between health and care settings
- The voice and wishes of vulnerable adults and their families must be central to safeguarding activity
- The Board must prioritise sharing learning and gaining assurance that agencies are working well together to protect vulnerable adults
- Improving understanding of safeguarding and when to make a referral
- The requirement for Multi-Agency Case File Audits (MACFAs)

# WSAB Strategic Plan

Our focus for 2019-2021:



## Quality Assurance

- Supporting the development of the Multi-Agency Safeguarding Hub for adults by triangulating data across the partnership to enable evidence based service provision.
- Sharing case-based learning from Safeguarding Adults Review and multi-agency casefile audits to improve the effectiveness of partnership working.

## Voice and influence

- To capture and promote the experience and views of service users and carers to inform partnership-working.
- To ensure that those who need safeguarding, and their families, are given every chance to have their voices heard, and that Making Safeguarding Personal principles are embedded across our local partnership.

## Prevention

- Enabling agencies to work together to act early to protect those at risk of abuse or neglect by:
- Reporting safeguarding concerns
  - Assessing mental capacity
  - Recognising self-neglect
  - Sharing intelligence
  - Thinking Family
  - Supporting those who are moving between hospitals, care settings and home

# Quality Assurance

Key Objectives	Actions required	
<ul style="list-style-type: none"> <li>- Supporting the development of the Multi-Agency Safeguarding Hub for adults by triangulating data across the partnership to enable evidence based service provision.</li> <li>- Sharing case-based learning from Safeguarding Adults Review and multi-agency casefile audits to improve the effectiveness of partnership working.</li> </ul>	1.1	Implementation of a Multi Agency Case File Audit (MACFA) process to test multi-agency responses to the learning from this review.
	1.2	Completion of deep-dive audits to test how well the system is implementing the MCA (2005), recognising and responding to self neglect, safeguarding people who are moving between settings and to assess the adequacy of support and supervision of frontline staff.
	1.3	Regular reporting and review of an agreed data-set from the Multi-Agency Safeguarding Hub and provision of effective governance, oversight and support of the Adults MASH and broadening of that hub to include other partners to meet local needs more effectively.
	1.4	Undertake assessment of the learning offer of key single agencies, assessment of where gaps in that provision may necessitate a multi-agency training offer and action to address those gaps.
	1.5	Continued completion of an annual self-assessment audit and peer challenge event by all partners invited to take part, to allow the WSAB Executive to gain assurance across the system.
	1.6	Redevelopment and launch of a new Large Scale Investigation policy
	1.7	Ensure all Board members are well sighted on the development of legislation and guidance concerning adult safeguarding and that policies, procedures and practice continue to be developed and reviewed to reflect changes.
	1.8	Establish the number of people who have been placed in to services in Wiltshire by commissioners from other parts of the UK, our confidence in their assurance and monitoring arrangements, and monitor the implementation of actions identified through this work.
	1.9	Publication of a new Safeguarding Adults Review policy and commissioning process which clearly sets out how the Board plans to share and implement learning from statutory reviews.
	1.10	Focus on Making Safeguarding Personal and the need to develop a model of assurance that will engage with service users and their families to assess their experience.
	1.11	Contribute to and help develop the Safeguarding Vulnerable People Partnership's approach to whole system quality assurance.

# Voice and influence

Key Objectives	Actions required	
<ul style="list-style-type: none"> <li>- To capture and promote the experience and views of service users and carers to inform partnership-working.</li> <li>- To learn from and engage with frontline practitioners.</li> <li>- To ensure that those who need safeguarding, and their families, are given access every chance to have their voices heard and that Making Safeguarding Personal principles are embedded across our local partnership.</li> </ul>	1.1	Establish a clear picture of how well Making Safeguarding Personal principles are embedded in partner organisations.
	1.2	Engagement of families and frontline practitioners in the Safeguarding Adults Review process and audits.
	1.3	Development of service user and carers' network – evidenced by levels of engagement in reference group meetings, website traffic and annual surveys to gain feedback on the local safeguarding system.
	1.4	Co-production of tools for wider engagement with the service users and carer reference group members.
	1.5	Develop an approach for engaging with the voluntary and community sector on the work of the Board and on its future priorities.
	1.6	Continued assessment of the necessary provision of advocacy services and the engagement of services with family members when an adult at risk is being discharged from settings or is in a new setting.
	1.7	Work with colleagues across the region (in particular the Sustainability and Transformation Plan Area) to develop and implement regional and national campaigns to increase understanding of adult safeguarding.
	1.8	Further development of single agency and multiagency practitioner forums to share learning – as begun through the implementation of regular WSAB learning events and CCG work to bring together safeguarding adults leads on a regular basis.
	1.9	Greater utilisation of Community Area Boards and local Health and Wellbeing Groups to improve community resilience and understanding of adult safeguarding.
	1.10	Exploration of the impact of social isolation of the effectiveness of adult safeguarding through a needs assessment and development of an action plan as required.
	1.11	Contribute to and help develop the Safeguarding Vulnerable People Partnership's approach to whole system voice and influence agenda.



# Prevention

Key Objectives	Actions required	
<p>Enabling agencies to work together to act early to protect those at risk of abuse or neglect by:</p> <ul style="list-style-type: none"> <li>- Reporting safeguarding concerns.</li> <li>- Assessing mental capacity.</li> <li>- Recognising self-neglect.</li> <li>- Sharing intelligence.</li> <li>- Thinking Family.</li> <li>- Supporting those who are moving between hospitals, care settings and home.</li> </ul>	1.1	Audit of cases of adults at risk who received support from the Court of Protection team to assess where monthly spend is low, to consider whether this constitutes a marker of self-neglect.
	1.2	Evaluate the impact of the Board’s High Risk Behaviour and Self-Neglect tools across the partnership
	1.3	Implementation of a new Information Sharing Agreement for both the Board and MASH to enable the effective flow of information where necessary to safeguard individuals and improve practice.
	1.4	To assess the impact of workforce pressures across the system and where those pressures are impacting on single or multi-agency work to safeguard adults at risk
	1.5	Work with the Safeguarding Vulnerable People’s Partnership to ensure that safeguarding within the context of the whole family, and the risks associated with the years of transition, are addressed.
	1.6	Continue to develop the WSAB online presence as a source of information for general public, professionals and Board members – together with the wider Safeguarding Vulnerable People Partnership
	1.7	Work with the Community Safety Partnership to examine the issues of criminal and sexual exploitation, the local evidence base and the impact on vulnerable adults in Wiltshire and respond accordingly,
	1.8	With Wiltshire Care Partnership and other members, extend the reach of the Board to ensure resources and information are made available to those in the wider health and care workforce – particularly to those working in domiciliary care.
	1.9	Update, make available and promote the WSAB’s Staff Guidance and Policy and Procedures documents to ensure there is a local framework for good practice.
	1.10	Development of a model of engagement with primary care to enable General Practitioners to identify and report the early signs of an adult who may need safeguarding.
	1.11	To inform and contribute to the Adult Services Transformation programme to ensure that safeguarding remains a priority in the redesign and development of operational services.

## More information

- ▶ Read WSAB's annual reports and earlier strategic plans
- ▶ Learn from local Safeguarding Adults Reviews
- ▶ Contact us at [LSAB@wiltshire.gov.uk](mailto:LSAB@wiltshire.gov.uk) with your feedback or questions

**If you have concerns about a vulnerable adult please contact the social care team:**

Telephone: 0300 456 0111

Textphone: 01225 712501

Email: [adviceandcontact@wiltshire.gov.uk](mailto:adviceandcontact@wiltshire.gov.uk)

Monday to Thursday: 08:30 – 17:20

Friday: 08:30 – 16:20

If you need urgent help or advice outside of these hours, you can call 0300 456 0100

If you wish to report a crime contact Wiltshire Police by calling 101

**In an emergency always dial 999**



# Wiltshire Safeguarding Adults Board

Appendix 1: Understanding the Board and its role

# What is adult safeguarding?

Safeguarding aims to:

- ▶ prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- ▶ stop abuse or neglect wherever possible
- ▶ support adults to make choices and having control about how they want to live
- ▶ promote an approach that concentrates on improving life for the adults concerned
- ▶ raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- ▶ provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- ▶ address what has caused the abuse or neglect

# What is a Safeguarding Adults Board?

A SAB is a statutory body established by the Care Act 2014. The Board's objective is to protect all adults in Wiltshire who have needs for care and support and who are experiencing, or who are at risk of, abuse or neglect against which they are unable to protect themselves because of their needs.

The Board aims to fulfil its purpose by:

- ▶ Co-ordinating the work of its member agencies to determine shared policy, facilitate joint training, raise public awareness and monitor and review the quality of services relating to safeguarding adults in Wiltshire
- ▶ Ensuring that all agencies work together to minimise the risk of abuse to adults at risk of harm and to protect and empower those people effectively when abuse has occurred or may have occurred

The Board must publish a **strategic plan** that sets how it will meet its main objectives and what the members will do to achieve this. The plan must be developed with local community involvement, and the WSAB must consult the local Healthwatch organisation. The plan should be evidence based and make use of all available evidence and intelligence from partners to form and develop its plan.

# Wiltshire's Safeguarding Adults Board

Wiltshire's Health and Wellbeing Board

## **WSAB Executive**

Members: Richard Crompton, Wiltshire Council, Wiltshire Police, NHS Wiltshire Clinical Commissioning Group

WSAB Learning Events  
- For members across the partnership

## **WSAB**

Independent Chair: Richard Crompton

Multi-Agency Safeguarding Hub for Adults – operational safeguarding services

Carers Reference Group

Service Users Reference Group

Policy and Procedures subgroup

Quality Assurance subgroup

Safeguarding Adults Review Panel

Partnership Support Team

## Membership

### WSAB Executive

Members: Richard Crompton, Wiltshire Council,  
Wiltshire Police, NHS Wiltshire Clinical Commissioning  
Group

### WSAB – Full Board

**Independent Chair: Richard Crompton**

[Wiltshire Council](#)

[Wiltshire Police](#)

[NHS Wiltshire Clinical Commissioning Group](#)

[AWP NHS Trust](#)

[Wiltshire Care Partnership](#)

[Great Western Hospital, Swindon](#)

[Royal United Hospital, Bath](#)

[Salisbury NHS Foundation Trust](#)

[Wiltshire Health & Care](#)

[The National Probation Service](#)

[BGSW Community Rehabilitation Company](#)

[Dorset and Wiltshire Fire & Rescue Service](#)

[SW Ambulance Service NHSFT](#)

[Healthwatch Wiltshire](#)

[Domiciliary Care Providers Association](#)

[Wiltshire Centre for Independent Living](#)

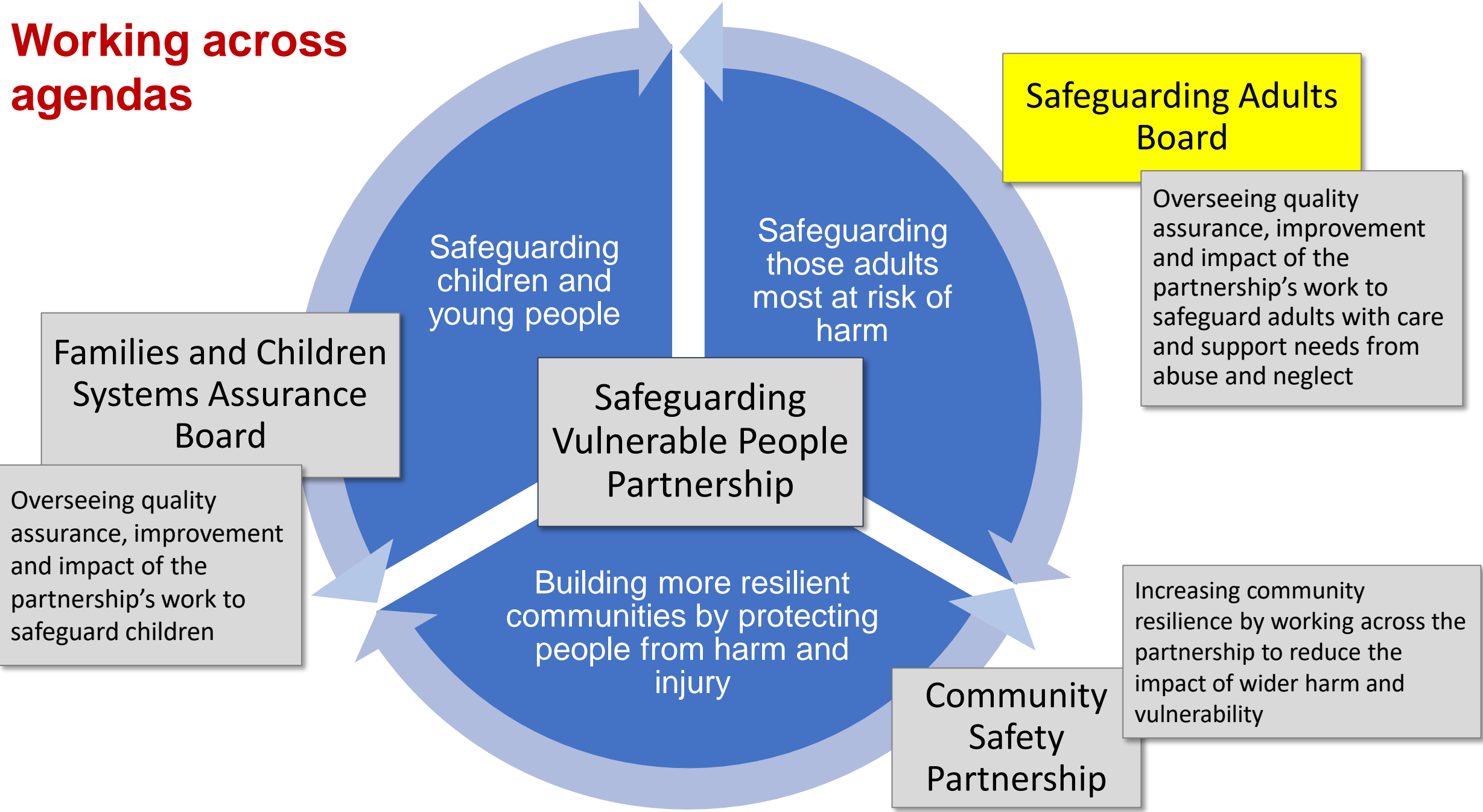
[Carers in Wiltshire](#)

[Care Quality Commission](#)

[NHS England, South Central](#)

[HMP Erlestoke](#)

# Working across agendas





# The way we work



**WSAB** gathers intelligence, data and feedback from services, service users and the wider workforce. It uses that information to produce plans, briefings, reviews and to shape learning events that will help improve practice and make multi-agency work to safeguard adults more effective.

