

Annual Report 2017/18



Introduction from the Independent Chair

This has been another productive year for the Safeguarding Adult Board in Torbay, with a continued commitment from our partners, good attendance and plenty of enthusiasm for anything which will increase the safety and wellbeing of vulnerable people locally. I should like to thank them for their fantastic efforts.



Business Plan - Key Achievements in 2017/18

Our three year Business plan reached an end in April 2018. It was ambitious and the reduced resource available across our partnership has meant that we have had to focus on the most pressing matters:

- Domestic Abuse - has been an issue of great concern in Torbay, with the number of reported incidents rising and a shortfall in local services to tackle it. By working together in Torbay, the urgent need to develop services has been recognised and a new Coordinator post has been funded by Torbay Council. The Board receives regular reports on progress in reviewing and commissioning services.
- Sexual Abuse - NHS England has commissioned new Referral Centres across the South West, starting in October 2018.
- Modern Slavery, Human Trafficking and Radicalisation - have been all been considered in detail to ensure that partners work together to identify issues and take action.
- Financial Scams - this is an increasing worldwide concern. The Board has sought to understand and raise awareness of the threats which can lead to depression and even suicide, as well as loss of money.
- Learning and Development - our Board and others across the South West has recognised the need to ensure that we learn lessons and change practice when things do not go as well as they could. A number of workshops for staff and a Board newsletter have been put in place to improve this. Across the partnership, a focus on training and awareness for staff has made significant progress.

Given the pressure on public service resources everywhere, this means that we need to develop a wider network of information and support across our community if we are to be effective in protecting people from both existing and new, increasingly sophisticated threats of exploitation, each of which requires new thinking and constant vigilance. Making sure that everyone has the awareness to act as our eyes and ears for vulnerable people is vital.

We have a new Business Plan for the coming three years with a new set of priorities reflecting this. (<https://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/safeguarding-adults-board/tsab-purpose-principles-core-duties/>).

The work continues!

Julie Foster

Torbay Safeguarding Adults Board

The Board meets quarterly to oversee and develop services to protect adults at risk of abuse or neglect in Torbay. Most of the detailed work is done in sub committees which work across the whole of Devon, reporting to this Board.

Operational Activity

Adult abuse concerns continue to be reported to the Safeguarding Adult Single Point of Contact. The team triage all contacts and determine what action should be taken in response to concerns. This is often in partnership with health and social care practitioners and partner agencies.

In 2017-2018 the number of recorded adult abuse concerns was 387 – a fall of 7% on the previous year. However there was an increase of 78% in the number of these concerns proceeding under a statutory safeguarding process.

We are committed to the making safeguarding personal agenda and our systems and processes always focus on person centred not process driven responses. In 2017-2018 we started to review the way we capture the views of those who have experienced a safeguarding response to better understand and develop our systems and responses. We anticipate the new system will be implemented no later than October 2018.

During 2017-2018 the most common types of abuse reported were neglect (27%), emotional and psychological abuse (18%) followed by physical abuse (17%). There has been no significant change in the instances or numbers of abuse reported in the last year.

We continue to hold best practice safeguarding adult forums. In 2017-2018 we held 2 forums on Coercion and Control, and Prevent. We have also arranged for 'learning' from a safeguarding adult review forum which took place on 1st May 2018. These forums continue to be popular with up to 100 health and social care staff and partnership agencies attending and contributing to the development of safeguarding systems in Torbay.

We are also a member of the ADASS SW Editorial Group which aims to put in place consistent policy and practice guidance templates for local authorities across the South West Region. A key focus has been on self-neglect and template guidance will be circulated shortly.



Safeguarding Adult Review Group

The Care Act 2014 states that Safeguarding Adult Reviews are to be held whenever an adult dies as a result of, or has experienced, serious abuse or neglect and where there is concern that partner agencies could have worked together more effectively to protect them. The aim is to promote learning and prevention of future occurrences.

This Group has continued to meet quarterly to consider referrals for Safeguarding Adult Reviews. Few referrals are received and practitioners across all partner organisations will be encouraged to submit cases for consideration where concerns may exist.

Action has been taken with respect to recommendations in the Safeguarding Adult Review regarding Western Rise published in October 2016 but it is of great concern that similar issues have arisen again regarding the commissioning and monitoring of placements for very vulnerable people. A further Safeguarding Adult Review was commissioned in February 2018 to explore what went wrong, working across local authority and NHS organisational boundaries to prevent this happening again. An Independent Lead Reviewer and Panel have been appointed to lead this work. A report will be published on the Boards' website in due course.

The Board participated in a thematic review of Safeguarding Adult Review reports across South West England during 2017. The results are very valuable in improving the quality and usefulness of Reviews. Work will be done to incorporate the recommendations into local policy and procedures.



Joint Mental Capacity Act Sub Group

During 2017/2018 the Mental Capacity Act Sub Group to the Safeguarding Adult Board decided to focus on returning to a 'back to basic's' philosophy. The reason for this approach, 10 years after the Mental Capacity Act 2005 received Royal Assent back in 2007, was driven by a number of factors to indicate the basic's and key requirements that the Act continue, at times, to be largely misunderstood by those who have a legal duty to implement them within their professional or caring roles. Such factors have included the House of Lords Select Committee Report on the implementation of the Act in 2014 which clearly set out a lack of understanding nationally and more locally Serious Case Review outcomes also indicating poor understanding or implementation of the Act.

Therefore the MCA Sub Group developed a work plan to seek assurance from each partner member that the foundations upon which the Mental Capacity Act 2005 can be rightly applied are in place, relevant and accessible to support both their own staff and also to provide information to the wider population.

This included assurance that each organisation is able to:

- Provide clear policy, assessment tools and guidance documents to support staff in the implementation of the Act.
- Provide a training and awareness strategy aligned to set competencies which are designed to support staff in receiving the training they require to fulfil their role.
- Provide a suite of relevant information on a dedicated webpage available to both the general public and staff.
- Provide a robust audit tool to support on- going learning outcomes and continuous development

During the forthcoming months the Sub Group members will continue to remain committed and focused on supporting people who are or who may become vulnerable within our communities to safely achieve fulfilment within their lives.



Joint Learning and Improvement Sub-Group

The sub group has continued to focus on the four work streams that arose from the themes arising from the self- assessment reported on last year. These themes were; Multi-Agency Case Audit; Training and Competency framework review; DSAB commissioned training; Self-Assessment Tool.

Currently there are separate Multi-Agency Case Audit processes across both SAB areas as Torbay uses the Safeguarding Improvement group for this purpose. The Task and Finish developed a process for the Devon Safeguarding Adult Board, including participation of board members in the process. Learning from both processes is brought together within the Learning and Improvement Subgroup and have identified some areas, including Making Safeguarding Personal and application of the Mental Capacity Act, to be explored more thoroughly.

Comparison of the Bournemouth National Competency framework and the draft NHS England Safeguarding Adults: Roles and competences for health care staff 2016 have enabled DSAB to review the courses they commission against those provided by partner agencies. A current retendering programme is underway with full engagement from multiagency partners and to date two contracts have been awarded. Please note that NHS England have not yet published a final competency framework. Torbay and South Devon NHS Foundation Trust are using the Bournemouth Competency framework and initial analysis of training feedback have identified that a proportion of healthcare staff have been up skilled as a result and have become more confident in safeguarding adults. Discussions regarding competency frameworks have led to both Safeguarding Adults Boards agreeing a new work stream for 2018/2019 to focus more specifically on Professional Development and Learning into Practice. The self-assessment tool was redeveloped following feedback from last year and a peer review took place at the end of March. Feedback from this will be reported to both Safeguarding Adult Boards. An additional work stream has been agreed by both Safeguarding Adults Boards for 2018/19 relating to understanding and supporting professionals in understanding the relationship between Domestic Violence and Abuse and Safeguarding Adults. This will support both Safeguarding Adult Boards with this particular area of their Business Plans.

Attendees:	Role:	Organisation:
Julie Foster	TSAB Chair	Independent
Andi Colliver	Minute Taker – TSAB Coordinator	Torbay & South Devon Foundation Trust
Nick Meyer	Director	Care Homes
Vicky Bundy	Registered Manager, Three Corners	Care Homes
Supt. Jacqui Hawley	Commander for Torbay & South Devon	Devon and Cornwall Police
Julian Pezzani	Partnership Chief Inspector	Devon and Cornwall Police
Penny Rogers	Managing Partner for Safeguarding -	Devon Partnership Trust
Mandy Davies	Safeguarding Manager	Devon and Somerset Fire and Rescue Service
Huw James	Trading Standards Officer	Devon, Somerset & Torbay Trading Standards
Pat Harris	Chief Executive	Healthwatch Torbay
Steve Kimble	Senior Probation Officer	National Probation Service
Lyn Gooding	Criminal Justice, Commissioning & Partnership Manager	Office of the Police and Crime Commissioner
Delia Gilbert	Designated Nurse for Safeguarding Adults	South Devon and Torbay Clinical Commissioning Group
Lorraine Webber	Deputy Director of Quality Assurance & Improvement	South Devon and Torbay Clinical Commissioning Group
Si Langridge	Service Lead	SPOT/SPACE - Torbay
Cllr. Julien Parrott	Executive Lead for Adults	Torbay Council
Caroline Taylor	Director of Adult Services, Housing & Elections Returning Officer	Torbay Council
Fran Mason	Head of Partnerships, People & Housing Torbay Council	Torbay Council
Jason Preece	Domestic Abuse and sexual Violence Coordinator	Torbay Council
Jane Viner	Chief Nurse	Torbay and South Devon Foundation Trust
Jon Anthony	Safeguarding Adults Operational Lead	Torbay and South Devon Foundation Trust
Jo Williams	Deputy Director of Adult Social Services	Torbay and South Devon Foundation Trust
Nicky Griffin	Mental Capacity Act & Deprivation of Liberty Safeguards Lead Practitioner	Torbay and South Devon Foundation Trust

TSAB Membership 2017 – 2018

Business Plan 2018 - 2021

We are currently finalising our strategic business plan for the forthcoming 3 years.

Key priorities will include:

- Clear focus on making best use of learning from experience and reviews
- Building a network of information and support across the community
- Striving towards excellent care across all providers
- Building on all aspects of training in Mental Capacity Act 2005 and Safeguarding Adults
- Embedding learning from SARs
- Strengthen learning from feedback
- Experience and prioritise safeguarding the most vulnerable

Once the plan has been approved by TSAB, this will be published on the public webpage available at:

<https://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/safeguarding-adults-board/tsab-purpose-principles-core-duties/>

Budget Information

The partner contributions for the TSAB Budget are outlined in annual agreement, overseen by the Board. Key partners contribute to a pooled budget, which in 17/18 amounted to £42,680:

Acronyms Glossary:

ADASS – Association of Directors of Adult Social Services

MCA – Mental Capacity Act

SAB – Safeguarding Adult Board

SAR – Safeguarding Adult Review

TSAB – Torbay Safeguarding Adult Board

DSAB – Devon Safeguarding Adult Board

TSAR – Torbay Safeguarding Adult Review