



# Annual Report 2017 – 2018

## Executive Summary



Sept 2018

## **1. The Role of the Local Safeguarding Adults Board (LSAB)**

B&NES LSAB is a statutory (though independent) Board established under the Care Act 2014. It is independently chaired and consists of senior representatives of all the principle stakeholders working together to safeguard adults with care and support needs across the area. All agencies involved in providing care and support for adults work together to respond in a coordinated way to cases of suspected harm or abuse of adults. We aim to ensure that people's rights are respected in the process of them being offered help and protection.

The Terms of Reference for the LSAB are available on the LSAB website:

[LSAB Terms of Reference](#) (June 2018)

The LSAB brings together local statutory and independent sector agencies working with adults with care and support needs at risk of abuse. The LSAB is responsible for ensuring that the Multi-Agency Safeguarding Adults Policy and Procedures are effective and prevent adults from experiencing significant harm.

The Board is committed to ensuring the following principles are practiced:

- Safeguarding is everybody's business and the Board will work together to prevent and minimise abuse as doing nothing is not an option
- Everyone has the right to live their life free from violence, fear and abuse
- All adults have the right to be protected from harm and exploitation
- All adults have the right to independence that involves a degree of risk

**Safeguarding is everyone's business**

## **2. The Work of the LSAB**

The Board's statutory objectives as set out in the Care Act 2014 are:

- a) To develop and publish an Annual Strategic Plan
- b) To publish an Annual Report
- c) To arrange Safeguarding Adult Reviews (SAR) for any cases which meet the criteria for these to promote effective learning and improvement action to prevent future deaths or serious harm occurring again.
- d) Operational functions specified under Schedule 2 of the Care Act 2014

Functions of the Board

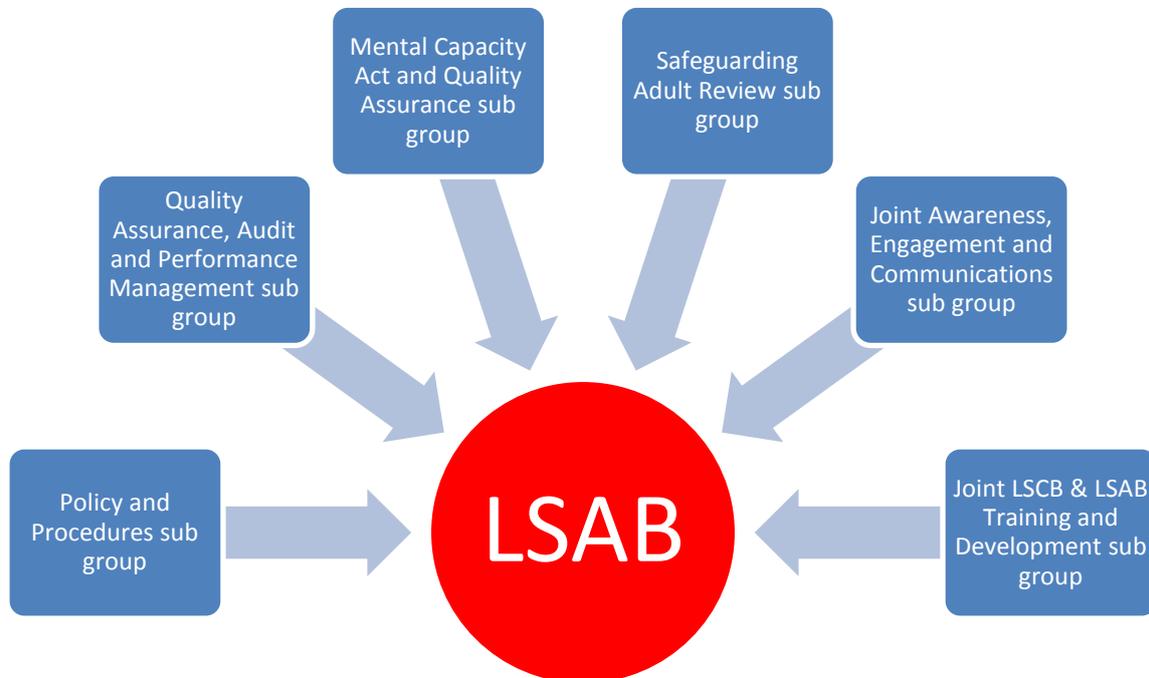
The Board has responsibility for:

- Developing and monitoring the effectiveness and quality of safeguarding practice
- Involving service users and carers in the development of safeguarding arrangements
- Communicating to all stakeholders that safeguarding is 'everybody's business'
- Providing strategic leadership

### 3. The Sub-Groups of the LSAB

The LSAB has six sub-groups as set out below. The Terms of Reference for each of the sub-groups are available on the LSAB web page:

<https://www.safeguarding-bathnes.org.uk/>



- Each sub group reports progress on the Board's Business Plan for 2015-18 on a quarterly basis and contributes to the Chair's Business Management Group meetings. Each sub-group has a duty to challenge practice within the partnership where it identifies issues of concern.
- The full Annual Report 2017-18 lists the key achievements, challenges and priorities for each sub group in 2018-19. The report is available on the LSAB Safeguarding website <https://www.safeguarding-bathnes.org.uk/>
- The LSAB adopted a three year Business Plan from September 2015 to March 2018. This was monitored by the Business Management Group (Sub Group Chairs) prior to the Board and reported on at each Board meeting. The three year plan has now been completed and is available on safeguarding website: [Business Plan 2015-18 Final Out Turn](#) March 2018.  
Many actions have been completed or are continuing as business as usual within sub groups or operational work. Any outstanding actions have been transferred to the new Strategic Plan 2018-21. The LSAB has now finished its three year Joint Working Plan with the LSCB.
- During 2018, the LSAB partners and Business Management Group have been working on the development of a new Strategic Plan for 2018-21. This will be more outcomes or impact focused and the Business Management Group will then agree the reporting process for the new Plan to the LSAB so that regular updates can be posted on the website as before after each Board meeting.

The LSAB agreed the one page version of the Strategic Plan in March

2018 which is available on the safeguarding website:

[LSAB Strategic Plan 2018-21 on a page](#)

The full Strategic Plan was approved in June 2018 and is available on the safeguarding website: [LSAB Strategic Plan 2018-21](#)

The new Plan has 5 key outcomes and 12 priorities in order to meet them.

#### **Five Outcomes**

- Prevention and early intervention responses are embedded across all partner agencies in order to reduce and, where possible, remove the risk and impact of abuse
- Adults at risk and carers are listened to throughout the safeguarding process. They contribute fully in the development of safeguarding services
- The LSAB is assured that safeguarding is embedded, is delivered to a high standard and is effective across all partner agencies
- A workforce which is skilled, competent and confident in all aspects of safeguarding
- The LSAB is responsive to national changes in practice and legislation and to any changes to the role of the LSCB

#### **4. Outcomes and Safeguarding Activity**

- During the reporting period 2017/18 B&NES received 1,227 safeguarding concerns (alerts/referrals). This is a decrease of 18% compared with last year.
- Of these concerns, 382 resulted in support being provided through the safeguarding process.
- 69% of all concerns raised did not require a safeguarding response and were either supported through: the provision of information and advice; a social care assessment; action taken by the Council's contracts and commissioning teams or support from another agency.
- 96% of people fully or partially obtained the outcome they had identified as wanting from the safeguarding process.
- In the Board's 2015/16 report it was noted that the level of concerns received (1,137) had been the highest ever recorded by the Council. As 15/16 was the first year of reporting post Care Act implementation it was not known if this increase would be a one off, related to the initial impact of the new statutory duty, or if it reflected a new sustained volume of work. In 16/17 the levels of reported concerns increased further. This year we have seen a slight decrease in the number of concerns raised but numbers still remain higher than those noted in 15/16 and much higher than pre Care Act concerns. During 17/18 further work has been done to support providers to identify matters that should be raised with safeguarding. This did lead to a fall in the number of concerns referred by providers in the last few months of the year.

### Safeguarding Concerns by Primary Support Reason

- The categories for describing the needs of the individual have changed in the last two years. Previously the report detailed the service user group the individual came under. This reporting has now been replaced by information on the person's primary support reasons.

In 2017/18 there was an increase in the number of people, being referred to safeguarding with Support with Memory and Cognition and Social Support as their Primary Support reason. Social Support is used for people that may be experiencing drug or alcohol related issues. There has also been a decrease in the percentage of concerns received relating to people with a learning disability. The recording of data in this area has improved this year with fewer people being noted as having no support reason.

### Number of Individuals involved in Concerns by Primary Support Reason

Year	Physical Disability	Sensory Support	Support with Memory and Cognition	Learning Disability	Mental Health	Social Support	No support reason	Not Known
2016/17	496	24	101	201	161	85	118	6
	42%	2%	8%	17%	13%	7%	10%	0.5%
2017/18	320	16	125	102	131	91	13	0
	40%	2%	16%	13%	16%	11%	2%	

### Percentage of Concluded Enquiries by Abuse Types

Abuse Type	SAR National 2016/17	B&NES 2016/17	B&NES 2017/18
Physical	24%	27%	31%
Psychological	14%	18%	20%
Financial or Material	16%	15.5%	17%
Neglect and Acts of Omission	35%	34%	25%
Sexual	5%	5%	7%
Discriminatory	1%	0	0
Organisational	5%	1%	0

- The table below shows the "other types" of abuse that are not noted in the national reporting. The increase in the enquiries related to Sexual Exploitation should be noted. The LSAB may wish to consider undertaking some work to consider the transition of people between adults and children services who are

being sexually exploited. There were no instances of an enquiry being undertaken into concerns relating to Modern Slavery.

Abuse Type	B&NES	B&NES
	2016/17	2017/18
Domestic Abuse	29	28
Sexual Exploitation	1	5
Self-Neglect	17	16
Modern Slavery	0	0

### Reported Setting of Alleged Abuse

- B&NES saw a further decrease in the number of safeguarding enquiries where the alleged abuse had taken place in the service user's own home ( 44% in 15/16, 37% 16/17, 35% in 17/18).
- The percentages of enquiries regarding alleged abuse in residential care homes have increased in comparison with last year and are higher than the reported England National average for 16/17. The percentage of enquiries regarding Mental Health units requires further consideration by the LSAB and the Board may feel further work is needed regarding the enquiries relating to Community Hospitals. This year the CCG have supported a review of Serious Incident requiring investigation (SIRI) to ensure that referrals from acute hospital settings were being appropriately referred to safeguarding.
- There has been a decrease on the percentage of situations being defined as other – from 14% in 16/17 to 5.5% in 17/18. These situations could include abuse that takes place on the street or in public places, including that experienced by people who are street homeless.

Setting	SA National Average 2016/17	B&NES 2016/17	B&NES 2017/18
Own Home	43.6%	36.6%	35%
Community	3.3%	4.5%	0.6%
Community Service	3.4%	0.5%	4.3%
Nursing Home	11.8%	21.7%	21%
Residential Care Home	23.6%	17.8%	30%
Hospital - Acute	3%	4.4%	3%
Hospital - MH	2.1%	0.5%	0
Community Hospital	1.2%	0	0.6%
Other	8%	14%	5.5%

## **Compliance with Local Safeguarding Procedural Timescales**

- Compliance with safeguarding procedural timescales continues to be monitored on a monthly basis by the Council as the Commissioner of safeguarding support from AWP and Virgin care. The LSAB, CCG Board and Council Corporate Performance Team also receive regular performance reports.
- There was an improvement in performance at the end of the year, evidence that the action plan set by one provider is having an impact. The increase at this stage of the year was not, however, significant enough to impact on the total year's performance. Concerns regarding performance have been discussed at the LSAB Quality Assurance Group and shared with the Board.

For further analysis of the safeguarding activity undertaken in 2017-18 please see the full Annual Report on the LSAB website at:

<https://www.safeguarding-bathnes.org.uk/>

## **5. Outcomes for the LSAB**

During 2017 and 2018 the LSAB has also:

- a) Welcomed to the Board one representative from Bath Spa University and continued to work closely with the two Lay Members who give a unique, independent and valuable perspective on safeguarding adults with care and support needs. Their work can positively influence the decisions of the Board. So far the Lay Members have given the Board some very effective challenge and are actively engaged in the work of two sub groups, have taken part in the QA of LSAB Partner Reports and are keen to be involved in more.
- b) Further strengthened the links between the LSAB and the Local Safeguarding Children's Board (LSCB) to promote 'Think Family', through the monitoring of our joint working plan which is now embedded in each Board's new Strategic Plan for 2018-21.
- c) Launched a new safeguarding web-site shared with the LSCB in July 2017.
- d) Robert Lake has now taken on the chairing of the B&NES LSAB. The hand-over from Reg Pengelly was very smooth and the Board has retained a good sense of continuity and strength.
- e) The LSAB has reviewed the 2015-18 Risk Register, identifying risks for the LSAB, and finalised a new Board Assurance Framework. In 2018-19, the Board will be working on the development of a new three year Risk Register.
- f) Developed easy read/one page guides to policies and updated a range of policies, and guidance in accordance with the requirements of the *Care Act 2014* including a full revision of the sub region Multi agency Policy and the LSAB multi-agency procedures:  
[Joint Regional Safeguarding Adults Multi-Agency Policy](#) (December 2017)

[B&NES LSAB Multi-Agency Safeguarding Adults Procedures](#) (January 2018)

[B&NES LSAB MA Safeguarding Adults Procedures Flowchart - One Page](#) (February 2018)

Other revised policies and procedures include:

[Protocol for Managing Large Scale Investigations](#) (February 2018)

[Large Scale Investigations - One Page Summary Procedure Flowchart](#) (February 2018)

[LSCB & LSAB Modern Slavery Act 2015 Statement](#) (June 2017)

[Pressure Ulcer Protocol](#) (December 2017)

[Easy Guide to LSAB Pressure Ulcer Protocol](#) (December 2017)

- g) Continued our programme of multi-agency audits within the Quality Assurance, and Performance Management Group and the Audit sub group which take a themed focus and cases are be debated by the core statutory partners as set out in the Care Act 2014. Learning is then shared with managers.
- h) Commissioned three Safeguarding Adult Reviews (SARs); two were approved at an extraordinary LSAB in January 2018, where the LSAB agreed not to publish one report at the request of the adult concerned and the other will be published in the summer of 2018. The third SAR is on-going and will be completed towards the end of 2018. The recommendations from each of the SARs will be reported in next year's Report. The LSAB is also participating with the Responsible Authorities Group on a joint Domestic Homicide Review (DHR)/SAR, it requires Home Office approval before publication but is hoped to be completed by the end of 2018.
- i) The LSAB inter-agency training programme provided across 2017 – 2018 resulted in:
  - 18 LSAB training sessions taking place comprising of 6 different courses
  - 516 Inter-agency training places made available
  - 424 Inter-agency training places booked
  - 367 Inter-agency training places attended
  - 360 professionals trained across the LSAB partner agencies, Voluntary and Private sectors
- The LSAB faces a number of current and future challenges/areas for development:
  - a) In accordance with other LSABs the resourcing and financing of the Board remains tight and pressured. All partner agencies experience similar pressures on funding, and organisational change creates the potential for additional pressures. This will require ongoing monitoring and management.
  - b) Working across boundaries in collaboration with other agencies and LSABs to develop a policy responding to Allegations against People in Positions of Trust.

## 6. Making Safeguarding Personal

- Since 2016 local authorities have been asked to report on Making Safeguarding Personal outcomes. Information is requested on the number of people who had been through the safeguarding process, who had been asked what outcomes they wanted from the safeguarding process and if at the conclusion these had been achieved. As 15/16 was the first year of reporting in this area the reporting was voluntary and therefore was not published in the national report. The table below, therefore, only compares B&NES activity for 15/16, 16/17 and 17/18. The information only relates to statutory enquiries.

### Desired outcomes requested from the individual or their representative and whether these were achieved

Was the Individual Asked?	B&NES 2015/16	B&NES 2016/17	B&NES 2017/18
Yes and outcomes expressed	73%	78%	62%
Yes but no outcomes expressed	0.4%	9%	9%
No	7%	4%	10%
Don't Know	7%	3%	8%
Not recorded	13%	2%	9%
Where Outcomes Where Expressed Were They:			
Fully achieved	70%	85%	66%
Partially Achieved	27%	11%	30%
Not Achieved	2%	1%	4%

- This year's data shows a decrease in the percentage of people whose outcomes were asked and expressed. Further exploration of the data is required to clarify the reason for this change, it may be that following clarification in the advice regarding consent to safeguarding, practitioners may not be seeking the views of the person at initial concern and it then not picked up later in the process.
- The achievement of outcomes where expressed also shows a decrease in fully achieved and an increase in partially achieved and not achieved. The LSAB may wish to consider undertaking some further work to identify the reasons why the person's outcomes were not achieved.

Other MSP work includes:

- An Easy Read Factsheet has been developed by the Awareness, Engagement and Communications Sub group with a service user focus group in 2017-18 to compliment the 6 factsheets about safeguarding that are already available: [LSAB Factsheet 2 - Keeping Adults Safe from Abuse and Neglect](#) (Easy Read)

- From April 2017 the Council's Safeguarding and Quality Assurance Team will be contacting a few people every month to obtain their views of their safeguarding process by asking a range of questions during face to face discussions at the end of the safeguarding process. The number undertaken may vary dependent on whether the individual or their representative agrees to the discussion. The annual report of these interviews will be analysed by the Awareness, Engagement and Communications sub group in 2018-19.

## 7. Independent Chair's Closing Summary



The key purpose of any Annual Report, and this year's is no exception, is to assess the impact of the work the Board has undertaken to ensure that safeguarding outcomes for vulnerable adults in Bath and North East Somerset are the best they can be. The full 2017/18 Annual Report concludes that the Board's work is having a positive impact, but challenges remain. The content of this Executive Summary supports that conclusion. Board members, and the agencies they represent, are collectively determined to continue to drive forward in 2018/19 and beyond and do all we can to ensure that safeguarding services across the area are the best they can be.

To a large extent, 2017/18 was a period of consolidation for the Board, this being the third year since the Board became a statutory body. Having said that, the volume and pace of the work undertaken by the Board and its sub-groups has not diminished and I would encourage the reader of this Executive Summary to now access the full Report and, especially Section 5 of that report, to see the main achievements of our sub-groups, the difference these achievements have made, the challenges that have been faced in delivering the agenda and the priorities for action in 2018/19. These make impressive reading.

This is the first occasion when I have written the Closing Remarks for the Executive Summary of the Annual Report. I became the Independent Chair of the Board in October 2017 taking over from Reg Pengelly who had served the Board with distinction and skill. On behalf of all of those involved in or receiving safeguarding services in Bath and North East Somerset, a very big thank you to Reg for all his hard work over several years.

I trust that you have found this Executive Summary informative and readable: as stated earlier, I hope it encourages you to at least dip into the full Annual Report. If you have any comments you would wish to raise with me, I can be contacted on [robert.lake@bathnes.gov.uk](mailto:robert.lake@bathnes.gov.uk)