



SAFEGUARDING
AduDONCASTER**its**

Annual Report
2013/14

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Glossary

CQC -	Care Quality Commission
DBHFT -	Doncaster & Bassetlaw Hospitals NHS Foundation Trust
DCCG -	Doncaster Clinical Commissioning Group
DMBC -	Doncaster Metropolitan Borough Council
DSAPB –	Doncaster Safeguarding Adults Partnership Board
DSCB -	Doncaster Safeguarding Children Board
HMPS -	HM Prison Service
RDaSH -	Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust
SYF&R -	South Yorkshire Fire & Rescue Service
SYP –	South Yorkshire Police



Introduction



On behalf of the Doncaster Safeguarding Adults Partnership Board (DSAPB) I am pleased to introduce the eleventh annual report of the work of the Board, covering the period April 2013 - March 2014.

I am now in my second year as Independent Chair of DSAPB and I would like to express my gratitude to all the agencies and their staff who have contributed their time and resources to Safeguarding Adults across Doncaster.

In the context of so many changes in the landscape of Health and Social Care, with the impending changes to the Care and Support Bill and the budget pressures resulting in the tightening of resources available to all agencies to provide services to vulnerable people, the Board has made good progress.

At a time of great change partnerships are more important than ever in ensuring that risk is managed across the sector and that the resources we have are put to best use.

We would all like to think that people who are in care homes and hospitals or their own homes are safe. Sadly, we know that this is not always the case. Safe care needs good staff, well supported by good systems and effective management to ensure that good practice is always the norm. Part of the Board's responsibility is to hold the partnership to account for the delivery of those safe systems.

Whilst the Board exists to hold all agencies to account for their safeguarding work, safeguarding is very much a partnership activity. It requires front line staff and strategic managers in all agencies, volunteers, members of the public, family and friends to co-operate to ensure that adults, wherever they live, who are not able to take action to protect themselves, are protected from abuse, neglect or ill-treatment.

In April 2015, the Health and Social Care Act will put Local Safeguarding Adult Boards on a statutory basis, which will raise the profile of adult safeguarding, and put partnership working into a legal framework. In Doncaster, we are well placed to take forward the challenges that will arise from these changes.

The Board would like to thank all those who play their part so well, ensuring that vulnerable adults are safeguarded from harm, given safe care and enabled to live their lives independently and free from abuse.

As Independent Chair, I would like to thank the staff at the Safeguarding Adults Unit who support the Board and co-ordinate its activities. Without them, the work to bring agencies together to develop joint work would not be as effective as it is.

Roger Thompson
Independent Chair
Doncaster Safeguarding Adults Partnership Board

Part One - Introduction to the Doncaster Safeguarding Adults Partnership Board Report

This Annual Report reflects the work and achievements in Doncaster during 2013/14. Since 2000, when the Department of Health first published its 'No Secrets' guidance on the protection of vulnerable adults, agencies in Doncaster have been working together to protect vulnerable adults from abuse.

The new Care and Support Bill includes clear references to safeguarding, including a statute for a Safeguarding Adults Board from 2014/15 and a framework for the membership and annual reporting arrangements which have been mapped against this annual report for assurance purposes.

The Doncaster Safeguarding Adults Partnership Board provides a local multi-agency framework in which to assure the protection of vulnerable adults in Doncaster. It meets bi-monthly with representatives of all statutory and voluntary sector agencies.

This annual report describes the work of the Board over the period from April 2013 up to March 2014.

During this year the Board has given priority to the delivery of its strategic objectives and any other identified work streams triggered by national incentives during the course of the year. Part One of this report describes the work of the sub groups in this period.

Part Two of this report provides a summary of Doncaster's data about activity in respect of safeguarding vulnerable adults, setting out the number of alerts and referrals, analysed by ethnicity, client group, sources of referral, and nature of the alleged abuse, where the abuse has taken place and alleged perpetrator. Finally, it provides information about the outcome of these referrals. It also provides information about safeguarding adults training during the year.

Governance during 2013/14

The Board has met on six occasions; overall there has been excellent multi-agency attendance (see Appendix 4). This year has seen several new members including HM Prison Services, NHS England, DMBC Councillor and Primary Care representation.

The Changing Local Context

- Changes to the NHS as a result of the Coalition Government's reforms of the health services have led to abolishment of Primary Care Trusts and formation of Clinical Commissioning Groups, and Area Teams under NHS England.
- Significant budget reductions across the public sector have affected all agencies.

Membership of the DSAPB

Job Title	Name	Organisation
Independent Chair	Roger Thompson	Doncaster Safeguarding Adults Partnership Board
Chief Nurse, Doncaster Clinical Commissioning Group	Mary Shepherd	NHS Doncaster Also represents views of Yorkshire Ambulance Service and Strategic Health Authority
Safeguarding Officer	Dawn Peet	South Yorkshire Fire & Rescue Service
Deputy Director of Nursing and Quality	Deborah Oughtibridge	Doncaster & Bassetlaw Hospitals NHS Foundation Trust
Service Director Children's & Community (Interim)	Deborah Wildgoose	Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust
Head of Service Safeguarding Adults and Partnership	Anne Graves	Safeguarding Adults
Director of Adults and Communities	Joan Beck	Doncaster Metropolitan Borough Council
Assistant Director Modernisation and Commissioning	Shane Hayward-Giles	
Assistant Director Adults	Pat Higgs	
Safer Doncaster Manager	Karen Hanson/Bill Hotchkiss	
Assistant Director Public Health	Jacqui Wiltschinsky	
Senior Legal Officer	Hywel Jenkins	
Public Protection Unit Manager	Pete Horner	
Chief Executive	Susan Jordan	St Leger Homes
DSCB Manager	Dawn Orton	Doncaster Safeguarding Children Board
Assistant Director of Nursing, Patient Experience	Carole Lavelle	NHS England
Head of Residence	Kevin Dennis	HM Prison Service
DCCG Board member and General Practitioner	Lindsey Britten	Primary Care
DMBC Councillor	Pat Knight	Doncaster Metropolitan Borough Council

DSAPB Strategic Objectives 2013/14

Background

At the beginning of the 2013/14 financial year the DSAPB Annual Report was presented to the Board reflecting the current position relating to areas of work completed and to be carried forward. The following tables demonstrate the work streams progressed against the strategic objectives during 2013/14 and their position as at 31st March 2014.

DSAPB Strategic Objectives completed as at 31st March 2014

Key

Action Completed		Action Partially Completed		Action significantly behind schedule		Not commenced	
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Key deliverables and ad hoc items	Progress / update	RAG
Board Strategy 2013-16	Complete and in place.	
Multi-agency representation at Board	Ongoing multi-agency commitment achieved at Board level.	
Review strategic cross representation at the DSCB and DSAPB	Cross representation at both DSAPB and DSCB. Monthly meeting between Heads of Service DSAPB and DSCB.	
Review strategic cross representation at Transitions Board	To review the position regarding transitions during 2014/15	
Assurance of implementation of actions for Miss G report	Action plans monitored and evidence quality assured. As at 31st March 2014 89 out of 94 identified actions had been signed off by the DSAPB. The Board continues to seek assurance in relation to the 5 outstanding actions.	
Solar Centre Serious Case Review commissioned	Independent Author commissioned and progressing.	
Winterbourne Action Plan	In progress – Board received regular updates on progress.	
Implement recommendations from DSAPB and DSCB review	To review at the Board Time-out 2014/15 in light of changes to Children's Services. This action has been superseded by the new governance arrangements in relation to the Children's Trust and has been agreed by both DSAPB and DSCB as no longer relevant.	

Board Governance

The Board has continued to develop throughout 2013/14 with an emphasis on challenging the Partnership as appropriate. The Board has strengthened its approach to receiving assurance through a systematic approach for conducting Serious Case Reviews and Lessons Learned Reviews (SCR/LLR's). The Board has embedded a robust governance framework to assure itself that actions from SCR/LLR's are being implemented to prevent adult abuse or reduce the likelihood of abuse reoccurring.

Board Strategic Objectives 2013-16

The Board developed and implemented its Strategic Objectives 2013-16 in April 2013 with nine strategic objectives. Work plans were developed to support the delivery of the strategic objectives and embedded in the relevant sub groups. The following tables demonstrate the work undertaken by the sub groups

Engagement sub group

Key deliverables and ad hoc items	Progress / update	RAG
Implement Safeguarding Adults Communication and Engagement Strategy and Plan	Keeping Safe Events completed.	Green
	Keeping Safe Event for staff in progress.	Green
	Keeping Safe Forum in progress.	Yellow
	Commissioned training for Keeping Safe Forum in progress.	Green
To develop user satisfaction feedback mechanism	Making Safeguarding Personal pilot .	Yellow
To involve prison populations through representation and engagement	Prisons being engaged at Board level, Chair of the Engagement sub group to meet with prisons.	Yellow

DSAPB Safeguarding Adults Event 2013

The Engagement sub group is responsible for raising awareness of Safeguarding Adults across Doncaster and to generate interest for the Keeping Safe Forum. The Engagement Sub Group organised and delivered four 'keeping safe' events in November/December at the following locations:

Frenchgate Centre	-	27th November 2013
Sainsbury's Supermarket, Thorne	-	6th December 2013
Mexborough Market	-	9th December 2013
Doncaster Market	-	13th December 2013

The four locations were chosen because of the high 'footfall' that they offered and two were in outlying areas of Doncaster to reach members of the public in those areas.

The purpose was to consult with people to find out:

- What is peoples' understanding of abuse?
- How and where they would like to find information about keeping safe?
- What barriers are there to reporting abuse?

The survey data will be used to inform future actions in the Engagement Sub Group work plan, particularly in terms of providing accessible keeping safe information

The events 'team' engaged with a total of 241 people over the four events. The following table provides a breakdown against each location and also shows the number of people participating in the consultation and expressing an interest in the Keeping Safe Forum.

Location	No. Engaged with	Questionnaires completed	No. of people interested in Keeping Safe Forum
Frenchgate Centre	37	33	13
Sainsbury's Thorne	90	21	1
Mexborough Market	53	52	9
Doncaster Market	61	55	10
Totals	241	161	33

There are currently 21 members, some of whom are people who are deaf, people who have a learning disability, and older people – a diverse group of people coming together under one goal. The partnership will continue to support the Forum in 2014/15 in order for it to flourish and grow and to realise the potential of becoming a valuable asset to the DSAPB and safeguarding services in Doncaster.

Making Safeguarding Personal

Making Safeguarding Personal is a Local Government Association project which the DSAPB agreed to take part in. The project looks at outcomes for vulnerable adults who are subject to safeguarding procedures and how practitioners can focus on the following;

- engage people throughout the process with a focus on outcomes for the vulnerable adult
- making people feel safe
- making people feel empowered and in control
- an asset based approach identifying strengths and networks

The Safeguarding process has long been seen as something done to people, rather than empowering people to make changes and letting them take control of their lives. The Making Safeguarding Personal project hopes to pilot a change in practice through engagement, empowerment and personalisation.

The project commenced in October 2013 and finished in January 2014 and an impact assessment was submitted on behalf of Doncaster to form national findings. The Local Government Association published the national results and reported benefits to both practice application and people involved in the safeguarding process.

The report highlights a shift from 'process to people' is needed which involves fundamental cultural and organisational change. The review of South Yorkshire Procedures has agreed new timescales for the Safeguarding Adults process in line with recommendations from Making Safeguarding Personal to allow for enhanced engagement practice within the process of which the DSAPB have signed up to in principle.

The published findings from the Local Government Association will be used to embed Making Safeguarding Personal in practice across Doncaster during 2014/15.



Performance Sub-Group

Key deliverables	Progress / update	RAG
Agencies and Board sub structure	Board and substructure well established.	
Performance measures	Performance measures developed and established as key indicators that inform Board. Performance report produced quarterly and presented to Board.	
Process measures	The Performance sub group need to undertake further work to identify process measures. This will be undertaken in 2014/15	
Outcome measures	Making Safeguarding Personal is driving outcome measures, however not yet established	
Quality measures	The Safeguarding Adults case file audit programme is underway and in progress. In addition the Making Safeguarding Personal pilot will inform quality measures.	
Work plan governance	Robust work plan governance in place and reported to Board.	
SCR/LLR Governance	Policy and governance arrangements in place for monitoring SCR/LLR's.	
Custodians of Risk Register	Robust arrangements in place, risks held by Performance sub group and escalated to Board where risk score is over 11.	
Annual Report	Annual reporting in place and submitted timely for 2012/13.	
Commission work to look at unsubstantiated cases	Work commissioned and final report was presented to Board 24th January 2014. An action plan was approved and has been delegated to the Practice sub group for progressing.	

DSAPB Governance Framework

The Performance sub group has developed a robust governance framework and continues to drive the strategic objectives, holding sub groups to account and present safeguarding adult performance information to the Board on a quarterly and annual basis. The Performance sub group receives and analyses performance information which now includes qualitative information from the case file audit providing a more holistic picture of practice.

There is a national shift to focus on outcomes for safeguarding adults and this is being driven by the Making Safeguarding Personal project. Doncaster is just commencing this piece of work and will continue to drive the required culture shift to embed these performance measures during 2014/15.

The sub group are also the custodians of the risk register formally assessing risks across the DSAPB structure to ensure the appropriate action is identified where appropriate and escalating high risks to Board.

Analysis of Unsubstantiated Cases Report

In the 2012/13 annual report the DSAPB reported a high number of unsubstantiated cases and a piece of work was commissioned to analyse the reasons behind this so as to inform further work and improvement to the safeguarding adult process. The Analysis of Unsubstantiated Cases Report was presented to Board in July 2013.

The main findings of the report identified nationally there are differences in the screening processes for safeguarding adult alerts and referrals considering factors such as consent, criteria and risk assessment. This identified the need to review Doncaster's screening process to ensure a consistent approach to risk management and investigation was being applied.

Other findings such as cases being ceased at individuals request were also being included within the unsubstantiated numbers due to the configuration of the safeguarding process, thus reporting a higher number.

The analysis also identified many areas of good practice within Doncaster safeguarding processes reporting a high level commitment and engagement of agencies to safeguarding adults in Doncaster. As a result of the analysis an action plan was presented to the DSAPB and this will be continued to be implemented through 2014/15 by the Practice sub group to realise improvements.

Policy and Procedure sub group

Key deliverables and ad hoc items	Progress / update	RAG
Framework for risk assessing	Safeguarding Adults Risk assessment matrix now in place.	Green
Review of South Yorkshire Procedures	Ongoing – Doncaster is the lead for this work stream.	Yellow
Working with CQC Memorandum of Understanding	Developed and complete.	Green
MCA Joint Agency Agreement	Developed and complete.	Green
DSAPB MCA and Tenancy Agreements Policy	In progress.	Yellow

Safeguarding Adults Risk Assessment Matrix

The Doncaster Safeguarding Adults process has developed rapidly over the past few years and a number of reviews have taken place to ensure the system is fit for purpose and risks associated with safeguarding adults in Doncaster are identified and managed appropriately and proportionately. However national benchmarking has highlighted Doncaster as being an outlier in terms of cases that result in 'unsubstantiated' outcomes, which raised questions relating to the current system in place and its usefulness in determining the threshold for safeguarding intervention. Alongside this practitioners felt the current tool to be cumbersome and unwieldy.

The Safeguarding Adults Risk Assessment Matrix does not seek to override professional judgement but should be used in conjunction with this. It was developed by the Practice sub group with a view to reviewing risk throughout the Safeguarding Adults process and reinforces good practice recording and evidencing of protection planning on a reiterative basis. It guides decision making based on the risk matrix score, supporting the worker to risk score before and after fact finding in order to ascertain whether the threshold has been met for alert or referral. Where risks are identified, action is documented in the protection plan to address these risks where appropriate.

The Safeguarding Adults Risk Assessment Matrix was approved by the Board and implemented in August 2013. The impact of the new tool has seen a positive trend through decreasing the number of unsubstantiated cases. It has also brought Doncaster closer to its comparator Councils through a reduction in referrals and increase in alerts, and this has been acknowledged through the performance framework. Further

benchmarking will be undertaken during 2014/15 to assess Doncaster's position in relation to performance information and the impact of the new tool.

Review of South Yorkshire Procedures

The DSAPB have contributed significantly throughout 2013/14 to the review of the South Yorkshire Procedures for Safeguarding Adults. An independent provider was commissioned to facilitate the process and upload the electronic procedures on completion of the revised procedures.

Reviewing the procedures has been a challenging piece of work given the differing local systems in place across the region, however much work has taken place over 2013/14 to agree a regional approach and the procedures are nearing completion with a planned implementation date in June 2014. Doncaster will be partaking in a local and regional launch of the procedures during 2014/15 to embed them in practice on a local and regional basis.

Working with CQC Memorandum of Understanding

The DSAPB recognise that the Care Quality Commission (CQC) represents a natural partner due to their regulatory role within health and social care provision. The CQC has undergone a period of change and the scope of their responsibilities around regulation and their role around inspection has changed. There could be further change due to the restructuring of the National Health Service and there are gaps in clarity around the relationship between the safeguarding process and the CQC role within this. Therefore a memorandum of understanding was developed by the Policy and Procedure sub group between the DSAPB and CQC to provide such clarity.

This memorandum of understanding (MOU) was developed to clarify the relationships, responsibilities, actions and behaviours that should be expected from all parties under the scope of this agreement. It promotes a collaborative approach to the prevention and escalation of safeguarding cases through multi-agency information sharing of reportable concerns relating to registered care services in Doncaster, seeking solutions through agreed strategies and risk assessment.

The MOU was presented to and approved by the DSAPB in November 2013. As at 31st March 2014 all agencies apart from the CQC had signed up to the agreement. The Board will continue to seek formal agreement from the CQC throughout 2014/15, and meetings to address this are underway.

MCA Joint Agency Agreement

The DSAPB are committed to ensuring the Mental Capacity Act 2005 (MCA) is embedded and a consistent approach is being applied across Doncaster. Therefore a joint agency agreement has been developed to provide assurance that agencies are signed up to this.

The MCA Joint Agency Agreement is intended to outline the Doncaster Safeguarding Adults Partnership Board's (DSAPB) approach to issues within the Mental Capacity Act 2005, that requires consistent local application, definition or intent. It does not seek to replace the Mental Capacity Act 2005 Code of Practice which staff will still be required to have regard to, or other related policies and procedures such as the Safeguarding Adults Procedures for South Yorkshire. Each agency will need to ensure existing policies and procedures are compliant in line with the Act and will need to consider their own requirements for any additional more detailed guidance for staff.

The MCA Joint Agency Agreement was presented to and approved by the Board in September 2013. All the statutory agencies have signed the agreement with the exception of South Yorkshire Police who are awaiting the outcome of a national piece of work relating to the application of the Mental Capacity Act 2005 for Police services. The MCA Joint Agency agreement will be used to hold partner agencies to account for their application of the Mental Capacity Act 2005 during 2014/15.

Practice sub group

Key deliverables	Progress / update	RAG
MCA Forms review	Reviewed and complete.	Green
New model commissioned for health	In progress - Work is ongoing to develop a Safeguarding Adults specification as part of the Community Nursing Service redesign.	Yellow
Scope implementation of the Vulnerable Adult Risk Management Model	Options paper complete to present to Board.	Yellow
Quality assurance of appropriate referrals SA Case file audit – action plan 1	Actions embedded in Practice sub group and complete.	Green
Quality assurance of appropriate referrals	Robust quality assurance process in place.	Green
Contribute to development of Safeguarding Adults process on Client Information system	Client Information system (CareFirst) and Safeguarding process reviewed and implemented in practice.	Green
Scoping of Vulnerable Adults Reportable Concerns Risk Management Model	Meeting held to identify milestones and scope of project. Workshop regarding what constitutes low level concern, alert, or referral. Workshop developed and being arranged – delay due to strategic level capacity to attend.	Red

Mental Capacity Act Forms Review

Both the Mental Capacity Act 2005 (MCA) forms 1 and 2 were originally introduced for DMBC staff several years ago when the Act was first implemented. They have since been adopted by some statutory agencies. However in view of issues highlighted by judges in several high profile cases in the Court of Protection the MCA/DOLS Manager has revised the forms and introduced a new form MCA 3 for more complex cases, which requires a best interest meeting.

The MCA Joint Agency Agreement makes reference to the use of the MCA1, 2 and 3 to provide a consistent approach to the Act in terms of assessment and recording. The DSAPB Practice sub group carried out a consultation across the multi-agency partnership and conducted a pilot to test their application in practice which highlighted some minor amendments.

The revised forms were presented to and approved by the DSAPB in December 2013. Future work will take place to formally launch the revised forms across the partnership in conjunction with the MCA Joint Agency Agreement in 2014/15 to support consistent application.

Workforce sub group

Key deliverables	Progress / update	RAG
Develop quality assurance process for multi-agency training	This process has been developed in conjunction with DMBC Adult Services learning and development. The process is nearly complete and awaiting pilot. This is for Adult Safeguarding only.	Yellow
Process for informing workforce development needs	The Safeguarding Adults Workforce Development Request Form has been developed for all partner organisations to complete to make a request to the DSAPB Workforce sub group to develop appropriate learning and development opportunities. This form is available on the Workforce Development webpage.	Green
Embed Joint Safeguarding Capability Framework	Embed Joint Safeguarding Capability Framework in practice. Planned launch of framework to take place at the Keeping Safe Staff Event 30th April 2014.	Yellow
Training Forum	One meeting was held early 2014 with very limited attendance. It has been difficult to get sign up at this level without the strategic group to set the agenda.	Red
Joint Safeguarding Training Programme	<p>No joint safeguarding training programme was signed off or developed.</p> <p>The neglect training programme is still in draft, very limited feedback was given by the joint strategic group about the content. The joint group had arranged a date for a run through of the package, but this was not progressed due to lack of governance arrangements and training representation from a Safeguarding Children perspective.</p> <p>Mental Capacity Act training for Children's Services was delivered through CQM to relevant teams within DMBC Children's Services.</p> <p>No progress was made with regard to developing a joint training package for Domestic Abuse and Sexual Exploitation because this was dependent on the above.</p>	Red

NB: The DSAPB and DSCB have come to the agreement that a more narrow focus for workforce development is required in each area and as from April 2014 the Workforce sub group has again split into children and adult groups.

Embed Joint Safeguarding Capability Framework

Safeguarding children and vulnerable adults, responding effectively to domestic abuse, hate crime, PREVENT and issues of mental capacity, requires a competent and confident multi-agency workforce working together to agreed standards of performance.

The development of the Joint Safeguarding Workforce Development Strategy makes a major contribution to increasing efficiency and value for money by removing duplication and making the most of commonalities between and within the three agendas.

The development of the new Safeguarding Multi-agency Capability Framework, Audit Toolkit and Learning and Development Tools, will enable our workforce to assess their capability, monitor progress and identify development needs as part of their regular PDR procedure.

Embedding the specialist training provision across three disciplines to produce a comprehensive workforce development strategy for Safeguarding is a significant and logical step for Doncaster's partnerships, ensuring that staff and volunteers across all partner agencies have the skills they need to work collaboratively to address risk, increase safety, and protect our most vulnerable residents.

A formal launch of the Joint Safeguarding Capability Framework is planned for April 2014 at the Keeping Safe Staff Event to raise awareness of the framework. Future work will take place during 2014/15 to incorporate the framework within the DSAPB Annual Declaration to assure the Board that it is being implemented throughout the partnership.

Recurrent work streams for 2013/14

In addition a number of recurrent work streams were identified by the Board and subsequently deposited within the Performance sub group for progressing.

Title	Status	RAG
DSAPB Assurance Framework and Declaration	Complete	Green
DSAPB Quarterly Performance Report	Complete	Green
Case File Audit Programme	Ongoing	Yellow

DSAPB Assurance Framework and Annual Declaration

The Performance sub group has developed a set of standards for agencies and organisations to embed in practice and to provide assurance against. The standards were approved by the DSAPB and partner agencies were asked to self-assess against them to assess their compliance and identify any gaps.

All agencies but two deemed themselves compliant in reply. The two remaining agencies, Doncaster Bas-setlaw Hospital Foundation Trust identified the gaps and submitted action plans to address the shortfalls and Doncaster Metropolitan Borough Council have reported the gaps to their Internal Safeguarding Forum for action. Action plans received against compliance with the standards are exception reported through the quarterly performance report to the Board.

The following agencies submitted their Annual Declaration declaring their position relating to compliance with the regional standards for 2014:

- South Yorkshire Fire and Rescue
- Doncaster and Bassetlaw Hospitals NHS Foundation Trust
- NHS Doncaster Clinical Commissioning Group
- South Yorkshire Police
- St Leger Homes
- Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust
- Doncaster Metropolitan Borough Council

Future work will take place during 2014/15 to incorporate the Safeguarding Adults Competency Framework within the annual declaration.



DSAPB Quarterly Performance Report

The DSAPB quarterly performance report is produced by the Performance sub group and presented to Board for recommendations. It details all the different strands of the Board, its progress against agreed project milestones relating to the strategic objectives and any exceptions. The following are contained within the report;

- Strategic objectives exceptions
- Work plan objectives exceptions
- Serious Case Review exceptions
- Assurance framework exceptions
- Abuse of vulnerable adults data
- Performance data
- Qualitative information
- Conclusions
- Emerging themes and trends
- Recommendations

This report has informed the Board throughout the year on a range of Safeguarding issues, which are pertinent to improving practice across the partnership agencies. The Board will continue to develop its performance framework throughout 2014/15 to provide information and intelligence to inform strategic decisions.

Case File Audit Programme

The DSAPB currently receives information relating to the performance of its practice in terms of quantitative analysis, however the Board realises that this does not always reflect the qualitative aspect of practice. Therefore an audit tool was designed by practitioners, based on the Doncaster Practice Guidance, to be used as part of a rolling audit programme.

The case file audit programme aims to measure the application of the procedures in Doncaster in order to provide quality assurance to the DSAPB. It focuses on qualitative issues rather than quantitative such as adherence to timescales. It identifies areas of good and weak practice in order to make recommendations to improve the Safeguarding Adults service and prevent abuse or potential abuse across Doncaster.

The objectives of the audit programme are to assess whether:

- Due process has been followed and documentation reflects the principles of Safeguarding Adults good practice.
- The vulnerable adult has been empowered throughout the Safeguarding Adults process, supported to be involved, given choices and informed of outcomes.
- The Safeguarding Adults practice is proportionate to the risk presented and the adult has been protected.

A further objective is to develop a set of baseline Safeguarding Adults recording standards within Doncaster.

This rolling programme of audit is well embedded across the multi-agency partnership. Ongoing work has taken place to progress the following strands of the audit programme throughout 2013/14;

- Audit of Strategy stage of the Safeguarding Adults process
- Audit of Investigation stage of the Safeguarding Adults process
- Implementation and completion of the action plan to address the shortfalls identified in the Referral stage audit
- Development and ongoing implementation of the action plan to address shortfalls identified in the Strategy stage audit.

Further work will take place in 2014/15 to progress this audit programme to focus on the Case Conference stage of the process.

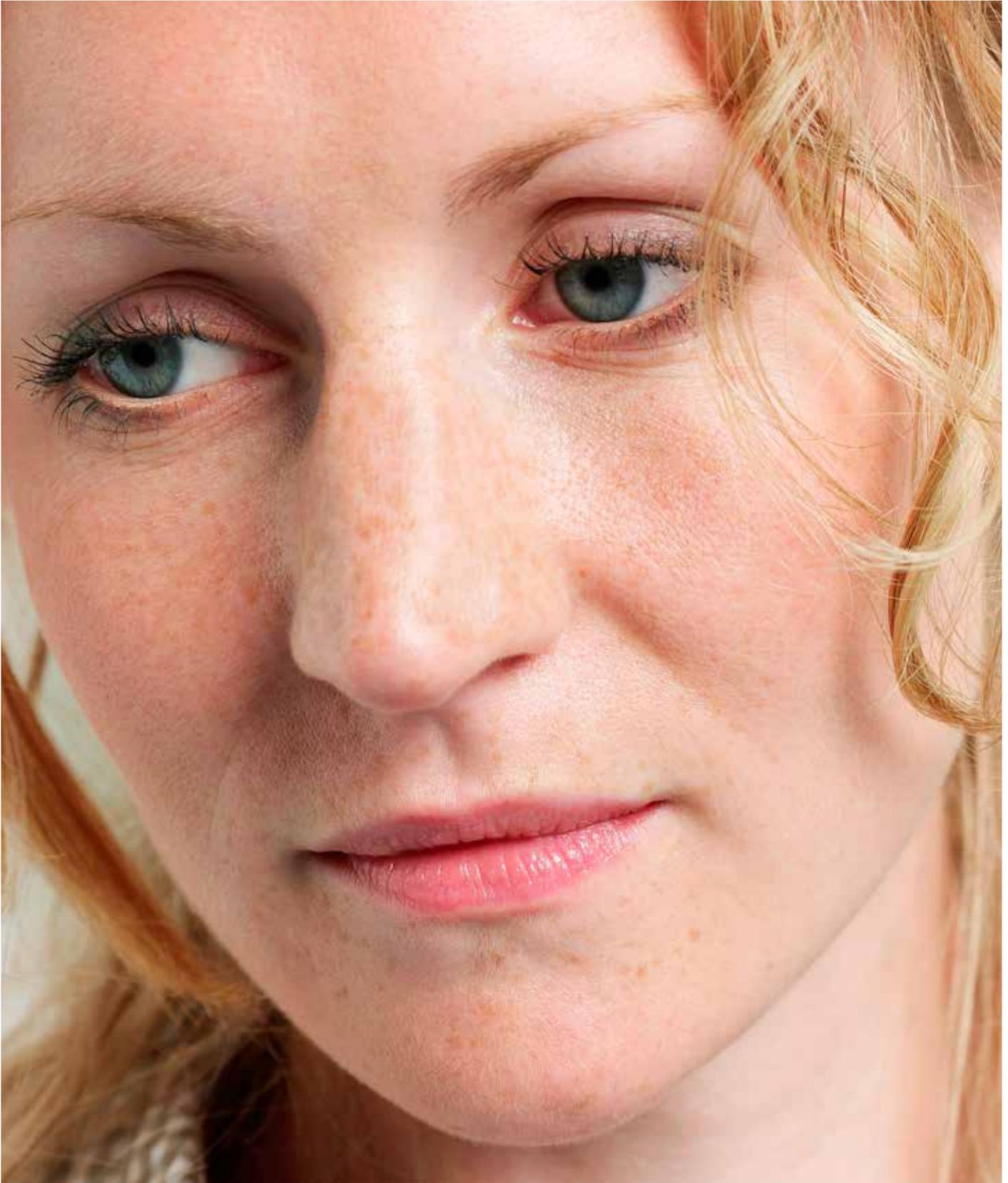
Conclusions

At the beginning of 2013 the DSAPB outlined its strategic objectives (refer to Appendix 5) which directed the annual work plans for the sub groups. Robust governance arrangements are in place to inform the Board around the progress of the sub groups to achieve the key deliverables outlined within the strategic objectives and risks are managed and escalated through an agreed risk management approach.

Good progress has been made during 2013/14 in relation to the strategic objectives with 23 completed key deliverables and 17 ongoing (to be carried forward to the 2014/15 work plans). However it is noted that some work areas have not been progressed in an effective way and for this reason the Board will review its structure to ensure it is fit for purpose in delivering the strategic objectives in 2014/15.

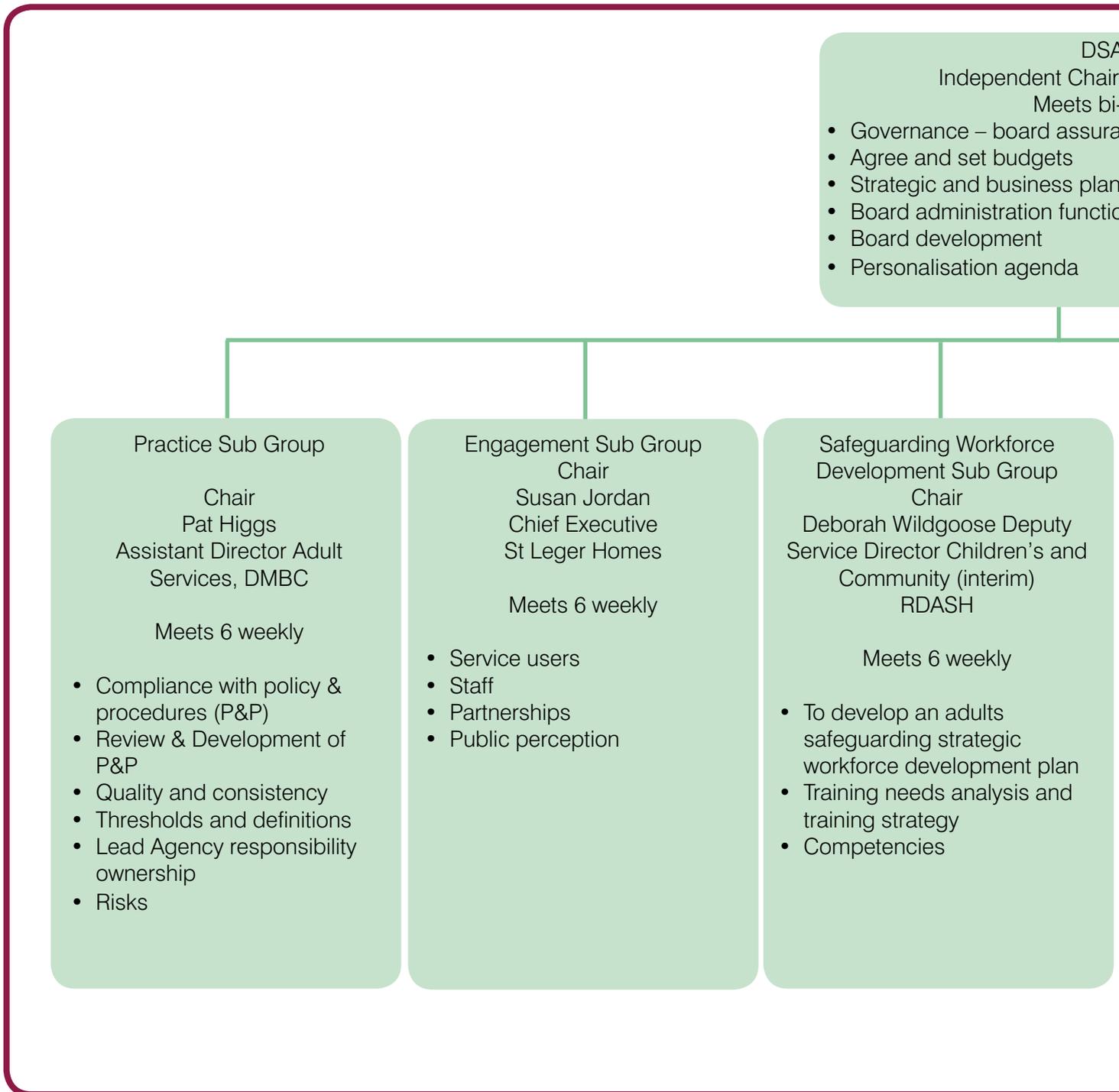
The work detailed within this report is an example of productive multi-agency working within times of significant change in the architecture of Public Sector organisations and increasing pressures due to budget reductions.

All work identified in this report that is ongoing will be carried forward to the 2014-15 work plans.



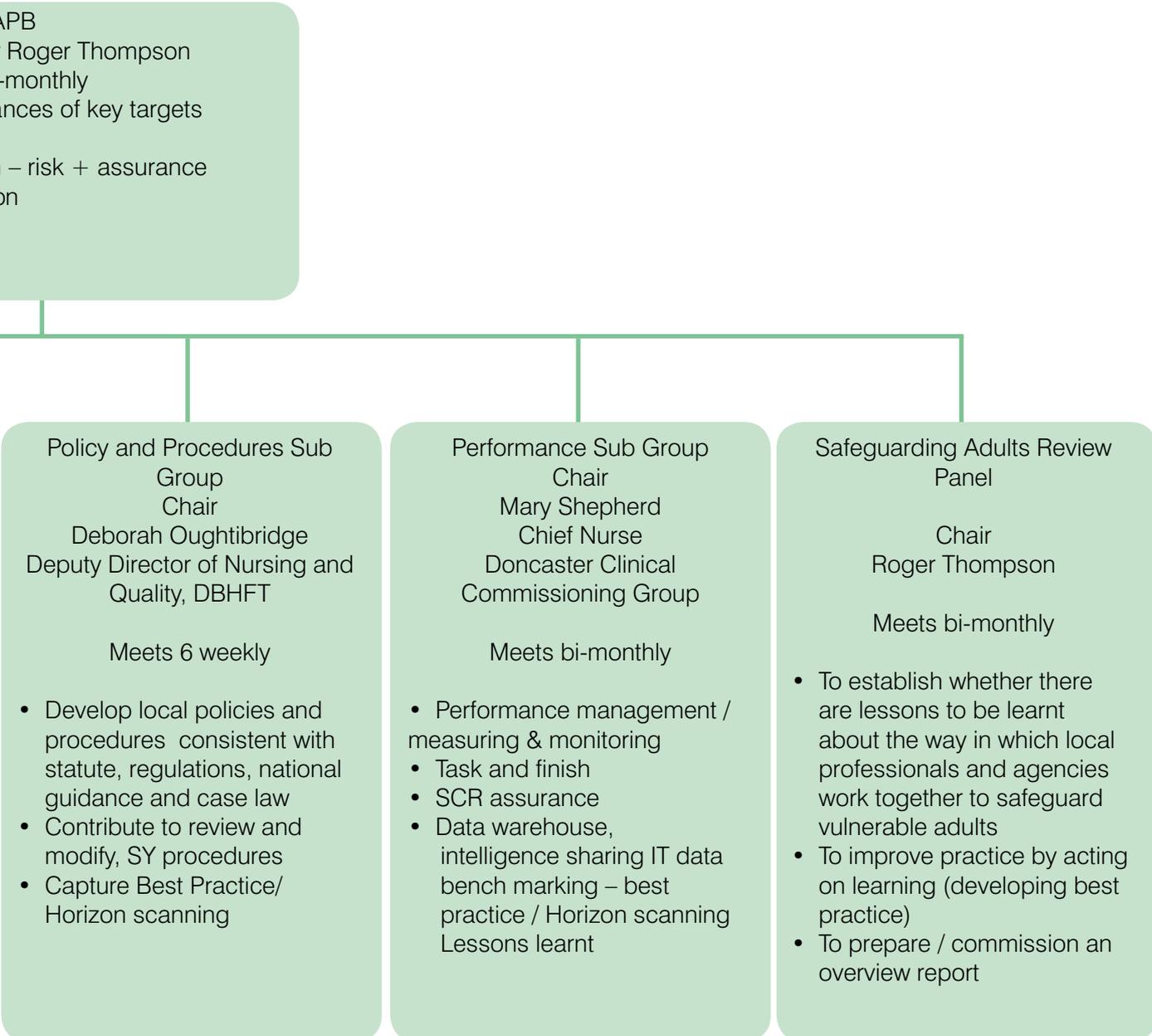
The Structure of Doncaster Safeg

The DSAPB provides a local multi-agency framework in which
The structure of the partnership board is outlined below



Safeguarding Adults Partnership Board

to assure the protection of vulnerable adults in Doncaster.
along with membership and frequency of meetings.



Sub Group Achievements 2013/14

Co-ordinating Action to Safeguard Vulnerable Adults

A) Engagement Sub Group

This has been a busy and productive 12 months for the Engagement sub group. Our membership has changed and we have a wider range of experience and expertise to deliver our objectives.

Our work plan has been developed mainly from the implementation of the Safeguarding Adults Communication and Engagement Strategy and Action Plan, and has been supplemented by priorities assigned from the Board's Strategic Objectives.

Our Key Objectives 2013/14

Our key objectives have been to raise awareness of safeguarding through the establishment of a Keeping Safe Forum and through holding a series of Keeping Safe Events for service users and the general community of Doncaster, and a subsequent event for professionals. These objectives have been delivered and provided useful information and successful outcomes. There is an increased awareness of Keeping Safe, and improved publicity in accessible formats including a draft DVD which is being finalised. It is too early to say how this is impacting in terms of increased alerts / referrals from hard to reach groups but our work plan for 2014/15 includes further work and interaction with the Keeping Safe Forum as well as considering how we share more accessible information, how we can link better to other services and involve and engage the business community.

Our objective of seeking service user satisfaction feedback, after some initial exploration, has been put on hold and the work subsumed into two pilot projects – Making Safeguarding Personal project and the Adult Social Care pilot on reviewing safeguarding outcomes. We continue to receive updates and feedback on these projects, and both these pilots will provide a valuable insight into how we can introduce an effective and personalised safeguarding service which delivers positive outcomes for service users and how we can monitor and gain feedback on these services.

A further objective in relation to involving prison populations through representation and engagement has moved forward positively. Prisons are now represented on the Doncaster Safeguarding Adults Partnership Board, and meetings with representatives of the prisons are in progress to discuss how we can assure the Board that appropriate safeguarding policies and processes being adopted in our prison populations.

In addition, the Board has been kept advised of the impacts of Welfare Reform, both locally in Doncaster, and more widely through the sharing of 'Real Life Reform' research project outcomes. This is to ensure that Board members and the agencies they represent are aware of the potential increase in safeguarding issues particularly in relation to financial abuse which may arise.

Overall, we have refreshed the group membership, maintained momentum, and achieved some significant outcomes.

Key achievements for me as Chair have been the success of the Keeping Safe Events and above all the establishment of the Keeping Safe Forum. The Forum is a forward looking group, who will advocate for and provide a challenge to ensure that Adult Safeguarding services in Doncaster continue to improve. The passion

and enthusiasm of the service users on the forum is exceptional and I personally, along with other members of the Engagement sub group are looking forward to a future of joint working and generating and implementing ideas to raise awareness of keeping safe for everyone.

None of this could have happened without the commitment and dedication of members of the Engagement sub group, and particularly Sharon Fung. I would like to take this opportunity to thank them all.

Susan Jordan
Chair, Engagement Sub Group
Chief Executive, St. Leger Homes of Doncaster

B) Performance Sub Group

It has been a challenging year for the Performance sub group with quoracy being raised as a risk and escalated to the Board. Despite this the Performance sub group has maintained a good level of productivity.

The Performance sub group is responsible for the monitoring and reporting of key performance indicators to ensure effective delivery of procedures relevant to the Doncaster Safeguarding Adults Partnership Board agenda.

Our key objectives are to progress and update the Board on a regular basis to inform them of a range of performance indicators on a quarterly basis, identifying themes and trends where appropriate. Also to further develop the Performance Framework to include measures relating to quality, process and outcomes.

This year the membership of the Performance sub group has been extended to engage statutory Health providers to promote ownership of safeguarding adults performance information and identify ways to address shortfalls.

Membership of the Performance sub group has included:

- DMBC Adult Services (performance)
- Safeguarding Adults Unit
- NHS Doncaster Clinical Commissioning Group
- South Yorkshire Police
- South Yorkshire Fire Service
- Doncaster & Bassetlaw Hospitals NHS Foundation Trust
- Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust

Over the past year the Performance sub group has embedded its performance management framework and risk register for which it is the custodian.

The performance framework is responsible for the collation and production of:

- Quarterly Performance Report
- Annual Report
- Case file audit programme
- Commissioning of Analysis of Unsubstantiated Case Report

The Performance sub group has developed a comprehensive performance framework and reporting mechanisms which have contributed to the development of the DSAPB annual report. This will be reviewed regularly over the next year.

Mary Shepherd
Chief Nurse, Doncaster Clinical Commissioning Group

C) Policy and Procedure Sub Group

The Policy and Procedure sub group (PPSG) was established to ensure effective policies and procedures are in place to support multi-agency adult safeguarding within Doncaster.

The PPSG has a diverse membership across agencies. On occasions during 2013/14 attendance to meet the terms of reference was a concern and was identified on the groups risk register. This was reviewed and attendance has improved into 2014. A core group of members actively participate in the meetings and the work of the group. Nine sub group meetings were held during the period.

A number of items have been achieved:

- Completing the Memorandum of Understanding with the CQC in relation to Safeguarding Adults.
- Contributing to the development and updating of the South Yorkshire Procedures. This work was initially delayed due to the regional tender process. An independent provider was identified as the provider and work has taken place across South Yorkshire.
- Reviewing and completing the MCA Joint Agency Agreement.
- Developing a Policy Document Template to support independent providers to produce Safeguarding Adults Policies.
- MCA Tenancies Policy & Procedure – draft policy developed.

The focus of the group over the last year has been on supporting the work on the South Yorkshire Procedures. There were on-going concerns that the South Yorkshire Procedures are out of date with a Risk Assessment of “High Risk”. Tri-ex was identified as the provider and work is progressing across South Yorkshire with an expected launch date of June 2014.

During the year the sub group increased its meetings to monthly to provide support to the work on the South Yorkshire Procedures and to establish more dedicated time to take forward some of the work items in the form of small workshops.

The Work Plan will be updated and revised against the DSAPB Strategic Objectives 2013/16. The focus of work moving into 2014/15 is the development of a procedure for overarching safeguarding investigations.

Deborah Oughtibridge
Doncaster & Bassetlaw Hospitals NHS Foundation Trust
Deputy Director of Nursing & Quality

D) Practice Sub Group

It continued to be chaired over the past year by Pat Higgs, Assistant Director Adult Social Care in Doncaster Metropolitan Borough Council. The Practice sub group is responsible for the consistency and standardisation of operational safeguarding work, to ensure effective delivery relevant to the Doncaster Safeguarding Adults Partnership Board agenda.

The key achievements for the Practice sub group over this year have been;

- The development and implementation of the Safeguarding Adults Risk Assessment Matrix which is now embedded in practice across the multi-agency partnership. This has been well received and has had a positive impact on practice in terms of demonstrating risk management and protection planning. It has also impacted on the number of alerts and referrals ensuring those who need support most are prioritised.
- Contribution to a significant review of Safeguarding Adults process on the CareFirst Client Information



System to ensure it is in line with best practice.

- The review of the Mental Capacity Act 2005 forms which will support practitioners to record assessments of capacity and best interest decisions.
- The responsibility for identifying task and finish groups to implement the Case File Audit action plans in practice across the multi-agency partnership. This year has seen the implementation and completion of the SA1 audit action plan.
- An options paper around the possible implementation of the Vulnerable Adult Risk Management Model has also been developed and will be presented to Board in 2014/15 for recommendations.

One significant area that the Practice sub group has not been able to progress is the Scoping of Vulnerable Adults Reportable Concerns Risk Management Model. This group met once early in 2013/14 but due to a lack of strategic engagement no further progression has been made. This will be carried forward as a prioritised workstream for 2014/15.

The Practice sub group has met seven times during this period and boasts a large membership across a broad range of agencies and due to this is well attended in terms of a variety of agencies. This has enabled the group to effectively consider and discuss key issues across the locality.

Pat Higgs
Doncaster Metropolitan Borough Council
Assistant Director Adult Services & Communities

D) Workforce Sub Group

The Workforce sub group has retained a small core group of committed membership of statutory partners over 2013/14. Meetings have been less regular in the early part of 2014, and a final decision has now been made to split the group from the Safeguarding Children's Workforce Development sub group. It should be acknowledged that there have been some very positive outcomes from the joint working approach and there is now a clearer understanding of the joint adult and children safeguarding agendas. Despite this work; the two Boards have come to the agreement that a more narrow focus for workforce development is required in each area and the group has again spilt into children and adult groups. Moving forward, this will provide the opportunity for the adult Workforce sub group to focus on more specific areas of Safeguarding Adult's workforce development.

The group continues to have excellent links to counterparts across the South Yorkshire region with these fruitful relationships resulting in a wide range of learning opportunities for the workforce in each of the 4 South Yorkshire areas as a result of pooling of the knowledge, skills and expertise of the South Yorkshire training group.

Key areas of action and achievements include:

The Doncaster Safeguarding Workforce Development Joint Capability Framework 2013 has now been launched and is available for all organisations to use to develop and improve safeguarding practice within their organisations. In addition the development and launch of the multi-agency Workforce Development Request process will assist the Workforce sub group to process workforce development requests in a more efficient and timely manner.

Key areas of development for 2013-2014

Future work will focus on the development of an audit process for the Joint Capability Framework to assist with the evaluation of safeguarding practice in Doncaster. In addition the development of the training evaluation cycle will be necessary to evaluate the impact of training.

Deborah Wildgoose
Service Director Children's & Community (Interim)
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust



F) Safeguarding Adults Review Panel

In 2013, the Safeguarding Adults Review Panel (SARP) was set up by the Board to take responsibilities for the following tasks:

- To consider whether a case meets the criteria outlined in the 'Policy for Conducting Serious Case Reviews (SCR) and Learning Lessons Reviews (LLR)'.
- Where a case is assessed as meeting the SCR/LLR criteria, the SARP will be responsible for the appointment of an independent chairperson and the organisation of the process.
- Where the case does not meet the SCR/LLR criteria and there are lessons to be learned, the SARP should consider whether any single agency review is required.
- To oversee the quality of all SCR/LLR's and monitor recommendations and action plans and hold agencies to account for these.
- To identify key themes for audit once actions have been completed.

Serious Case Reviews / Lessons Learned Reviews

During 2013/ 14, the Panel authorised the commencement of 1 Lessons Learned Review and 1 Serious Case Review (The Solar Centre). In addition 1 Serious Case Review has been completed and will be published on the Board's website. The Panel is also monitoring action plans in relation to 4 cases.

The Solar Centre Serious Case Review is a high profile case for Doncaster and relates to the abuse by staff employed at the Solar Centre of 19 vulnerable people within their care. Convictions were secured relating to 12 of the 19 victims. Families of victims have been engaged throughout the Serious Case Review process to ensure recommendations reflect the lessons to be learned. Due to the high profile of this case much media attention is anticipated. The final report will be published in July 2014 and the Board will develop an action plan to address the recommendations.

Prior to the setting up of the Panel, the monitoring of serious cases was part of the Board agenda. This did not lead to proper and sufficient oversight of the cases and the monitoring of action plans. The Panel has provided this necessary oversight, so important when complex cases are being reviewed.

The Panel has functioned well and made good progress in ensuring that high priority has been given to the key task of the monitoring of serious cases, some involving significant public interest and media attention. Some difficulties have been experienced with quoracy, as the requirement is for the three statutory agencies of Police, Health and Adult Social Care always to be present. This matter is being addressed, and no meetings have had to be cancelled. The main conclusion coming from the first year's operation of the Panel is that a gap in a key area of activity - the oversight of serious cases - has been successfully filled.

As Chair I would thank all members of the Panel and staff from the Safeguarding Adults Unit for their excellent commitment to the tasks that need to be achieved.

Roger Thompson
Independent Chair of the Board and Chair of the SAR Panel

G) Mental Capacity Act – Deprivation of Liberty Safeguards

Over the period of April 2013 to end of March 2014 there have been 91 requested authorisations to deprive individuals of their liberty. Of these:

- 26 were requested from hospital care settings, 14 of these were authorised.
- 65 were requested from care providers within the community, 48 of these were authorised.
- Of the total 91 requests for authorisation, a total of 62 (68%) were authorised.
- Of the total 91 requests for authorisation, 55 were received as urgent authorisations (new requests).

- Of the total 91 requests for authorisation, 36 were received as standard authorisations (planned admissions or subsequent requests).

These figures are a 12% decrease on 2012/13 figures.

Board Objectives for 2014/15

The Board's priority for 2014/15 will be to review the DSAPB Strategic Objectives 2013-16 and the Boards structure to ensure it is fit for purpose and in line with the following principles;

- Specific
- Measurable
- Achievable
- Realistic
- Timely

The Boards work will continue based upon its achievements from previous years. It will be progressed in order to deliver the strategic objectives alongside changing needs and political/local drivers.

The work of sub groups will continue until the review has taken place. Their focus will be to review any areas of work carried over from this year's objectives alongside the work streams identified within the strategic objectives.



Part Two – DSAPB Annual Statistical Information 2013/14

From April 2013 the SAR (Safeguarding Adults Return) replaced the AVA (Abuse of Vulnerable Adults Return) and became a mandatory requirement for all Local Authorities in England to complete and submit to the Department of Health.

The following is the definition of a vulnerable adult taken from 'No Secrets' 2000 and used to compile the annual return.

Who is a vulnerable adult?

A vulnerable adult is any person aged 18 or over who is, or may be, in need of community care services by reason of mental or other disability, age or illness and who is, or may be, unable to take care of him/herself or unable to protect him/herself from significant harm or exploitation.

What is abuse or mistreatment?

Abuse or mistreatment:

- Can be a violation of an individual's human or civil rights by another person or persons.
- May consist of a single act or repeated acts.
- Can occur in any relationship.
- May result in harm to, or serious exploitation of, the person subjected to it.
- May be physical, including hitting, slapping, punching, kicking, misuse of medication, restraint, or inappropriate sanctions.
- Could be sexual, including rape and sexual assault or sexual acts to which the person has not consented, or was pressured into consenting.
- May be psychological, including emotional abuse, threats, humiliation, intimidation, verbal abuse.
- May be financial or material, including theft, fraud, exploitation, the misuse or misappropriation of property, possessions or benefits.
- May be neglect, including neglect of medical or physical care needs, the withholding of adequate food, heat, clothing and medication or other forms of similar mistreatment.
- Can take the form of discrimination, including racist, sexist, or that based on a person's disability.
- May be institutional abuse which can take the form of neglect, poor professional practice - by way of isolated incidents which are poor or unsatisfactory - through to ill treatment or gross misconduct, resulting in the needs of the organisation/agency overriding the needs of the vulnerable person.

The Safeguarding Adults Procedures

The procedures are agreed by all agencies across the South Yorkshire region, launched initially in 2007 and followed by all partners.

Context of data used to compile this Annual Report 2013/14

2013/14 has seen the introduction of the new Safeguarding Adults Return (SAR) replacing the previous Abuse of Vulnerable Adults (AVA) Return. The SAR is a simpler set of data measures with a focus on outcomes. The return no longer captures the 'source of referrer' or 'referrals by relationship to alleged perpetrator'. For the purpose of the annual report all data has been collected from the CareFirst database or the SAR returns submissions and cross tabulated for further analysis.

Number Of Safeguarding Alerts/Referrals

Table 1 - Alerts/Referrals 2013/2014

2013/14	Alerts	Referrals	Total
Total	809	427	1236

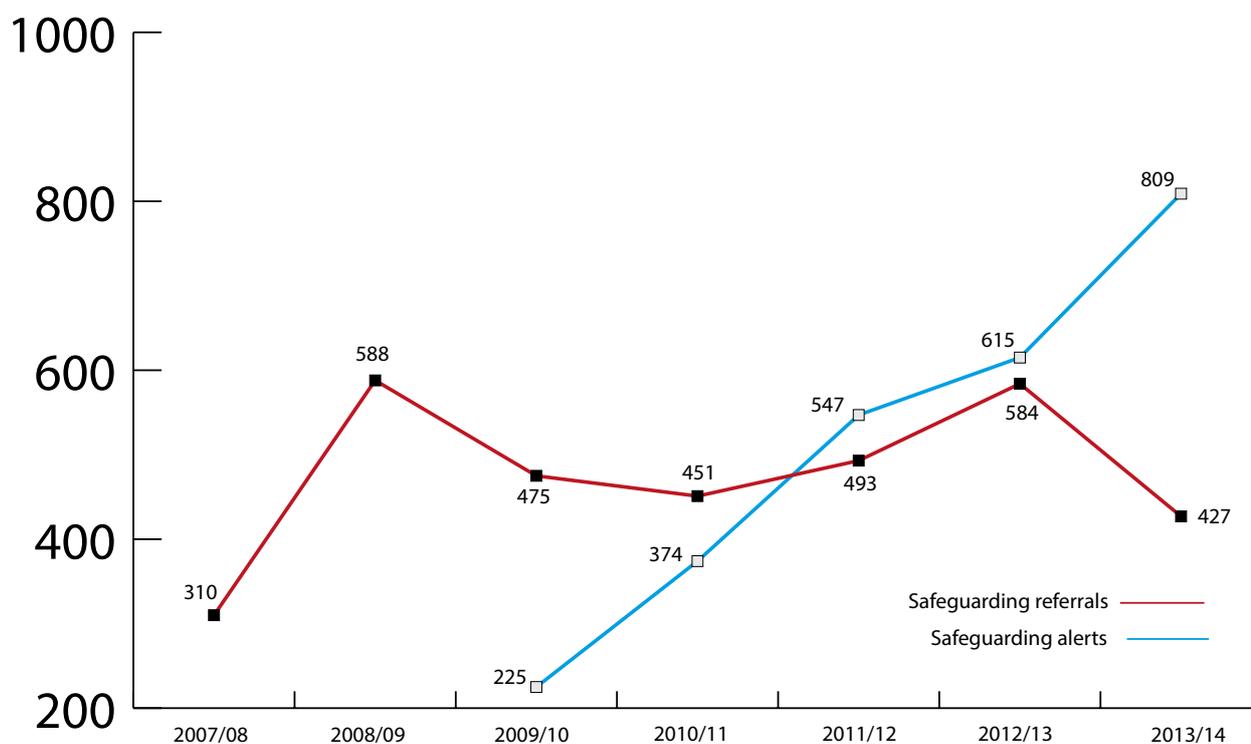
The number of alerts continues to increase year on year since 2009/10 and has risen from 615 in 2012/13 to 809 in 2013/14 (an increase of over 31%). In contrast the number of referrals has fallen from 584 last year to 427 (a decrease of 27%) for the year ended 31 March 2014.

Last year Doncaster reported having a much higher ratio of alerts to referrals as compared to other local authorities. This led us to make changes to our screening process and the Safeguarding Adults Risk Assessment Matrix was implemented in August 2013.

On analysis of the performance information as at March 2014, it is clear that the new tool has had a positive impact with the decline in the number of referrals and rise in alerts, as compared to the same period last year. Doncaster continues to align itself to the national expectation.

Future work in 2014/15 will be undertaken to benchmark Doncaster against the national expectation to identify further improvements and ensure services are prioritised for those who need it the most.

Number of Alerts and Referrals 2007/08 – 2013/14



Although there has been a shift in the ratio of alerts to referrals the number of Safeguarding Adults concerns received has only increased by 3% overall (refer to graph above at total of 1199 for 2012/13 and 1236 for 2013/14). This figure is in line with the national average of 4% reported by the Health and Social Care Information Centre.

In Doncaster a Safeguarding Adults alert is where a safeguarding concern is received that does not meet the threshold (using the Doncaster Safeguarding Adults Risk Assessment Matrix) for a Safeguarding Adults investigation, but may require signposting to a different service or a different response is required other than Safeguarding investigation. It is only when the threshold is met will an alert translate into Safeguarding Adults referral for investigation. Alerts are logged onto a central IT system and used to inform future contacts and professional judgement.

Referrals by Ethnicity 2013/14 (n=427)

Numbers of individuals for whom a safeguarding referral has been made	Already known to LA	Previously unknown to LA
White	367	51
Mixed / Multiple	0	0
Asian / Asian British	2	1
Black / African / Caribbean / Black British	1	1
Other Ethnic Group	0	1
Refused	0	0
Undeclared / Not Known	3	0

The new Safeguarding Adults Return (SAR) uses fewer categories for the identification of the ethnicity for the individuals for whom a referral has been made than the AVA return. (18 categories used in the AVA in 2012/13 year compared to only 5 in the SAR for 2013/14 excluding refused and unknown) The breakdown of data to show the number of people already known to the Local Authority is a new performance measure required for the Safeguarding Adults Return and future analysis will be made in 2014/15 to monitor this.

Unsurprisingly the majority of individuals for whom referrals had been made in 2013/14 (nearly 98%) were categorised as 'White' (NB – not solely white British) as this reflects the proportion of the total population of Doncaster that are categorised as such in the latest census return (March 2011).

Work is ongoing in the Engagement sub group through the implementation of the Communication and Engagement Strategy to raise awareness of safeguarding adults, including those hard to reach groups to promote the recognition and reporting of abuse as appropriate. This will continue throughout 2014/15 through mechanisms such as awareness raising events, the Safeguarding Adults DVD, posters, leaflets and the Keeping Safe Forum.

Percentage of referrals by Age (n=427)

Percentage of individuals for whom a safeguarding referral has been made	18-64	65-74	75-84	85-94	95+
Already known to LA	33.3%	8.4%	20.6%	23.7%	1.4%
Previously unknown to LA	5.2%	2.6%	3%	1.6%	<1%

Number of referrals by gender

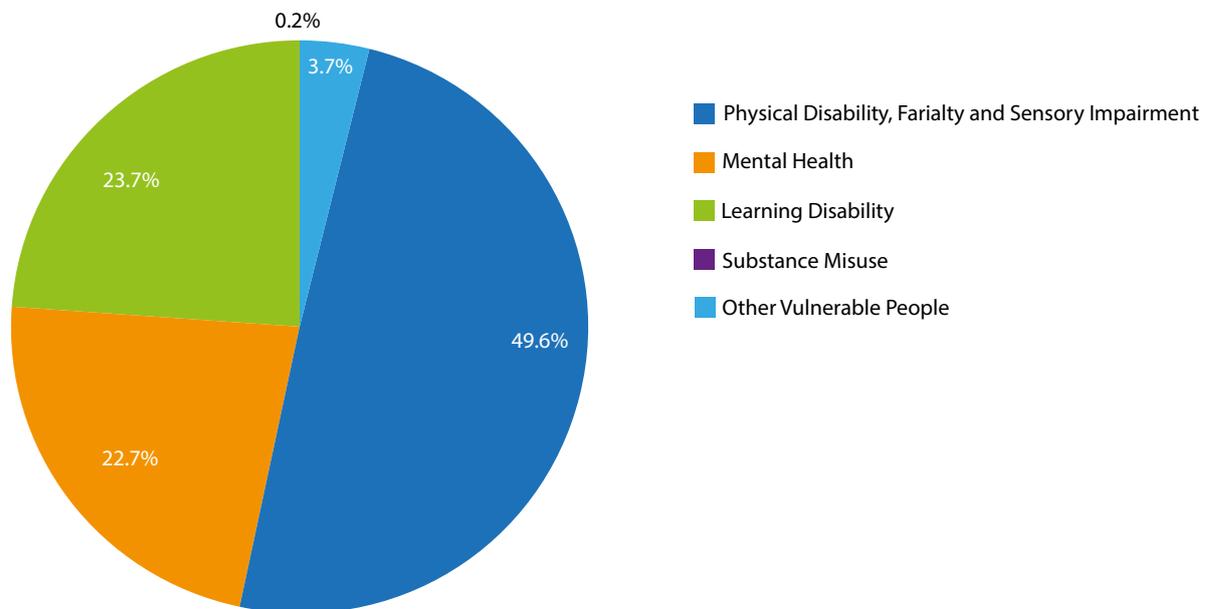
Numbers of individuals for whom a safeguarding referral has been made	Male	Female
Already known to LA	150	223
Previously unknown to LA		

40.3% of all referrals made during 2013/14 were male, 59.7% female. This is a slight shift when compared with last year which reported 38% were male and 62% were female.

Number of Referrals by Primary Client Group 2013/14 (n=427)

Numbers of individuals for whom a safeguarding referral has been made	Already known to LA	Previously unknown to LA
Physical Disability, Frailty and Sensory Impairment	186	26
of which: Sensory Impairment	21	1
Mental Health	82	15
of which: Dementia	34	6
Learning Disability	93	8
Substance Misuse	1	0
Other Vulnerable People	11	5

Percentage of Referrals by Primary Client Group 2013/14 (n=427)



The largest proportion of safeguarding adults referrals comes from people with the physical disability, frailty and sensory impairment primary client group need. Followed by people with the learning disability (24%) and mental health (23%) primary client group needs.

Referrals by Age and Primary Client Group and Age Band 2013/14 (n=427)

Referrals by Age and Primary Client Group and Age Band 2013/14 (n=427)						
Numbers of individuals for whom a safeguarding referral has been made	18-64	65-74	75-84	85-94	95+	Total
Physical Disability, Frailty and Sensory Impairment	6.4%	7.3%	16.9%	18.6%	1.0%	50.2%
of which: Sensory Impairment	1.0%	0.2%	1.7%	2.4%	0%	5.3%
Mental Health	7.6%	3.1%	5.7%	5.7%	0%	22.1%
of which: Dementia	0.2%	1.4%	4.3%	3.1%	0%	9%
Learning Disability	22.7%	0.5%	0.2%	0.2%	0%	23.6%
Substance Misuse	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%
Other Vulnerable People	1.0%	1.2%	1.0%	0.7%	0%	3.9%
Total	37.9%	12.1%	23.8%	25.2%	1%	100%

Further analysis demonstrates that in Doncaster the majority of alerts and referrals amongst vulnerable adults aged 18-64 are for those cited as having a learning disability (22.7%), this is a 6% rise when compared with figures for last year (17%). Nationally, Doncaster is not an outlier for the proportion of clients having a learning disability. However, people with a learning disability are the second highest group of people who are more vulnerable in situations where they may be befriending strangers or misinterpreting social situations, which exposes them to abuse or potential abuse.

Doncaster also has a number of large care providers which offer placements to people with learning disabilities. This has a significant impact on the number of alerts and referrals received by Doncaster. Work has commenced with these providers, Doncaster Clinical Commissioning Group and NHS England to identify assurance mechanisms where current contractual gaps exist in order to prevent abuse from occurring where possible.

By contrast, nearly 55.5% of referrals amongst vulnerable adults aged 65 and over, often associated with those cited as having physical disability, frailty or sensory impairment. Nationally, Doncaster Safeguarding Adults is not an outlier for this group of service users, the figure identified is predominantly linked with the large proportion of service users living in care settings.

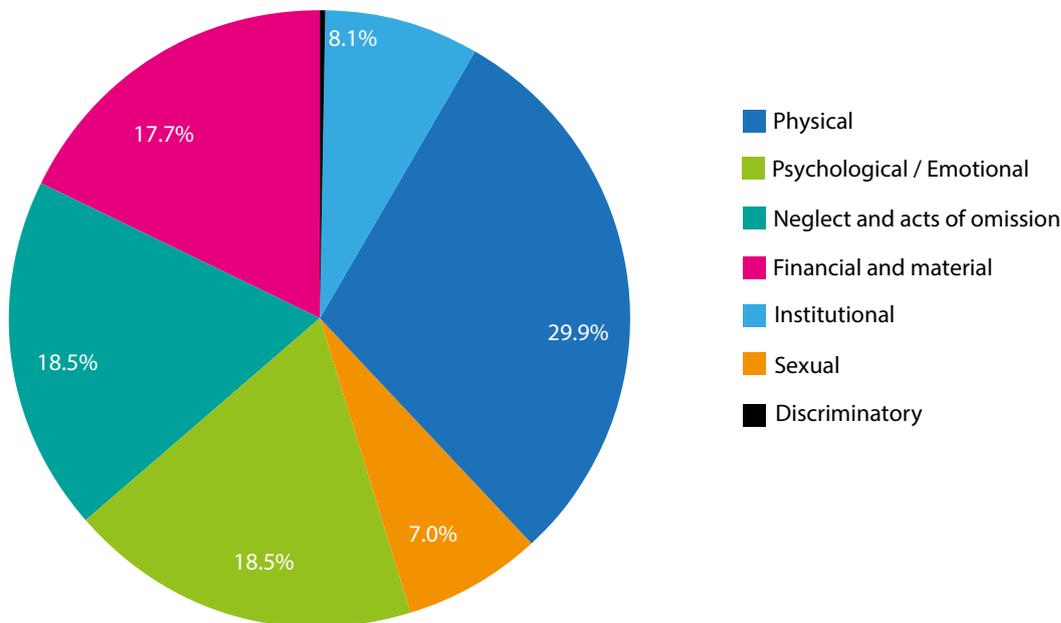
Doncaster partnership agencies and the Care Quality Commission continue to hold Joint Safeguarding Risk and Quality meetings on a monthly basis to share intelligence, monitor themes and trends, and manage risk to proactively prevent abuse and respond appropriately and proportionately to safeguarding concerns. The group have developed a risk tool during 2013/14 to manage and respond to risk applying a consistent approach to risk management. Further work will continue to pilot this tool to assess its effectiveness in practice during 2014/15.

Number of alleged abuse type or risk for all concluded referrals 2013/14 (n=384)

NB: The total number of referrals received was 427 however it is noted that not all referrals reached conclusion therefore the total number is 384.

Individual(s) or Organisation Believed to be Source of Risk			
Type of Alleged Abuse or Risk	Social Care Support or Service paid, contracted or commissioned	Other	
		Known to Individual	Unknown / Stranger
Physical	93	15	7
Sexual	17	5	5
Psychological/ Emotional	50	16	5
Financial and Material	44	12	15
Neglect and Acts of Omission	50	15	3
Discriminatory	0	1	0
Institutional	28	3	0

Percentage of alleged abuse type or risk for all concluded referrals 2013/14



During 2013/14 the largest category of abuse was 'physical' which accounted for nearly 30% of the total, this has risen slightly from 28% when compared with last year. 'Psychological and emotional', 'neglect' and 'financial and material' abuse all accounting for around 17-18% of the overall total. 'Neglect' has seen a decrease from 24% to 18% when compared with last year and 'financial and material' has seen an increase from 14% to 18.5%.

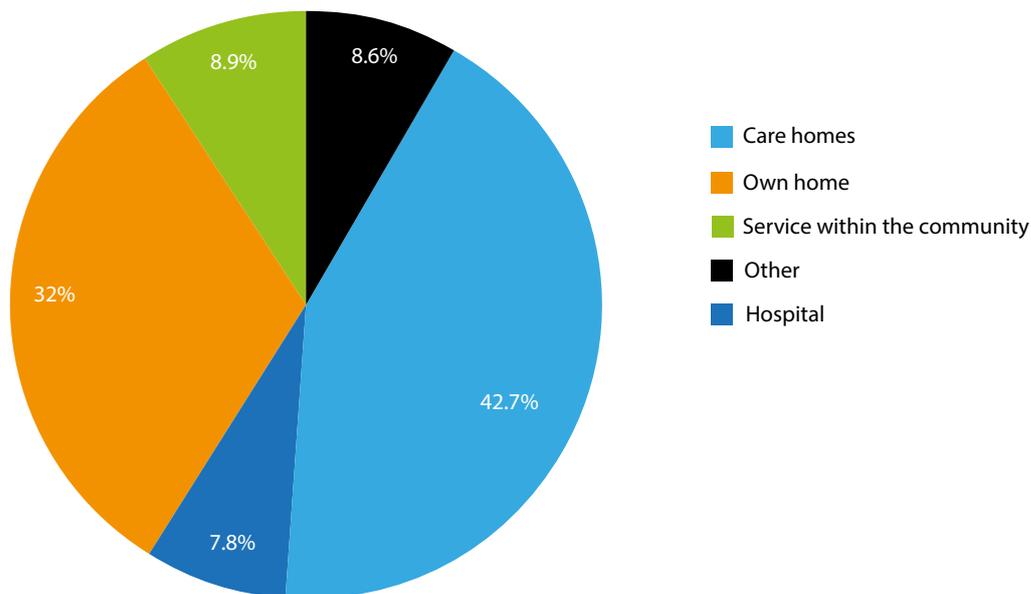
This intelligence is shared at the Joint Safeguarding and Commissioning Group that meets on a monthly basis to monitor and escalate themes and trends, to proactively prevent abuse and respond appropriately and proportionately to safeguarding concerns within the independent care provider sector.

Number of Location of alleged abuse 2013/14 (n=384)

NB: The total number of referrals received was 427 however it is noted that not all referrals reached conclusion therefore the total number is 384.

Individual(s) or Organisation Believed to be Source of Risk			
Location / Setting	Social Care Support or Service paid, contracted or commissioned	Other	
		Known to Individual	Unknown / Stranger
Care Home	135	23	6
Hospital	24	4	2
Own home	82	27	14
Service within the community	25	2	7
Other	22	5	6

Percentage of Location of alleged abuse 2013/14 (n=384)



As with 'ethnicity' the number of categories used in the new Safeguarding Adults Return is greatly reduced compared with those previously used in the AVA.

Nearly 43% of all cases of alleged abuse occurred in a 'Care Home' this is a 16% increase when comparing with last years' data, this could be due to a combination of issues, i.e. the care setting may not meet the service user's needs, there may be deterioration of the vulnerable adult's condition, or training needs of staff may not be meeting the needs of the service.

Doncaster partnership agencies and the Care Quality Commission continue to hold the Joint Safeguarding, Risk and Quality Group which meets on a monthly basis to share intelligence regarding health and social care practice and contract monitoring to manage to risk effectively, monitoring themes and trends, to proactively prevent abuse, responding appropriately and proportionately to safeguarding concerns.

The group has developed a draft tool to apply a consistent approach to risk management and is currently piloting the tools application.

The second largest category is 32% of alleged abuse occurred in the individuals 'own home' which is a decrease of 5% on last year. Referrals relating to abuse occurring within 'hospitals' has seen a decrease from 10% to 7.8% this year.

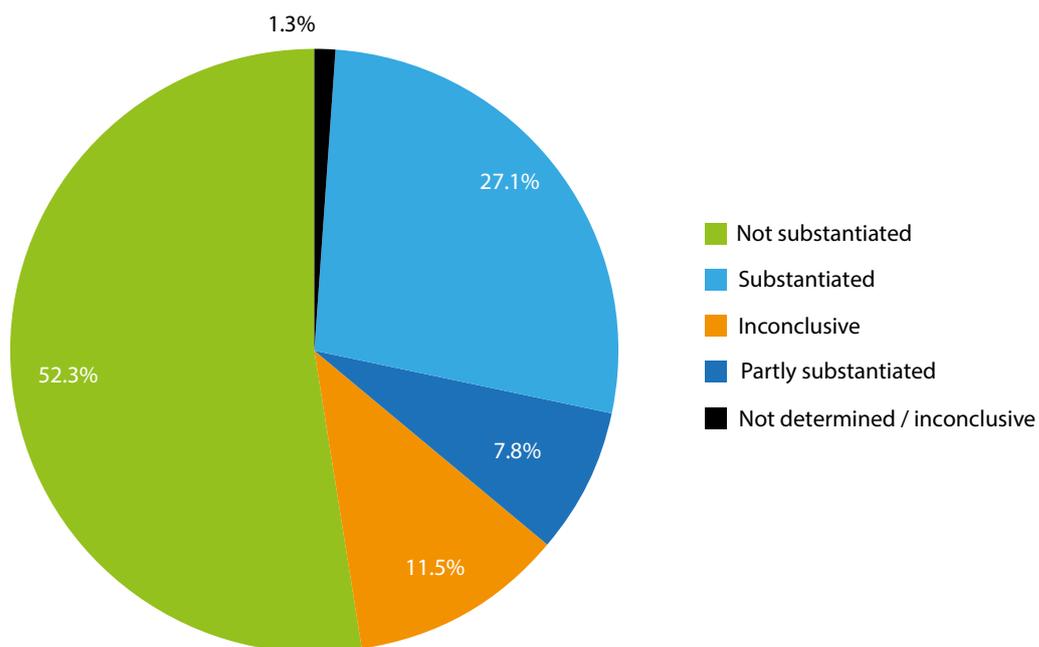
The low number of cases from this area is consistent with both regional and national trends, this appears to be linked to the use of more established mechanisms such as complaints, incident and serious incidents reporting. A national piece of work is ongoing to align the serious incident process to the safeguarding process and the Board will acknowledge the outcome of this work to inform safeguarding systems across the partnership.

Number of Concluded referrals outcomes 2013/14 (n=384)

NB: The total number of referrals received was 427 however it is noted that not all referrals reached conclusion therefore the total number is 384.

Individual(s) or Organisation Believed to be Source of Risk	
Conclusion	Social Care Support or Service paid, contracted or commissioned
Substantiated – fully	104 (27.1%)
Substantiated – partially	30 (7.8%)
Inconclusive	44 (11.5%)
Not substantiated	201(52.3%)
Investigation ceased at individuals request	5 (1.3%)

Percentage of Location of alleged abuse 2013/14 (n=384)



Referrals by case conclusion / outcomes 2013/14

Last year Doncaster had one of the highest proportions of cases in the country that were 'not substantiated' (62% in 2012/13). However there has been a significant improvement in 2013/14 and the figure has reduced to 52.3%.

This is due to the development and implementation of the Safeguarding Adults Risk Assessment Matrix which has had a positive impact on the number of unsubstantiated outcomes through ensuring a consistent approach to screening and early intervention to prevent safeguarding concerns from escalating.

Continued work will take place during 2014/15 to implement the Unsubstantiated Cases Report action plan which has identified a number of improvements to both process and systems that would further reduce the number of unsubstantiated cases.

Safeguarding Adults Training Overview 2013/14

Appendix 1

Safeguarding Adults Multi-agency Training

A total of 2671 multi-agency training places were taken up in Safeguarding Adults, Mental Capacity Act and DOLS training in 2013/14. This is an increase of 606 training places from 2065 in 2012/13.

In 2013/14, CQM delivered a number of multi-agency courses on behalf of the DSAPB:

- Safeguarding Adults basic awareness
- Mental Capacity Act basic awareness
- Safeguarding Adults raising concerns
- Introduction to DOLS
- DOLS for Managing Authorities
- Mental Capacity Act Complex Decision Making
- Mental Capacity Act Assessing Capacity and Best Interest Decision Making.

All course content was developed and approved by the Safeguarding Adults Learning and Development Manager and the MCA/DOLS Manager to ensure quality and consistency of training materials. Feedback from all courses was also monitored on a 3 monthly basis in conjunction with Doncaster Metropolitan Borough Council Organisational Development Team.

The Safeguarding Adults Learning and Development Manager delivered:

- Safeguarding Adults Investigation Training
- Safeguarding Manager Training
- Additional single agency bespoke training sessions

The MCA/DOLS Manager delivered a number of bespoke single agency training sessions.

The tables demonstrated overleaf indicate the breakdown of courses and attendance by organisation for 2013/14.

Half Day Safeguarding Adults Multi-Agency Basic Awareness

This training is designed to provide participants with information relating to Safeguarding Adults work and their role within it. It covers Safeguarding Core Capability standards 1-6 and Safeguarding Adults Workforce Capability Framework standards 1-5. The training is aimed at anyone who has regular contact with vulnerable adults, particularly workers or volunteers.

Course Content:

- Demonstrate awareness of what safeguarding is and your role in safeguarding adults
- Recognise an adult potentially in need of safeguarding and take action
- Be able to follow procedures for making a 'Safeguarding Alert'
- Demonstrate dignity and respect when working with individuals
- Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	219
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	79
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	1
Independent, Voluntary and Provider/Other	206
Total	505

There has been a substantial increase in numbers of people accessing multi-agency Safeguarding Adults basic awareness training in 2013/14. Numbers of people who have accessed Safeguarding Adults basic awareness classroom-based training have risen from 208 in 2012/13 to 505 in 2013/14. This figure shows that almost twice as many staff accessed a form of multi-agency basic awareness training in 2013/14 from 2012/13 and that the split was approximately 45% classroom based courses to 55% e-learning courses.

It was anticipated that the number of people accessing classroom-based courses would decrease as awareness about and access to Safeguarding Adults basic awareness e-learning became widely available; however, the figures show that there is increased demand for both classroom-based courses and e-learning courses.

These figures should be seen in conjunction with the RDASH initiative of delivery of single agency basic awareness training, either through classroom-based courses or by ensuring all RDASH staff receive a booklet with information in line with Safeguarding Adults basic awareness information. These single agency initiatives may represent the reason why RDASH staff attendance at multi-agency Safeguarding Adults basic awareness training has decreased slightly in 2013/14.

Figures for Doncaster and Bassetlaw Hospitals NHS Foundation Trust have increased from 0 people accessing multi-agency training either the classroom-based course or the e-learning course in 2012/13 to 1 person attending the classroom-based course in 2013/14. DBHFT report that this level of training is primarily delivered within their organisation, which represents the reason why there is low attendance at multi-agency training at this level.

Figures for Doncaster Clinical Commissioning Group and South Yorkshire Fire and Rescue service show that there have been 0 attendances from staff at multi-agency training at this level in 2012/13 and 2013/14; however, both organisations report that Safeguarding Adults is included in the mandatory training requirements for their organisations.

Figures for St Leger Homes staff show that there is 0 attendance at multi-agency training at this level; however, the organisation has implemented mandatory training in Protecting Vulnerable Adults and Children during 2014/15, which will ensure that all St Leger Homes staff receive learning in Safeguarding Adults basic awareness this year.

South Yorkshire Police figures show 0 attendance for staff 2012/13 and 2013/14 for training at this level. 1514



police officers have received Safeguarding Adults and Mental Capacity Act training at a basic awareness level in 2013/14 through “Street Skills”.

Half Day Multi-Agency - Raising Concerns

The training is aimed at managers, supervisors and staff who may make Safeguarding Adults referrals to health and social care managers or the police. This may include people who are referrers into the Safeguarding Adults process or those involved in the management of a service with disciplinary and/or recruitment responsibilities.

It covers Safeguarding Core Capability standards 1-6 and Safeguarding Adults Workforce Capability Framework standards 1-5.

Course Content:

- Describe the Safeguarding process and roles within it [their own and others]
- Apply eligibility criteria and thresholds for Safeguarding Adults alerts
- Effectively complete appropriate Safeguarding Adults documentation as required
- Identify issues and learning needs to take back to their own workplace.

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	31
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	89
Independent, Voluntary and Provider/Other	40
Total	160

There has been a significant increase in uptake in this level of multi-agency training, from 65 people in 2012/13 to 160 in 2013/14, representing a 40% increase of staff accessing this course across all agencies noted above.

Safeguarding Adults E-Learning

Multi-agency Safeguarding Adults basic awareness e-learning training is now available through Doncaster Metropolitan Borough Council e-learning platform the Learning Zone.

Course Content:

- Demonstrate awareness of what safeguarding is and your role in safeguarding adults
- Recognise an adult potentially in need of safeguarding and take action
- Be able to follow procedures for making a 'Safeguarding Alert'
- Demonstrate dignity and respect when working with individuals
- Have knowledge of policy, procedures and legislation that supports Safeguarding Adults activity

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	227
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	115
St. Leger Homes	9
Independent, Voluntary and Provider/Other	252
Total	603

The above figures represent an increase in numbers of people who have accessed the Safeguarding Adults basic awareness e-learning module with figures rising from 433 in 2012/13 to 603 in 2013/14.

Multi-Agency Safeguarding Adults Investigation

This two-day training is designed to provide practitioners from health and social care with key information relating to Safeguarding Adults work as well as an opportunity to explore their roles and responsibilities within it. The training is aimed at those who have, or could have, an investigative role within Safeguarding Adults.

People attending this training must have attended Safeguarding Adults basic awareness training and/or be able to demonstrate experience in working within Safeguarding Adults procedures.

This course contributes learning to the Safeguarding Adults Workforce Capability Framework at levels 6,7,8,9,10,11,12.

Course Content:

- Describe legal and other frameworks surrounding Safeguarding Adults work
- Outline joint and organisational roles and responsibilities for investigating safeguarding concerns
- Explain the principles, processes and best practice skills involved in undertaking investigative work
- Apply learning to professional practice and identify personal and organisational barriers to effective practice

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	14
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	32
Independent, Voluntary and Provider/Other	16
Total	62

Attendance at Safeguarding Adults Investigation training remains constant, with 63 people attending the course in 2012/13 and 62 people attending the course in 2013/14.

In 2013/14, 16 staff are identified as Independent, Voluntary and Private sector staff; these staff were employed by Barnsley Metropolitan Borough Council or South West Yorkshire Foundation Trust. They were trained as part of a reciprocal arrangement with Barnsley Safeguarding Adults Board Workforce Development to share training resources across the South Yorkshire Partnership.

Multi-Agency Safeguarding Manager

Safeguarding Manager training provides participants with the opportunity to explore good practice within this role. This training is aimed at managers from statutory health & social care services and police officers who manage Safeguarding Adults processes. People attending this training must have attended Safeguarding Adults Investigators training and/or demonstrate significant experience in working within Safeguarding Adults procedures.

This course contributes learning to the Safeguarding Adults and Mental Capacity Act Workforce Capability framework at levels 6, 7,8,9,10,11,12,13,15 and 16.

- Course Content: Define the roles and responsibilities of a Safeguarding Manager
- Describe the criteria used to determine thresholds into Safeguarding processes
- Outline the Safeguarding Manager's role in chairing a strategy meeting
- Describe the Safeguarding Manager's role in supervision, recording and decision-making in the investigative stage

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	3
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	22
Independent, Voluntary and Provider/Other	3
Total	28

Attendance at Safeguarding Manager training remains consistent, with 32 people attending the course in 2012/13 and 28 people attending the course in 2013/14.

Protection Planning

This half day training course is designed to provide practitioners from health and social care with key information relating to developing ongoing Safeguarding Adults Protection Plans. The training is aimed at those who have an investigative role within Safeguarding Adults, and have already completed the Safeguarding Adults two day investigation training.

Course Content:

- Assess the nature of formal and informal interventions required for the adult at risk, alleged perpetrator and the service system
- Separate issues of risk in relation to the adult at risk, alleged perpetrator and the service
- Locate and inform services that provide support and treatment for those affected by abuse

This course contributes learning to the Safeguarding Adults and Mental Capacity Act Workforce Capability Framework at levels 6,7,8,9,10,11,12.

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	1
Independent, Voluntary and Provider/Other	3
Total	4

This multi-agency course was offered in 2013/14, with very poor attendance of 1 person from DMBC and 3 people from Barnsley Metropolitan Borough Council. Due to lack of bookings this course was not offered from September 2013.

South Yorkshire Working Together to Safeguard Adults

This two-day training is designed to provide practitioners from health and social care and Police with key information relating to Adult Protection/Safeguarding Adults work and to explore their joint roles within it. The training is targeted at those who have an investigative role and be attended by workers from all four South Yorkshire Local Authority areas.

People attending this training must have attended Safeguarding Adults Investigators training and/or demonstrate significant experience in working within Safeguarding Adults procedures.

This course contributes learning to the Safeguarding Adults and Mental Capacity Act Workforce Capability Framework at levels 6,7,8,9,10,11,12.

Course Content:

- Examine legal frameworks (criminal, health & social care) around Safeguarding Adults and review how we use these in practice.
- Explore the interface between Safeguarding Adults, Domestic Violence/Domestic Abuse, Anti-social Behaviour, Hate Crime (Forced Marriages) and the decision making process about the appropriate route.
- Assess personal & organisational interpretations of vulnerability, thresholds, risk assessment and management associated with Safeguarding Adults practice/decision making.
- Apply the learning to current working practice and evaluate the need for an action plan

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	4
Total	4

Working Together to Safeguard Adults training is delivered for staff in the South Yorkshire area. Only 1 course ran in 2013/14, and 4 staff took up this training, which is the maximum number of places offered to Doncaster per course.

Half Day Mental Capacity Act (2005) Multi-Agency Basic Awareness

The course is aimed at anyone working within health and social care will explain the Mental Capacity Act (2005) in a clear, easy format using case studies and examples to support learning for participants.

It covers Safeguarding Core Capability standards 1-6 and Mental Capacity Act Workforce Capability Framework standards 1-5.

Course content:

- Who does the act affect?
- Mental capacity defined
- Core principles of the act
- Capacity assessments
- Examples of help that may aid a person to make their own decisions
- Deprivation of liberty
- Lasting & enduring powers of attorney
- Summary & practical actions required in the workplace

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	271
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	168
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	95
Independent, Voluntary and Provider/Other	168
Total	702

Overall there has been a significant increase in the uptake of Mental Capacity Act basic awareness training, figures rising from 556 in 2012/13 to 702 in 2013/14, representing a 26% increase in access to this training.

Introduction to DOLS

This training is designed to equip health and social care workers with the underpinning knowledge and skills that are required in the accurate recording and planning of individual care needs and how correct care planning may avoid a Deprivation of Liberty or evidence an authorisation.

Course content:

- Mental Capacity Act and Deprivation of Liberty Safeguards (DOLS)
- Restrictions Vs DOLS Authorised DOLS /Unauthorised DOLS
- The reasons for person centred care planning
- How are care plans used
- Who should participate in the planning process
- Information gathering and the assessment process
- Categories under which care is planned
- The process of making, implementing and reviewing care plans
- The recording process following authorisation of a Deprivation of Liberty

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	166
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	36
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	1
Independent, Voluntary and Provider/Other	44
Total	247

There have been significant changes to the multi-agency Deprivation of Liberty Safeguards training in 2013/14. A new course 'Introduction to DOLS' has commenced with an excellent reception with 246 staff accessing this course from appropriate agencies DMBC, RDASH, DBHFT and Independent, Voluntary and Private sector providers.

It should be noted that only 1 person attended from DBHFT which is low given the responsibilities of the Trust as a Managing Authority under the Safeguards; however, feedback from DBHFT recognises that a lack of training for staff in this area presents a risk to their organisation and are taking steps in 2014/15 to address this training requirement.

DOLS for Managing Authorities

This training course is aimed at care home and hospital ward managers and staff with the key procedural elements required for the applications of a Deprivation of Liberty.

Course content:

- Legislation
- Restrictions Vs Deprivation of Liberty
- Who to apply to: Authorisations – Standard & Urgent
- The DOLS assessments process
- Documentation and care plans
- What if the Authorisation is turned down?
- When should a Standard Authorisation be reviewed?
- Short-term suspensions of Standard Authorisations
- What happens when an Authorisation ends?
- Unauthorised Deprivation of Liberty

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	22
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	10
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	1
Independent, Voluntary and Provider/Other	27
Total	60

Attendance at this level of training has increased from 28 in 2012/13 to 60 in 2013/14. This represents an increase across all agencies identified above.

Full Day MCA - Complex Decision Making (CQM)

The aim of this course is to give staff involved in complex cases knowledge around assessment of capacity and best interest decision making. The course is aimed at anyone who is responsible for assessing capacity and who may be the decision maker for any complex decisions for people who lack capacity to make those specific decisions, and develop practitioners' knowledge on how to work within the Act to balance an individual's right to be protected from harm if they lack capacity to make decisions to protect themselves.

The course covers Safeguarding Core Capability standards 1-6 and Mental Capacity Act Workforce Capability Framework standards 6-16.

Course Content:

- Reinforce the principles of the Act
- Advice and guidance around assessing capacity
- Requirements of the Best Interests Checklist and Balance Sheet approach
- Resolving disputes
- Taking matters to the Court of Protection

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	50
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	25
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	2
Independent, Voluntary and Provider/Other	21
Total	98

There continues to be good attendance at this level of multi-agency training from 60 people in 2012/13 to 98 in 2013/14, a rise of 39%.

Full Day MCA - Assessing Capacity and Best Interests Decision Making – (CQM)

The course is aimed at anyone who is responsible for assessing capacity and who may be the decision maker for any complex decisions for people who lack capacity to make those specific decisions. The aim of the course is to develop practitioners' knowledge on how to work within the Act to balance an individual's right to be protected from harm if they lack capacity to make decisions to protect themselves.

The course covers Safeguarding Core Capability standards 1-6 and Mental Capacity Act Workforce Capability Framework standards 6-16.

Course content:

- Understand the basic principles of the Act
- Identify how people make decisions and the decisions that they need to make
- Have knowledge of how to assess/judge if someone has the capacity to make a particular decision
- Be aware of how to make a, best interests decision for someone who lacks capacity
- Apply the above to their place of work
- Identify where they may need to adapt the way that they document assessments and decisions made on behalf of service users.

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	62
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	57
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	5
Independent, Voluntary and Provider/Other	32
Total	156

Best Interest Assessor Refresher Training

Overall, attendance at this course has remained fairly constant, 156 people attended from across all agencies in 2013/14, which is a slight increase from 151 people across the agencies identified above in 2012/13. Best Interest Assessor Refresher Training

During 2013/14 there were a number of opportunities for staff to attend regional training. Doncaster has been well represented at the Yorkshire and Humber Best Interest Assessor conferences with 21 Best Interest Assessors attending over 2013/14.

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	13
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	7
Doncaster Clinical Commissioning Group	1
Total	21

Peter Edwards: Working Together to Safeguard Adults - Safeguarding and the Law

In addition a regional conference was held with the topic "Safeguarding and the Law"; again representation from Doncaster was good with 21 people from across agencies attending the conference.

Organisation	Number of delegates
Doncaster Metropolitan Borough Council	10
Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust	1
St. Leger Homes	1
Independent, Voluntary and Provider/Other	9
Total	21



Single Agency Training

Doncaster Clinical Commissioning Group

Safeguarding Training sits in the mandatory training requirements for the Clinical Commissioning Group and is required on an annual basis or induction by all Clinical Commissioning Group staff.

In addition to this, specialist Safeguarding Adults training was delivered by the Safeguarding Adults Unit to 10 members of the Clinical Commission Group pharmacy team.

General Practitioners and Practice nurses

There has been continued significant engagement in providing training for General Practitioners and Practice Nurses in 2013/14. Danum Medical Services Limited facilitated 2 sessions in conjunction with the Safeguarding Adults Unit over the year for 26 General Practitioners and Practice Nurses.

South Yorkshire Commissioning Support Unit

Safeguarding Adults basic awareness training was delivered to 12 staff at the Commissioning Support Unit on the 20th March 2014.

St Leger Homes Safeguarding Training

Single agency training was commissioned by St Leger Homes for 59 staff about the Mental Capacity Act and using the DSAPB form MCA 1 in their organisation.

St Leger Homes will be commencing delivery of the Safeguarding training to Property Services staff, plus applicable staff in Housing Services on the 30th June 2014. There will then be sessions delivered right up to September 2014. They will also shortly be launching the on-line Safeguarding training (accessed through DMBC Learning Zone) to all remaining staff, available to staff in 2014/15.

Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust

The RDASH Safeguarding Adults team delivered Level 1 Safeguarding Adults basic awareness refresher training monthly to 557 members of RDASH staff. In addition to this, 4500 members of RDASH staff have been provided with a booklet in line with Level 1 – Safeguarding Adults basic awareness training from January 2014 to raise awareness within the Trust.

Doncaster and Bassetlaw Hospitals NHS Foundation Trust

Progress has been made with Safeguarding Adults training with the compliance rate increasing over the year. 1232 members of staff undertook Level 2 Safeguarding Adults training and 658 undertook Level 1. During the review period the way training was delivered was changed in order to make best use of resources. The Trust also reviewed existing safeguarding resources and employed a Specialist Nurse for Safeguarding Adults of which training is a key part of the role.

The Trust had identified very low compliance with MCA and DOLS training. The Safeguarding Adults Unit MCA/ DOLS Co-ordinator delivered a number of MCA briefing sessions at Doncaster Royal Infirmary during 2013/14, and a total of 119 staff attended these sessions. In addition the Trust commissioned several external training sessions in order to reduce this risk. The DBHFT Safeguarding Team will be providing training sessions during 2014/15.

South Yorkshire Fire and Rescue Service

Safeguarding Adults training was delivered via single agency training to 203 staff members in SYFR Service during 2013/14.

South Yorkshire Police

Safeguarding Adults and the Mental Capacity Act (2005) was delivered as a topic on “Street Skills” training for front line police officers during 2012/13 by trainers from the South Yorkshire Partnership. A total of 1514 officers from South Yorkshire Police attended these sessions.

Conclusions

The take up of multi-agency basic awareness levels of Safeguarding Adults and Mental Capacity Act training continues to rise, both in e-learning and classroom-based learning. It does not appear that e-learning is superseding classroom-based learning at this point. This will be used to design the delivery of Safeguarding Adults training across Doncaster.

The DSAPB will continue to seek assurance from organisations about numbers of staff trained and ensure that the training materials used are quality assured through the DSAPB Workforce Development sub group.

Where organisations do not access multi-agency training provision, and there is no indication about single agency provision, the DSAPB will work with that organisation through the Workforce Development sub group to introduce appropriate training provision.

New Training for 2014/15

A new multi-agency e-learning package has been jointly developed by DSAPB and Doncaster Safeguarding Children’s Board called “Protecting Vulnerable Adults and Children”. The aim of this is to ensure that all employees of DMBC and St Leger Homes receive basic awareness level training in Safeguarding Adults and Children and is a mandatory requirement in line with the Safeguarding Adults’ regional standards. This will be available from August 2014.

In addition a new e-learning module is currently under development aimed at supporting Safeguarding Adults Investigators and Safeguarding Managers in their application of the safeguarding threshold and using the new DSAPB Risk Tool. It is anticipated that this module will be live by January 2015.

Doncaster Safeguarding Adults Unit

Appendix 2

The Safeguarding Adults Unit is based within the Council's Directorate of Adult Services. Established eight years ago, its purpose is to support safeguarding activity across all agencies. Overall management responsibility for the unit is located within the Modernisation and Commissioning functions of Adult Services.

Key responsibilities of the unit include:

- Arranging and co-ordinating Safeguarding meetings, providing administrative support, including distribution of minutes and reports.
- Logging and recording Safeguarding referrals, contacts and Safeguarding activity for partners.
- Collecting data and analysing Safeguarding activity and outcomes, monitoring and reporting performance in relation to progress of cases and Serious Case Reviews.
- Providing support to the Safeguarding Board.
- Providing support, guidance and advice to a range of professionals, organisations, agencies and the general public.
- Developing strong multi-agency engagement in line with the South Yorkshire Safeguarding Adults Policy and Procedure.
- Providing support in complex, high risk Safeguarding Adults Investigations
- Providing the link between strategic and operational activity through attendance at meetings, training and multi-agency internal boards.
- Providing support and guidance for the implementation of the Mental Capacity Act (MCA) 2005.
- Providing a joint administrative function to support the Council to carry out its statutory duties relating to Deprivation of Liberty Safeguards (DOLS)
- Supporting the ongoing planning, commissioning and delivery of Safeguarding Adults training across the Partnership.

The Safeguarding Adults Unit has provided admin support for the following during 1st April 2013 to 31st March 2014;

Meeting type	Arranged	Minuted
Safeguarding case conference meetings	49	46
Strategic meeting	40	15
DSAPB and Sub Group meetings	58	49
Ad hoc meetings	9	15
Total	156 meetings	125 meetings

The Safeguarding Adults Unit also hosts the MCA/ DOLS Co-ordinator, whose main focus is to ensure Deprivation of Liberty (DOL) Safeguards are administered appropriately and to assist in the embedding of MCA principles across the Partnership.

Contact details of the Unit
Safeguarding Adults Unit
Civic Office
Waterdale
Doncaster
DN1 3BU
Phone (01302) 736296 Fax (01302) 736298
Email: adultprotection-admin@doncaster.gov.uk

Appendix 3

Funding

Partner Agency Contributions For 2013/14

DMBC – (Adult Social Care)	£213,152
CCG (including funding of Independent Chair)	£108,126
Other Generated Income	£22
Total income	£321,300
Total Spend	£279,999
Underspend	£41,301
Carried forward from 12/13	£50,000
Total Spend in 13/14	£44,535
Underspend	£5,465
Carry forward to 14/15	£46,766

Appendix 4

DSAP Board Attendance April 2013 – March 2014

Key		Key		Key	
•	Attended	A	Apologies	N	Non attendance
■	Not Applicable	R	Representative sent		

Key	Name	Service	09/05/13	04/07/13	05/09/13	07/11/13	16/01/14	08/04/14
JB	Beck, Joan	DMBC	•	•	•	•	•	•
SB	Bird, Sean	SYP	•	N	■	A	A	A
LB	Britten, Lindsey	DCCG	■	•	•	•	A	A
JC	Carver, Joanne	SYP	•	•	•	A	•	•
AC	Choppin, Angelique	DSAPB	•	•	•	•	•	•
KD	Dennis , Kevin	HMPS	•	■	•	A	R	A
SF	Fung, Sharon	DSAPB	■	•	■	■	■	•
AG	Graves, Anne	DSAPB	•	•	•	•	•	•
TH	Harwood, Tracey	DMBC	A	A	R	A	A	A
SHG	Hayward-Giles, Shane	DMBC	•	•	A	A	A	•
PHi	Higgs, Pat	DMBC	•	•	A	•	•	•
PHo	Horner, Pete	SYP	•	A	•	•	•	•
BH	Hotchkiss, Bill	DMBC	■	A	•	A	•	•
HJ	Jenkins, Hywel	DMBC	■	A	•	A	•	•
PJ	Johnson, Pat	DBHFT	■	■	•	A	A	A
SJ	Jordan, Susan	SLHD	•	•	•	R	•	•
PK	Knight , Pat	Cllr , DMBC	■	■	•	•	•	•
CL	Lavelle, Carole	NHS England	■	•	•	A	•	•
MM	Mahoney, Marion	HMPS	■	R	■	■	A	A
AO	Oliver , Anthony	HMPS	•	■	A	A	R	A
DOr	Orton, Dawn	DMBC	•	•	•	•	A	■
DOu	Oughtibridge, Deborah	DBHFT	•	•	A	•	•	R
DP	Peet, Dawn	SYFRS	■	•	•	A	•	A
MP	Preskey , Mandy (on behalf of Tracy Harwood)	DMBC	■	■	•	■	■	■
CP	Prewett, Chris	RDaSH	■	•	A	■	•	•
CR	Robinson, Craig	SYP	■	•	•	■	■	A
AR	Russell, Andrew	DCCG	•	•	•	•	A	•
MS	Shepherd, Mary	DCCG	•	•	A	•	•	A
RT	Thompson, Roger	Independent Chair	•	•	•	•	•	•
LW	Whitehead, Louise	DMBC	■	N	A	■	■	A
DW	Wildgoose, Deborah	RDaSH	•	A	•	•	•	•
JW	Wiltchinsky, Jacqui	DMBC	■	•	•	•	A	A
IB	Boldy, Ian	DCCG	■	■	■	■	■	•

Engagement sub group attendance 2013/14

Key	Name	Service	25/04/13	03/06/13	15/07/13	02/09/13	14/10/13	25/11/13	06/01/14	17/02/14	24/03/14
CH	Henry, Curtis	DCCG	■	■	■	■	■	A	.	.	A
DL	Leyden, Debbie	Public Health	.	■	.	.	■	A	■	.	A
SJ	Jordan, Susan	SLHD	A	A	A	.
WP	Proctor, Wendy	RDaSH	A	■	■	.	■	.	A	.	A
SF	Fung, Sharon	SAU
JJ	Jablonski, Julie	SLHD	A	.	A
RL	Long, Rachel	DMBC	■	.	■	■	■	A	.	A	.
DB	Bellamy, Di	DMBC	■	■	■	■	■	A	.	A	A
AG	Graves, Anne	DSAPB	■	■	■	■	■	A	■	A	■
KB	Beresford, Kim	Doncaster Advocacy	.	.	A	A	.	.	A	.	A
JB	Ball, Julia	SYFRS	■	■	■	.	.	.	A	.	A
SP	Price, Stuart	SYP	.	.	■	A	A	A	A	.	A
AC	Choppin, Angelique	DMBC	■	■	■	■	■	■	■	.	.
SS	Sansoa, Sarah	DBHFT	■	■	■	■	■	■	■	A	.
LL	Lancaster, Lynn	SYP	■	■	■	■	■	■	■	A	.

Mixed attendance, many apologies across a range of agencies, quoracy was raised as a risk on the risk register and escalated. Chair gave apologies at 3/9 meetings.

Performance sub group attendance 2013/14

Key	Name	Service	16/04/13	18/06/13	27/08/13	15/10/13	03/12/13	06/01/14	10/03/14
AG	Graves, Anne	DSAPB	A
SHG	Hayward-Giles, Shane	DMBC	A	A	A
SB	Bird, Sean	SYP	R	R	A	.	A	A	A
DC	Chorlton, David	DMBC	.	.	A
AC	Choppin, Angelique	DSAPB	.	.	.	A	.	.	.
PJ	Johnson, Pat	DBHFT	A	A	A
DW	Wildgoose, Deborah	RDaSH	.	.	A	A	.	A	A
MS	Shepherd, Mary	DCCG	.	A	.	A	.	.	.
CP	Prewett, Chris	RDaSH	■	■	A	A	.	A	.

Mixed attendance, many apologies across a range of agencies, quoracy was raised as a risk on the risk register and escalated. Chair gave apologies at 2/7 meetings.

Policy and procedure sub group attendance 2013/14

Key	Name	Service	27/02/13	02/04/13	12/06/13	24/07/13	23/10/13	03/12/13	08/01/14	04/02/14	04/03/14
DO	Oughtilbridge, Deborah	DBHFT	A
CP	Prewett, Chris	RDaSH	.	.	N	N	N	N	N	A	N
AC	Choppin, Angelique	DSAPB	A	.	.	.
JC	Carver, Joanne	SYP	.	.	N	N	N
SF	Fung, Sharon	SAU	.	.	■	A	■	■	.	■	■
JD	Dalton, Joseph	DMBC	.	.	N	N	N	N	N	N	N
KK	Kirk, Kay	Healthwatch Doncaster	.	.	.	N	N	N	■	N	N
AG	Graves, Anne	SAU	A	A	A	A
SC	Clayton, Steve	DMBC	A	A	N	A	.	.	.	A	A
SB	Bird, Sean	SYP	A	A	A	A	.	■	A	N	N
WP	Proctor, Wendy	RDaSH	A	A	N	.	.	.	A	N	A
PJ	Johnson, Pat	DBH	N	N	A	.	A
TJ	Jarratt, Theo	DMBC	N	N	N	.	N	A	N	N	N
TA	Ager, Tracy	SLHD	N	N	N	A	N	N	N	N	N
DM	Marks, Debbie	Healthwatch Doncaster	N	N	N	A	N	N	N	N	N
JJ	Jablonski, Julie	SLHD	N	N	N	N	.	.	A	.	.
IB	Boldy, Ian	DCCG	■	■	■	■	■	■	.	.	.

Mixed attendance, many apologies across a range of agencies, quoracy was raised as a risk on the risk register and escalated. Chair gave apologies at 1/9 meetings.



Practice sub group attendance 2013/14

Key	Name	Service	26/04/13	05/06/13	17/07/13	29/08/13	31/10/13	09/01/14	20/02/14
AR	Russell, Andrew	DCCG	A	A	A	.	.	.	A
AG	Graves, Anne	DSAPB	.	A	.	.	.	A	.
YT	Taylor, Yvonne	DMBC	A	A	.	.	.	A	A
PK	Kirk, Patricia	DMBC	N	R	.
JH	Hilliard, Jim	DMBC	N	N	N	.	.	R	.
JC	Carver, Jo	SYP	.	.	A	.	.	R	.
JHH	Hewitt-Hardy, Jayne	DMBC	A	A	.
PHi	Higgs, Pat	DMBC	.	.	A	.	A	A	.
PJ	Johnson, Pat	DBHFT	A	.	A	A	A	A	.
AC	Choppin, Angelique	DSAPB	.	.	.	A	.	A	.
LM	Metali, Louise	RDaSH Learning Disabilities	.	A	N	.	.	.	A
MC	Curtis, Mary	RDaSH	N	N	A
DP	Peet, Dawn	SYFR	N	N	N	.	N	A	N
JT	Turgoose, Josie	Probation Trust	N	N	N	A	N	N	N
JJ	Jablonski, Julie	SLHD	N	N	N	A	N	N	N
IB	Boldy, Ian	DCCG	N	N	N	N	.	.	A
SF	Fung, Sharon	DSAPB	■	■	■	■	■	■	.
DB	Bellamy, Di	DMBC	A	A	N	.	■	.	N
MD	Dyson, Mark	SYP	■	■	■	■	■	.	N
SF	Ferron, Sarah	DMBC	■	■	■	N	■	.	N
SC	Clayton, Steve	DMBC	.	.	.	N	■	.	.
AMc	Mcknight, Angus	RDaSH	.	.	.	A	■	.	■

Mixed attendance, many apologies across a range of agencies, quoracy was raised as a risk on risk register and escalated. Chair gave apologies for 3/7 meetings.

Joint Workforce sub group attendance 2013/14

Key	Name	Service	25/04/13	20/06/13	22/08/13	25/10/13	16/01/14
SC	Cookson, Suzannah	DCCG
DO	Orton, Dawn	DSCB	A
JS	Staniforth, Jean	DSCB	.	A	.	.	.
LW	Whitehead, Louise	DSAPB
SH	Halliday, Susan	DBHFT	.	.	.	■	■
ML	Lindley, Mick	Youth Offending Service	■
AA	Ayari, Anne	RDASH	■
SS	Stokoe, Sarah	Partnership Link learning Mentor, School Improvement	.	A	A	A	A
MW	Weller, Matthew	Child Protection Adviser, Safeguarding and Standards	.	.	A	■	■
MC	Curtis, Mary	RDASH	.	A	A	A	■
MH	Haughton, Marilyn	DSCB	.	.	A	■	■
RK	Kellett, Ross	DSCB	.	.	■	.	.
JG	Gillott, Janet	Social Enterprise Development Manager, Doncaster CVS	A	.	A	A	■
JT	Turgoose, Josie	South Yorkshire Probation	A	.	.	.	■
SN	Norburn, Sandra	Crime & Reoffending Manager, Community Safety	A	.	A	■	■
DW	Wildgoose, Deborah	RDASH	A	.	.	A	■
TH	Haycox, Tracy	Safe@Last	A	.	A	■	■
YC	Cotton, Yvette	DMBC, CYPS	A

Mixed attendance, many apologies across a range of agencies, quoracy was not raised as a risk on the risk register and escalated. Safeguarding Adults Chair gave apologies at 3/5 meetings.

“Working together to safeguard vulnerable adults in Doncaster and respect, and empowering them to take charge

	Performance Sub Group	Policy and Procedure Sub Group	Board
Responsibility			
Strategic Objective	<p>9. To develop and manage the governance and assurance processes required by the Board including performance management frameworks. Receiving and analysing all relevant information to enable recommendations to be made to the Board</p>	<p>2. To review the constitution and governance of the DSAPB in line with National and Local priorities, ensuring that lessons are learned and recommendations are implemented from serious case reviews to prevent abuse and safeguard vulnerable adults across Doncaster.</p> <p>5. To better understand and promote the use of risk management and the differing processes used across the multi-agency partnership, through definition of organisational boundaries and cross over in order to define accountability.</p> <p>7. To develop a Safeguarding Adults Preventative Strategy that empowers people to protect themselves and their carers through effective risk management in personalisation of their care.</p>	<p>1. To deliver the DSAPB strategy through a performance framework, holding agencies to account through robust governance and quality assurance processes.</p> <p>3. To align the interface between Children and Adult Safeguarding ensuring cross representation at a strategic and operational level to ensure a holistic view across the safeguarding agenda.</p>
Key Deliverables	<ul style="list-style-type: none"> • Agencies and board substructure • Performance measures • Process measures • Outcome measures • Quality measures • Work plan governance • SCR / LLR Governance • Custodians of risk register • Annual report • Commission work to look at Unsubstantiated figures 	<ul style="list-style-type: none"> • Framework for risk assessing • Review of South Yorkshire Procedures • Board strategy 2013-16 • Review SCR/LLR Policy • Working with CQC Memorandum of Understanding • Alignment of Safeguarding Adults and serious incident process • Review Practice Guidance in line with South Yorkshire procedures and other local policy developments • Review constitution and governance to include SCR/LLRs • MCA Joint Agency Agreement 	<ul style="list-style-type: none"> • Implement recommendations from DSAPB and DSCB review • Multi-agency representation at Board • Review strategic cross representation at the Children’s, Adults and Transitions Board-ongoing • More integrated administrative support system • More efficient, seamless service for agencies and service users
Measures of Success	<ul style="list-style-type: none"> • Early warning system in place • Board receives assurance • Board able to understand its performance • Board has necessary data / intelligence dashboard to deliver its aims • Board able to hold agencies to account and make strategic decisions 		
Work Plans	<p>Performance Sub Group Work Plan 2013-14</p>	<p>Policy and Procedure Sub Group Work Plan 2013-14</p> <ul style="list-style-type: none"> • Updated Board constitution – to review • Risk management framework • Up to date policies, procedures and guidance based on best practice • Systematic approach to serious case and lessons learned reviews 	<p>Board Work Plan 2013-14</p>

The Strategic objectives have been aligned to sub groups for accountability purposes, however it is recognised that the s aims where a

**...er and prevent abuse, enabling them to live safely with dignity
... of decisions about their own safety and wellbeing.”**

Engagement Sub Group

Practice Sub Group

Workforce Sub Group

6. To review the needs of Doncaster, including prison populations, and assess the impact of the welfare reform on communities regarding factors such as economic and social issues, criminal behaviour, mental and physical health and wellbeing.
8. To support local communities through cultural change to be the eyes and ears of safeguarding, raising awareness and promoting Safeguarding Adults work, reporting concerns and speaking up for people who may not be able to protect themselves and ensuring everyone involved in safeguarding is clear about their role and responsibilities.

4. To further develop multi-agency information sharing systems, empowering practitioners to identify and prevent abuse from occurring where possible through integration of 'reportable concerns'

The Workforce sub group will pick up future work relating to the implementation of work from the strategic aims.

- Scoping of vulnerable adults reportable concerns risk management model
- Multi-agency information sharing system and policy
- Quality assure appropriateness of referrals
- MCA forms review
- New model commission health post
- Implement VARRM
- SA case file audit
- Contribute to development of SA process / CareFirst
- Robust and accountable recording mechanisms for reportable concerns
- Early warning system to inform practice on prevention
- Updated MCA 1, 2, 3 forms embedded in practice
- Joint agency sign up to MCA

- Develop quality assurance process for multi-agency training
- Training forum
- Embed Joint Safeguarding Capability Framework in practice
- Joint Safeguarding training programme
- Process for informing workforce development needs

- Effectiveness of training evaluated – not commenced
- Training forum feedback to improve future training
- Competency framework to identify areas for improvement and further support

Practice Sub group
Work Plan 2013-14

Workforce Sub group Work
Plan 2013-14

- Implement Safeguarding Adults communication and engagement strategy and plan
- To analyse and interpret JNSA to inform safeguarding work
- To develop user satisfaction feedback mechanism
- Involve prison populations through representation Engagement
- Increased awareness of Safeguarding Adults across community
- Increased alerts / referrals from hard to reach groups
- Increased knowledge of the needs of Doncaster population to inform service development

Engagement Sub group Work
Plan 2013-14

Doncaster Safeguarding Adults Partnership Board Strategic Objectives 2013-16

Strategic objectives are cross cutting and interrelated therefore sub groups will be required to contribute to other strategic objectives where appropriate.