

Safeguarding adults is everybody's business

Derbyshire Safeguarding
Adults Board

Keeping People Safe

Derbyshire Safeguarding Adults Board (DSAB)

ANNUAL REPORT AND PRIORITIES 2016-17



Chair's Foreword

I welcome all readers to the 2016/17 Annual Report of the Derbyshire Safeguarding Adult Board (DSAB) and as Independent Chair of this multi-agency Board I believe I can give everyone assurance that this Board and the work of adult safeguarding in Derbyshire is fit for purpose and working well in addressing the issues of adult abuse and neglect.

It is a requirement of the Care Act 2014 for the Board to publish this report along with its strategic objectives, however we have been doing so for several years prior to the Care Act and have always welcomed the opportunity to evidence the work being done within adult safeguarding and this year is no different.

One of my responsibilities is to hold all partners to account and ensure that they are all working together in the same direction providing consistency across Derbyshire. There are three Core members of the Board - the Local Authority, the Police and Health (Clinical Commissioning Groups CCGs) however within this report you will see that the Board has a far wider membership thereby ensuring we listen to numerous agencies and groups involved with safeguarding adults. We are therefore advised by and open to challenge from our peers ensuring we have the correct responses in place to address abuse and neglect. We have Policies and Procedures in place and if they are adhered too we will get that consistency. We share these with our neighbours in Derby City and we have regional and national sharing of information and good practice opportunities in place.

Within the report you will find data detailing the incidents and enquiries subject to safeguarding enquiries, this does not give a full picture as to how busy those involved in safeguarding are and how complex and time consuming cases can be. What I wish to highlight is that at all times the individual subject to the enquiry is most important to us. The Care Act introduced Making Safeguarding Personal and that's exactly what we aim to do in achieving the best outcome for the individual after direct consultation or via advocacy arrangements.

Please take time to read the report, it may raise your interest in adult safeguarding and it hopefully makes you aware that adult abuse is real and needs to be addressed as swiftly as possible. We have many dedicated staff and volunteers within Derbyshire striving to make a difference and I personally thank them for their efforts. May I also take this opportunity to thank my fellow Board members and Board support staff who do on a daily basis make a difference.

Please remember **“Adult safeguarding needs to be everyone's responsibility”**

Andy Searle

Independent Chair

Derbyshire Safeguarding Adult Board

Please contact us via the following email address if you have any comments regarding this report:

derbyshireSAB@derbyshire.gov.uk



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What we know about Derbyshire's population in 2016

0.4% ↑ Derbyshire's population has increased by 3,400 since 2015

Components of population change 2015 to 2016

 **7,800** babies were born in Derbyshire

8,000 people died in Derbyshire 

 **27,600** people moved into Derbyshire

24,200 people moved out of Derbyshire 

2 out of 5 people aged over 65 or aged 0-15 are dependent on the working age population



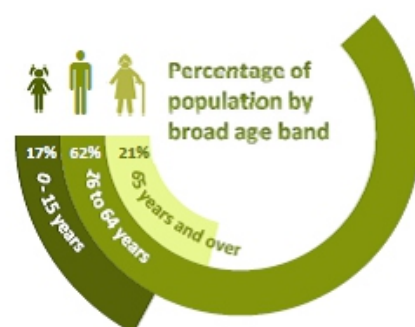
40 Years

...is the median age of Derbyshire's population

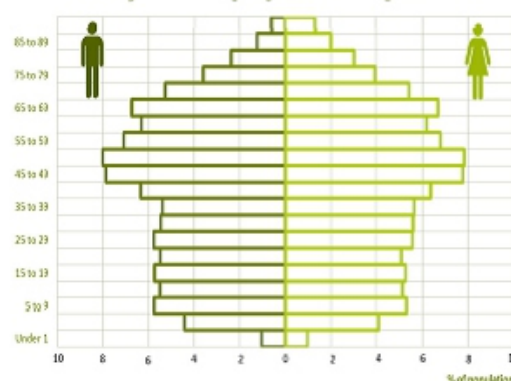
For every 100 males in the county there are 103 females



90+ The population aged 90 and over has increased by 60% since 2001



Derbyshire's population profile



You can find more detailed population estimate data on the Derbyshire Observatory at <http://observatory.derbyshire.gov.uk>
Source: 2016 Mid-Year Population Estimates, Office of National Statistics, (July 2017)



Demographic Information

Derbyshire lies in the centre of England covering 630,366 acres. Derbyshire is a large diverse county with a number of heavily built up towns alongside large sparsely populated rural areas. A large part of the North and West of the county falls within the Peak District National Park. Overall Derbyshire has an increasingly ageing population, particularly in Derbyshire Dales.

Derbyshire's estimated population of 785,800 people in 2016 was made up of 134,700 (17%) children aged 0-15 years, 485,000 (62%) residents aged 16-64 and 166,000 (21%) individuals aged 65 and over. The latest ONS Population Projections predict that by 2039 the county's population will increase to 858,900. Two out of ten people in the county are currently aged 65 and over, by 2039, this ratio will increase to three out of ten people.

<https://observatory.derbyshire.gov.uk/IAS/Custom/Pages/People/population.aspx>

Local background and context

Derbyshire is a two tier authority comprising of the county council and eight district and borough councils. There are currently five Clinical Commissioning Groups (CCGs). A number of key agencies work in partnership across both Derbyshire and Derby City , including the Police, Health providers, Derbyshire Fire Service, East Midlands Ambulance Service, Probation Services and the independent and voluntary sector.

Derbyshire and Derby City Safeguarding Adults Boards have joint Safeguarding Adults Policies and Procedures which were revised in light of the implementation of the Care Act on the 1st April 2015. This revision was done in collaboration with all Safeguarding Board partners. The joint Policies and Procedures are due for their next formal review in April 2017 but are a standing item at quarterly DSAB meetings so can be amended and updated as required.

Derbyshire and Derby Safeguarding Adults Policy and Procedures can be found on the Safer Derbyshire website [Policies and Procedures](#).

DSAB Governance Arrangements

DSAB is attended by senior representation from key agencies with a responsibility for safeguarding adults with care and support needs in Derbyshire. From April 2015 the Local Authority, CCG's and Police have been required to be core members of the Board as per the Care Act 2014 but in Derbyshire the Board is attended by a large number of organisations (Appendix 2).

DSAB currently meets quarterly and takes a strategic lead in the protection of adults with care and support needs.

DSAB voluntarily submit themselves to the Councils Improvement and Scrutiny Committee

The Independent Chair on behalf of the Board has regular contact with the Councils Chief Executive.

DSAB will:

- Work together to oversee, monitor and coordinate systems and services in their duties of prevention of harm and protection of adults with care and support needs.
- Develop multi-agency safeguarding adults policies and procedures and monitor their implementation.
- Provide multi-agency training in safeguarding adults and be assured that staff in organisations access high quality training relevant to their role
- Oversee the continued development of services to empower and support people in Derbyshire to make their own choices.
- Ensure that any interventions are proportionate and the least intrusive response to the risk presented.
- Identify and highlight good practice and learning.
- Raise awareness of safeguarding to the general public to create a safer community.
- Be accountable and transparent to professionals and the public by making the function and work of the Board accessible to all.
- Respectfully challenge Members to provide assurance around performance with regards to safeguarding adults with care and support needs.
- Work with other Partnership groups and Boards across Derbyshire collaboratively to improve the Health and Wellbeing of our citizens including but not solely Derbyshire Safeguarding Children's Board, Derbyshire Health and Wellbeing Board, Derbyshire Community Safety Partnership, East Midlands Safeguarding Adults network and Derby City Safeguarding Adults Board.

Statutory and Legislative Context

An adult safeguarding board was established in Derbyshire in 2000 as a model of good practice and inter-agency working and co-operation although this was not a requirement of legislation at the time. The Care Act 2014 made the forming of a Safeguarding Adults Board (SAB) a statutory requirement of a local authority from April 2015.

The effectiveness of the DSAB is reliant on collaborative working between board members and partner agencies and also other local and regional boards. Agencies are placed under a duty by The Care Act 2014 to cooperate with a SAB.

The Care Act 2014 also requires a SAB to produce a strategic plan. Derbyshire

Safeguarding Adults Board have in place a three year rolling plan which has a corresponding Business plan, reviewed on an annual basis. The strategic plan of the DSAB outlines how it will achieve its objectives and how board members and agencies will implement the strategic plan. The above is underpinned by the principles of 'Making Safeguarding Personal' which places an adult's desired outcomes and experience at the centre of all adult safeguarding.

<https://local.gov.uk/web/makingsafeguardingpersonal>

DSAB is an independent board which allows it to provide scrutiny of local adult safeguarding arrangements.

DSAB Priorities and Progress 2016/17

DSAB will focus on the following areas in conjunction with the 3 year strategic Plan and Business Plan to be reviewed on a yearly basis.

Priority 1: Safeguarding Adult Reviews and Serious Incident Learning Reviews

'We will review serious incidents in the appropriate way in accordance with the Care Act 2014, highlighting good practice and implementing learning to improve practice.'

Priority 2: DSAB Audit and Performance

'We will monitor and audit the performance of DSAB organisations and identify ways to improve practice.'

Priority 3: Customer Engagement/Communication

'We will consult with and listen to the voice of people who have experienced the Safeguarding process and use this information to learn how to improve our services.'

Priority 4: Training

'Support and develop the multi-agency safeguarding training across Derbyshire to ensure that our workforce have the appropriate knowledge, skills and confidence to protect vulnerable people.'

Priority 5: Effectiveness of DSAB

'We will have an effective SAB that makes a difference to the people of Derbyshire'.

DSAB Vision

“We will all work together to enable people in Derbyshire to live a life free from fear, harm and abuse”

In 2016/17 the following work has been undertaken or overseen by DSAB

- The DSAB Terms of Reference has been reviewed and will continue to be formally reviewed and refreshed annually.
- The Terms of Reference for each DSAB sub group was reviewed and refreshed and an action plan for each sub group is in place to link in with the DSAB Business Plan.
- Monitoring systems are in place to check consistent attendance at the Board/sub groups by all members.
- DSAB has in place an Independent Chair and also a dedicated Project Officer, who commenced employment in October 2015. DSAB meetings are held quarterly. There are also 6 sub-groups of DSAB which also meet quarterly.
<https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/subgroups/subgroups.aspx>
- DSAB has taken the decision to re-join the Mental Capacity Act and Deprivation of Liberty Safeguards (MCA DoLs) sub group from March 2017. This is a joint sub group with Derby City SAB.
- A three year Strategic Plan and corresponding Business Plan detailing the priorities and progress of DSAB was agreed in June 2016. The Business Plan is monitored regularly and discussed and updated at quarterly DSAB meetings.
<https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/derbyshire-safeguarding-adult-board.aspx>
- Quarterly DSAB newsletters are produced and widely disseminated for professionals and the public and are published on the Safer Derbyshire website.

The newsletters are used to share good news stories, new policies and procedures or important DSAB information and to promote safeguarding initiatives. <https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/newsletters/newsletters.aspx>

- Membership of the Board and sub groups is reviewed annually and attendance is being closely monitored throughout the year.
- Making Safeguarding Personal (MSP): DSAB continues to work hard to ensure that safeguarding focuses on the personalised outcomes desired by people with care and support needs. On 6th February 2017, two MSP conferences took place with over 150 attendees from a wide variety of organisations. During the conferences, two recent Derbyshire safeguarding cases were discussed, with presentations given from family members involved who spoke about what had worked well and what could have been done better.

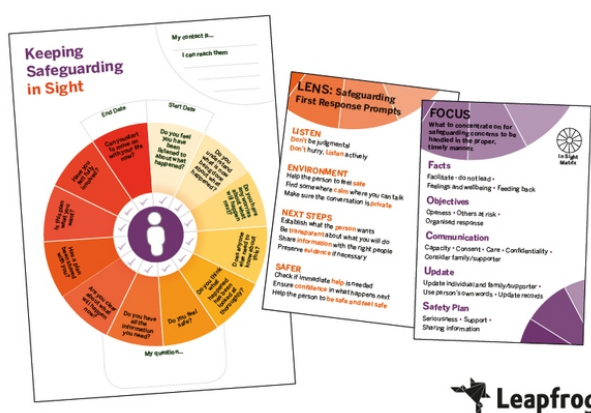
The 'Derbyshire Matrix' tools were also launched at the conference. The tools were the result of a project undertaken by DSAB in conjunction with the LeapFrog team at Lancaster University and aim to promote the 'Making Safeguarding Personal' approach regarding Safeguarding Adults. The tools consist of a folder for the individual who is subject to a Safeguarding enquiry or their carer/advocate, and a prompt card for front line professionals to use to assist with a having 'difficult' safeguarding conversations.

The tools are being piloted for a year and will then be evaluated to see if they are improving the experience of service users, families and professionals.

<https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/derbyshire-matrix/derbyshire-matrix.aspx>

Derbyshire Matrix Blogs

- <http://leapfrog.tools/blog/derbyshire-matrix-tools-launched-to-150-people/>
- <https://extracareresearch.wordpress.com/2017/02/16/derbyshire-matrix-tool-to-support-decision-making-for-the-safeguarding-of-vulnerable-adults/>



- Financial Abuse: A DSAB financial abuse working group has been meeting regularly over the last 12 months to improve awareness raising and information sharing across DSAB partners and develop resources for the public and professionals around all aspects of financial abuse. A suite of information is available on the Safer Derbyshire website which can be used by the public and professionals to learn about the risks and how to access support. We are also making plans to hold multi agency customer engagement events throughout scams awareness month in July 2017. <https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/financial-abuse/financial-abuse-guidance.aspx>
- Safeguarding Adults Reviews (SARs): The SAR process has now been formalised with a DSAB SAR Policy in place, a DSAB SAR referral form and a SAR sub group is now established with meetings taking place quarterly to consider referrals and ongoing cases (both locally and nationally). The sub group is also responsible for tracking and implementing recommendations from reviews. SAR Reviewer training will be provided for Board members in the Summer of 2017 to enable learning reviews to be regularly undertaken with a Reviewer selected from one of our DSAB organisations. We have not yet received a referral that has met the threshold for a SAR but we have undertaken one multi-agency learning review (MALR16A) which is due for dissemination in the coming months. <https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/safeguarding-adult-reviews/safeguarding-adult-reviews-sars.aspx>

- DSAB has a multi-agency audit plan in place which is overseen by the Performance & Improvement sub group. A minimum of four multi-agency audits will be undertaken each year and their findings will be reported to DSAB along with recommendations to steer and improve practice.
- Multi Agency Training: The Learning & Development Sub Group (joint with Derby City SAB) has developed and rolled out a multi-agency training course, 'Making Enquiries under s.42 of the Care Act (2014)'. This is a free half day course with several sessions taking place each month from February 2017 onwards . Key learning outcomes for this course are to:
 - o *Demonstrate how the adult is at the heart of everything we do, while carrying out a s42 enquiry by understanding Making Safeguarding Personal (MSP).*
 - o *Describe the process for recording information in an Adult Safeguarding Enquiry.*
 - o *Clarify the role and responsibilities of safeguarding adults partners in making s.42 enquiries, and the possible consequences.*

<https://www.saferderbyshire.gov.uk/training-and-resources/courses-and-bookings/safeguarding-adults-sec-42-care-act-2014-training/safeguarding-adults-sec-42-care-act-2014-training.aspx>
- Think Family: DSAB continues to see 'Think Family' as a priority across all organisations. It has now become a recognised initiative and all organisations promote the initiative using posters, training and other materials. DSAB has further strengthened its links with Derbyshire Safeguarding Children Board (DSCB) in a number of ways including the introduction of information sharing meetings with DSCB staff twice per year, sharing meeting minutes and newsletters with the DSCB Board manager and providing DSAB updates quarterly for DSCB meetings. This is reciprocated by our DCSB colleagues.
- Discussions are underway to develop a Risk Register for DSAB which will be finalised in 2017 and reviewed quarterly.
- The joint Derby and Derbyshire Safeguarding Policy and Procedures are continually reviewed and refreshed to reflect national guidance and policy as well as the views and experiences of adults who have a need for care and support,

their families and professionals in Derbyshire. The next formal review is scheduled for June 2017.

- Work is underway to establish a stand-alone DSAB website, DSAB information is currently stored and updated regularly on the Safer Derbyshire website.
- Work is ongoing to establish new ways to analyse safeguarding data to increase the Board's understanding of what is working well and where improvements are needed. It is hoped that quarterly performance dashboard will be in place by early 2017 with a performance report presented at Board meetings.
- The Vulnerable Adults Risk Management (VARM) process is continuing to prove successful in Derbyshire in supporting adults who are assessed to have mental capacity and who are at risk of serious harm/death through self-neglect, risk taking behaviours or refusal to engage with service providers. A multi agency working group has been established to update the policies, procedures and guidance to make it clearer for staff to follow and to develop ways to collate data on the impact of VARM across the County.

DSAB Sub Groups

The work of the DSAB sub-groups during 2016/2017

Terms of reference and membership details for each sub-group of the DSAB can be found on the Safer Derbyshire website <https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/subgroups/subgroups.aspx>

Each sub-group reports quarterly to the DSAB on activity, progress and challenges.

There are currently six DSAB sub-groups:

- **Performance and Improvement**
- **Learning and Development***
- **Operational and Leadership**
- **Safeguarding Adults Review (SAR)**
- **Core Business Group**
- **Mental Capacity Act and Deprivation of Liberty Safeguards (MCA DoLs)**
rejoined as a joint sub group with Derby City in March 2017, a full report will be provided in next years annual report*

(* Indicates a joint County and City Sub-Group)

Performance and Improvement Sub Group Chair – Bill Nicol (Derbyshire CCGs)

The primary function of this sub group is to:



- Identify and analyse the safeguarding performance data for Derbyshire provided by all agencies via the operational dashboard and ongoing case file audit.
- Identify aspects of risk and thematic areas of practice performance in order to determine any priority areas for operational improvement through case file audit.
- Identify areas of work that are required to inform the practice audit and to monitor the results of such audits.

This group has continued to focus upon the delivery of the Safeguarding Adult Board's strategic vision for the residents of Derbyshire.

Primarily the work has been around the review and subsequent revision of the Vulnerable Adult Risk Management operational process. This encompasses a wide range of tasks from the amendment to policy and practice to the formulation of staff consultation and training.

Another priority for the group has been the development of a system for case file auditing. We have now evaluated a total of 24 case files. The purpose of this exercise is to consider the level of effective working arrangements between key partner agencies. Particular focus has been placed upon seeking evidence that the adult at risk has been included and consulted throughout the safeguarding enquiry. We have discovered strong evidence that agencies are working together effectively when called upon to protect adults at risk from harm and abusive practice.

This year also saw the revision of the committee's Terms of Reference to reflect both the Board's priorities but also those expectations outlined within the Care Act (2014).

The Learning and Development Sub - Group Chair - Mat Lee (Derbyshire Fire and Rescue Service)

The purpose of this sub group is to respond to the needs of Derbyshire and Derby City Safeguarding Adults Boards (SABs) and provide assurance that staff are equipped to respond to safeguarding with competent and confident practice.



- To identify, develop and maintain a multi-agency safeguarding adults training programme.
- To promote a consistent approach to safeguarding adults across Derby and Derbyshire.
- To embed the principles of Making Safeguarding Personal within safeguarding training.
- To develop and maintain links with both Children's Safeguarding Boards and implement and embed the Think Family agenda across all agencies.
- To develop quality assurance tools to evaluate safeguarding training.

The group exists to build on both boards very active and collaborative multi agency approach to Adult safeguarding. A shared understanding across all agencies

of the law and the importance of making safeguarding personal is a crucial part of the work of the sub group.

This year the sub group finalised and rolled out a training package which started being delivered in February 2017 in a multi agency setting to provide staff groups with the skills and knowledge to undertake safeguarding enquiries as required under Section 42 of the Care Act 2014.

An action plan is in place for the next two years to look at multi agency training in a number of other areas, including a 'Charing meetings' course, financial abuse awareness e-learning and mental capacity assessments.

The group is well attended by all key agencies and I believe this is a positive indication of a genuine multi agency commitment to safeguarding Adults across Derbyshire and Derby City.

The Operational and Leadership Sub - Group:

Chair – Wendy Holehouse (Derbyshire County Council Adult Care)



This sub group has a wide membership with Safeguarding Leads from most DSAB organisations represented at quarterly meetings. It is essential we have strong committed leads at this group which enhances positive working relationships between agencies. Although Adult Care coordinate all safeguarding referrals we cannot do this without the vital support from our partner agencies who play an important role in making referrals and the many Section 42 enquiries they lead and work with us on. All agencies work together to protect adults who are referred through to be safeguarded and therefore robust and committed relationships are essential.

At this group professionals discuss and refer any operational issues which need to be addressed. This group actively works to solve any operational issues and also looks at ways in which we can prevent future abuse.

This group has speakers with areas of interest such as the new laws which address control & coercion in personal relationships. Other topics have been the new Advocacy Service and sexual abuse services.

We also can celebrate and highlight good practice. I am pleased to share that we have supported many individuals who hoard and have recently announced an increase in further funding in this area which is supported by Derbyshire Fire and Rescue (DFRS), Derbyshire CCGs and DCC Adult Care.

We have passionate & committed members at this group who ensure projects are supported and completed. An example of this is the Derbyshire Matrix which was developed last year with Carers involved and Health partners, DFRS, Adult Care and Voluntary agencies working with the Leapfrog team at Lancaster University to develop a tool to assist people and their families who have safeguarding concerns raised about them. The tool has been shared with social workers to use with families. A staff briefing

card has been distributed to all agencies to enable workers and prompt them into how to have sometimes very difficult conversations when people disclose abuse.

Members of this group have also been pivotal in supporting individuals in Derbyshire who are experiencing financial abuse in particular scamming.

There is a calendar of events being held throughout Derbyshire led by the Police and coordinated by the members of this sub group. There are a number of public events being held in the Community for example Ripley Market, Shirebrook and an event at Chatsworth House Country Fair. Scamming is affecting all areas of our population but in particular older people seem to be a target of postal scams, lotteries and clairvoyants. Young people are more susceptible to romance scams and internet scams involving scammers purporting to be bank services.

Trading Standards have been working hard with local media and Adult Care have produced a handbook for staff and the public to help them identify risk areas and to promote keeping themselves safe.

In the next year as part of our business plan we intend to involve customers and clients in supporting us with information which we use in the public domain. We intend to work closely with Carers and also Citizen Groups.

We will also be reviewing the Vulnerable Adult Risk Management tool which has been successful in managing high risk situations where there is often self- neglect.

Safeguarding Adults Review (SAR) Sub Group

Chair: Roger Miller (Derbyshire County Council, Adult Care)



Section 44 of the Care Act 2014 requires Local Safeguarding Adult Boards to arrange a Safeguarding Adult Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the person at risk. A SAR may also be conducted when a person has not died but it is known or suspected that they have experienced serious abuse/neglect, sustained a potentially life threatening injury, serious sexual abuse or serious/permanent impairment of health or development.

DSAB recognised that a more formalised process was required in relation to the coordination of SARs and multi agency learning reviews and the SAR Sub Group was established in the summer of 2016 along with a SAR referral form, process and SAR protocol. The first sub group meeting took place in December 2016 and the group has been meeting quarterly ever since to consider new cases which may meet the criteria for a SAR or a multi agency learning review, ensure the implementation of recommendations for local, regional and national reviews, look at best practice initiatives for undertaking SARs and share learning with relevant organisations. DSAB SAR Sub Group documentation can be found on the Safer Derbyshire website.

<https://www.saferderbyshire.gov.uk/what-we-do/safeguarding-adults/derbyshire-safeguarding-adult-board/safeguarding-adult-reviews/safeguarding-adult-reviews-sars.aspx>

The sub group is well attended and all key DSAB organisations are represented on the group. Since the group has been established, a significant amount of referrals have been received and considered by the group and DSAB commissioned a multi-agency learning review in February 2016 in relation to the death of an adult who had died in an accidental fire at home. A multi-agency learning review can be undertaken for any case where the criteria set in the Care Act for a Safeguarding Adults Review (SAR) to be undertaken is not met, but where it is felt that there may be valuable learning for a number of DSAB organisations about the way in which they work together to safeguard

adults with care and support needs. The Review is underway and once complete; the DSAB SAR Sub Group will be responsible for overseeing the implementation of recommendations and providing assurance to the Board that this has been achieved.

Future plans to improve efficiency and quality of SARs and learning reviews in 2017 include a Reviewer training session to develop a pool of Reviewers for future DSAB multi-agency learning reviews.

Core Business Sub Group Chair- Andy Searle

The DSAB Core Business Group is responsible for driving forward the strategic priorities of the DSAB. Core Membership of the sub group includes:

- o DSAB Independent Chair
- o DSAB Project Officer
- o Derbyshire CCGs
- o DCC
- o Derbyshire Police

Sub Group Chairs are also invited to attend each meeting.

The purpose of the Core Business Group is:

- To inform the agenda for each DSAB meeting.
- To discuss and follow up on DSAB Business in between Board meetings.
- Co-ordinate the production and implementation of the DSAB Business Plan.
- Monitor the effectiveness of the DSAB and sub groups in safeguarding adults in Derbyshire; bring good practice/ areas for further scrutiny to the main the Board.
- Monitor the effectiveness of processes and areas that are routinely reported to DSAB.
- To provide oversight of the relationship between other forums, for example, the Health and Wellbeing Board, the Safer Communities Board and the Derbyshire Safeguarding Children's Board.
- Identify and establish a financial plan for the DSAB/monitor the DSAB budget.

The DSAB Core Business Sub Group meets quarterly.

Key decisions remain the responsibility of the full Derbyshire Safeguarding Adults Board.

Adult Safeguarding - Statistical Information

The local authority has a mandatory duty to collect safeguarding data relating to adults aged 18 and over. The SAC (Safeguarding Adults Collection) is recorded by adult safeguarding teams based in the 152 councils with Adult Social Services Responsibilities. (www.hcis.gov.uk) This data helps to support adult safeguarding policy development and the work of the safeguarding board to understand where abuse may occur and improve services for individuals affected by abuse. The aim is to ensure that the information collected is of value to both the government, councils and Safeguarding Adults Boards.

DSAB believe that the data currently collected in Derbyshire will continue to be of value to influence service development the future work of the DSAB, policy development, governance and accountability and has requested that this data is still collected for use at a local level outside of SAC mandatory requirements.

Safeguarding Referrals Data

Safeguarding Referrals information for April 2016- March 2017

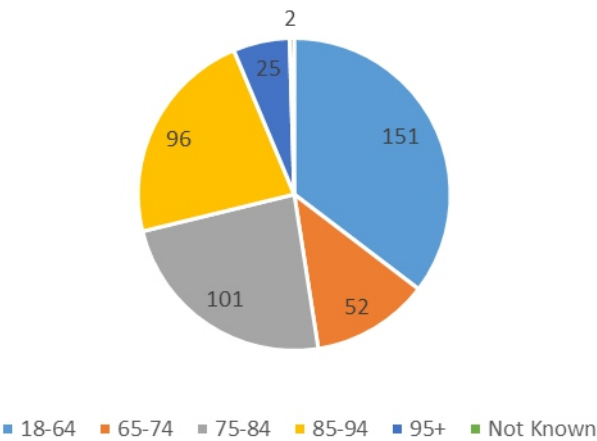
There were **2958** Safeguarding referrals/concerns raised with Derbyshire County Council Adult Care within the year April 2016-March 2017. This is an increase from the previous year where 2375 Safeguarding Concerns/Referrals were reported.

The **2958** concerns reported related to 2582 different people which means that 376 concerns were repeat referrals (individuals were referred to DCC Adult Care more than once during the year).

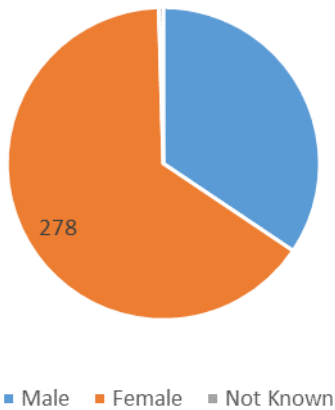
Of the 2958 safeguarding referrals made to DCC Adult Care in the year 2016-2017, **485** resulted in a Safeguarding enquiry being undertaken (meeting the threshold under S42 of the Care Act 2014). These 485 enquiries were in relation to 427 individuals, therefore 58 individuals were involved in more than one enquiry during the year.

Below are some graphs which give a breakdown of the Safeguarding enquiries in terms of age, gender, ethnicity and primary support need. They show that the majority of Safeguarding enquiries relate to individuals aged 75 or older and 65% of all safeguarding enquiries were in relation to women.

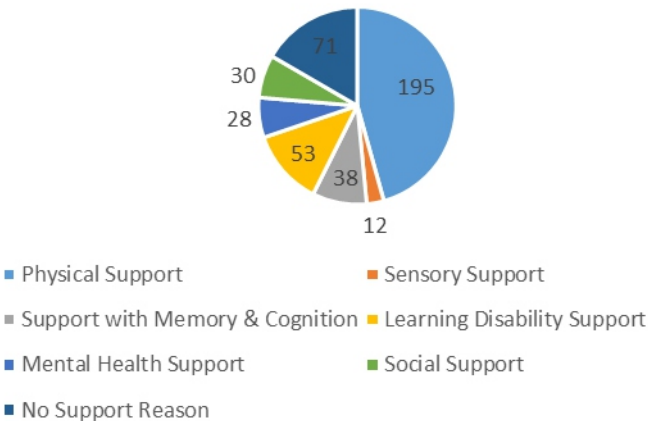
Individuals Involved In Section 42 Safeguarding Enquiries



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Individuals Involved In Section 42 Safeguarding Enquiries

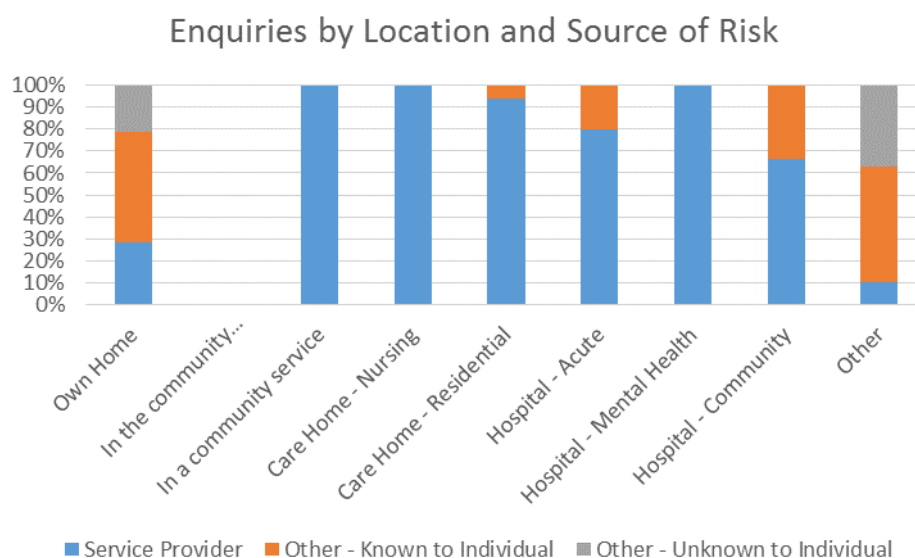


Type of Enquiry and Source of Risk: Concluded Safeguarding Enquiries

In terms of concluded S42 safeguarding enquiries between April 2016- March 2017, the majority of enquiries were in relation to neglect but physical abuse, financial abuse and psychological abuse also featured highly. The majority of enquiries were in relation to people living at home or in a nursing/care home setting.

| Concluded Section 42 Enquiries | Number of Enquiries |
|--------------------------------|---------------------|
| SOURCE OF RISK | |
| Neglect | 249 |
| Physical Abuse | 156 |
| Financial or Material Abuse | 124 |
| Psychological Abuse | 104 |
| Self-Neglect | 76 |
| Sexual Abuse | 49 |
| Organisational Abuse | 34 |
| Domestic Abuse | 33 |
| Sexual Exploitation | 16 |
| Discriminatory Abuse | 6 |
| Modern Slavery | 1 |

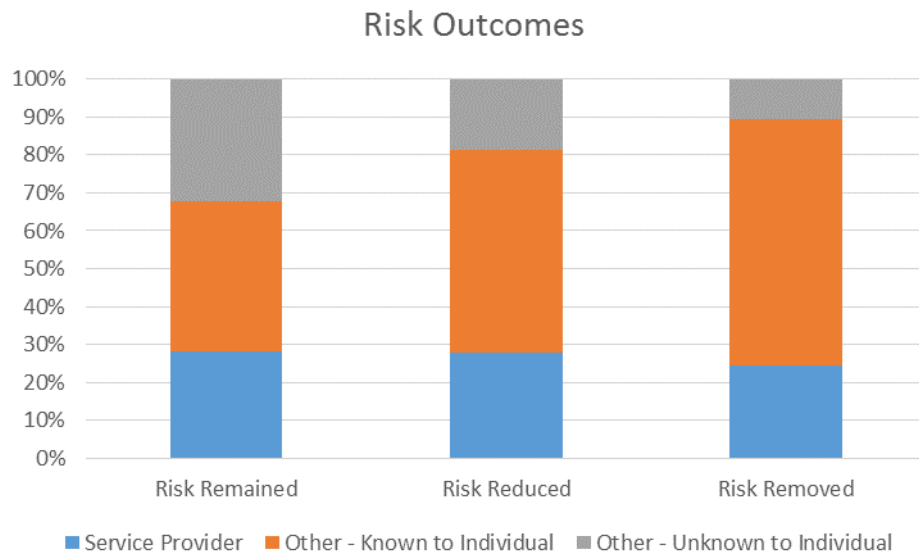
| Safeguarding Enquiries by Location | Total |
|---|-------|
| Own Home | 237 |
| Care Home - Nursing | 179 |
| Care Home - Residential | 96 |
| Other | 70 |
| Hospital - Acute | 15 |
| In a community service | 9 |
| Hospital - Community | 3 |
| Hospital - Mental Health | 2 |
| In the community (excluding community services) | 0 |



Outcomes for concluded safeguarding enquiries 2016-2017

In 64% of concluded Safeguarding enquiries, the risk to the individual was removed.

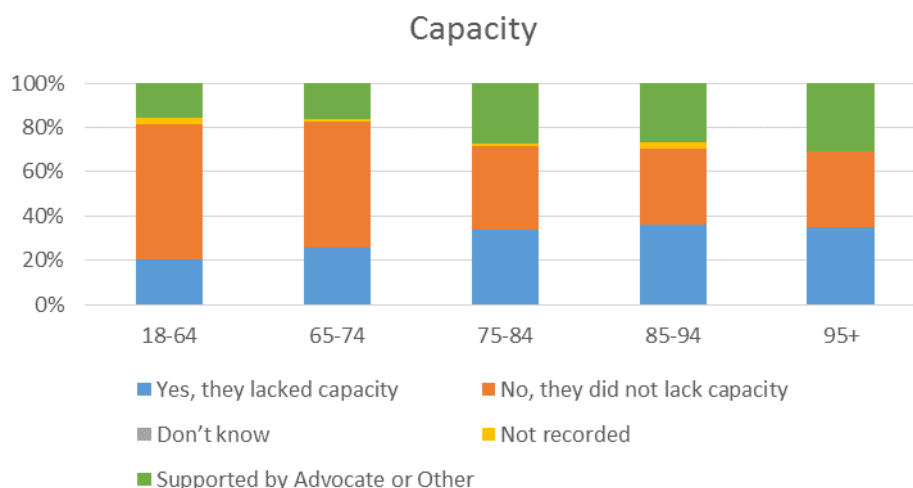
| Risk Outcomes | Total |
|---------------|-------|
| Risk Remained | 53 |
| Risk Reduced | 154 |
| Risk Removed | 362 |



Mental Capacity

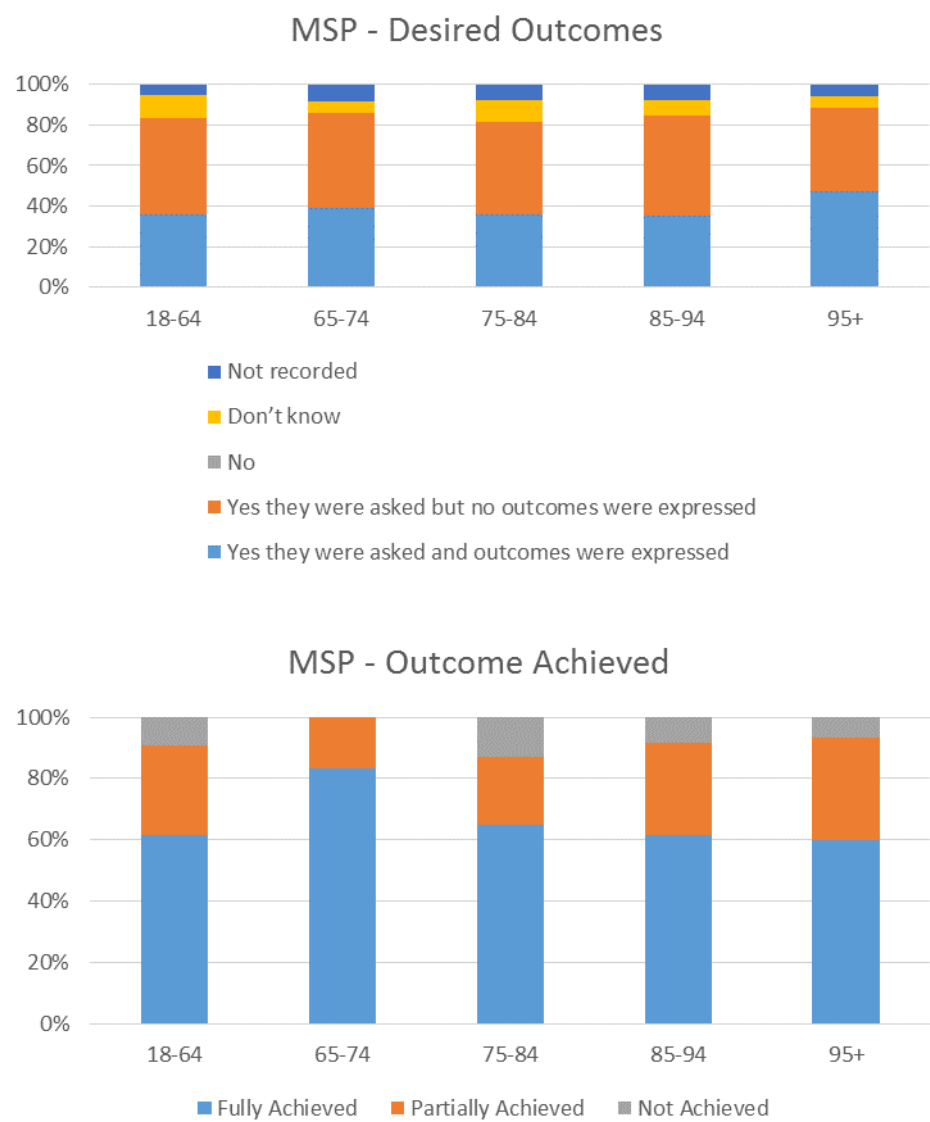
The data from concluded Safeguarding enquiries 2016-17 shows that 38% of individuals were assessed to lack Capacity and the majority were aged 75-84.

| Mental Capacity Table for Concluded Section 42 Safeguarding Enquiries | Total |
|---|------------|
| Capacity | |
| Yes, they lacked capacity | 226 |
| No, they did not lack capacity | 355 |
| Don't know | 0 |
| Not recorded | 15 |
| | |
| Supported by Advocate or Other | 175 |



Making Safeguarding Personal: Concluded safeguarding enquiries

84% of individuals were recorded as being asked for their desired outcome regarding the safeguarding enquiry, 37% of these expressed a view or wish about their outcome. At the conclusion of the enquiry, 85% of people felt that their outcome was either fully or partly achieved.



Reports from Partner Agencies of the DSAB

2016/17



Age UK Derby and Derbyshire

Age UK Derby and Derbyshire Actively participated in the Derbyshire Financial Abuse Working Group creating a strategic plan, action plan for a Scams Awareness scheme in Derbyshire building on the National Trading Standards Scam Aware project. AUKDD shared resources, linked web-pages etc to create a pool of resources for partners to use in their promotion of the issue.

AUKDD created additional resources on its staff and volunteers and trustee intranet pages providing tailored information and guidance on safeguarding concerns. The pages include links to appropriate local and national sources of support and include a section for individuals who may be abusers or at risk of becoming abusive which includes sections on stress management, carer breakdown and domestic violence. These resources are available, via login, to over 300 people.

AUKDD maintained a 'regular' slot relating to safeguarding in our staff and volunteer newsletter, linked to items on our intranet, and supported as necessary by QR code additional information. Items have included functional skill development such as identification of abuse, topical information about safeguarding issues and cases nationally, Age UK campaigns on Dignity, support for older carers etc and practical advice to reduce the risk of abuse such as powers of attorney, and AUK resources such as guides and factsheets on managing money, carer support etc.

Using the Charity Commission 'Good Governance Code' we further developed our Charity Governance. Trustee scheduled and drop-in visits now have a feedback loop shared at a Governance and senior management level to allow concerns and observations to be shared confidentially. The feedback loop is secured by regular monitoring by the Support and Development Programme Board.

Working within the Nutrition and Hydration for Older People Group in Derbyshire

County Council we participated in Nutrition and Hydration Week and promoted the issue of weight loss as a sign of self-neglect in a coordinated campaign across our 8 charity shops. Shops displayed themed windows including the 'Eat Well' campaign materials.

We are developing on last year's lunch club district factsheets and creating guidance sheets for Carers to support people who need help to eat or maintain adequate nutrition and hydration. The guidance is aimed to promoting positive behaviour management and dignity.

We continue with a commitment to include a safeguarding alert message on all possible AUKDD resources. All our service leaflets include a standard message with links to safeguarding support. Leaflets and other resources including the safeguarding message are displayed in 14 Information Hubs throughout the county and city in public access areas (charity shops, London Road Community Hospital, day services etc for free self-selection.

Our Information Roadshow visited over 78 public venues and events throughout Derbyshire (exc City) providing access to older people and carers to a wide range of information. Safeguarding information is always available at a roadshow plus contact details for our Information and Advice and Advocacy services for free, confidential and independent advice.

Provided 1:1 support to individual clients supported by our Day Services, Memory Lane, Befriending and Advocacy services who have been identified as at risk or experiencing abuse. This includes inter-agency working, monitoring and participating in safeguarding reviews as necessary.

Bolsover District Council

Bolsover District Council represents Housing functions delivered by all the Derbyshire second tier Councils on the DSAB Bolsover provide a link to respective safeguarding leads and specifically relating to how housing are supporting vulnerable people through initiatives such as VARM.

The Council has a Safeguarding Adults Policy which was amended in April 2016 to compliment the Derbyshire and Derby Safeguarding Policy and Procedures and to

reflect the Care Act 2014.

The Policy makes it clear that all employees, Elected Members, contractors and partners have a key role to play in the safeguarding of adults from abuse. It makes explicit the responsibility of all professionals, volunteers and agencies to work together to protect those adults at risk from harm and abuse.

1. Responsibility

The Safeguarding process is supported by a framework:-

Executive Lead Officer – Lee Hickin, Executive Director of Transformation
BDC/NEDDC

Adult Safeguarding Lead Officer – Diane Bonsor, Housing Needs Manager Link
Officers

Dawn Clarke, Joint Assistant Director Resources

Deborah Whallett, Housing Enforcement Manager.

Alison Donahoe, Customer Services Manager.

Janice Barlthrop, Human Resources Advisor.

Melanie Osbourne, Senior Parenting Officer.

2. Governance

The Council ensures the safeguarding policies and procedures are managed and monitored through a Corporate Safeguarding Officer Group which operates jointly over Bolsover DC, North East Derbyshire DC and Rykneld Homes. This group meets bi-annually to ensure that activity around safeguarding is co-ordinated and that staff are supported to undertake their responsibilities. It also monitors:-

- Number of cases and processes
- Training requirements
- Serious Case reviews (where appropriate)
- An annual report is provided to Executive Committee detailing the Safeguarding activities, approve amendments to the policy and procedures (when required) and to provide an overview of the County wide VARM process.

3. Training

Safeguarding training is mandatory for all staff and is refreshed every two years. Lead Officers and Link Officers attend additional specific Derbyshire County Council training as required.

Safeguarding is included as part of the induction process for new staff.

A 'quick reference guide', jointly produced with NEDDC and Rykneld Homes is issued to all staff.

A Safeguarding awareness questionnaire was issued to all staff and Members of BDC and NEDDC. The aim to assess the general awareness of Safeguarding throughout the authorities and to allow the Councils to tailor future development requirements accordingly.

4. Referrals

April 2016 – March 2017 there have been 8 Safeguarding referrals, to DCC:-

5 - Housing Officers

1 – Community Action Ranger

2 - Elected Member

5. Prevention, early intervention

All staff are encouraged to raise any concern with their line manager, who will then support them in either dealing with the situation or making a referral. All team meetings have Safeguarding as a standard agenda item. A simpler referral 'script' has been introduced to make it easier for staff to raise concerns.

6. Future intentions

It is proposed to create a District Council's Safeguarding lead Sub Group from which a representative would attend both the DSAB and the DSCB. This group would act as a forum for the District leads to strengthen the links between the District Councils and to ensure there are mechanisms for providing training, sharing learning, highlighting and guiding best practice, reviewing systems, procedures and policies. This proposal has been approved by the DSAB and will be implemented during 2017/18.

Derbyshire County Council Adult Care

In Derbyshire Adult Care we have progressed the work we began during last year. We have now developed a multi-agency training package for professionals who are required to investigate concerns that they may have about local people and we have delivered the training across Derbyshire together with colleagues from other agencies. This has been a valuable piece of work as it has brought professionals from various professionals e.g. nurses, our local fire officers and our social workers to help everyone recognise abuse and to know what to do when this happens.

The work we were undertaking with our colleagues in Trading Standards looking at Financial Abuse and financial scams of people across Derbyshire has come to fruition with all of our staff being briefed and now working with local people who may have been victims of this increasing problem.

In February 2017 at a Safeguarding Conference we launched the Derbyshire Matrix with the assistance of work done with Lancaster University. The Matrix is a tool to support clients through their Safeguarding journey and we hope that this will help local people to know what questions they need to be asking our social workers and to give them the confidence that they are in control of what is happening to them. Social workers can then shape the most appropriate responses to the needs of the individual.

Social work teams have been busy working with an increased number of local people who have been referred to us because a member of the public or another professional has been worried about someone they know or someone who is close to them. This means that more people are becoming aware of the need to report their concerns to us and Adult Care are working to keep local people safe in the Community.

Derbyshire County Council - Community Safety Unit - Economy, Transport and Communities Department

The Council's Community Safety Unit works to ensure that local residents and visitors are safe at home, work and when travelling around the county. This is achieved through a wide variety of community safety campaigns, partnership working with other agencies, initiatives aimed at reducing crime and vulnerability, as well as, through the commissioning of support services for victims of crime. Most of the Unit's priorities

relate to either adult or children safeguarding issues.

The Unit is part of the wider Safer Derbyshire Partnership, based at County Hall in Matlock. The Safer Derbyshire website www.saferderbyshire.gov.uk currently hosts the safeguarding policy and procedures for the Derbyshire Adults Safeguarding Board and provides details of all the priorities for community safety in the County.

The work undertaken by the Community Safety Unit is directed through a joint strategic threat and risk process with the Police which identifies the key crime and community safety priorities for the County. These priorities are reflected in the County's partnership Community Safety Agreement, the County Council's Plan as well as the Economy, Transport and Communities Departmental Service Plan.

Christine Flinton, Head of Community Safety has overall responsibility for safeguarding adults at risk within a community safety context. The Unit adheres to the County Council's Adult Safeguarding policy and procedures when responding to safeguarding related issues or problems reported by the public, partners and other agencies. Staff members have also accessed training from the Board.

The County Council spends approximately £1.4m per annum on domestic abuse support services and the Unit is the lead commissioner for domestic abuse services. The new integrated community based outreach services, children's services and refuge accommodation services for victims of domestic abuse across the county commenced in April 2016. In addition, a new single helpline number was established to provide advice and guidance to victims, friends and families and professionals in relation to all domestic abuse issues. Throughout 2016/17 the helpline answered over 10,000 calls.

To enhance our local service provision, the Unit submitted a bid to the Department of Communities and Local Government. The successful bid brought £530k into Derbyshire in 2016-18 in order to increase the specialist services within our refuges and to ensure they are accessible to under-represented groups and those with the most complex needs.

The Unit provides funding and is an associate commissioner with NHS England in providing a Sexual Assault Referral Centre (SARC) service for Derbyshire. The SARC provides emotional, practical and medical support to victims of rape and sexual assault.

Where appropriate the Unit works jointly with the County's Police and Crime Commissioner in order to provide victim services, ensuring that victims are able to access specialist support services, wherever possible.

Joint working with partners and the provision of funding has seen the implementation of a number of initiatives. These include;

- Support for the Arbor project, which is a specialist housing support service for high risk offenders under MAPPA supervision.
- Portable misting systems to protect those most at risk of harm / death through a fire in their homes. A process of regular assessment of those identified as potentially vulnerable and the deployment of misting systems is ongoing, managed by the Unit.
- Support for Get Safe On-Line which aims to raise awareness of all aspects of cyber safety, including the exploitation of adults at risk.

The Unit is the Council's lead on the Prevent element of the national Counter Terrorism Strategy - 'CONTEST', working in partnership with the Police and Derby City Council. The Unit is responsible for briefing key partners in relation to the County's Counter Terrorism Local Profile as well as developing the local strategy and action plan. Under the action plan the Unit raises awareness of Prevent through training and briefings, seeking to provide support for people vulnerable to being drawn into terrorism. It also works closely with the Council's Emergency Planning Team and the Local Resilience Forum to ensure a joined up approach to the Protect & Prepare strands of the national Strategy.

Tackling the issue of Modern Slavery has continued to be a priority and working through a joint city and county Modern Slavery Partnership, the Unit has provided funding and developed a support service for victims of modern slavery, such as forced labour. This short term service provides an opportunity for victims to access a place of safety and access accurate information about their circumstances and consider their future options before making any decisions.

Integrated Offender Management, is a key area of work, this focusses on those offenders who commit the highest volume of crime. The Unit takes a lead role in the partnership and provides funding towards a IOM co-ordinator who sits within the Safer

Derbyshire Partnership and a Prison Tracker Officer who liaise with offenders whilst in custody in order to effectively manage their risk and reduce their risk of re-offending.

The Unit deliver a comprehensive programme of training which reached over 3100 participants in 2016/17. Topics covered include, Counter Terrorism WRAP –Raising Awareness of Prevent, Hate Crime, MARAC - Multi Agency Risk Assessment Conferences, which support high risk victims of domestic abuse, Domestic Abuse Awareness and Victims First project, which is a combination of risk assessment for victims and case management in relation to anti-social behaviour incidents.

Performance management and data analysis is undertaken on behalf the Community Safety Unit by the Safer Derbyshire Research and Information team. The information gathered is used to direct areas of work to address issues such as Domestic Abuse and Sexual Violence, Integrated Offender Management, Hate Crime, Modern Slavery, Substance Misuse and Organised Crime Groups. Most information is presented at relevant partnership boards or groups for consideration. Data and intelligence is also collected from the ECINS case management system as part of the Victims First project and shared across a multi-agency platform to support vulnerable victims of Antisocial Behaviour.



Disability Derbyshire Coalition for Inclusive Living (DDCIL)

Disability Derbyshire's Safeguarding Policy should be read in conjunction with Derbyshire and Derby Safeguarding Adults Policy and Procedures.

The policy is concerned with the protection of all vulnerable adults (any person over the age of 18), supported by Disability Derbyshire. It has been designed primarily to help staff and volunteers at Disability Derbyshire recognise and respond to cases of abuse involving vulnerable people, in particular to:

- Provide mechanisms to help safeguard vulnerable people from abuse and/or exploitation.
- Reduce and prevent incidences of abuse.
- Respond quickly and sensitively to suspicions or disclosed incidents of abuse,
- Provide a process for staff that have issues of concern in respect to suspected, disclosed or observed abuse.

- Increase awareness of issues concerning the abuse of vulnerable people.
- Disability Derbyshire's designated safeguarding leads will ensure that DDCIL's Safeguarding Policy and Procedures are implemented consistently across the organisation.
- Current DSL: Carl Bridges, Administrator,
- Debbie Newton, Counselling & Advocacy Team Leader, who have responsibility for recording all instances of alleged or reported abuse.

Disability Derbyshire operates as a Safe Place for people with learning Disabilities and we are expanding our safe places to accommodate people with Dementia.

The fundamental principle that underpins DDCIL's Safeguarding Policy, is that all vulnerable people have the right to live their lives free from violence, fear and abuse. Where abuse occurs, Disability Derbyshire works to ensure that people who have been abused receive support and protection from further abuse. DDCIL's Safeguarding Policy will be reviewed on an annual basis by the Board of Trustees. This policy document should be read in conjunction with Derbyshire and Derby Safeguarding Adults Policy and Procedures and has links to Disability Derbyshire's Organisational policies: Disciplinary, Confidentiality, Data Protection, and Recruitment.

Staff and volunteers must attend induction training, which gives an overview of the organisation, its purpose, values, services and structure. Mandatory training will also be given on specific areas such as health and safety, and confidentiality. Staff working with vulnerable adults will attend safeguarding training provided by commissioning authorities or other reputable providers approved by DDCIL.

Safeguarding refresher training is attended. We have running in August both Lone Working and Safeguarding Training. Staff are familiar with the Care Act 2014. The Counselling Service use Core 10 forms to assess risk. Our Practitioners in Direct Payments also assess risk as a matter of course and office based staff have 'phone awareness' around safeguarding. Our Advocacy Service closed in March 2017 with TUPE of staff to the new provider and safe transfer of clients.

Each team has regular monthly support group meetings and supervision. Safeguarding is an agenda item. The organisation operates 2 Wellbeing Group meetings on a

monthly basis for disabled people and carers.

DDCIL is part of the Derbyshire Safe Place Scheme for people with learning difficulties. Low level concerns are reported to Team Leaders who will report to Carl Bridges, or Debbie Newton.



Healthwatch Derbyshire

Healthwatch Derbyshire hears what children, young people and adults have to say about health and social care services, whether it be praise, criticism or ideas for improvement. We strengthen the collective voice of patients and the public so that service providers and commissioners listen to what people have to say.

Patient experience has been key to detecting patterns of poor practice in a number of high profile cases, e.g. NHS Mid Staffordshire Trust, and recently the Southern Health NHS Foundation Trust. In both these cases there was a serious failure on the part of the trusts in not listening sufficiently to its patients.

Healthwatch Derbyshire ensures that patients, service users and carers are put centre stage, so that service providers and commissioners listen to what they have to say and use their voice to shape, inform and influence service delivery and design.

We regularly analyse all the comments we receive so that we can identify emerging issues, trends and themes. This helps us to see where service improvements are needed, and show where there is good practice which can be shared.

During the last year our engagement priorities have included, experiences of health and social care services before, during and after Mental Health Crisis, experiences of individuals living with substance misuse, maternity services, and LGBT+ experiences of using health services.

These reports can be found on our website and contain full responses from service providers and commissioners in response to the recommendations.

We also conduct Enter and View visits, which is a statutory function allowing us the

opportunity to see how a service is run, and gives an opportunity to hear the views of service users, carers and staff at the point of service delivery. Enter and View is a good way to ensure that we can gather the views of care home residents, who can be vulnerable and isolated.

Safeguarding

We have attended the Safeguarding Board during the past year, and used the reports and subsequent discussions to develop as an organisation and review our policies and procedures.

During the course of our work we are often told information that causes concern. This could be about the safety and wellbeing of an individual, or the safety and quality of service delivery. In cases such as these, we follow our Safeguarding and Escalation Policies. We have a Record of Concern and Action Form (ROCA) which supports Healthwatch staff to gather together information about a particular concern, and plan an appropriate course of action with support from the safeguarding leads for Healthwatch, who are the Chief Executive and the Intelligence and Insight Manager. Resulting action may be a referral to the Local Authority Safeguarding Team, the Care Quality Commissioning and/or the Commissioner of the service. All action is recorded, and monitored.

We ensure that we are kept up to date with regards to safeguarding policy and procedures, and this year attended PREVENT training and the Making Enquiries under s.42 of the Care Act (2014)' training course.



Health Care CIC

Derbyshire Health United

DHU Health Care CIC is a 'not for profit' social enterprise organisation and is the provider of the NHS health services for Derbyshire and Leicestershire. In Derbyshire DHU Health Care CIC provides the Out of Hour's service and the Evening and Overnight Community Nursing Service. DHU 111 (East Midlands) CIC, a subsidiary of DHU Health Care CIC, are the provider for the NHS 111 service for approximately 4.8 million people within the East Midlands. The service covers a vast area inclusive of Derbyshire, Nottinghamshire, Northamptonshire, Leicestershire, Leicester and Rutland, Milton Keynes and Lincolnshire.

DHU Health Care CIC also provides the Out of Hour's services for Leicestershire including integrated primary and community urgent care services in West Leicestershire. In addition, DHU Health Care CIC also provides urgent care home visiting services across the population of 1.1 million across Leicester, Leicestershire and Rutland.

DHU Health Care CIC's core values revolve around putting patients' interests at the heart of everything we do, respecting individual rights to respect and dignity, demonstrating excellence in everything we do and placing patients and colleagues at the heart of the organisation. These 4 core values underpin the safeguarding criteria within the internal structures of DHU.

DHU Health Care CIC continues to prioritise safeguarding as an integral part of providing high quality care and a key component of our safe clinical practice and standards. To support the delivery of the safeguarding agenda within DHU Health Care CIC there is a clear governance and accountability framework in place. The framework provides assurance to our commissioners that whilst the ultimate responsibility and accountability for adult safeguarding lies firmly with the Board of Directors, every member of staff is accountable and is responsible for safeguarding and protecting adults at risk.

The safeguarding of our vulnerable patients is overseen by a Lead Nurse for Safeguarding Adults and two part time assistant safeguarding nurses. The role of the

team is to ensure that there are robust processes in place within the organisation to enable staff to safeguard adults and share information with outside agencies when concerns are raised.

This is achieved by ensuring there are sturdy and effective referral pathways within the company in addition to strong communication and information sharing links with other organisations. The safeguarding team are also responsible for providing all staff with regular extensive training and updates relevant to their roles.

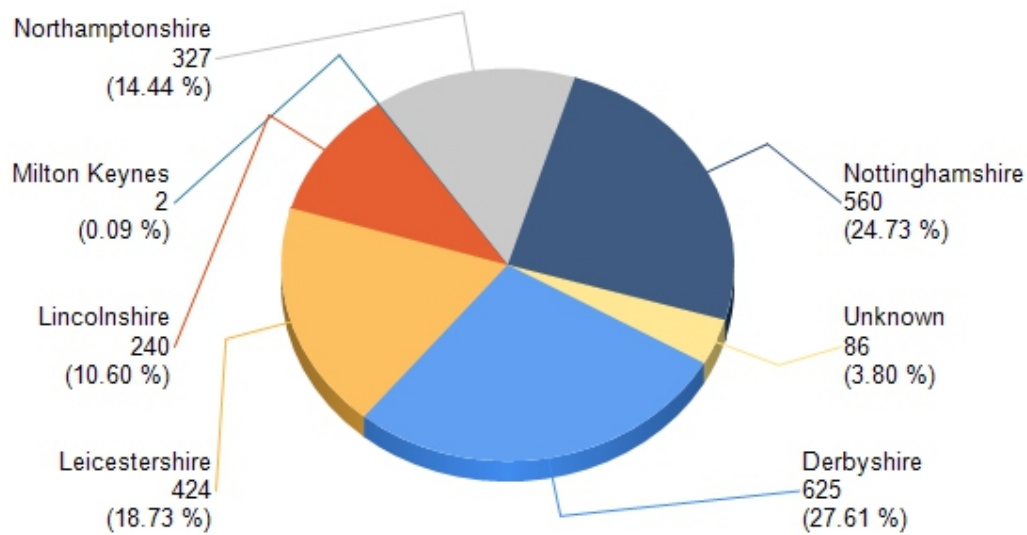
Key Achievements for 2016/17

Due to the nature of the services provided by DHU Health Care CIC, making the referral process to pass on concerns about adults as efficient as possible is essential. With this in mind, the process of making referrals to social care has been streamlined within our record system. This has ensured that concerns are passed with speed and accuracy via electronic links. The e-referral process is 'paperless' reducing the information governance risks and easing the referral process.

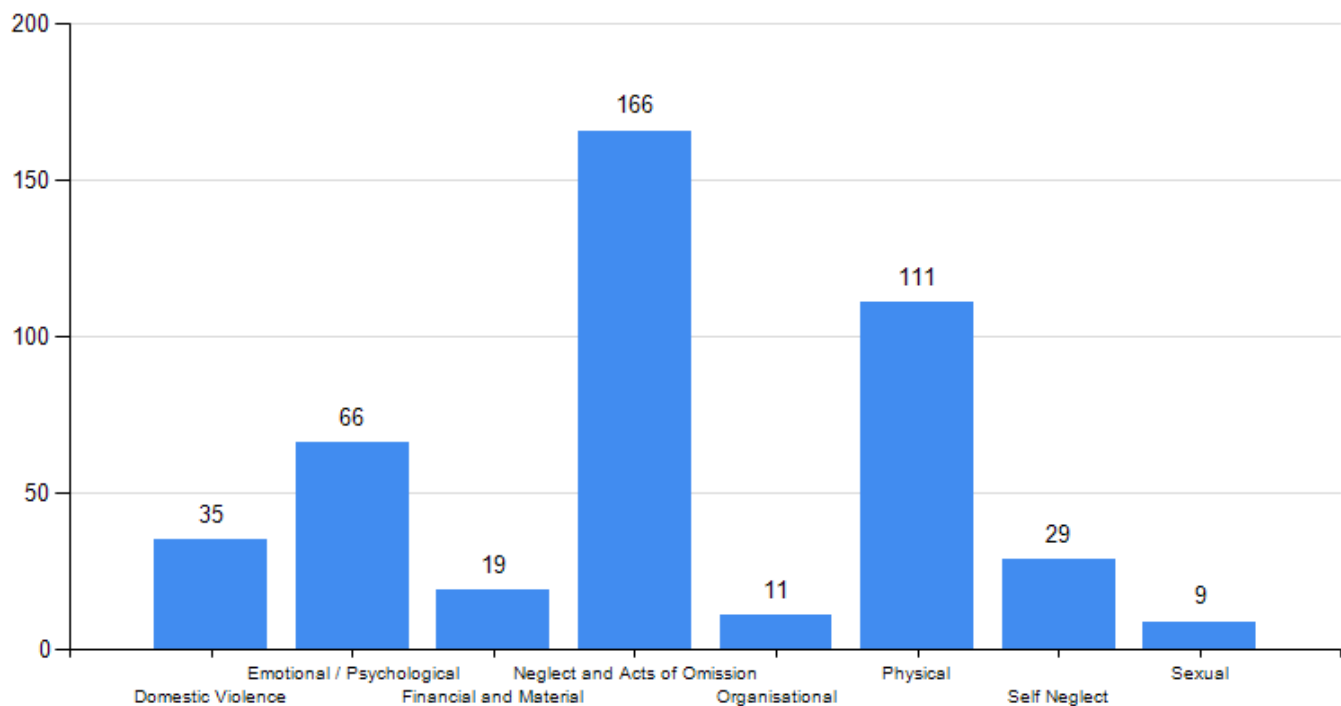
DHU Health Care CIC is required to complete the Safeguarding Adults Assurance framework (SAAF) for the clinical commissioning Group (CCG). The audit reflects changes to national policy and local strategic priorities and is undertaken every 2 years to provide assurance that the organisation is meeting its safeguarding responsibilities and duties. The Safeguarding team representing the CCG's gave formal feedback that the outcome of the SAAF review and visit was positive and demonstrated DHU Health Care CIC's continuing commitment to the safeguarding agenda.

DHU Health Care CIC - Safeguarding data from 2016/17

Safeguarding Referrals by Area



Adult Safeguarding Referral - Referrals by Details



Priorities for the coming year are in relation to quality assurance. DHU Health Care CIC will undertake audits to establish quality of referrals made to social care. Training can then be tailored to address any identified issues or area of need. DHU Health Care CIC’s Prevent Policy and training strategy has been implemented and the accredited trainers will be providing training to the identified staff.

Going forward DHU Health Care CIC will continue to be vigilant about the expanding range of initiatives and disciplines that come under the 'safeguarding' umbrella. DHU Health Care CIC will continue to focus upon safeguarding practice and as a partner agency within the Safeguarding Board, we will continue to work collaboratively, supporting the development and implementation of agreed safeguarding strategies and policies.

Tameside & Glossop CCG

In April 2016 Tameside & Glossop Clinical Commissioning Group (CCG) joined its commissioning functions with Tameside Metropolitan Borough Council (TMBC). By coming together we feel we will be able to commission a more joined up Health and Social Care Services for the people of Tameside & Glossop.

Safeguarding will continue to be at the heart of all commissioning decisions and remains embedded in all aspects of the commissioning cycle.

The Director of Nursing and Quality leads on safeguarding arrangements and together with the Designated Nurse for Safeguarding and Specialist Nurse for Adult

Safeguarding we ensure that Safeguarding remains a priority throughout all the CCGs business.

Tameside and Glossop Single Commission continue to work in close partnership with Derbyshire Partners and support and contribute to the business of Derbyshire Safeguarding Adults Board by ensuring representation and engagement at Adult Board Meetings. The CCG commissions healthcare through Tameside & Glossop NHS Integrated Care Foundation Trust and the CCGs Continuing Healthcare Team for the population of Glossop and neighbouring High Peak Boroughs. Partnership working with Derbyshire County Council ensures that safeguarding arrangements are in place to protect people in the Borough from abuse.

The Single Commission works closely with all multiagency partners to ensure that multi agency policy and guidelines are in place and adhered to. The Organisation has its own local Safeguarding Policy and Guidelines to support and guide its staff and the Safeguarding Training Strategy will be refreshed in 2017-18 to ensure that all appropriate staff is offered training in Adult Safeguarding.

The Continuing Health Care Team lead and support in safeguarding enquiries in partnership with Derbyshire County Council and are offered support through higher

level training including the importance of Making Safeguarding Personal. Reflect and Review is encouraged and safeguarding supervision is provided by the Specialist Nurse in Adult Safeguarding.

In 2016-17 the Single Commission TMBC and Derbyshire County Council set up a working group to develop a tool that would enable scrutiny and analysis of data received from our Residential Care Homes and Homes with Nursing across both Tameside and Glossop. The purpose of this group is to develop a live dataset of information which will help us identify early indicators of falling standards in our care homes and enable preventative and supportive action to be taken to reduce the risk of harm to residents. This work will continue in 2017-18 with the data set being refined and recommendations to commissioners for quality improvement initiatives.

In 2017-18 the Single Commission will ensure that Adult Safeguarding Leads will continue to have influence and leadership in all aspects of commissioning and that it provides representation and engagement in all statutory safeguarding enquiries, investigations and reviews.



Derbyshire Fire and Rescue Service

Derbyshire Fire and Rescue Service remains committed to safeguarding adults.

The service has a Strategic Manager in charge of Community Safety departments as designated lead with overall responsibility for safeguarding. The strategic safeguarding lead is supported by department heads of the Prevention and Inclusion department whom manage a team of safeguarding officers. DFRS provides duty officers for out of hours who are trained in safeguarding procedures.

We have carried out 11,560 Safe and Well check during 2016/17 (1511 Derby City and

10042 Derbyshire County) and have referred 1283 individuals to other agencies for support (230 Derby City and 1053 Derbyshire County).

We have referred 28 adults into the safeguarding process during 2016/17 in addition we have also been involved in 712 cases of vulnerable adults which have either been managed in a multi-agency setting or via the Vulnerable Adult Risk Management process.

DFRS continue to play an active role in supporting the priorities of the Derbyshire Adult Safeguarding Board. They support by identifying and supporting vulnerable people and families.

The learning and development subgroup is well attended by all key agencies which is a positive indication of a genuine multi agency commitment to safeguarding Adults across Derby City and County. All safeguarding training which is developed through the Safeguarding Board is available and used by staff from all members of the Board reflecting best practice based on the principles of Making Safeguarding Personal.

The Service has produced a multi-agency hoarding protocol, which is now used by all health, social care and emergency services. This ensures hoarding is recognised, categorised and that appropriate referrals are made.



NHS
**Derbyshire Community
Health Services**
NHS Foundation Trust

Derbyshire Community Health Services NHS Foundation Trust (DCHS)

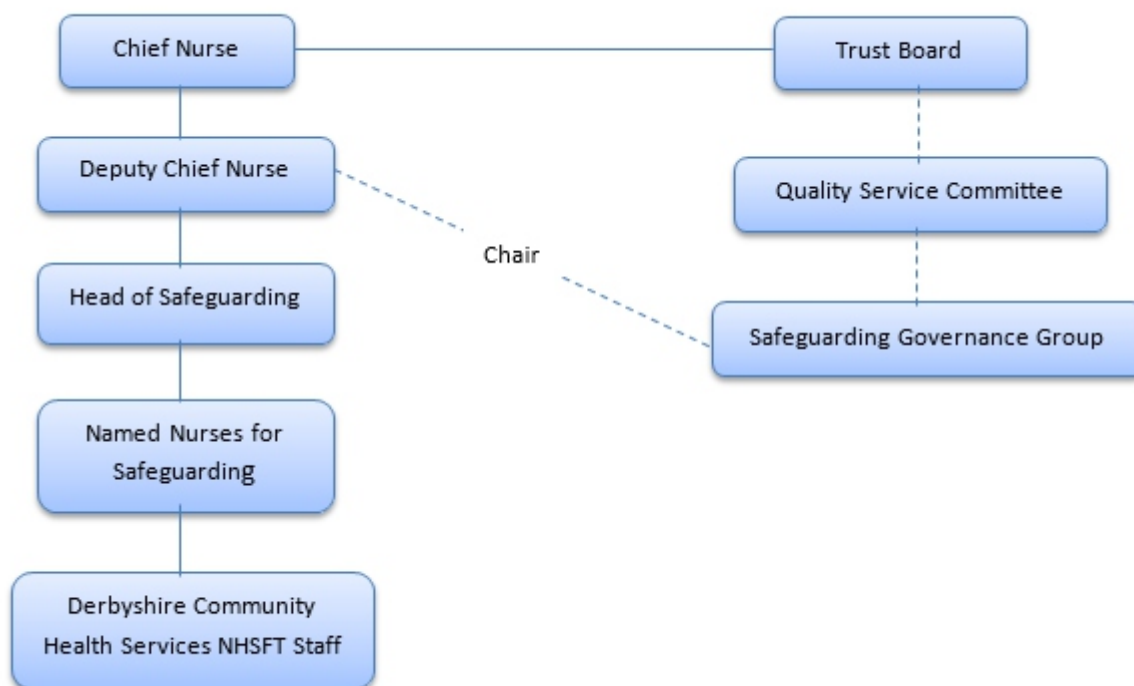
Derbyshire Community Health Services FT (DCHS) remains committed to providing safe supportive care to patients who access their services and ensuring that safeguarding is everyone's business. The organisation has a number of policies in place in relation to Safeguarding Adults including:

- Safeguarding Adults Policy
- Mental Capacity Act Policy
- Deprivation of Liberty Policy
- Prevent Policy

- Safeguarding Supervision Policy
- Reporting Female Genital Mutilation.

A Safeguarding Governance meeting is held every other month to support governance arrangements and a representative from the CCG also attends this meeting. It is attended by adult and child services within DCHS to support a Think Family Approach.

Safeguarding Governance Structure:



Safeguarding training have reviewed and evaluated for professionals working within DCHS. Level 1 and Level 2 adult and child training has now been combined to support an integrated Think Family Approach. This ensures professionals who are both clinical and non –clinical have a clear understanding of their safeguarding reporting duties and how to make a safeguarding referral to the local authority and the importance of making safeguarding personal.

The Think Family training programme commenced in April 2017. Our training matrix guides professionals to understand which training they require to ensure that the statutory training needs for both adult and children are met.

DCHS continues to invest in the development of the adult safeguarding team. A new post has been created to support clinical leadership and a therapist has recently been appointed to enhance the diverse skill mix of the team.

Our on call advice service remains a key element of our core work to support DCHS professionals. Safeguarding Named Nurses/Named Professionals work closely with their locality teams ensuring that there is a clear Safeguarding Team presence within the organisation and safeguarding referrals where appropriate are made to the local authority. Over the last 12 months DCHS have made referrals to the local authority in relation to safeguarding concerns. We have now changed how this is recorded on electronic records and this should support more detailed information gathering in the future.

DCHS professionals have completed 527 Incident Reports (Datix') in relation to safeguarding concerns for adults between 2016/2017, 48 of the Datix' related to care homes. 275 Datix' either resulted in information being shared with social care or safeguarding referrals being made to the local authority to support section 42 enquires. DCHS continues to work closely with the local authority and other care providers and agencies to ensure that safeguarding information is shared. Over the last 12 months the DCHS Safeguarding team have attended the Information Sharing Meeting chaired by DCC which is in relation to Care Homes. DCHS has also been part of a collaborative approach with Derbyshire County Council and the CCG to support closer working relationship with care home providers.

Over the last year DCHS have supported the development of the Section 42 training and have provided team members to support the training dates that have been arranged by the DASB Learning and Development sub group. The training sessions have been promoted as level 3 within DCHS for key staff to attend to ensure that we can support the local authority with Section 42 enquires where this is appropriate. An Electronic patient record system is now widely available within DCHS community services which has supported greater ability to have integrated patient records. DCHS has been visited by the CQC and they recognised the extensive training work that has been undertaken to support professionals to use the Mental Capacity Act 2005 and consider consent/capacity within care and treatment planning.

For some patients admitted to our organisation Deprivation of Liberty Safeguards (Dols) are required. The number of applications made to the Local Authority over the last year by DCHS has continued to increase. 178 Dols applications were made and the average wait time for assessments during this period was 39 days. A delay in the

local authority being able to respond to the applications has been raised as a risk to DCHS and is recorded as such on our risk register.

Key priorities for the coming year will be to:

- Ensure that safeguarding personal is embedded.
- Support section 42 enquires where appropriate.
- Audit our Think Family Training to ensure that it is meeting the needs of our professionals.
- Review the use of safeguarding e learning packages.

Derbyshire Health Care NHS Foundation Trust

Safeguarding adults is integral to our identity and values as an organisation. We ensure that we focus on what we do 'day to day' encompasses the following core elements of Safeguarding Adults.

Prevention of harm and abuse through provision of high quality care.

- Effective responses to allegations of harm and abuse; responses that are in line with local multi agency procedures and the legislative position as set out in 'The Care Act 2014' amongst other responsibilities.
- Ensuring we use learning from enquiries and experiences to improve services to patients.
- Encompassing an approach making safeguarding personal and following a family inclusive approach.

Lessons from inquiries such as Mid Staffordshire NHS Foundation Trust, Winterbourne View and the Mazars (2015) have highlighted the need to make safeguarding integral to care. Prosecutions by the Courts, enforcement measures by regulators and adverse media attention, all demonstrate the high cost to patients, staff and services, where there are failures in safeguarding patients. However, the cost in terms of poor experience and a failure to safeguard well-being of individuals may have a longer term detrimental impact on peoples' quality of life, which the cost is priceless.

This strategies key aim is to ensure all of our services and communities put people- Our service receivers and their families at the centre of their thinking and their actions, and that we as statutory services in our Trust walk alongside people supporting them and safeguarding their lives with them.

Whilst making sure that services are fit for purpose for the future, we must recognise that services delivered in the past may not have had the same aspiration or attention to

walking alongside and may have been focused upon protection. Our future and the quality of our services is in doing both.

Whilst the Trust Board carries overall responsibility for the organisation, the named Director is Carolyn Green, Director of Nursing & Patient Experience. The Trust created an Assistant Director level Safeguarding Lead for Adults post and this post has been filled on a full time basis since September 2015. The current post holder is Karen Billyead. There is a Named Safeguarding Adults Dr for Adult Safeguarding since 2016 and the current post holder is Dr Deep Sirur.

The Trust has representation at Safeguarding Adults Board and on each of the Board sub groups. The Trust contributes significantly to the multi-agency training framework and provision across the County. The trust offers its buildings for training and expert advice to the Board and sub groups to support its endeavours.

The Trust's governance structure for Adult Safeguarding is as follows:

The Trust Board has lead responsibility and accountability through its executive lead. The Trust Board delegates its authority to the Board level Safeguarding committee and associated Safeguarding operational group.

The Trust follows the Derby and Derbyshire Safeguarding procedures in full and these governance groups have direct oversight of all incidents, compliance, audit and training. We are a multi-speciality community provider, working with families in the antenatal period, throughout life's journey and at that journey's end. We provide support in a number of ways, and recognise the role we play in identifying possible abuse and acting to support both individuals and families.

Some examples of how we do this are as follows:

- The introduction of the 'Care Act' in 2015, 'The Prevent Duty 2015', 'The Code of Practice 2015' and strengthening of 'The Crime Act 2015' and in regards to Domestic Violence and Female Genital Mutilation, has set a challenging agenda that the Trust is required and excited to respond to. We will demonstrate this by Department of Health mandatory reporting (FGM 2015) and through requirements to report to our Trust Board and other NHS reporting requirements.
- We have developed a number of family include initiatives underway such as family inclusive education in response to FGM and safeguarding to existing family and carer support mechanisms, for example 'Living Well with Dementia.'

- As an organisation, we have 'Think Family' being embedded to widen Practitioners' scope, understanding and interventions for the individual as part of a family. This includes every service being visited this year on its quality visit presenting how its supports this endeavour and quality priority
- The organisation provides assurance to our Commissioners and wider community by completion of the Safeguarding Adults assessment Framework (SAAF) on an annual basis. Feedback was excellent on our progress.
- We await the outcome of the consultation and subsequent publication of the Inter-Collegiate Document for Safeguarding Adults.
- We continue to provide assurance by our compliance with the Safeguarding Adults assessment Framework this is enshrined within schedule 4 of the NHS Standard Contract with the clinical commissioning groups. We are contractually compliant this year with all requirements

Serious cases, Domestic Homicide Review action plans are overseen at Committee level. Learning the lessons is integral to the work of the operational group and a network of safeguarding link workers has been established in each of the Trust's service lines. This is being continually refined to ensure long term engagement and active involvement.

We are fully compliant with safeguarding adults training standard at above 85% for Level 1 and Level 2. We are on a trajectory of improvement to fully embed our training for PREVENT, we are on target at year end.

Early detection and prevention wherever possible is embedded in our training activities and our CQC action plan has delivered a significant amount of work improving knowledge and skills in assessing mental capacity and best interest decision-making.

The Trust has supported the development of an Accessible Safeguarding Initial Screening Tool [ASIST] planned to be launched in October 2017. Our philosophy of “learning the lessons” has, in some instances, led to sustained practice improvements in preventative strategies. The VARM process has been used to good effect in the County services with positive outcomes preventing further harm occurring to individuals with significant safety and vulnerability profiles.

We work very closely with carers as a Trust and have supported a number of carers and service user engagement groups over a number of years. This is key to prevention as carers are at significant risk themselves as well as the protection of the person they are supporting.

The Trust is signed up to The Carer’s Trust Triangle of Care Accreditation Scheme and underwent a rigorous self-assessment of its in-patient services in 2015 and in 2016/17 the work was extended to the community services. The more closely we are able to work with our patients and their families, the better equipped we are to prevent harm occurring, both unintentional and intentional.

We are active partners in the Derby and Derbyshire Channel panel and work very closely with the Prevent Team as a significant number of people referred have a mental health profile.

The Trust’s Safeguarding People and Families Strategy was ratified in April 2016 and explicitly outlines our continued commitment to develop and improve our safeguarding practice in the organisation and we are making significant headway.

Performance reports are received at both operational and committee level groups regarding our staffs training compliance, our compliance with the National Prevent data submissions, reflective accounts of practice and improvement, learning the lessons, action plans to continually improve our practice.

Towards the end of the year we developed a performance dashboard for Adult

Safeguarding. Whilst we have not produced data for 2016/17 we will be able to report on this next year.

Wherever possible and appropriate we would seek to identify and respond low level concerns as locally and as promptly as possible whilst being conscious of the evidence base pointing to low level concerns often indicating a decline in practice. We undertake cluster analysis of medium incidents to identify practice concerns which may escalate into safeguarding concerns examples last year are the use of restraint, theft, falls data and learning from pressure ulcers. We constantly reinforce the message that safeguarding is everybody's business swell as analysing our incident and complaint data.

Future intentions / direction for safeguarding

- Delivery of our Safeguarding Adults Strategy Improvement in our rating of Triangle of Care Accreditation for the Trust's community services.
- Refinement and delivery of the strategy through the Link Worker network throughout the Trust with support from clinical and operational leaders.
- Launch and develop the Accessible Safeguarding Initial Screening Tool [ASIST]
- Host with partners a focus Trauma conference on non-recent and recent abuse in (2017/18).
- Refine and develop a family based approach to safeguarding practice to connect Safeguarding Children and Safeguarding Adults practice. Examples connecting electronic patient records.
- Review the impact of the MASH in Derby's city in partnership working and improvement in safeguarding adults and family practice and information sharing(2017/18).
- Review the impact of Channel and request formal feedback on the Mental health contribution to this agenda(2017/18).
- Continue to support and enhance good partnership working across all areas of public service and care provision (2017/18).

Derby Teaching Hospitals Foundation Trust

Following an inspection by the CQC in August 2016 the Trust has maintained the grading of Good awarded following the CQC inspection in 2014.

In terms of Safeguarding Adults, specifically the Trust has;

- Trained all front line clinical staff in level 2 safeguarding adults and MCA with the

trust wide compliance in each at 96% and 87% respectively.

- Implemented a substantial audit programme to provide assurance and oversight of practice in safeguarding adults and MCA compliance across the Trust.
- Updated policies in Safeguarding Adults and Managing Allegations Against Staff to ensure coherence with the NHS Serious Incident Framework.
- Responded to over 1000 safeguarding adults queries, internally and externally, providing case advice and responding to initial enquiries & s42 enquiries.
- Responded to an increase of over 100% in domestic violence incidents / logs and responses to MARAC and has managed these effectively ensuring effective information sharing and risk management.
- Responded to Domestic Homicide Review processes in timely fashion and implemented recommendations.
- Attended SAB groups and Board meetings of Derby City and County SAB.
- The Safeguarding Team reports on activity, performance, national / local developments and provides safeguarding patient experience stories to the Trust safeguarding Committee, Quality Review Committee, Quality Committee and the Trust Board on a regular basis.



Erewash CCG

Hardwick CCG

North Derbyshire CCG

Southern Derbyshire CCG

Derbyshire Clinical Commissioning Groups

The Derbyshire Clinical Commissioning Groups work with all NHS Care Providers to ensure that patients are protected from abusive behaviour and practice.

Through the Safeguarding Adult Assurance Framework (SAAF) we collate and evaluate evidence on a wide range of safeguarding work, including abuse and neglect, Mental Capacity Act, Prevent, and Modern Slavery. A comprehensive raft of strong evidence was presented by NHS providers with action plans subsequently developed by care

providers to be monitored by the CCGs Adult Safeguarding Team.

The CCGs are also active participants within the Derbyshire Safeguarding Adult Board partnership. CCG Chief Nurses are Board members and our Head of Adult Safeguarding is Vice Chair of the Board and Chair of the Quality and Performance Committee. Members of the CCG adult safeguarding team also attend and contribute to all of the Board's sub-committees. We have also been active contributors to Board priorities including the case file audit programme and the review of the Vulnerable Adult Risk Management (VARM) process.

The CCGs have revised and updated all of their safeguarding policies during 2016-17 and also provided activity reports to the CCG Governing Bodies on a quarterly basis.

The CCGs once again provided a diverse staff training programme. An Adult Safeguarding Mobile Phone App was designed and developed. This includes information on a wide selection of safeguarding topics and was distributed for use across all partner agencies

Chesterfield Royal Hospital NHS Foundation Trust

The safeguarding adults and children's team was integrated in November 2016; this further supports the Trusts 'Think Family' approach to safeguarding. The integration has facilitated improved communication, enabled easier discussions around shared cases, supports better learning between the teams and provides peer support and advice. The Trust invested in the Safeguarding team in July 2016, which included a Head of Safeguarding post along with an increase in administrative support.

The Trusts safeguarding responsibilities are overseen and led by the Executive Director of Nursing and Patient Care who has delegated authority on behalf of the Trust board, supported by the Deputy Director of Nursing and Patient Care and the Head of Safeguarding. The Head of Safeguarding is responsible for managing and leading the Safeguarding Team. The adults safeguarding team comprises of a Safeguarding Adult Lead (SAL) and a Learning Disability Lead (LDL), along with administration support. Over the last 12 months a significant amount of work has been undertaken to strengthen the governance arrangements. This included the introduction of the newly formed Safeguarding Adults and Children's Committee, combined with a review of the Adults Safeguarding Operational group.

The Trust Adults and Children's Safeguarding Committee meets on a quarterly basis chaired by the Executive Director of Nursing and Patient Care, with a Non-Executive Director and Safeguarding leads from the Derbyshire Clinical Commissioning Group (CCG) as core members. The role of the committee is to ensure processes in the Trust are in line with current legal framework and national guidance, promoting the well-being and safeguarding of vulnerable patients whilst in the care of the Trust. In addition the committee provides leadership relating to the strategic direction and an objective review of Safeguarding assurance processes.

In addition there is a bi-monthly Adults Operational Safeguarding meeting, chaired by the Deputy Director of Nursing, the group's purpose is to implement, develop and maintain the principles of Safeguarding adults work and associated assurance, including identifying and escalating areas of risk, development and implementation of policies and procedures. The group have a clear work plan with focus to drive quality improvements and assurance with regard to Safeguarding arrangements in the Trust. The meeting provides an opportunity for external Safeguarding partners from Adult Care and the Derbyshire Clinical Commissioning Group (Safeguarding adults) to participate, support, contribute and challenge the Trust's safeguarding work. It also allows safeguarding cases to be reviewed and for the divisional teams who are represented at the meeting to provide feedback on the key findings from investigations, actions taken and the dissemination of Trust wide learning.

Policies and procedures are available on the Trust intranet with links to Derbyshire Safeguarding Adult Board (DSAB); policies are developed and reviewed by the Adults Operational Safeguarding group and ratified by the Adults and Children's Safeguarding Committee and Hospital Leadership Team. This year the Domestic Abuse policy has undergone an extensive review, with a plan in place to review and amend safeguarding policies as required.

There is a robust process in place for reviewing Safeguarding referrals made both against the Trust and by our own staff who work in the Trust. The Trust is open, honest and transparent and follows the 'Duty of Candour' principles, with thorough investigations being undertaken. There is a close working relationship with the patient safety and complaints team with the Safeguarding team actively participating in root cause analysis investigations, findings and the dissemination of learning outcomes.

There have been two Mental Capacity Act (MCA) audits completed; audits are fed back internally via Trust wide and divisional governance meetings and with the Clinical Commissioning Group adult Safeguarding lead. A task and finish group chaired by the Executive Medical Director has been established to review the MCA process, including the current form/documentation and the training.

A audit focusing on adults Safeguarding was undertaken in October 2015 by 360 Assurance, which highlighted four main areas for improvement. There was a progress visit in April 2016 which confirmed significant progress had been made which included: development of key performance indicators; strengthening Safeguarding within the divisional governance structures; review of corporate Safeguarding meeting structures and governance. There were two outstanding actions which were closed in January 2016.

A Safeguarding training plan is in place consisting of:

- Safeguarding training which is part of the Trusts essential rolling programme comprising of face to face training which is delivered four times per month, which included a focus on domestic abuse 2016/17 and from February 2017 being modern slavery, MCA and Deprivation of Liberty Safeguards (DoLS) and PREVENT.
- For unqualified staff safeguarding is covered on the 'care certificate' training and is also part of the Prince's Trust educational programme
- Medical staff training in particular for F1 Doctors.
- Availability of e-learning and work based training and education.

To support the Deprivation of Liberty Safeguards assessments a training and competency package has been developed to build the capacity and capability across the Trust, with six ward Matrons and the Older Peoples team having completed the training.

There were 20 Safeguarding referrals raised against the Trust in 2016/17; these were investigated, with the outcomes shared with social care and the Trusts patient safety team. Out of the 20 investigations 2 met the threshold for a root cause analysis investigation. However, themes for learning were pulled from all of the investigations which included: poor care delivery, inadequate discharge arrangements particularly relating to poor communication. Work is underway to roll out across the Trust the use of

'body maps' prior to the patients' discharge, to facilitate improved and accurate communication.

Staff have raised 124 safeguarding referral: the most frequently reported categories were: neglect, acts of omission with an increase being seen of physical, domestic and financial abuse. The referrals are reviewed by the SAL, with a focus on ensuring that 'Making Safeguarding Personal' has clearly been addressed by the referrer; this includes talking to the patient and ensuring that their wishes and feelings are being taken into consideration.

A total of 181 urgent Deprivation of Liberty Safeguards authorisations were completed and 4 standard applications.

In January 2017 the Safeguarding Adult Lead and the Learning Disability Lead (LDL) commenced structured 'walk abouts' in the clinical areas. The aim being to further embed safeguarding practice, provide face to face advice, support and education and proactively seek new safeguarding cases. This approach has received positive feedback and routinely occurs twice a week.

To raise the profile of the domestic abuse agenda, the Trust has been working closely with the Derbyshire Domestic Violence and Sexual Abuse Service (DDVSAS). This has led to the introduction of a mini-risk assessment tool along with a Risk Identification Checklist (RIC) form in the Emergency Department, supported by a training plan developed in conjunction with the DDVSAS.

The key priorities for the Trust identified below and are in line with the Trusts Integrated Safeguarding Strategy 2017 - 19:

- Continue to embed safeguarding by empowering and educating staff e.g work alongside the matrons and senior nursing staff to become competent in completing Deprivation of Liberty Safeguards assessments.
- Review and strengthen the collation and analysis of safeguarding data to increase the Trusts understanding of what is working well, where improvements are needed and to improve the assurance process.
- Review the current process of MCA and MHA (Mental Health Act) to strengthen compliance and increase staffs knowledge and confidence.



**DERBYSHIRE
CONSTABULARY**

Derbyshire Constabulary

Protecting those at risk remains a key priority for Derbyshire Constabulary and is embedded within the Force's 'Commitment'. Whilst strategic management and oversight of safeguarding adults is undertaken by the Constabulary's Public Protection Department, many other departments and individuals work towards the aim of protecting those at risk not just from crime but recognising wider needs and referring those in need of support to the relevant agency best placed to assist.

As a statutory partner we commit both resource and finance to support the wider partnership effort coordinated by the Derbyshire Safeguarding Adults Board (DSAB). Dedicated resources within the multi-agency safeguarding hub, known as Starting Point in the County and MASH in the City, manage incoming referrals from other agencies. These officers and staff are trained and experienced in identifying the relevant other agencies as well as identifying the internal resources best place to provide a high quality service to vulnerable victims of crime. From a policing point of view, the county is split into a North and South Basic Command Unit (BCU's) each with its own dedicated Vulnerability Unit. Again these teams are staffed with experienced and trained officers and police support staff to support and advise operational colleagues where they are called to those adults deemed to be at risk. They also act as the conduit between police referrals and the multi-agency safeguarding hubs.

At both an operational and strategic level the Constabulary works in partnership with the DSAB contributing to and delivering against its priorities. All Safeguarding issues are managed by the Constabulary's Head of Public Protection, which includes the strategic direction the force will take regarding Adult and Children's matters. He has a dedicated deputy assigned specifically to coordinate and progress the Force and DSAB's priorities.

Derbyshire Constabulary operate a THRIVE (Threat, Harm, Risk, Investigate, Vulnerable, Engage) assessment tool within our contact centre which provides the

earliest opportunity to identify and address vulnerability as a priority irrespective of the crime type or nature of the call.

Our safer neighbourhood teams continue to work tirelessly to reduce anti-social behaviour and support those most affected. A case management system allows for that work to be managed and supported by our partner agencies to ensure that the best possible solutions are put in place. A similar approach is adopted with other crime types where adults can be at their most vulnerable. The Multi Agency Risk Assessment Conference (MARAC) whilst hosted by the Constabulary is funded by the partnership to deliver a true multi agency approach to reducing the risk to victims of domestic abuse. In other areas investment in resources towards Cyber Crime, Modern Slavery and Missing People are allowing us to understand both the threat and develop plans to address the risk.

This year has seen the launch within Derbyshire of the Herbert Protocol. A simple and effective process where agencies or family members of those at risk of going missing such as those living with Dementia can complete an individual biography that is available to police in the event they are reported missing. This early information provides the best possible opportunity for an early successful outcome.

Through the training sub group many officers and staff have received bespoke training in relation to Section 42 Care Act. This is the statutory requirement for local authorities to look into or cause others to look into cases of concern. The benefit for the Constabulary was that it provided officers with the wider understanding and requirements for our partners at that level.

We have continued to work closely with the Mental Health Triage Team and extended a scheme that allows for Approved mental health professionals to be based within the Force Control Room. This provision along with the THRIVE model again allows for early identification of vulnerability and immediate advice to the attending officers. The huge benefits from this are less people detained within police stations when the best place of safety is elsewhere in an environment that can offer support rather than the use of the criminal justice system.

Irrespective of whether there is a crime to investigate our officers and staff are committed to supporting the most vulnerable and through the work of the DSAB and

our contribution to it the Constabulary is equipped to identify and refer those in need to most appropriate accessible agency.

Missing Adult Reports

As can be seen the numbers of adults dealt with as being a 'missing person' have fallen annually.

| | 01/04/14 - 31/03/15 | 01/04/15 - 31/03/16 | 01/04/16 – 31/03/17 |
|------------------------------|------------------------|------------------------|------------------------|
| Missing Adult Reports | 699 | 649 | 520 |

The table below shows the annual proportion (of all missing adult reports) of persons who have been missing more than once in a twelve month period for the past three years.

| | 01/04/14 - 31/03/15 | 01/04/15 - 31/03/16 | 01/04/16 - 31/03/17 |
|-------------------------------------|------------------------|------------------------|------------------------|
| Repeat Missing Adult Reports | 223 | 232 | 124 |
| % of all Adult Reports | 32% | 36% | 24% |
| Repeat Adults | 80 | 78 | 50 |

The figures are positive, showing a reduction in the frequency of missing episodes. This is in part due to the preventative work of the missing persons coordinators on the BCU's and the more intrusive de briefing of missing persons when found. Each Division has at least one missing person's coordinator. These officers and staff are provided with quarterly analysis in the form of a problem profile. This outlines individuals who go repeatedly missing. The primary role of these officers is to 'problem solve' such missing episodes by engaging with other professionals to endeavour to change the factors

which may influence why the person may go missing.



Derbyshire Police and Crime Commissioner

The Police and Crime Commissioner for Derbyshire has a clearly stated objective to protect those who are vulnerable in our communities safe from crime and harm (Police & Crime Plan 2016-21 Objective One). As part of his commitment to this agenda he takes a keen interest in the issue of Safeguarding Adults (and Children) and ensures that wherever possible a senior representative from his office attends all of the Board meetings. He also has a statutory duty to ensure that the Chief Constable is running an efficient and effective police force and this includes the discharge of the Police's statutory duties around safeguarding.

The PCC has continued to include the issue of safeguarding as part of his forward plan for his Strategic Governance Board – the meeting at which he holds the Chief Constable to account in a public forum. In addition to receiving a written report and presentation from the Force the PCC also invites the Chairs of the Adult and Children Boards to share their thoughts on the Force's performance and the wider safeguarding arrangements in Derbyshire. This allows the PCC to support the wider safeguarding agenda as required. He also has a series of meetings planned over the year to meet with the Independent Chairs of the boards to discuss safeguarding issues and understand how he might be able to add value to the work of the boards.

As a body that is concerned with commissioning and governance, the PCC's exposure for whom safeguarding may be a concern is very limited. That said, he recognises the potential for those services he funds – either through grant making activity or longer term commissioning arrangements, to be working directly with those who may require safeguarding interventions. A pre-requisite for any financial support from the PCC is evidence of strong safeguarding policies and procedures in place with those seeking financial support.

The PCC has a responsibility for the commissioning of Victim Services and as part of

delivering against this duty the PCC has developed an online portal where the public can gain information about relevant local and national support services. In order to help assure the quality of service delivered the PCC has developed an assurance tool that any services wishing to be featured on the site will need to complete and this includes an agency's approach to safeguarding. This innovative approach to quality assurance has been welcomed by the Victims' Commissioner, Baroness Newlove.

National Probation Service, Derbyshire

The actions of the National Probation Service Derbyshire in support of the delivery of the Safeguarding Adults Strategic Plan in 2016/17 include:

- Mandatory training for all staff, comprising both E.learning and face to face training on Adult Safeguarding. This is delivered nationally and is an objective within all appraisals. We also support attendance at local training where possible.
- Participation in all statutory enquiries such as SARs and DHRs, where the agency has information or a perspective to contribute.
- Joint work within the MAPPA framework at management levels 2 and 3 where adult safeguarding is an issue in a case. Particular success noted this year in joint work to achieve a supported placement for a MAPPA 3 case with learning disabilities.
- Referrals for Care Act assessments for offenders in custody, Approved premises and in the community. This has involved complex planning for elderly offenders with dementia and multiple health needs.
- Participation in referrals to adult safeguarding where anyone we are in contact with appears to meet criteria- this can include family of offenders and victims where we work with them.
- A bespoke project to deliver a joint approach to meeting the needs of offenders with a Learning Disability in the community. This is delivered in conjunction with colleagues from health and social care and has safeguarding at the heart of it.

It is of note that the above activity has taken place against a backdrop of enormous structural change for the NPS in 2016/17 as we implement a national change programme to harmonise staffing and resources. This has resulted in significant staff movement and change within the leadership team. However, we believe that this is now becoming more stable and we can move forward with a stable staff group and team structure.

East Midlands Ambulance Service

East Midlands Ambulance Service NHS Trust (EMAS) continues to prioritise safeguarding as an essential part of providing high quality care. EMAS have a “Think Family” approach to safeguarding ensuring all patients, staff and members of the public are treated with dignity and respect, and all staff recognise that safeguarding is ‘everyone’s business’. Over the past 7 years the Safeguarding agenda has continued to grow across EMAS from Board to frontline staff.

The safeguarding portfolio sits within the quality directorate under the leadership of the Director of Quality and Nursing and the Deputy Director of Quality. Inclusion within the quality directorate allows for close working with the investigation team, mental health services and PAL’s which promotes better patient care and provides particular benefit to identifying and developing themes in relation to Lessons Learnt. The safeguarding service within EMAS is a dedicated 15 person team that deliver the service through two distinct function, the corporate safeguarding team and the safeguarding triage team of which the Head of safeguarding has overall responsibility for both.

Safeguarding sits within the Director of Quality and Nursing’s portfolio and forms part of the clinical quality strategy. There are clear links from the frontline to board and the reporting mechanisms are via the EMAS safeguarding forum, Clinical governance group and Quality governance committee. The safeguarding team are also members of the Lessons learnt group. Key issues, risks and areas of good practice are presented to the Quality and Governance Committee via the Director of Quality and Nursing reporting metrics on a monthly basis. This is to ensure that safeguarding remains a focus for discussion, safeguarding activity is monitored, safeguarding quality is reviewed and lessons are embedded.

Corporate Safeguarding Team

The Corporate Team are a small team that provide the corporate safeguarding function on behalf of the organisation, ensuring that the organisation is meeting their statutory requirements. The team manage and work closely with the Safeguarding Triage Team providing support and advice.

Head of Safeguarding

The Head of Safeguarding manages the safeguarding service and has overall responsibility for leadership, development and implementation of systems and processes for safeguarding adults, children and young people, domestic violence/abuse and Prevent. The Head of Safeguarding also has overall responsibility for agendas that are associated to safeguarding including mental capacity, Learning disability, child sexual exploitation, FGM, and trafficking. The Head of service works with partner agencies in line with local and national standards and legislation and provides strategic direction for the organisation. The Head of Safeguarding also hold the position of Prevent Lead within the trust.

Safeguarding Leads

There are two Safeguarding Leads, a lead for children and young people and a lead for adults at risk of harm. They each have associated agendas that they lead on including Learning Disability, and Mental Capacity for the adult lead and CSE for the Child and Young person lead. They share the lead role for domestic violence and abuse, dignity in care and trafficking. They provide line management and supervision for the safeguarding triage team and the safeguarding coordinators. They provide expert knowledge, advice and clinical leadership on all aspect of the safeguarding and domestic abuse agenda. They develop and deliver education in relation to safeguarding and its associated agendas. They attend safeguarding boards, strategy meeting and case conferences. They monitor compliance with policy and procedure through audit. They author the trust serious case reviews, safeguarding adults' reviews and domestic homicide reviews.

Safeguarding Coordinators

The team is supported by two Safeguarding Co-ordinators that are vital to the day to day functioning of the service. They are the central point of contact for the safeguarding team, collating and sharing information for both internal and external safeguarding enquiries. They support the Safeguarding Team administratively in sourcing information, correlating data collection, filing, archiving and contributing to the safeguarding processes. With oversight from the Safeguarding Leads they complete the day to day management of the Safeguarding Triage Team.

Safeguarding Triage Team

The Safeguarding Triage Team have a critical role to play with frontline staff in ensuring that safeguarding referrals are logged and forwarded onto the appropriate agency. They are a team of experienced call takers that provide and operate a 24 hour a day, 7 day a week telephone service across the entire EMAS region raising referral on behalf of frontline clinical staff. The safeguarding triage team operate the 'Safeguarding Referral Line'. EMD referrals are shared via an electronic referral form and the CAT team complete their own referrals on an EMAS referral system which is then transcribed by the team. The Safeguarding triage team raise safeguarding and care concern referrals via a template on SystmOne (Electronic patient record system) This includes asking a series of question about EMAS reason for attending, reason for the referral and other factors that may impact on patient care including environment, capacity and consent and the reason for the referral. The Safeguarding Triage Team uses a RAG (Red, Amber, and Green) rating system to prioritise the immediacy of the safeguarding referral or care concern.

Safeguarding Education is delivered in a variety of ways within EMAS promoting a blended approach in a rolling programme over a period of three years incorporating

1. Face to Face
2. Work Book
3. ELearning package (Assurance and training needs analysis included)

All frontline staff receive face to face education on clinical induction and all EOC staff receive face to face training during AMPDS training.

All staff within organisational learning complete external multi-agency safeguarding training at level three. The safeguarding leads and Head of service complete levels four and five. Level 2 staff are frontline ED, PTS and EOC.

At the end of 2016-2017 EMAS were 88% compliant trust wide for safeguarding education. The Level 2 divisional breakdown can be seen below.

| Derbyshire | Nottinghamshire | Leicestershire | Northamptonshire | Lincolnshire | EOC |
|------------|-----------------|----------------|------------------|--------------|-----|
| 95% | 93% | 86% | 94% | 91% | 88% |

All EMAS safeguarding training is written by trained educators and has been ratified by four safeguarding boards and reviewed by commissioners providing assurance that the content is relevant and of high quality.

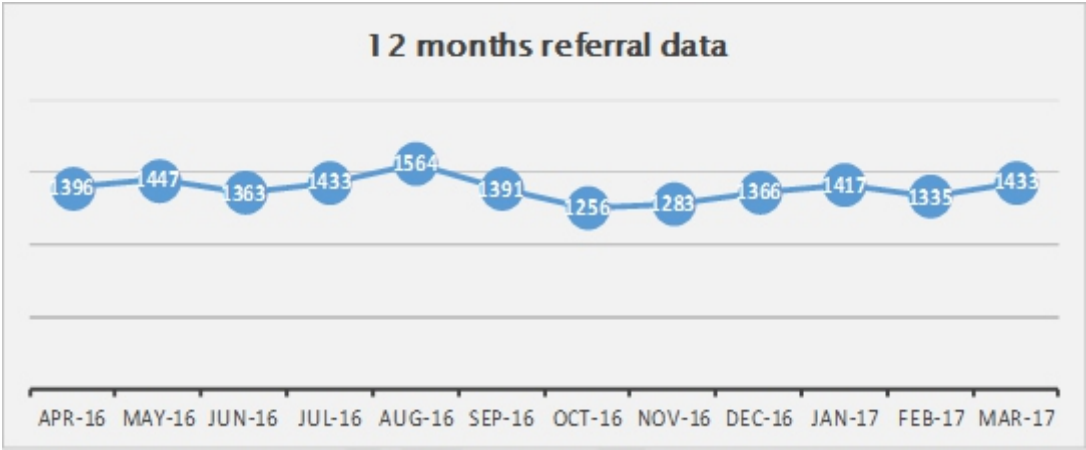
Across the EMAS region both LSAB's and commissioners seek reassurance from EMAS that they meet safeguarding adults' responsibilities and improve outcomes for their patients. EMAS complete one Safeguarding Adult Assurance Framework (SAAF) and provide this to their commissioners. The tool is reviewed and followed up by an assurance visit after which a letter is received with feedback. EMAS then share this information with their safeguarding boards to provide assurance. During 2016 EMAS completed a SAAF that focussed on the following areas:

- Partnership and collaborative working
- Safeguarding adults at risk
- Training and staff development
- Patient Safety initiatives
- Implementation of the Mental Capacity Act and Deprivation of Liberty Safeguards
- Making Safeguarding Personal

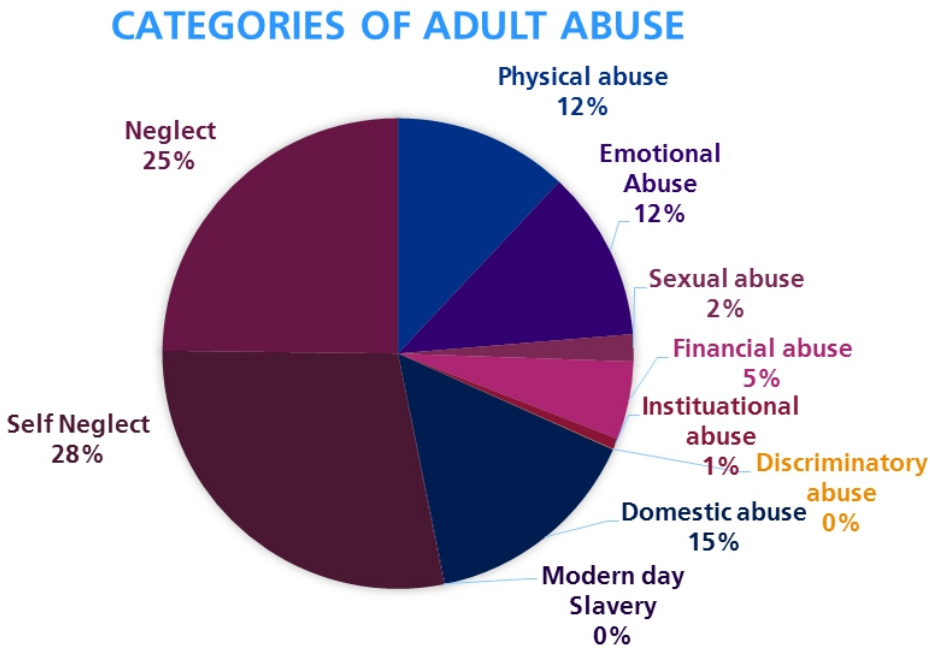
Commissioners recognised that EMAS have extensive evidence to demonstrate the ability and capacity of the adult safeguarding work programme supporting staff across EMAS. They also acknowledged that there is a variety of activity around safeguarding and its associated work streams and that EMAS demonstrated significant ongoing development and consolidation.

In 2016-2017 EMAS raised a total of 16554 referrals which is an increase on referral numbers from 2015-2016 of 4015. Of these 16554 referrals 14118 were for adults and 2566 were for children.

The table below identifies the referral rates per month across EMAS.



EMAS continue to raise more care concerns (early intervention) referrals than safeguarding. Safeguarding referral make up 20% of all referrals made through the safeguarding referral line. Adult and children figures breakdown differently with 17% of adults referral being safeguarding and 43% of Childrens referral being safeguarding.



The work plan for 2017-2018 includes:

- Provision of a level two E-learning package that provides a training needs analysis for education delivery in 2018-2019
- Access to Domestic violence pathways across the outstanding regions
- Complete review of the managing allegation procedure and update to both adults and children and young people safeguarding policies
- Delivery of managing allegation bespoke training to all managers and HR
- Implementation of using the national hoarding framework to improve fire service referral pathway
- Development of CDOP Package to support Clinical Team Mentors and Clinical

Operation Managers

- Development of a chaperone policy
- To evaluate the Safeguarding referral process and review alternative methods of raising referrals.

Concluding Statement

Derbyshire Safeguarding Adults Board consists of individuals and organisations from across the County of Derbyshire who work to the following 6 principles of good adult safeguarding which, if embraced will support them to be an effective Board;

- Empowerment
- Protection
- Prevention
- Partnership
- Proportionality
- Accountability

If we continue to prioritise the above at all times it is the belief of the partnership that we will be working together and working well to address the issues of abuse and neglect.

The next 12 months will once again see challenges and changes. We need to adapt and embrace these changes and look to them as opportunities. We should not be complacent as there will always be more we can do to improve the partnership and the way we work together.

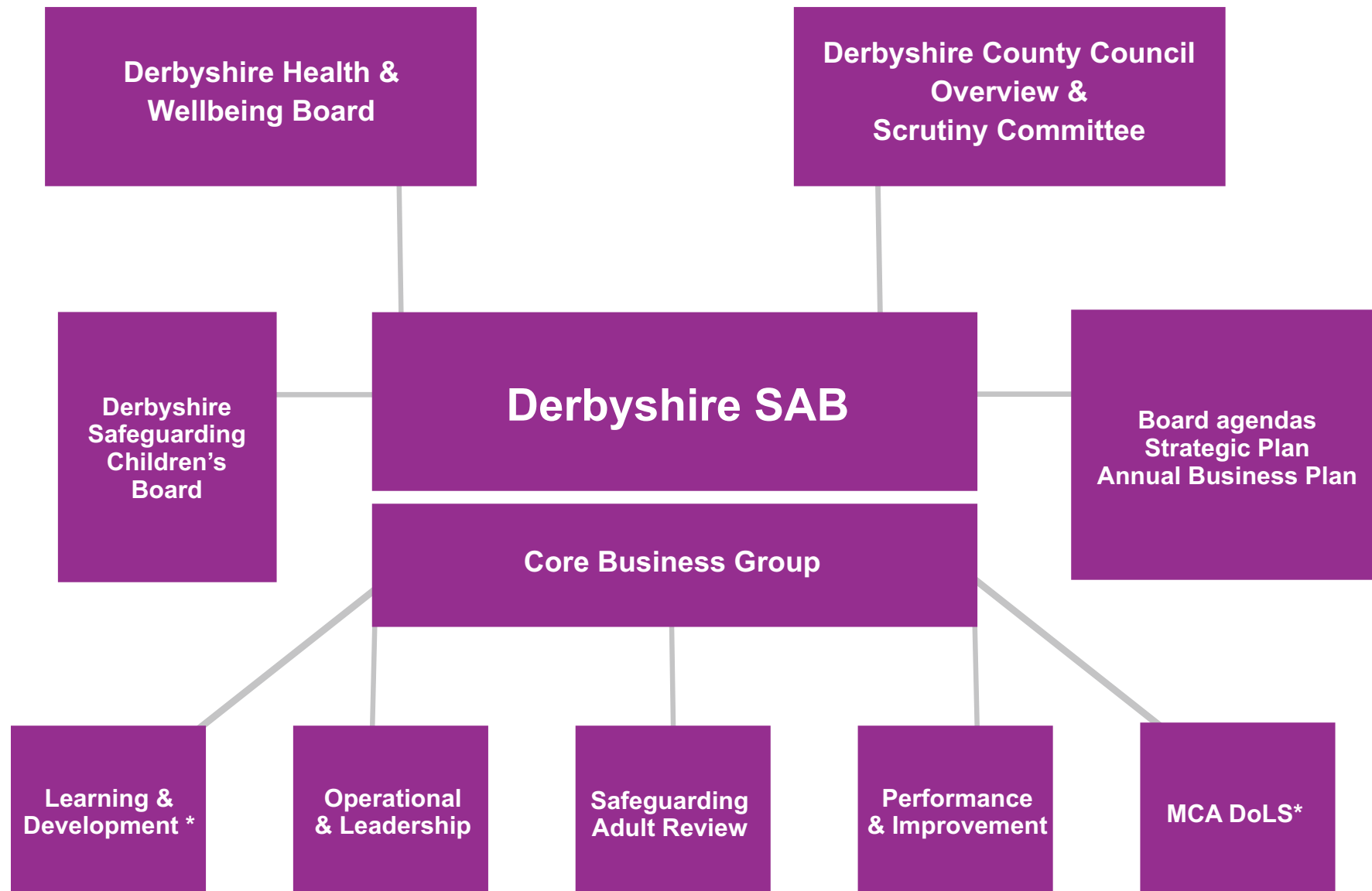
Our overarching purpose is to help and support adults with care and support needs who have difficulty in keeping themselves safe. We will adopt a proportionate response which will be the least intrusive to gain the best outcome for the individual.

Derbyshire Safeguarding Adults Board



Appendix 1 DSAB Structure Chart

- * Indicates a joint sub-group with Derby City



Appendix 2: Partner Organisations

Represented at DSAB 2016 – 17

There are three statutory partners to the DSAB

- Derbyshire County Council
- Derbyshire Clinical Commissioning Groups Hardwick, Erewash, Southern Derbyshire, North Derbyshire and Tameside and Glossop
- Derbyshire Constabulary.

It is recognised both nationally and locally that to be effective the Board needs to have wider membership and currently DSAB has the following representation;

- Derbyshire County Council Adult Care, Director
- Head of Public Protection, Derbyshire Constabulary
- Head of Adult Safeguarding (x4 Derbyshire Clinical Commissioning Groups)
- Designated Nurse Tameside, Glossop CCG
- Head of Clinical Leadership & Governance, Stockport NHS Foundation Trust NHS Chief Nurse Hardwick CCG
- Chief Nurse Erewash CCG
- Chief Nurse Southern Derbyshire CCG
- Chief Nurse and Quality Officer North Derbyshire CCGs
(the Head of Adult Safeguarding for Derbyshire CCGs will feedback relevant information to the above Chief Nurses in the event they are unable to attend a DSAB meeting).
- Tameside and Glossop CCG
- Chief Executive Office of the Police and Crime Commissioner
- Chief Executive, Healthwatch
- Derbyshire Carers
- Chief Nurse/Safeguarding Lead, Derbyshire Community Health Services
- Derbyshire County Council Head of Community Safety
- Chief Executive Age UK Derby and Derbyshire
- Counselling and Advocacy Team Leader, Disability Derbyshire
- Deputy Governor HMP Foston Hall
- Deputy Governor HMP Sudbury
- Derbyshire Mind
- Lead Nurse – Safeguarding Adults, Derbyshire Health United

- Housing/Environmental Health, (represented by Bolsover District Council)
- Area Manager, Derbyshire Fire and Rescue Service
- Derbyshire representative East Midlands Ambulance Service
- NDVA Chief Executive
- Director of Nursing, Chesterfield Royal Hospital NHS Foundation Trust
- Safeguarding Lead, Royal Derby Teaching Hospitals
- Amber Valley Borough Council Housing (representing Housing/Environmental Health)
- Director of Nursing and Patient Experience Derbyshire Healthcare Foundation Trust
- Operational Manager Public Protection, National Probation Service.

Advisors to the Board

- Care Quality Commission - Central
- Derbyshire County Council Legal Department

Appendix 3 : DSAB meeting attendance monitoring form 2016/17

| Date | Derbyshire Police DCC | DCC Adult Care | Community Safety | Derbyshire Probation (NPS) | DCHS | Derbyshire CCGs (x4 CCGs) | DHCFT | DHU | EMAS | Age UK |
|----------|-----------------------|----------------|------------------|----------------------------|------|---------------------------|-------|-----|------|--------|
| 06/06/16 | | | | | | | | | | |
| 05/09/16 | | | | | | | | | | |
| 05/12/16 | | | | | | | | | | |
| 06/03/17 | | | | | | | | | | |

| Date | Derbyshire Fire and REscue | Housing/ Environmental Health | NDVA | Chesterfield Royal Hospital | Derby Hospitals | Tameside and Glossop CCGs | Probation CRC | Disability Derbyshire (DCIL) | PCC | Healthwatch | Prison Service |
|----------|----------------------------|-------------------------------|------|-----------------------------|-----------------|---------------------------|---------------|------------------------------|-----|-------------|----------------|
| 06/06/16 | | | | | | | | | | | |
| 05/09/16 | | | | | | | | | | | |
| 05/12/16 | | | | | | | | | | | |
| 06/03/17 | | | | | | | | | | | |



Safeguarding adults is everybody's business

Derbyshire Safeguarding
Adults Board

Keeping People Safe