

The logo features a stylized purple hand reaching upwards, forming a partial circle around the text.

Derbyshire **Safeguarding Adults** Board



DERBYSHIRE SAFEGUARDING ADULTS BOARD (DSAB)

ANNUAL REPORT AND PRIORITIES 2017-18

Chair's Introduction



I welcome all readers to the 2017/18 Annual Report of the Derbyshire Safeguarding Adults 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 both fit for purpose and working well to address the issues of adult abuse and neglect.

The Care Act 2014 makes a requirement of our Board to publish an Annual Report along with our strategic objectives. We were already doing this prior to the Act, welcoming 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 to provide consistency across Derbyshire. There are three Core members of the Board; the Local Authority, the Police and Health (Clinical Commissioning Groups) and it should be stressed that this is not a Local Authority Board, it is a true partnership Board. Within this report you will see that the Board has a far wider membership thereby ensuring we are listening to numerous agencies, partners and groups involved with safeguarding adults. We encourage and welcome scrutiny and challenge from our peers, ensuring we have the correct responses in place to address abuse and neglect. The Board recognise the benefits to this approach and note that adult safeguarding is everyone's business and not just the three statutory partners alone. We have multi agency policies and procedures in place and if adhered to we will see consistency. We share these policies and procedures with our neighbours in Derby City and we have regional and national sharing of information and good practice opportunities in place.

The annual report gives the reader an insight into the incidents subject to safeguarding enquiries. As in previous years I need to stress this does not give a full picture as to how busy those involved in safeguarding adults are, and how complex and time consuming cases can be. The term "Making Safeguarding Personal" is a term used in our world and this is exactly the aim of our partnership; to ensure the individual subject to an enquiry is at the centre of everything we do to achieve the best possible outcome for them. This is through direct consultation or by the use of advocacy at the start, during and at the conclusion of any investigation.

I believe that this year the Board has made a huge amount of progress and evidence can be found within this report. We have well established support in place through a Project Manager who co-ordinates and oversees the Board's work which is proving to be invaluable as we move forward. In addition we now have dedicated administration support for the

Board. Our work is increasing as adult abuse and neglect is better recognised and solutions are being sought to prevent these awful situations.

Please take time to read the report, it may raise your interest in adult safeguarding and it demonstrates 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, Board Project Manager and support staff who make a difference on a daily basis.

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



Andy Searle
Independent Chair
Derbyshire Safeguarding Adults Board

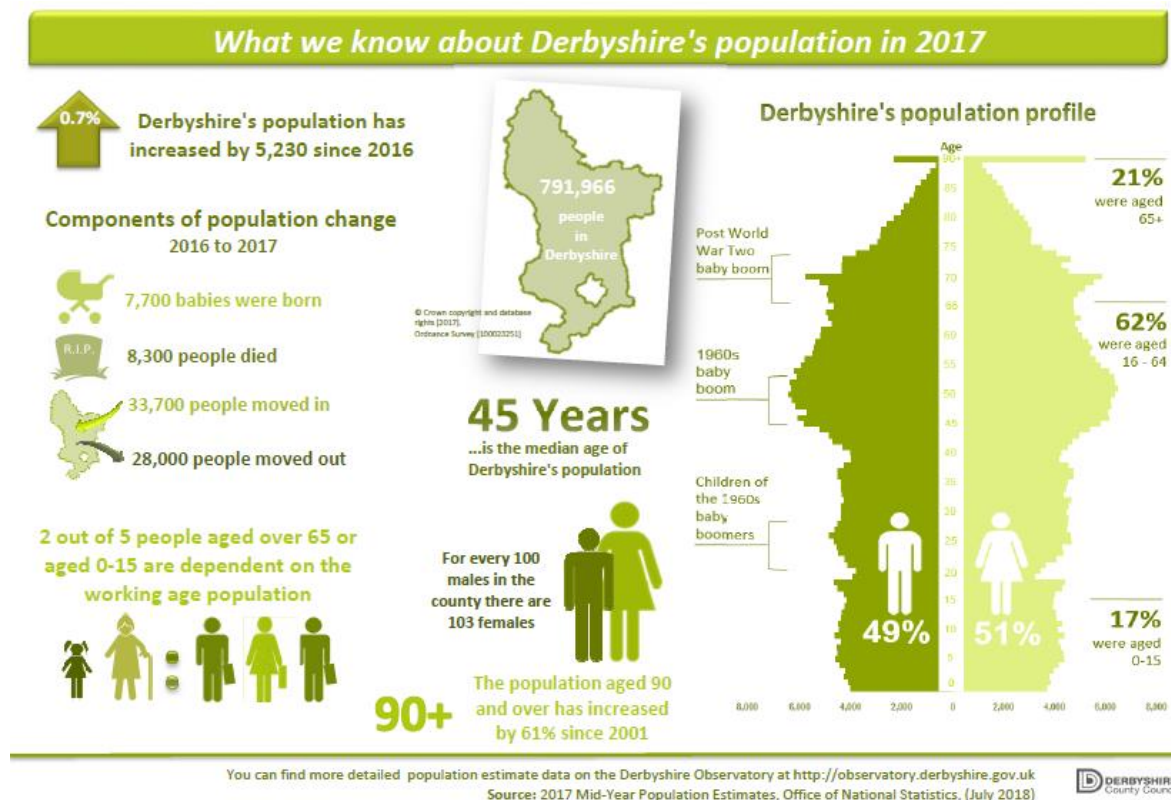
Please contact us via email if you have any comments or feedback in relation to this report
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Contents

| | |
|--|----|
| Chairs introduction | 2 |
| Demographic information | 5 |
| DSAB governance arrangements | 6 |
| Statutory & legislative context | 7 |
| DSAB priorities and progress 2017/2018 | 7 |
| DSAB sub-group reports | 14 |
| Safeguarding referrals data | 20 |
| Reports from partner agencies | 26 |
| Concluding statement | 58 |
| Appendix 1: Structure chart | 59 |
| Appendix 2: Board membership 2017/18 | 60 |
| Appendix 3: DSAB meeting attendance | 61 |

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 792,000 people in 2017 was made up of 135,900 (17%) children aged 0-15 years, 487,400 (62%) residents aged 16-64 and 168,700 (21%) individuals aged 65 and over. The latest ONS Population Projections predict that by 2041 the county's population will increase to 846,200. Two out of ten people in the county are currently aged 65 and over, by 2041, 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 and Rescue 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 in place which were revised in light of the implementation of the Care Act on the 1st April 2015 and then further reviewed and updated in June 2017. Both

reviews were conducted in collaboration with all Derbyshire and Derby SAB partners. The Policies and Procedures are due for their next formal review in April 2019 but remain a standing item at quarterly Board meetings so that they can be discussed, amended and updated as required.

The Derbyshire and Derby Safeguarding Adults Policies and Procedures can be found here: [DSAB Policies and Procedures](#)

Governance Arrangements

The DSAB is represented by senior professionals from key agencies with a responsibility for safeguarding adults with care and support needs in Derbyshire. From April 2015 the Local Authority, CCG and Police have been required to be statutory 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).

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

The DSAB voluntarily submit themselves to the Council's Improvement and Scrutiny Committee as an added element of independent oversight.

The Independent Chair, on behalf of the Board has regular contact with the Local authority at Strategic Director Level as they are responsible under the Care Act to ensure that a Safeguarding Adults Board exists. The appointment of the Independent Chair is the responsibility of the Chief Executive or equivalent in consultation with other Statutory Partners.

The Derbyshire Safeguarding Adults Board 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 relation to safeguarding adults and be assured that staff 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 and 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 adults 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 fellow Board 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 Board, Derbyshire Health and Wellbeing Board, Derbyshire

Safer Communities Board, East Midlands Safeguarding Adults Network and Derby City Safeguarding Adults Board.

About The DSAB, the statutory and legislative context

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

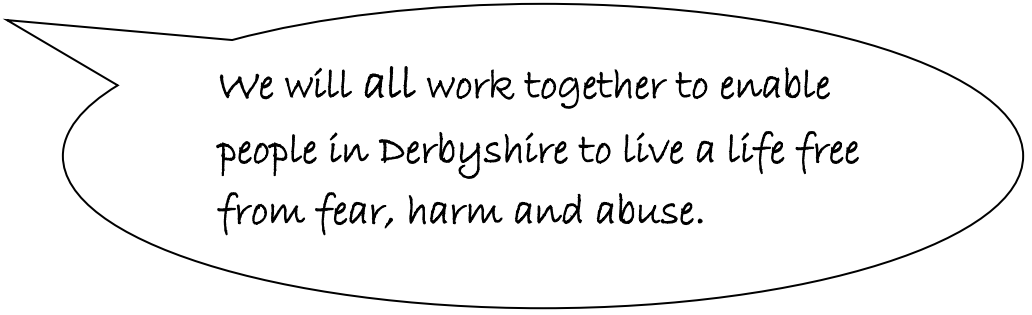
The effectiveness of the DSAB is reliant on collaborative working between board members and partner agencies and also other local and regional boards. Agencies are placed under a duty by the Care Act 2014 to cooperate with a SAB.

The Care Act 2014 also requires a SAB to produce a strategic plan. The DSAB has in place a three year plan which has a corresponding Business plan. The Business plan is updated quarterly and formally reviewed along with the strategic plan on an annual basis. The strategic plan of the DSAB outlines how it will implement and achieve its objectives. The principles of Making Safeguarding Personal (MSP) are at the heart of the plan to highlight the importance of the adult's desired outcomes and experience throughout the adult safeguarding process.

The DSAB is independent which allows it to provide effective scrutiny of local adult safeguarding arrangements.

DSAB Priorities and Progress 2017/2018

DSAB Vision



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

DSAB Priorities

The DSAB has a focus on the following areas in conjunction with the three year strategic Plan 2016-2019 and corresponding Business Plan which is updated quarterly and reviewed on a yearly basis.

Priority 1: Safeguarding Adult Reviews and 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

‘We will support and develop multi-agency safeguarding training across Derbyshire to ensure that our workforce has the appropriate knowledge, skills and confidence to protect and support adults in Derbyshire’.

Priority 5: Effectiveness of DSAB

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

DSAB Progress

In 2017/18 the following work has been undertaken or overseen by the 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 has been 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.
- The DSAB has in place an Independent Chair and also a dedicated Project Manager, who commenced employment in October 2015. The DSAB recognised the need for

administration support for the Board and a Business Services Assistant commenced employment in January 2018.

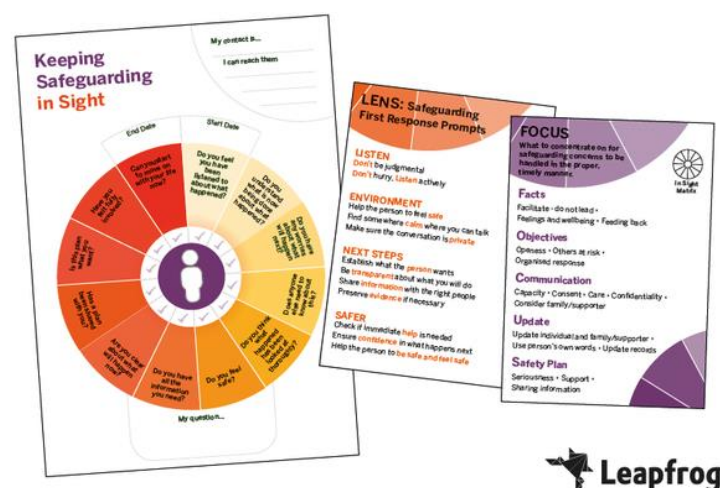
- The DSAB meetings are held quarterly. There are also six sub-groups of the DSAB which all meet quarterly and two working groups, (Financial Abuse and Vulnerable Adult Risk Management) which have met regularly throughout 2017/18 to drive forward specific projects and objectives.
- The three year Strategic Plan and corresponding Business Plan detailing the priorities and progress of DSAB was agreed in June 2016. The Business Plan is monitored and updated regularly by the DSAB Project Manager and discussed at quarterly DSAB meetings.
- A Risk Register for the DSAB has been in place since June 2017 and is reviewed quarterly at DSAB Core Business Group meetings. It is also a standing item on the DSAB meeting agenda.
- The DSAB welcomed two new organisations to the Board membership during 2017/18; Derby Diocese (who ensure information reaches a wide variety of faith groups) and Derbyshire Mind.
- Quarterly DSAB newsletters are produced and widely disseminated for professionals. The newsletters are used to share good news stories, new policies and procedures, key DSAB updates and to promote safeguarding initiatives and events.
- **Customer Engagement:** For World Elder Abuse Awareness Day (WEAAD) on 15th June 2017 the DSAB produced and shared a number of 'memes' to promote the day and spread awareness of the abuse and exploitation of older adults. DSAB partners supported the day by wearing purple, making a pledge to raise awareness and help stop the abuse of older people. Messages were shared widely via social media. The DSAB has agreed to hold an event in the community for World Elder Abuse Awareness Day in June 2018.



- Making Safeguarding Personal (MSP):** The DSAB continues to work hard to ensure that safeguarding focuses on the personalised outcomes desired by adults with care and support needs. The DSAB Project Manager has built close links with the DCC Stakeholder Engagement Board (DSHEB) and regularly attends meetings to gain feedback and work collaboratively on projects such as the Vulnerable Adult Risk Management (VARM) review and the content for the new DSAB website.

In February 2017, two MSP conferences took place to launch The 'Derbyshire Matrix' tools. The tools were the result of a project undertaken by the DSAB in conjunction with the LeapFrog team at Lancaster University and aim to promote the 'Making Safeguarding Personal' approach. The tools consist of a folder for the individual 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 have been piloted during 2017/18 with a formal evaluation planned for the summer of 2018 to see if they are improving the experience of service users, families and professionals.



- Financial Abuse:** The DSAB financial abuse working group has been meeting regularly over the last 12 months to improve awareness raising and information sharing between DSAB partners and develop resources for the public and professionals around all aspects of financial abuse. The Insolvency Service is a member of the group and funded the development a series of videos called, 'If Only' based on true stories around financial abuse and scamming. These were widely publicised by the DSAB and are being used in training. A suite of information is available on the DSAB website which can be used by the public and professionals to learn about the risks and how to access support. A number of DSAB events were held across the county during July 2017 for Scams Awareness Month including a financial abuse awareness

day at Ripley market which was supported by the attendance of the Police and Crime Commissioner, Hardyal Dhindsa.



- **Safeguarding Adults Reviews (SAR):** Reviewer training for multi-agency professionals was provided by an experienced independent reviewer in July 2017 to enable multi agency learning reviews to be regularly undertaken with a reviewer selected from one of our DSAB organisations. One multi-agency learning review (MALR16A) was completed in June 2017 in relation to a fatal fire with a learning summary and recommendations published and shared widely across all partner organisations. The SAR sub group monitor the implementation of recommendations made from this review and other reviews via an action plan. Two Safeguarding Adults Reviews, SAR17A and SAR18A have been commissioned by the DSAB during 2017/18. Further information about the progress of these Reviews will be available in the next annual report.
- **Audit:** The DSAB has a multi-agency audit plan in place which is overseen by the Performance and Improvement sub group. Four thematic multi-agency audits were undertaken during 2017/18 in relation to Sexual Abuse, VARM and safeguarding enquiries (50 cases in total) and the learning themes and good practice identified was presented to DSAB members in March 2018. An audit action plan has been put together to ensure that the learning from the audits is shared widely and implemented and the actions are shared regularly with the learning and development sub group to ensure that any training implications are considered.
- **Herbert Protocol:** The Herbert Protocol was launched and adopted by DSAB partners in May 2017 to encourage carers to compile useful information which could be used in the event of an adult with care and support needs going missing. It is a form which records all vital details, such as medication required, mobile numbers, places previously located and a photograph which will help locate the person if they ever go missing. In the event of an adult going missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information. There will be a DSAB evaluation of the Herbert Protocol in the summer of 2018 to measure the impact of this work.



- Multi Agency Training:** The Learning and Development Sub Group has continued to oversee the running of the multi-agency training course, 'Making Enquiries under Section 42 of the Care Act (2014)'. An evaluation tool is being developed so that views of attendees can be sought in relation to this course. The group has also committed to ensuring all staff undertake the, 'Friends Against scams' e-learning course to improve practitioner awareness of financial abuse. A working group has met during 2017/18 to scope and develop a, 'Charing Meetings' course in relation to multi agency safeguarding meetings and the group are working towards this course being finalised by the end of 2018.
- Think Family:** The DSAB continues to see 'Think Family' as a priority across all organisations. It is a well-established initiative and all organisations promote it using posters, training and other materials. The DSAB has continued to strengthen its links with the Derbyshire Safeguarding Children Board (DSCB) in a number of ways including the introduction of information sharing meetings with DSCB Board staff twice per year, sharing Board meeting minutes and newsletters with the DSCB Board manager and providing DSAB updates for DSCB meetings. This arrangement is reciprocated by our DSCB colleagues.
- Suicide Prevention:** The DSAB in conjunction with the Derbyshire Safeguarding Children Board (DSCB) designed and launched leaflets and posters in relation to suicide prevention in 2017 to raise awareness and provide contact details for support services.



- The joint Derby and Derbyshire SAB Policies and Procedures were formally reviewed and refreshed in June 2017 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 April 2019.
- The new DSAB website was built in early 2018 with a launch date planned for September 2018. Content for the website is being written by the DSAB Project Manager in collaboration with DSAB partner agencies, carers and service user groups. The DSAB Project Manager is exploring the possibility of social media platforms for the Board to broaden the sharing of safeguarding adults information to both the public and professionals.
- **Performance Data:** Quarterly data dashboards in relation to safeguarding adults referrals have been presented at Performance and Improvement sub group meetings throughout 2017/18 with key headlines shared at Board meetings to increase the Board's understanding of what is working well and where improvements are needed. The dashboards continue to be developed with feedback sought from Board members. The DSAB has agreed to implement four questions into the local authority's electronic safeguarding record to ensure that the views of the service user are captured.
- **Vulnerable Adult Risk Management (VARM):** The VARM process is used in Derbyshire to support 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 met throughout 2017/18 in order to review and update the policies, procedures and develop staff guidance to make the process clearer for staff to follow and to develop ways to collate data on the impact of VARM across the county. In March 2018 a new suite of documents was launched including a new VARM meeting record template and a leaflet for service users/families which was co-produced by the DCC stakeholder engagement Board. The VARM hoarding grant process has been formalised with a flow chart designed to clarify the remit and process for applying for this small budget. Future work for the group includes the design and roll out of multi-agency training briefings to promote the new documentation. The group are also working to develop quality assurance processes to review and assess the impact of VARM.

DSAB Sub Group Activity 2017/2018

The DSAB currently has six sub-groups supporting the work of the Board. Each sub-group reports quarterly to the DSAB on activity, progress and challenges.

- Performance and Improvement
- Learning and Development*
- Operational and Leadership
- Safeguarding Adults Review (SAR)
- Mental Capacity Act and Deprivation of Liberty Safeguards (MCA DoLs)*
- Core Business Group

* Indicates a joint Derbyshire and Derby City SAB Sub-Group)

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



The primary function of the Performance and Improvement sub group is to;

- identify and analyse the safeguarding adults performance data for Derbyshire provided by all agencies.
- identify aspects of risk and thematic areas of practice and 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.

The Performance and Improvement Sub-Group has had a productive and successful year.

The group carried out an audit of over 50 safeguarding cases and their findings were reported to the Board and have been used to form the basis of future multi-agency training activity. This important work will continue and will demonstrate the efficacy of the DSAB multi-agency policies and procedures.

The group also reviewed the Vulnerable Adult Risk Management (VARM) process and consulted with service users when developing the public VARM information document.

A further development has been the collation of safeguarding activity statistics. These have been used to identify referral types, themes, and outcomes for adults at risk.

The group has been well supported by partner agencies and has focussed on the Board's Strategic work programme.

**The Learning and Development Sub- Group
Chair – Claire Hammond (Derbyshire Police)**



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

The Learning and Development Sub Group has designed and rolled out a multi-agency training course 'Making Enquiries under s42 of the Care Act (2014)' to provide staff groups with the skills and knowledge to undertake safeguarding enquiries. This course has been running since February 2017 and will be reviewed at the end of 2018 to see how often the course is required for the following year. A full review of attendance and feedback in relation to the course has begun for further development.

It has been agreed that a Chairing Meetings training course will be designed to provide professionals with the knowledge and skills to chair multi agency meetings in relation to safeguarding adults.

A review of SAR, learning review and Domestic Homicide Review recommendations is now embedded within the group to establish how the learning points can influence and indicate the training required across Derbyshire.

An action plan is in place for the sub group to look at multi agency training in a number of other areas, including financial abuse awareness e-learning and mental capacity assessments.

The Operational and Leadership Sub- Group:

Chair – Wendy Holehouse (Derbyshire County Council Adult Care)



The Operational and Leadership Sub-Group has support from a wide variety of multi-agency partners and the membership continues to grow.

At the request of members of the group and the DSAB Independent Chair, we have had several contributions and our strengthened links with carers in Derbyshire. At one of our meetings the local authority's Carers lead gave a presentation and introduced us to a variety of stakeholder groups within Derbyshire. We continue to seek feedback from service users and also carers who are often involved in the safeguarding process and we actively involved them when making changes to our documentation and policies. Both the DSAB Chair and I have attended several carers meetings over

the past year.

The Herbert Protocol, which was introduced to assist the Police when adults with care and support needs go missing, has been supported by this group. All agencies feel this has been a positive piece of work and should continue to be developed. Our partners from the voluntary sector have been key, particularly in the area of age concern and dementia. We are now working with the Police to enable them to improve the way we record information, so there can be a more timely response when people are reported missing.

One of the group's main aims is to continue to make safeguarding more personal and accessible, and to ensure all adults are enabled to participate in safeguarding meetings and have their voice heard. I am pleased that there has been a significant increase in the use of Advocates in meetings and that more adults are being formally asked about their views and outcomes.

In the next few months there will be a survey on the use of the Derbyshire Matrix tools and statistics will be available in this report on outcomes from the view of the service user.

We have strengthened links with the Community Safety Partnership in the areas of cyber-crime, CHANNEL, and working with Community Safety Officers. We are looking at how these partnerships can assist people in their local communities. Cyber-crime and financial abuse affect the daily lives of many people including adults with care and support needs. There is a whole host of training courses available in these areas and we are endeavouring to raise awareness with our partners to ensure they are up-to-date.

The number of safeguarding referrals has increased substantially since the introduction of the Care Act 2015, so this group will continue to work together to focus on partnership operational systems to be able to respond to concerns more efficiently.

Safeguarding Adults Review (SAR) Sub Group

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



Section 44 of the Care Act 2014 requires Local Safeguarding Adults 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.

The 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 2016 along with a SAR referral form, process and SAR protocol. The sub 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. The SAR Sub Group documentation can be found here: [DSAB SAR Information](#).

All key DSAB organisations are represented on the sub group. Since the group has been established, a number of referrals have been received and considered. The DSAB commissioned a multi-agency learning review in 2016 in relation to the death of an Adult who had died in an accidental fire at home was published in 2017 and recommendations have been implemented during 2017/18. The SAR sub group has coordinated and monitored the implementation of those recommendations.

During 2017/18 two SARs have been commissioned and Independent Reviewers are leading both of these reviews. One SAR is expected to report in 2018 and the second looking at a complex and long term situation will report in 2019. As chair of the sub group I have observed a notable level of collaboration between all agencies to deliver the requirements laid on the Safeguarding Adults Board by the Care Act 2014 to undertake SARs as a mechanism to identify learning for all agencies from situations which meet the threshold for a SAR to be established.

The Reviewer training session to develop a pool of Reviewers for future DSAB multi-agency learning reviews identified in last year's report was delivered in 2017 as part of the plan to improve the readiness of the DSAB to respond to the need for multi-agency learning reviews. There is now a group of people from broad spectrum of Board partners available to draw on to contribute to review processes.

The Mental Capacity Act and Deprivation of Liberty Safeguards (MCA DoLS) Sub Group Chair- Emily Freeman (Derby City Council)



The Mental Capacity Act was introduced in 2005 to cover situations where someone is unable to make a decision because of the way their mind or brain works or is affected, for instance by illness or disability or the effects of drugs or alcohol. The Mental Capacity Act establishes the definition of mental capacity, sets out the framework for assessing mental capacity, determines how decisions should be made if a person lacks mental capacity and establishes statutory guiding principles for practice.

The Mental Capacity Act relates to everyday decisions as well as major decisions about someone's property, financial affairs, health and welfare. It is an important safeguard, protecting the rights of people who lack mental capacity.

Through Lasting Powers of Attorney, Advance Decisions and Advance Statements, the Act also provides the means by which people can plan for a time when they no longer have mental capacity to make decisions.

The Mental Capacity Act introduced Independent Mental Capacity Advocates (IMCAs) to represent and safeguard people's best interests when certain important decisions are made. The Act also introduced a specialist court, the Court of Protection, for all issues relating to people who lack mental capacity in relation to specific decisions.

The Deprivation of Liberty Safeguards, often referred to as DOLS, was also introduced by the Mental Capacity Act and came into effect in 2009. DOLS are a legal safeguard for people who cannot make decisions about their care and treatment when they need to be cared for in a particularly restrictive way. They set out a process that hospitals and care homes must follow if they believe it will be necessary to deprive a person of their liberty, in order to deliver a particular care plan in the person's best interests. The DOLS Activity Report is provided at Section 4.1 below.

The Mental Capacity Act (MCA) and Deprivation of Liberty safeguards (DOLS) subgroup has returned to being a joint sub-group with Derbyshire Safeguarding Adults Board. It is

positively supported with representation from key statutory and non-statutory partners, and is well attended.

While neither the Derby nor Derbyshire Safeguarding Adults Boards strategic plans have a specific set of objectives for the MCA/DOLS Subgroup to contribute towards, the principles and framework of the Mental Capacity Act are fundamental to Safeguarding Adults. As such it is imperative that there is oversight and scrutiny of the continued implementation of the Mental Capacity Act and Deprivation of Liberty Safeguards by all partners, and collaborative working to improve awareness and standards

Key achievements in 2017-18:

- Established positive working relationships with returning members following the reintegration of Derbyshire Safeguarding Adults Board to the sub-group
- Encouraged and facilitated positive working relationships within existing members, and provided a forum for constructive reflection and challenge
- Developed a MCA/DOLS subgroup action plan in line with the strategic plan objectives for both Derby and Derbyshire Safeguarding Adults Boards
- Provided regular updates to partners on regional and national developments, and case law updates about Mental Capacity and the Deprivation of Liberty Safeguards
- Sought assurance from members about organisational compliance with the Mental Capacity Act
- Started work on identifying blockages and barriers to compliance with the Mental Capacity Act for practitioners and organisations
- Monitored Deprivation of Liberty Safeguards activity, and reported associated risks to the Derby and Derbyshire Safeguarding Adults Boards
- Review of the Terms of Reference of the subgroup to include the change in membership

The Core Business Sub Group

Chair- Andy Searle



The DSAB Core Business Group is influenced by local, regional and national matters surrounding adult safeguarding and is responsible for driving forward the strategic priorities of the DSAB.

The membership of the sub group consists of:

- DSAB Independent Chair
- DSAB Project Manager
- DCC Adult Care
- Derbyshire CCGs
- 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.
- 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 relation to safeguarding adults in Derbyshire, bringing good practice/areas for further scrutiny to main Board
- monitor the effectiveness of processes and areas that are routinely reported to DSAB.
- provide oversight of the relationship between other forums, for example, Health and Wellbeing Board, Safer Communities Board and 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. This data helps to support adult safeguarding policy development and the work of the DSAB 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 SABs.

The DSAB believe that the additional data produced in Derbyshire along with the Safeguarding Adults Collection will continue to be of value to influence service development the future work of the DSAB, policy development, governance and accountability. Quarterly data dashboards are shared with the Performance and Improvement sub group to steer the focus of future audit and assurance processes with key headlines presented to the Board. There is ongoing work to improve the data produced and provided with a key focus on promoting the importance of accurate recording to all professionals to ensure the Board has the best possible meaningful data.

SAFEGUARDING REFERRALS

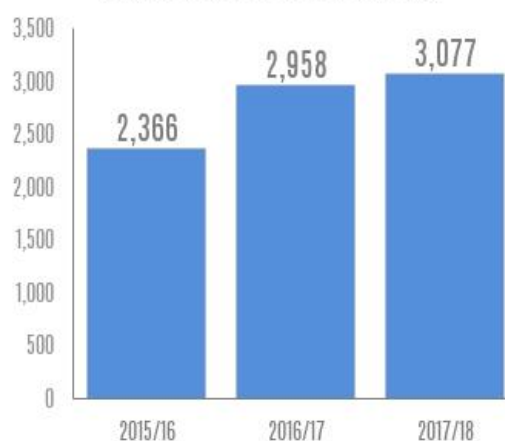
APRIL 2017 - MARCH 2018

OVER THE PAST YEAR

3,077

SAFEGUARDING REFERRALS

REFERRAL TRENDS



4%

INCREASE IN
REFERRALS
ON LAST YEAR



34%

OF REFERRALS
RESULTED IN A
SAFEGUARDING
ENQUIRY



15%

OF REFERRALS
WERE REPEAT
REFERRALS

There were **3077** Safeguarding referrals/concerns raised with Derbyshire County Council Adult Care within the year April 2017-March 2018. This is an increase of 4% from the previous year where 2958 Safeguarding Concerns/Referrals were reported.

Referral Trends

- 2015/16-2366 concerns/referrals raised with Adult Care
- 2016/17-2958 concerns/referrals raised with Adult Care (increase of 592 or 25%)
- 2017/18-3077 concerns/referrals raised with Adult Care (increase of 119 or 4%)

The **3077** concerns reported related to **2615** different people which means that 462 concerns were repeat referrals (individuals were referred to DCC Adult Care more than once during the year).

Of the **3077** safeguarding referrals made to DCC Adult Care in the year 2017-2018, **1041** (34%) resulted in a Safeguarding enquiry being undertaken (meeting the threshold under S42 of the Care Act 2014).

These enquiries were in relation to 1020 individuals, therefore 21 individuals were involved in more than one enquiry during the year.

Making Safeguarding Personal

The Care Act 2014 emphasises a personalised approach to adult safeguarding that is led by the individual, not by the process.

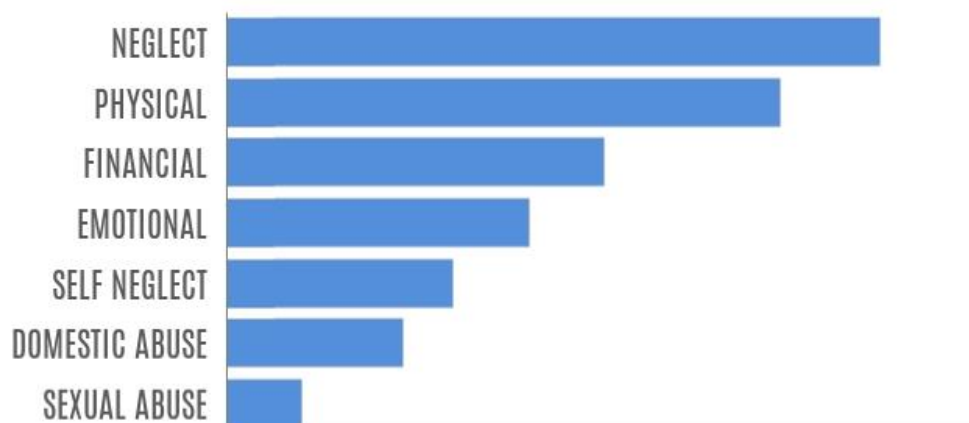
It's important that the adult feels that they are the focus and they have control over the process. The approaches of agencies and services to adult safeguarding should be person-led and outcome-focused.

In 2017/18 **79%** of Adults were asked what their desired outcomes were in relation to the safeguarding process and of these 57% were recorded as fully having their outcomes met.

31% of Adults were recorded as partially having their outcomes met.

The Board recognise that this data is unlikely to be a true reflection of all of the MSP activity taking place and work has taken place in early 2018 to improve the way we capture this activity. Four multiple choice questions have been added to the electronic safeguarding episode to try to better capture the views of each service user. The multiple choice questions should provide the Board with more qualitative information that can be compared regionally with other SABs as all SABs in the East Midlands have adopted the same questions. It should also allow us to highlight cases of good practice and those which may require improvement in relation to making safeguarding personal.

Categories of Abuse



The majority of the 3077 referrals were in relation to Neglect and Acts of Omission (26%) with Physical Abuse being the second highest reason in 22% of referrals and financial abuse being the third highest reason (15%).

Psychological/Emotional abuse was the main reason for 12% of referrals, self-neglect was 9%, domestic abuse was 7% and sexual abuse was 3%. 11 modern slavery referrals were recorded (0.33%)

The dashboard shows the referral source as 'other' in 78% of cases. Work is being undertaken with the data team to improve this information and how it is categorised on the electronic systems within the local authority so all relevant referral sources (organisations and other routes such as 'neighbour') are shown.



27%

OF ADULTS WERE ASSESSED AS LACKING CAPACITY DURING THE SAFEGUARDING ENQUIRY



78%

OF THESE ADULTS WERE SUPPORTED BY AN ADVOCATE

CONCLUDED SAFEGUARDING ENQUIRIES

APRIL 2017 - MARCH 2018

OVER THE PAST YEAR

3,015

SAFEGUARDING REFERRALS
CONCLUDED



38%

OF CONCLUDED REFERRALS RESULTED
IN A SAFEGUARDING ENQUIRY



45%

OF CONCLUDED
SAFEGUARDING
ENQUIRIES WERE
IN RELATION TO
WOMEN OVER 65



23%

OF CONCLUDED
SAFEGUARDING
ENQUIRIES WERE
IN RELATION TO
MEN OVER 65

Concluded referrals and Safeguarding enquiries 2017/18

1141 (38%) of the 3015 concluded referrals had a safeguarding enquiry undertaken.

Age and Gender

- 44.5% of concluded safeguarding enquiries were in relation to women aged over 65.
- 22.5% of concluded safeguarding enquiries were in relation to men aged over 65.
- 17% of concluded safeguarding enquiries were in relation to men aged 18-64
- 16% of concluded safeguarding enquiries were in relation to women aged 18-64

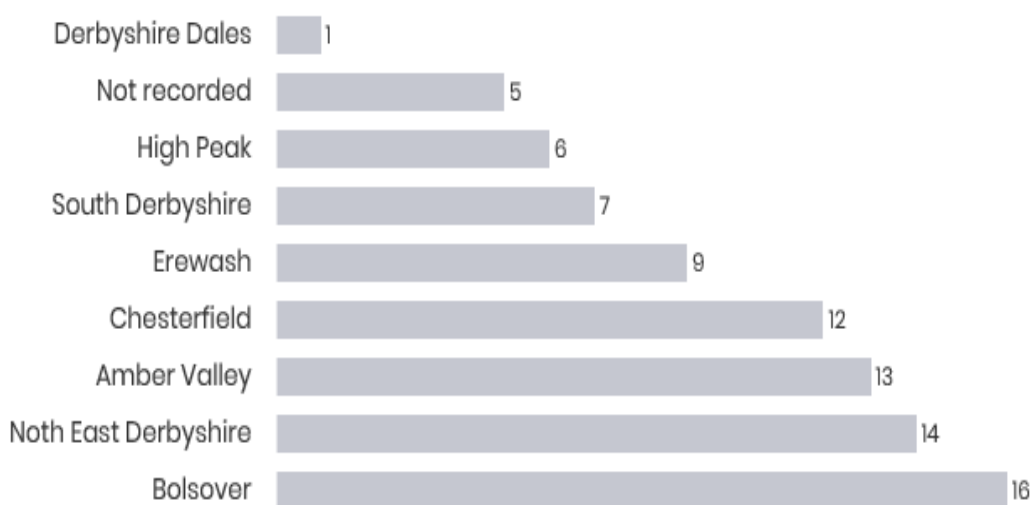
Vulnerable Adult Risk Management (VARM) Data for 2017/2018

The vulnerable adult risk management (VARM) process was implemented in 2013. The Derbyshire Safeguarding Adults Board agreed the need for a process to manage risks which may arise within specific circumstances when working with adults deemed have capacity to make decisions for themselves, but who are at risk of serious harm or death through:

- self-neglect (Care Act 2014)
- risk taking behaviour / chaotic lifestyles or
- refusal of services

During 2017/18, **83** VARMS were recorded on the local authority electronic recording system for the year 2017/18. The DSAB VARM working group is developing a process to record all VARMS in one central place so that the number of VARMS undertaken can be fully captured. Many VARMS are lead by other partner organisations and therefore may not be captured currently on the local authority recording system. An administrator will also be recruited in 2018 to support the work of the VARM.

VARMS undertaken by Area



Reports from Partner Agencies of the DSAB 2017/2018



Derbyshire Adult Care has had a busy year with referrals to the Safeguarding service increasing. Staff have been working hard to ensure all local people are safe in their own homes and in the communities in which they live.

The local authority has supported the Safeguarding Adults Board with the appointment of a new member of staff to work directly to the Board Project Manager and local partners to enhance our relationships with partners and promote the work of the safeguarding Board and provide the administrative support needed to make us more effective.

In 2017/18 the local authority has paid particular attention to Making Safeguarding Personal for the individual concerned and staff have been working hard to make sure that they listen to the desired outcomes from our service and how we can help to achieve any desired outcomes. In order for staff to do this we have modified the way in which we are asking our staff to record the way we work with people and also to make sure that at the end of our work with them, they are able to give us feedback that we can learn from.

Our staff have also been involved in multi-agency audits of our Safeguarding responsibilities as well as internal audits to highlight how we can learn from our work and look at how we deliver our Safeguarding responsibilities in the future.

The safeguarding team have been working hard to support all of the adult care staff to better understand their responsibilities in delegating and undertaking what we call our Section 42 enquiries. Staff guidance has been produced for staff both internally and our partners to help them through the process and make sure we work with local people and providers of service to the best possible outcome.

Our Stakeholder Engagement Team have been working with the Board Project Manager in the production of our new website and they have been engaged in supporting the developments of our information leaflets for local people

2017/18 has seen the department working very closely with our NHS colleagues in its overall service delivery in transforming care. Throughout this process safeguarding the health and wellbeing of local people has been central to these discussions.

One of the most significant developments this year has been our ability to produce information for local managers to help them understand what is happening in their local districts and this data gives the Group Managers the information they need to

ensure local people are being protected and supported to remain safe in their own homes.

We have been working very closely with our training department to promote safeguarding training to our voluntary and independent sector providers and also with Derby University to support the development of students who hope one day to become social workers and work directly with local people.

Our challenge next year will be to continue to keep up the positive work that has been done and ensure we keep Making Safeguarding Personal.



Derbyshire Constabulary

Protecting the vulnerable and those at most risk within our communities remains a priority for Derbyshire Constabulary.

Whilst the strategic management and oversight of safeguarding adults is under taken by the Constabulary's Public Protection Department, it remains everyone's responsibility to recognise an individual's wider needs and refer those in need of help to the relevant agency best placed to assist.

Derbyshire Constabulary is an active member in all the multi-agency safeguarding functions and takes its role as a statutory member seriously.

During this reporting period the Constabulary has embedded the Herbert Protocol into our day to day business, and following a recent review we have identified an opportunity to further develop the process, so as to reach a wider audience, and at the same time being able to identify and improve opportunities to identify crime prevention options. A design process is currently ongoing.

Derbyshire's IDVA services are due to renew in April 2019 and this will see a 365 day cover from the service and a closer working partnership with Derbyshire Constabulary around high risk cases. Derbyshire's MARAC has been fully reviewed and we are recruiting an Independent MARAC chair that will improve and reinvigorate MARAC conference.

Operation Signature is an approach to Fraud investigation which includes a process to identify potentially vulnerabilities in fraud victims and provide protective measures. The newly created Fraud Assess and Protect Officer (FAPO) role involves scrutinising the monthly

victim data provided by Action Fraud and subjecting it to a risk assessment to identify potential vulnerability. The FAPO then contacts those identified as potentially vulnerable and ensures the appropriate level of intervention is implemented.

We have improved our response to Modern Day Slavery, we have an engagement team that try to build confidence to improve reporting, and there have been increased numbers of prosecutions and also increased numbers of victims being referred in to the National Referral Mechanism.

Derbyshire Constabulary will also be creating a new Adults at Risk investigation team that will focus on crime and abuse within the care home setting and other vulnerability settings. This along with an increase in staffing with the Public Protection arena should improve the overall response and service that the Constabulary can provide to our communities most vulnerable. Protecting the Vulnerable is a priority for the Constabulary and it places vulnerability at the centre of all of its decisions around responding to calls for service and future improvement plans.



Erewash CCG
Hardwick CCG
North Derbyshire CCG
Southern Derbyshire CCG

Derbyshire Clinical Commissioning Groups (Erewash, Hardwick, North Derbyshire and South Derbyshire)

Erewash, Hardwick, North Derbyshire and South Derbyshire CCGs are committed to safeguarding and promoting the safety and welfare of patients and family carers across all areas of the health economy. There are currently five CCGs in Derbyshire, please see Tameside and Glossop CCGs separate report below.

The term 'Adult Safeguarding' encompasses an ever-expanding range of public safety initiatives and disciplines. At its core is the assumption that any intervention assists the adult at risk to live a life that is free from abusive behaviour and practice. It is essential that organisations work collaboratively to ensure that all patient contact promotes safety, independence, self-empowerment, dignity, and choice.

Whilst the lead responsibility for coordinating adult safeguarding arrangements lies primarily with the Local Authority Adult Social Care department, the CCGs have once again played an active role in the work of the Safeguarding Adult Board. Truly effective safeguarding is based upon the existence of strong multi-agency partnership working arrangements with the existence of consistent operational processes and robust

information sharing pathways. The CCGs have worked in partnership to deliver the Boards strategic programme and identify and prevent abusive behaviours and practices.

The principal role of the Derbyshire Clinical Commissioning Groups is to ensure that both their own internal adult safeguarding structures and processes, and those within NHS commissioned services, meet the required standard as Safeguarding Adults is a statutory responsibility. The service also provides a key role in promoting awareness of safeguarding issues across Primary Care.

This is achieved through the CCGs Safeguarding Adult Assurance Framework and supplemented by a full and varied staff training programme. The CCGs Adult Safeguarding Team also regularly provide operational advice to staff

The CCGs have also produced 13 podcasts and reviewed the content of their Adult Safeguarding Mobile Phone App. They also coordinated an excellent staff workshop focussing upon self-neglect and hoarding.



Tameside & Glossop CCG

Tameside & Glossop Clinical Commissioning Group (CCG) are part of the Strategic Commissioning Organisation and are one of the five CCGs in Derbyshire. A separate report is submitted for this annual report as the CCG is a member of both the DSAB and Tameside Adults Safeguarding Partnership Board.

The strategic commission firmly believes that by joining up commissioning we will deliver high quality services which are more joined up as well as delivering better value for public money.

Safeguarding will continue to be at the heart of all commissioning decisions and remains embedded in all aspects of the commissioning cycle. Tameside & Glossop CCG is a statutory partner of Derbyshire Adult Safeguarding Board and supports and contributes to the business of the Board by ensuring representation and engagement at Board Meetings and Sub Groups.

The Director of Quality and Safeguarding 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 Organisation.

General Practitioners (GPs) are members of the CCG. In 2017/18 the Safeguarding Team supported Primary Care with the delivery of its statutory safeguarding duties by facilitating

and leading Primary Care Safeguarding Leads Forums and developing a Safeguarding Web Page.

In 2017/18 a safeguarding audit tool to seek assurance and monitor safeguarding standards was forwarded to Primary Care Partners in Tameside. Training has emerged as a theme and the CCG has been asked to support with this. In 2018/19 the CCG will commit to develop a level 3 Adult Safeguarding Training Package for Primary Care.

2018/19 the CCG will endeavour to continue to seek assurance across Primary Care in safeguarding arrangements with a refresh and relaunch of the audit tool and support offer.

The CCG continues to work closely with all its multi-agency partners and is committed to ensuring that Glossop residents receive high quality care and have access to safeguarding advice and support. In 2017/18 the CCG's Individualised Commissioning Team continued to work closely with Derbyshire County Council Safeguarding Team with section 42 enquiries.

In 2017/18 The Quality Improvement Team was commissioned and recruited offering support and advice to Residential Care Homes and Nursing Homes in the Glossop Area. The aim of the team is to offer a model of support to residential/nursing homes who have acquired an inadequate or requires improvement CQC rating. The team will continue to work closely with Derbyshire County Council in 2018/19.

2018/19 will see the launch of the Tameside & Glossop Red Bag Scheme. This is an initiative to help improve a person's experience and safety when they need to journey from Residential/Nursing Home to Hospital. The Red Bag has been commissioned by Tameside & Glossop CCG and will be offered to all Residential/Nursing Homes in the Glossop Area.

Safeguarding will remain at the heart of all our activity and lessons learned from all Statutory and Non Statutory Reviews will continue to be shared with Commissioners and Providers of services to drive quality initiatives and standards and safeguard Adults at Risk.



Age UK Derby and Derbyshire

The CEO actively participated in the Derbyshire Financial Abuse Working Group reviewing and developing the strategic plan and creating the next action plan for a Scams Awareness scheme in Derbyshire building on the National Trading Standards Scam Aware project. The charity formulated a portfolio of AUKDD shared resources, linked web-pages to create a pool of resources for partners to use in their promotion of the issue and 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.

Our EngAge magazine features an article in each edition supporting the DSAB Safeguarding objectives. The features are designed to support people to recognise the signs of abuse and report concerns and to address the factors in abusive relationships such as carer stress, previously abusive relationships, money and control over decisions and social inclusion.

AUKDD has become a member of the End of Life STP group working to achieve the best possible outcomes for people at the end of their life. This work includes developing better patient involvement in end of life planning and promoting a dignity agenda. The work relates to AUKDD's delivery of the Compassionate Communities project in the High Peak working across communities to empower individuals to offer compassion and support to individuals at the end of their lives and to encourage people to plan for the end of their lives.

Working within the Nutrition and Hydration for Older People Group in Derbyshire County Council we participated in Nutrition and Hydration Week again and supported the delivery of a Nutrition and Hydration conference supporting Care Home and Domiciliary Care staff to understand nutritional needs, assess vulnerable adults for malnutrition and develop menus to better support individual's dignity and individuality. For the community activity we developed guidance sheets for unpaid 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 80 public venues and events throughout Derbyshire 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 services for free, confidential and independent advice.

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



District Council Safeguarding Leads Sub-Group (DCSLSG)

This is a sub-group of the Derbyshire Safeguarding Childrens Board (DSCB) and Derbyshire Safeguarding Adults Board (DSAB) set up in September 2017. DCSLSG seeks to promote and safeguard the welfare of all children and vulnerable adults within the respective District Council areas.

The DCSLSG consists of Safeguarding Lead Officer representatives from all Derbyshire District Councils;

- Amber Valley Borough Council
- Bolsover District Council
- Chesterfield Borough Council
- Derbyshire Dales District Council
- Erewash Borough Council
- High Peak Borough Council
- North East Derbyshire District Council
- Rykneld Homes
- South Derbyshire District Council

The DCSLSG is a sub group of the DSCB and DSAB and members will be individually accountable to the District Council or organisation that they represent.

The purpose of the group is to:-

- To support the DSCB and DSAB in fulfilling their statutory duties by ensuring effective coordination, cooperation and implementation at the District Council level.
- To promote consistency of high quality, effective safeguarding practice across District Councils.
- To provide a District level forum where Councils can meet collectively to achieve positive outcomes for children and vulnerable adults.
- To provide two-way communication between District Councils and the DSCB and DSAB.

The objectives of the group is:-

- To explore safeguarding issues on a District Council level, enhancing knowledge of the role of District Councils in the safeguarding environment and feeding any significant issues to and from the Boards.
- To ensure a standardised, consistent approach to safeguarding training, and consider District Council level training needs assessments and events, training and materials to address the gaps in provision.
- To create and provide platform for District Councils to share own information and experience, examples of good practice, as well as challenges faced locally by District Councils.
- To support and facilitate dissemination of Serious Case Review findings and awareness raising/learning on other safeguarding issues at District Council level.
- To evaluate District Council safeguarding practice and policies by carrying out audits, staff consultations and reviews e.g. to ensure consistency of response to, for example Section 11 Audits.
- To encourage and support consistency in practice and policies across the County and across the District Council areas.



Derbyshire County Council - Community Safety Unit – Commissioning Communities and Policy Department

The Council's Community Safety Unit (CSU) 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. Many 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 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 Derbyshire Safer Communities Board Community Safety Agreement. The County Council's Plan as well as the Commissioning, Communities and Policy 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, the Unit is lead commissioner for domestic abuse services. This includes integrated community based outreach services, children's services and refuge accommodation services for victims of domestic abuse across the County. The Derbyshire Domestic Abuse Helpline

which provides advice and guidance to victims, friends and families and professionals in relation to all domestic abuse issues, received 11,666 calls during 2017/18.

To enhance our local service provision, the Unit submitted a bid to the Home Office Violence Against Women and Girls Service Transformation Fund. The successful bid brought £400k over a three year period to support prevention activity.

The Community Safety 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 the cyber safety, including the exploitation of adults at risks.
- Working with the Community Payback to deliver a programme of work to undertake clean ups and graffiti removal across the county.
- Co-ordinated the resettlement of a number of families under the Syrian Vulnerable Persons Resettlement scheme
- Supported the work of the Local Alcohol Action Area delivery plan which includes the roll out a vulnerability package to those working in the night-time economy and a street crew project at the Buxton Campus of Derby University.
- Developed and delivered a target hardening project for vulnerable victims of burglary

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, domestic servitude etc. 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 an IOM co-ordinator who sits within the Safer Derbyshire Partnership and a Prison Tracker Officer who liaises with offenders whilst in custody in order to effectively manage their risk and reduce their risk of re-offending. Offending by this cohort reduced by nearly 24% in 2017-18.

The Unit deliver a comprehensive programme of training which reached 2,646 participants in 2017/18, this included 57 sessions of 12 class-room based courses/ workshops and 11 e-learning or workbook based modules. Topics covered include: An introduction to Community Safety, Counter Terrorism WRAP – Raising Awareness of Prevent, Hate Crime, Cyber Crime, Modern Slavery, 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.

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, Cybercrime, 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 Anti-social Behaviour.



Healthwatch Derbyshire

Healthwatch Derbyshire is a partner on the Derbyshire Safeguarding Adults Board, and supports the strategy in the following ways:

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. This includes concerns around the safety and wellbeing of individuals.

Patient experience has been key to detecting patterns of poor practice in a number of high profile cases, e.g. NHS Mid Staffordshire Trust, Southern Health NHS Foundation Trust, and most recently in the Gosport Hospital Inquiry. In all of these cases there was a serious

failure on the part of the trusts in not listening sufficiently to its patients and those who cared for them.

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 in Derbyshire from the perspectives of people living with dementia, their carers and family members
- Experiences of using CAMHS services in Derbyshire
- Experiences of pharmacy services
- Experiences of non-emergency patient transport 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.

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.



DHU Health Care CIC

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 Urgent Care 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.

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, whilst the ultimate responsibility and accountability for adult safeguarding lies firmly with the Board of Directors.

DHU Health Care CIC continues to participate and contribute throughout the year to the work of the Board through membership and collaborative multi-agency working.

Key Achievements for 2017/18

Following the previous year's introduction of making referrals to social care more streamlined within our record system, DHU Health Care has continued to ensure 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 has prioritised the Prevent agenda over the past 12 months. Ensuring that staff are appropriately trained and processes are in place for raising alerts if necessary.

Priorities for the future

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 will introduce a Domestic violence policy for patients and staff.

DHU Health care CIC will review the managing allegations procedure and update the safeguarding procedure accordingly.

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.



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 12,043 Safe and Well checks during 2017/18 (1,658 Derby City and 10,385 Derbyshire County) and have referred 1,052 individuals to other agencies for support (239 Derby City and 813 Derbyshire County). 12,043 Safe and Well checks is a 4.1% increase on 2016/17.

We have referred 14 adults into the safeguarding process during 2017/18 in addition we have also been involved in 972 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. This support is through the identification and support of vulnerable people and families. DFRS are leading on further collaborative work to develop enhanced data sets to identify vulnerability and emerging trends across Derbyshire.

DFRS also supports a number of subgroups and are keen to promote genuine multi agency commitment to safeguarding Adults across Derby City and County.

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.

DFRS also operates its own internal safeguarding board. This is to ensure that safeguarding principles and practice are embedded throughout the organisation. The board meets

quarterly to provide updates and review progress against the Service's safeguarding action plan.



Derbyshire Community Health Services NHS Foundation Trust (DCHS)

All staff working within DCHS who have a responsibility for the care, support and protection of children and adults should ensure that those at risk are safe. If staff witness or have suspicions of abuse or neglect, they are under an obligation to report it without delay even if they have not witnessed the abuse or neglect themselves.

Safeguarding children, young people and adults from abuse and harm is everybody's business, is an important part of everyday healthcare practice and should be an integral part of patient care. DCHS has a dedicated Safeguarding Team of nurses/health professionals and administration staff to provide advice, support and training to DCHS staff and other care providers within Derbyshire.

The Safeguarding Service seeks to protect children, young people and adults through training, supervision and advice.

The Safeguarding Service promotes a 'Think Family' focus throughout all child and adult safeguarding work to promote the importance of listening to the voice of the child and to ensure that safeguarding adults is made personal.

DCHS cares for patients across a wide range of services, delivered from 60 sites including 11 community hospitals, 3 GP practices and 28 health centres across Derbyshire and Derby City, touching the lives of more than 4,000 patients every day in hospitals, health centres, clinics, schools, care homes and within people's own homes.

We employ approximately 4,400 staff, making us one of the largest providers of specialist community health services in the country, serving a patient population of more than one million.

The Care Act of 2014 continues to direct the statutory duties of all agencies in relation to safeguarding adults to ensure that services are reactive, proactive and responsive. Over the last year there has been increased importance on making safeguarding personal for individuals who require safeguarding advice and support. To achieve this professionals and agencies must work in partnership and promote the well-being of both individuals and their families/carers to reduce inequalities, risk and harm from abuse.

At the visit to review safeguarding service the Clinical Commissioning Group (CCG) were updated about how the team ensures that the 'making safeguarding personal' approach (Care Act 2014), is promoted both within our training and our advice. We recognise that making safeguarding personal is required as part of a multi-agency approach and that all agencies continue to work together to support a person centred response to safeguarding concerns.

Quality assurance is provided by the Safeguarding Governance Group (SGG). The group is a formal sub-group of the Quality Services Committee (QSC). The Group meets bi monthly and provides assurance to QSC on the following:-

- That the experience/care our patients receive is fully compliant with the MCA 2005 and the CQC's Key Lines of Enquiry in relation to the Safeguarding agenda.
- The different elements of Safeguarding Children, Adults and 'Think Family' are comprehensively addressed across DCHS.
- Lessons learned from Serious Case Reviews, Serious Incident Learning Reviews, Domestic Homicide Reviews and Safeguarding Adults Reviews, both local and national, are actioned and embedded in practice.
- DCHS is compliant with The Care Act 2014 and Section 11 of the Children Act 2004 which places a statutory duty on DCHS to make arrangements to ensure that in discharging their function, they work with the Local Safeguarding Boards, for children and adults.

The group also develops, agrees and monitors the implementation of policies and strategies which will support clinical staff and managers in the implementation of the Safeguarding Children, Adults and the 'Think Family' agenda.

The Designated Nurse Safeguarding Children and a representative from the Safeguarding Adult Team for the CCG attend the SGG to both demonstrate transparent working and to draw on their expertise.

Over the last year there has been a dramatic increase in the number of advice calls and follow up contacts given by the Safeguarding Adults Team compared to the same period in 2016/17.

Named Nurse Safeguarding Adult advice/support and follow up contacts

| Year | 1st Advice Call | Follow Up | Total |
|-----------|-----------------|-----------|-------|
| 2015-2016 | 411 | 455 | 866 |
| 2016-2017 | 75 | 1109 | 1861 |
| 2017-2018 | 1470 | 2143 | 3613 |

The number of follow up contacts has largely been generated by DCHS staff requiring follow up support. The complexity of the cases being referred to the Adult Safeguarding Team has certainly been a factor in the number of follow up contacts with DCHS staff.

A small but significant number of cases have required a considerable amount of contact between the Safeguarding Team and DCHS staff due to the high risks involved. These cases have related to both inpatient and community settings and have been across all DCHS services. A number of these cases are within the Learning Disability Services and have included patients who have forensic risks and are known to the forensic team: these are individuals currently within the criminal justice system. Other complex cases relate to community patients where professionals have raised concerns regarding self-neglect. The impact it is having on the patient's physical wellbeing, associated risks to them, professionals within the home environment and for the wider community.

Over the last 12 months the Adult Safeguarding Team has recruited two new team members replacing team members who have left the service. This has provided the opportunity to work closer/develop stronger links with DCHS colleagues within Derby City and partner agencies, in particular the MASH unit. The number of advice calls from staff within Derby City has increased due to us raising awareness of the Adult Safeguarding Team and the assistance/support we can provide.

Information Sharing Requests

The Care Act 2014 advises that LA must make enquiries, or instruct others to do so, if they reasonably suspect an adult is, or is at risk of being abused or neglected. These safeguarding duties apply to an adult who:-

- has needs for care and support, whether or not the LA is meeting any of those needs
- is experiencing, or at risk of abuse or neglect and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Derby City and Derbyshire County Council has recently developed a Section 42 enquiry form. The Adult Safeguarding Team has ensured that a clear process is in place to support the Section 42 requests. The requests come directly to the safeguarding services NHS email, which ensures it is allocated to a member of the team. This guarantees that we are meeting our statutory requirements to share information as part of the safeguarding process, in a timely manner. Timescales are negotiated with all relevant parties, proportionate to the presenting risk and level of concern.

Section 42 Enquiry – Information Requests 2017-18

| | |
|------------|-----|
| Derbyshire | 28 |
| Derby City | 130 |

Alongside the safeguarding advice the Team provides, the Safeguarding Administration Team respond to daily requests for information from various partner agencies and hubs such as MASH, Derbyshire Constabulary Central Referral Unit, Public Safety Officers and other NHS Safeguarding Services in relation to safeguarding, crime and public protection concerns.

The Team have enhanced access rights for the National Summary Care Records and carry out environmental scanning of specified areas, postcodes and addresses as well as providing GP and Health Visitor/School Nurse details to partners, when appropriate, under Information Sharing Agreements (ISA).

Safeguarding supervision is recognised by the Trust as an important element within clinical supervision and the safety culture. In addition to an individual's knowledge, skills, experience and training, effective safeguarding practice relies on a professional's curiosity and vigilance.

Safeguarding supervision provides an opportunity to both sustain and foster these qualities and ensure staff are updated on current safeguarding issues, legislation and outcomes of recent reviews/reports.

In addition joint child and adult safeguarding supervision is provided to those working in Integrated Sexual Health Service and Minor Injury Units.

The Adult Team also provides supervision following incidents or the raising of concerns to aid reflection and if appropriate promote the learning of lessons.

As a Trust we are responsible for designing, developing, implementing and evaluating single agency safeguarding training to all employees and volunteers according to recommendations set out by governing bodies.

The Trust also works in conjunction with DSAB and DSCB training departments to ensure that relevant staff groups have access to multi-agency training. A member of the Adult and Children's Safeguarding Team attends the joint Learning and Development sub-group of the Boards.

New Initiatives - Internal and External

- Development of a Domestic Abuse portal on the DCHS intranet for use by staff and managers. It provides details of support available for staff who may be a victim of domestic abuse or staff who are concerned that their behaviour may be viewed by others as abusive.
- The Care Quality Commission (CQC) report Learning, candour and accountability: A review of the way NHS trusts review and investigate the deaths of patients in England. Found that learning from deaths was not being given sufficient priority in some organisations and consequently valuable opportunities for improvements were being missed. Learning from a review of the care provided to patients who die should be integral to a provider's clinical

governance and quality improvement work. Whilst most of the mortality reviews we conduct do not raise safeguarding concerns, we are available to support the organisation in this process should it be required

- A similar process has been introduced by NHS England for adults with a recognised Learning Disability. The Learning Disabilities Mortality Review (LeDeR) programme was established to support local areas to review the deaths of people with learning disabilities, identify learning from those deaths, and take forward the learning into service improvements. The safeguarding service will provide support if a LeDeR is required within DCHS.

The Next Year - Action Plan

- To work with other services within DCHS to improve the sharing of information in relation to individuals discussed at MARAC who do not have children under the age of 18 years. This will primarily include MIU and ISHS service.
- In a bid to reduce staff travelling to meetings and its impact on the environment we are trialling the use of WebEx (an internet based conference call) for the Safeguarding Governance Group. This will be a challenge as it is a large group that discusses some very complex, sensitive information.
- Support DCHS staff with changing care environments in line with 'Better Care Closer to Home'.
- To work with the Trust to standardise the recording on electronic patient records of safeguarding information, alerts and safeguarding referrals made.



Derbyshire Healthcare
NHS Foundation Trust

Derbyshire Health Care NHS Foundation Trust

Safeguarding adults is everybody's business and, whilst the Trust Board carries overall responsibility for the organisation, the Trust ensures that the imperative of safe and effective practice threads through training, supervision, preceptorship, coaching and mentoring within DHCFT.

The named Director for safeguarding is Carolyn Green, Director of Nursing & Patient Experience, the named Assistant Director for Adult Safeguarding is Karen Billyeald and the Named Doctor for Adult Safeguarding is currently Dr Wendy Brown.

The Trust Board has lead responsibility and accountability through its executive lead and 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 and in-patient Trust providing health services to children, young people and adults of all ages across a range of care pathways and recognise the role we play in identifying possible abuse and acting to support both individuals and families. The year 2017/18 has seen a focus on the needs of adults who experienced trauma and adverse experiences as children and has been an active partner in the development of an Abuse Survivor Strategy and Professional Guidance. The Trust co-hosted the first Derbyshire Trauma Conference in October 2017 with Derbyshire Police. Involving survivors as guest speakers was very powerful, the day was a huge success and has led to the establishment of a community of practice network that continues to share knowledge and learning across agencies.

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 supports its endeavours.

Prevention of harm and abuse through the provision of high quality care:

In pursuit of safeguarding being “everybody’s business” this year has seen the development a “Link Worker Network” in the Trust whereby staff members of all grades and disciplines have been invited to become part of a group of staff who receive additional training and support to act as local safeguarding resources for their teams. The aim is to have at least one Link Worker in each time. At the time of writing we are approximately 50% towards achieving our goal.

As a learning organisation, DHCFT has focused a significant level of activity on learning the lessons from very serious cases, homicide reviews, domestic homicide reviews and quality assurance reviews. All are overseen by the Trust Safeguarding Committee and the Operational Group takes responsibility for ensuring the sharing of learning and best practice in collaboration with the Trust’s Clinical and Operational Assurance Teams [COATs].

Some examples of how we do this are as follows:

- As an organisation, we have ‘Think Family’ 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 a bi-annual basis with an annual review. Feedback on our progress for 2017/18 was excellent.
- We continue to await the outcome of the consultation and subsequent publication of the Inter-Collegiate Document for Safeguarding Adults but are confident that we are proactive in our approaches to education and practice.
- 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
- 2017/18 has seen the development of a Safeguarding Adults Performance Dashboard. This was developed to provide assurance that we are meeting our legal, national and local statutory duties and is shared with the wider safeguarding community through the City and County Performance Improvement Sub Groups.
- We are fully compliant with safeguarding adults training standard at above 85% for Level 1 and Level 2. We ended the year with compliance for Basic Prevent Awareness Training [BPAT] and WRAP Prevent Awareness exceeding the required 85%.
- We have continued to develop competence in early detection and prevention of abuse 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 been preparing for a return CQC visit the outcomes of which will be reported in the next year's annual report.
- The Trust has supported the development and launch of an Accessible Safeguarding Initial Screening Tool [ASIST]. This is a symbol based resource for those people whose communication needs are significant. Our philosophy of "learning the lessons" has, in some instances, led to sustained practice improvements in preventative strategies.
- Representatives from the Trust contributed to the review of the VARM [Vulnerable Adults Risk Management] and this process continues to be used to good effect with some of our service receivers with the most complex needs.
- Trust staff endeavour to work in partnership with service receivers and their families and carers. We have incorporated learning from serious cases into improved work in this vital area of prevention and support. 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. In October 2017 we were delighted to be awarded a 2nd star in the accreditation scheme.

- The last year has seen a remarkable increase in the level of activity in our contribution to the Counter-Terrorism safeguarding community. 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.
- Last year we expressed an intention to be able to provide data regarding more low level activity and concerns. We are pleased that, for the year 2017/18, we have collated and analysed all the calls for advice and guidance that have been made to the Assistant Director for Safeguarding Adults and the Safeguarding Unit and have produced a report of findings. It shows activity across all areas of abuse and also evidences the significant and consistent levels of safeguarding activity in the organisation.

Future intentions / direction for safeguarding

- To review and further develop the Trust's Safeguarding Adults Strategy in line with the Board's intention to produce a County-wide strategy.
- To review and deliver a new pathway for Safeguarding Adults which includes MAPPA and Section 41. This will enable more clarity on active safeguarding processes in public protection.
- To continue the review and redesign of the Care and Care Programme Approach in response to learning from serious incidents.
- To consolidate the safeguarding process in the Trust based on the developments that have taken place in 2017/18 to ensure that all requirements are robustly embedded in day to day practice.
- To focus attention on safety in the Trust's in-patient services in response to a national review by the CQC.



Derby Teaching Hospitals NHS Foundation Trust

Derby Teaching Hospitals NHS Foundation Trust is one of the largest employers in the region. Derby Teaching Hospitals NHS Foundation Trust serves a population of over 600,000 people in and around Southern Derbyshire. The trust has two hospitals, the Royal Derby Hospital, an acute teaching hospital and London Road Community Hospital. Derby Teaching Hospitals NHS Foundation Trust is one of the largest employers in the region with a workforce in excess of 8,000 staff. There are a wide range of inpatient and outpatient surgical and medical specialities; the trust has around 1,100 beds at the Royal Derby Hospital and treats around one million patients each year. In its last inspection the CQC rated Trust services as good overall

Safeguarding is a high priority for the Trust and the Trust has continued its investment in a safeguarding specialist team to provide support, advice, guidance and training for our staff and act as a central point of contact for external agencies and professionals

A comprehensive training programme is delivered and Trust compliance at level 1 and 2 safeguarding adults has been maintained consistently in 2017 in excess of 95%. Domestic violence is a mandatory training requirement, delivered as a specific package available by e-learning and compliance is 85%. Lastly, MCA training Trust wide compliance is 95%.

Evaluations of training are high with 100% of staff trained strongly agree or agree that they feel confident and equipped to recognise and respond to safeguarding and secondly that they understand what “thinking family” is about and agree with its value.

The Derby Hospitals NHS Foundation Trust continues to operate a safe system of recruitment in-line with NHS Employment Standards and Trust processes are regularly audited to assure compliance. All new starters working in clinical patient facing areas undergo a DBS check and where pre-employment checks are unsatisfactory any conditional offer of employment is withdrawn. The Trust has a Managing Allegations policy providing guidance for staff when an incident or allegation is made, whether in personal or professional activities, against a member of staff and which suggests that they may have behaved in a way which indicates unsuitability for working with children or adults at risk of abuse or neglect. A senior HR manager is the Trust Designated Officer who takes such allegations forward liaising with the police or social care as appropriate.

The Southern Derbyshire CCG Designated Safeguarding Adult Officer and team also undertook a Safeguarding Adult Assurance Framework visit. Evidence of strong governance arrangements for adult safeguarding across the Trust was found and progress with implementation of MCA identified. There were no specific actions identified.

The Trust has identified that in 2018 we will be focusing upon the following key areas

- Making Safeguarding Personal
- the quality of referrals to social care
- MCA.



Chesterfield Royal Hospital NHS Foundation Trust

Safeguarding is a fundamental component of care provided within the Trust and it is imperative that all staff understand and acknowledge that safeguarding children and adults is everyone’s responsibility and that we all have a duty to protect our patients from any form of abuse and harm.

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 Head of Safeguarding.

The Trust's Integrated Safeguarding Team comprises of:

- Named Doctor for Safeguarding Children 1 PA per week
- Head of Safeguarding 1.0 wte
- Named Nurse Safeguarding Children 1.0 wte
- Named Midwife Safeguarding Children 0.8 wte increased by 0.2 wte April 2018
- Safeguarding Adult Lead 1.0 wte
- Learning Disability Lead 1.0 wte
- Paediatric Liaison Nurse 1.0 wte
- Joint Safeguarding Administrative Co-ordinator 1.0 wte
- Safeguarding Administrator 0.77 wte

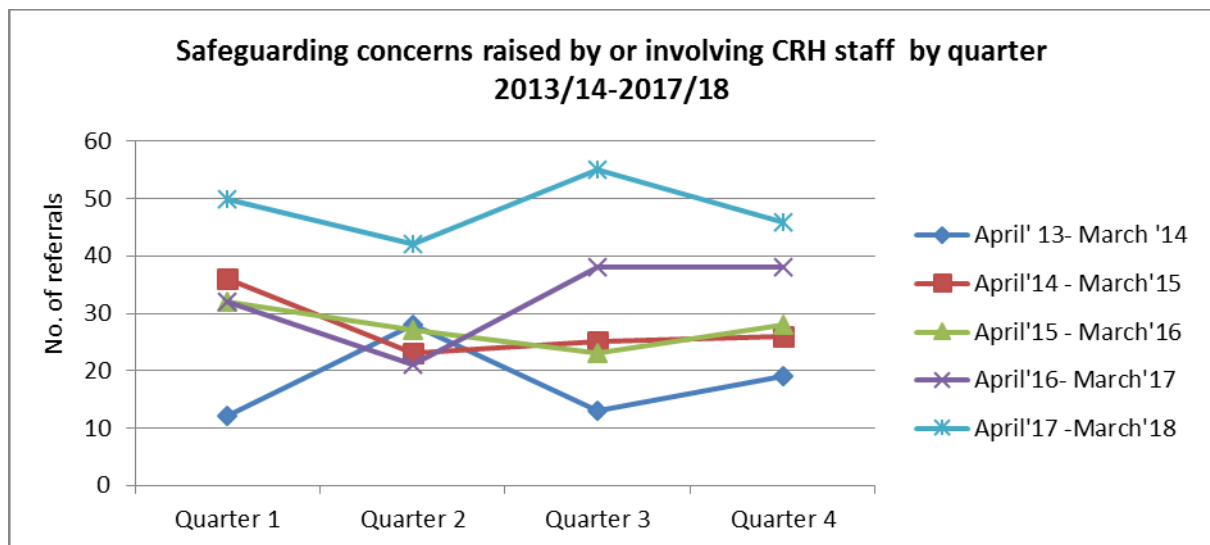


Safeguarding Adult Referrals

In 2017/18 there has been an increase of safeguarding referrals made from the patients coming in from their own home with 114 patients compared to 62 the year previously. This may be due to the wider Derbyshire initiatives of adults being cared for in their own home.

The safeguarding referrals are subsequently categorised, with a marked increase in domestic abuse, neglect and self-neglect. The increase in domestic abuse is potentially related to improved staff awareness and the re-launch of the risk assessment documentation.

The referrals are reviewed by the Safeguarding Adult Lead (SAL) with a focus on accurate completion of referral forms. In particular whether staff have clearly recorded the patient's capacity to consent and what they would like to see as an outcome, in line with 'Making Safeguarding Personal' (Care Act 2014). An audit is planned for September 2018 to check standardisation of completed forms and ensuring that 'Making Safeguarding Personal' is reflected.



Domestic Abuse

The Safeguarding Team have been working closely with the Elm foundation, which has led to the mini-risk assessment tool along with a Risk Identification Checklist being rolled out across the Trust. The trainer for the Elm foundation left in January 2018, and there are no plans for this post to be replaced. The impact of this is, the loss of expertise, with advice support and referrals from wards/departments being directed to the Safeguarding Team for action as appropriate, which places additional pressure on the team.

To raise the profile of domestic abuse across the Trust a task and finish group commenced in April 2018, to ensure staff who may be victims/survivors or perpetrators of domestic abuse are offered support as well as patients.

The Multi-Agency Risk Assessment Conference (MARAC) receives referrals for 'high risk' victims of domestic abuse, through this forum information is shared between partner agencies and strategies are agreed to support the victim. Conference meetings are held every two weeks with between 15-25 families discussed. . In order to prepare for these meetings the Safeguarding Team gather intelligence on families, victim/survivor, perpetrator and any children, along with follow up actions, this equates to an average of 20 hours per month. The Trust has seen an increase in MARAC referrals in the last year with 5 referrals and 26 assessments formally undertaken.

Mental Capacity Act Audit

The MCA audit is now undertaken yearly and was last undertaken in February 2018, a total of 186 medical records were reviewed across 18 wards. The results showed the previous improvements have been sustained for example, documenting the process of assessing capacity. However, overall application and documentation of the decision making process and making a best interest decision remained inconsistent. Further work is being planned to look at medical champions within the trust as well as nursing champions and an external

speaker delivered 3 hour session on MCA on 17th July which a number of key medical and nursing leads attended. This will be explored further via the Task and Finish group.

It is recognise that staff struggle with the complexities of the MCA, the Safeguarding Team presented the initial findings of the audit and concerns to key groups of staff within the Trust such as Executive Directors, senior clinical staff from Divisional Leadership teams and the MCA task and finish group.

Next steps include:

- Review how divisions can highlight and monitor MCA assessment and documentation process
- Mental Capacity form reviewed and simplified to be rolled out across the Trust
- Focus on training through a blended learning approach
- Continuation of the MCA task and finish group chaired by the Medical Director
- Repeat MCA audit in October 2018

The MCA sub-group of DSAB undertook a training audit with the aim to inform the training strategy. A total of 43 responses were received by staff at CRHFT, respondents identified the level of training being sufficient for their need in clinical practice. However, there was some incongruence between knowledge and the confidence to perform an assessment in practice. Further work is being planned to look at medical champions within the trust as well as nursing champions and an external speaker delivered 3 hour session on MCA on 17th July which a number of key medical and nursing leads attended. This will be explored via the Task and Finish group.

Deprivation of Liberty Safeguards (DoLS)

DoLS is an amendment from the MCA 2005 and apply in England and Wales, allowing restraint and restrictions only if it is in the person's best interest. It is a legal framework to protect the human rights of individuals who have a disorder or impairment of the mind and do not have the capacity to make decisions about their care and treatment. The primary reason for a DoLS authorisation is increased levels of supervision, staff intervening to prevent the patient from leaving, use of sedation and use of proportionate physical intervention to prevent patient harm. The Trust has seen a steady increase in DoLS applications in the last three years; which correlates to the increase in elderly patient admissions with associated delirium and dementia.

Vulnerable Adult Risk Management (VARM)

The SAL has contributed to the VARM working group, which has included; review of the VARM and hoarding grant process and agreement at DSAB to establish a VARM administrator post.

Safeguarding Adult Assessment Framework Review (SAAF)

The CCG visited the Trust in October 2017 to undertake the SAAF review there was no areas of concern identified, with recognition of the significant progress made in implementing priorities identified following the SAAF visit in 2015/16.

During both the Safeguarding Adults and Children's CCG quality assurance visits, they commented positively on the integration of the Safeguarding Team with; improved communication, resilience and a consistent approach leading to the profile and importance of safeguarding being raised within the Trust.

2018/19 Key Priorities-Safeguarding Adults

In line with the Trust's Integrated Safeguarding Strategy and National Strategy the following priorities will be developed in 2018/19:

- Increasing staff's knowledge and understanding of MCA/DoLs which includes a blended leaning approach and understanding the application in practice
- Monitoring and evaluation the impact of training illustrating and evidencing wider workforce knowledge
- Embed learning and where necessary implement changes following national and local safeguarding adult's reviews, ensuring lessons learnt are shared and reviewed, policies updated or developed and shared at training
- With the continued expansion and complexity of the safeguarding agenda, work closely with clinicians to improve local ownership of the actions needed as part of the holistic patient assessment. Thereby improving outcomes and keeping children, young people and adults at risk safe with a focus on 'Think Family' agenda.
- Task and finish group to raise the profile, assessment and management of domestic abuse within the Trust, ensuring that we consider both patients and their families/carers and staff.



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 Priority One). As part of his commitment to this agenda he takes a keen interest in the issue of Safeguarding Adults (and Children) and ensures active participation of a senior OPCC officer at each 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 Priorities Assurance Board – the meeting at which he holds the Chief Constable to account in a public forum. In addition to an input from the Constabulary, this new approach to oversight and assurance will see a greater role for feedback from partners on their contribution towards the PCC's priorities – this will include conversations with the four safeguarding boards for Derbyshire. It is hoped that this approach will give a greater level of assurance to the PCC as he will be able to get a broader understanding of how safeguarding is embedded within Derbyshire. This should allow the PCC to support the wider safeguarding agenda as required. He has regular meetings planned 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 to those 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.



Our services focus on promoting wellbeing - protection from abuse and neglect is essential to everyone's sense of wellbeing. Advocates play a key role in helping to put the person at the centre of the safeguarding process and to ensure their voice is heard, recognising that empowerment and promotion of wellbeing are goals of safeguarding alongside protection.

Local Authorities have a duty under sections 67 and 68 of the Care Act 2014 to provide independent advocacy to individuals who would experience substantial difficulty in being involved in their processes, including a safeguarding enquiry or a Safeguarding Adults Review (SAR).

The advocacy duty applies from the point of the first contact with the Local Authority and at any subsequent stage of the safeguarding enquiry or SAR.

If it appears that the person may have a substantial difficulty in being involved, then the Local Authority must ensure there is an appropriate individual who can support the person to be fully involved.

If there isn't a family member or friend that is appropriate to support the person, then the Local Authority must arrange for an independent advocate who must support and represent the person in the safeguarding enquiry or SAR.

The contract to provide Independent Advocacy in relation to the Care Act 2014 was awarded to Derbyshire Mind from 1 April 2017. The service is known as the Derbyshire Independent Community Advocacy service.

Derbyshire Mind also provides a Specialist Advocacy Service delivering Independent Mental Health Advocacy (IMHA), Independent Mental Capacity Advocacy (IMCA), Health Complaints Advocacy and Paid Representatives to support people subject a Deprivation of Liberty Safeguards (DOLS) authorisation.

During 2017-18 we supported 1496 clients, 177 (12%) under the Care Act 2014

Of the 177 clients supported under the Care Act 2014, 77 (44%) were supported in relation to safeguarding enquiries and processes.

During induction all Derbyshire Mind staff attend Local Authority Safeguarding training which is refreshed every 2 years. They are made aware of their roles and responsibilities in relation to safeguarding children and adults and they are introduced to the local Safeguarding Adults at Risk Policy and Procedures.

Derbyshire Mind has its own Safeguarding Adults at Risk policy in place which is reviewed annually. There is an operational safeguarding lead in addition to a safeguarding lead on the Board of Trustees.

All staff understand how to make a safeguarding referral to the Local Authority and have access to the local safeguarding referral form. Internal records are maintained to monitor the number of safeguarding referrals made.

Updates on local or national changes are provided to staff via supervision, team meetings and organisational training days. Safeguarding is a standard agenda item for all team meetings.

Referrals can be made via our Single Point of Access on 01332 623732 or via email enquiries@derbyshiremind.org.uk

Further information can be found at: www.derbyshiremind.org.uk and www.derbyshireindependentcommunityadvocacy.org.uk



National Probation Service, Derbyshire

The actions of the National Probation Service Derbyshire in support of the delivery of the Safeguarding Adults Strategic Plan in 2017/18 include:

- Mandatory training for all new staff, comprising both ELearning and face to face training on Adult Safeguarding. This is delivered nationally and is an objective within all staff appraisals. We also support attendance at local training where possible.
- Attendance at board meetings by Charlotte Dunkley, Head of LDU or Marion Page-Smith, Deputy Head of LDU. Other meetings are attended by Senior Probation Officers as required.
- Training in Adverse Childhood Events and Trauma Informed work is in development and we are working jointly with mental health partners to establish a new community forensic service to better meet the needs of complex offenders with multiple vulnerabilities.
- 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. A particular focus this year has been on effective work with voluntary sector health partners where we have provided MAPPA and risk training to volunteers and staff.
- Referrals for Care Act assessments for offenders in custody, Approved premises and in the community.
- 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. This has also included a role in convening VARM meetings where appropriate.
- Further development of a bespoke project to deliver a joint approach to meeting the needs of offenders with a Learning Disability in the community. We have commissioned additional nurse time to the value of £20,000 for implementation this year. This is delivered in conjunction with colleagues from health and social care and has safeguarding and the voice of the adult at the heart of it.
- Significant work has been undertaken with Safeguarding, Police and Housing colleagues this year in response to concerns about vulnerability of residents in some housing projects run by Community Interest Companies. The lack of monitoring framework required a speedy, flexible response by all partners to ensure the safety and wellbeing of vulnerable adults.

The NPS in Derbyshire has had a year of greater stability of staffing, allowing us to contribute to Board meetings and sub-groups where relevant to our work. We look forward to further work with partners over the next year.



Derbyshire, Leicestershire, Nottinghamshire & Rutland Community Rehabilitation Company (DLNR CRC)

Derbyshire, Leicestershire, Nottinghamshire & Rutland Community Rehabilitation Company (DLNR CRC) is responsible for the supervision of low and medium risk of harm adult offenders, the provision of a range of rehabilitative interventions for CRC and National Probation Service (NPS) cases and the delivery of 'Through the Gate' (TTG) services in Resettlement Prisons. This work involves working with adult offenders who are both perpetrators of abusive behaviour and individuals who present with multiple vulnerabilities. DLNR CRC are experienced in risk assessment and managing safeguarding risks on all levels. We also deliver a range of interventions to respond to specific needs both directly and in partnership. These include specific interventions to address alcohol misuse, substance misuse, homelessness and employment and training opportunities as well as interventions that address themes such as domestic abuse, anger management and general offending behaviour. We also have distinct approaches in working with female service users and young adults.

Safeguarding is a key statutory function of DLNR CRC. Risk assessment and risk management is one of its key activities, driving all its activities with service users. Safeguarding considerations are considered within assessment and risk management plans at all stages. DLNR CRC use specialist risk assessment tools such as OASyS and SARA (Domestic abuse) to support defensive decision making across all areas of risk. All operational staff are trained in safeguarding as part of their core training and DLNR CRC has a competency framework to ensure that all cases are allocated to appropriately trained staff on the basis of identified risk and need. In addition to specific safeguarding adults and domestic abuse training DLNR CRC have recently rolled out training for its frontline staff to support trauma informed practice across the caseload.

DLNR CRC work with a significant number of cases that are perpetrators of domestic abuse. All our case managers are specifically trained for this work and we also deliver two programmes dependent upon risk and need. These programmes are called Building Better Relationships Programme and Safer Choices respectively. In all this work we also employ partner link workers to provide support to victims of abuse through linking them with local specialist agencies.

DLNR CRC are a key participating partner in local MARAC arrangements. We have established protocols for the exchange of information to support decision making and also attend all MARAC's with listed cases.

DLNR CRC also commission women's specific services with local women's specialise agencies. These services are designed to support female service users increasing their sense of autonomy and resilience (Change Programme) as well as to specific modules focusing on 'Health emotions', Health Relationships and Positive Parenting.

DLNR CRC recognise that men can also be at risk of domestic abuse and that abuse can also occur in other contexts and across other vulnerabilities. DLNR CRC is committed to working with its Adult Social care, Substance misuse, housing and health partners from both the statutory and voluntary sector to support a joined up approach to prevent and reduce the escalation of abuse and to respond to the impact of these behaviours in individual service users lives. DLNR CRC is proactive in utilizing the VARM process when the situation requires it.

DLNR CRC does not have the functionality to specifically track data relating to Adult safeguarding. However, DLNR has quality assurance mechanisms to support the maintenance of effective practice standards. All team managers within DLNR CRC attend 'Quality Days' on a monthly basis during which case records are sampled and quality assured. Such Quality Assurance days, whatever the specific theme, will always include scrutiny of case management with regard to safeguarding practice. Individual findings are fed back to case managers, and general themes are fed into the work of the organisation's Quality Improvement Group (QUIG). The QUIG collate the findings from these Quality Assurance days, and combines them with any relevant findings from internal and external audits, HMIP Reports, Serious Further Offence Reviews, Serious Case Reviews, Safeguarding Adults Reviews and Domestic Homicide Reviews. A centrally managed Organisational Improvement Plan then assigns actions to specific working groups for senior managers to implement. DLNR CRC also have an Internal Audit team who undertakes themed audits across DLNR. This includes audits with a specific focus on Safeguarding practice. DLNR CRC are also subject to audits through HMPPS contract management team and HMIP.

DLNR CRC has tried to implement consideration for the service user perspective across our service delivery which would include its safeguarding work. This includes

- i. Full involvement in assessing and planning
- ii. SU bi-annual survey
- iii. SU council
- iv. Peer mentoring scheme
- v. Co-design and co-delivery of interventions
- vi. Progression route into employment with us where appropriate

Our approach to SU involvement extends to encouraging and enabling our Service users to engage in other service's involvement/participation systems, including adult safeguarding.

DLNR CRC now has a Safeguarding Adults lead and will meet its obligations with safeguarding adults through regular attendance the Safeguarding Adult Board, fulfilling duties of Safeguarding Adult Reviews in relevant cases and providing a SPOC to support targeted engagement with learning and development sub groups.



During 2017-2018 there have been a number of key achievements in relation to safeguarding:

- Development of a new electronic referral process for Frontline staff supporting frontline staff to raise their referral as part of the job and decrease stand down time.
- Development of a bespoke Managing allegations package.
- Continued delivery of Level two Mandatory Adult and Children Safeguarding Training within the Essential Education programme for safeguarding adults and children including an ELearning assessment tool.
- Active involvement in the local safeguarding boards, regional and local multiagency groups has helped our organisation's capacity to protect vulnerable people from abuse
- Full review of the Domestic Violence and Abuse policy
- Full review of the Adult safeguarding policy
- Addition of the National Hoarding framework tool as part of the safeguarding referral
- Electronic referral pathways now available for all partnership agencies.
- Full compliance in SAAF
- Creation and publication of Modern slavery statement.
- The team have worked hard on creation of a bespoke referral form that can meet the needs of both adults and children as well as be utilised by five counties across 66 pathways. This required significant development and partnership working with Medusa to ensure that the form could meet the needs of the service. The new referral process is an important achievement for the safeguard team as it is the

accumulation of many months of hard work and supports the ongoing growth of the safeguarding agenda prioritising that the referral process meets the needs of patients and staff.

Concluding Statement

The Derbyshire Safeguarding Adults Board is made up of individuals and organisations from across the County of Derbyshire who work to the following six 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 and put the individual at the centre of everything we do it is the belief of the Board that we will be working together to effectively address the issues of abuse and neglect.

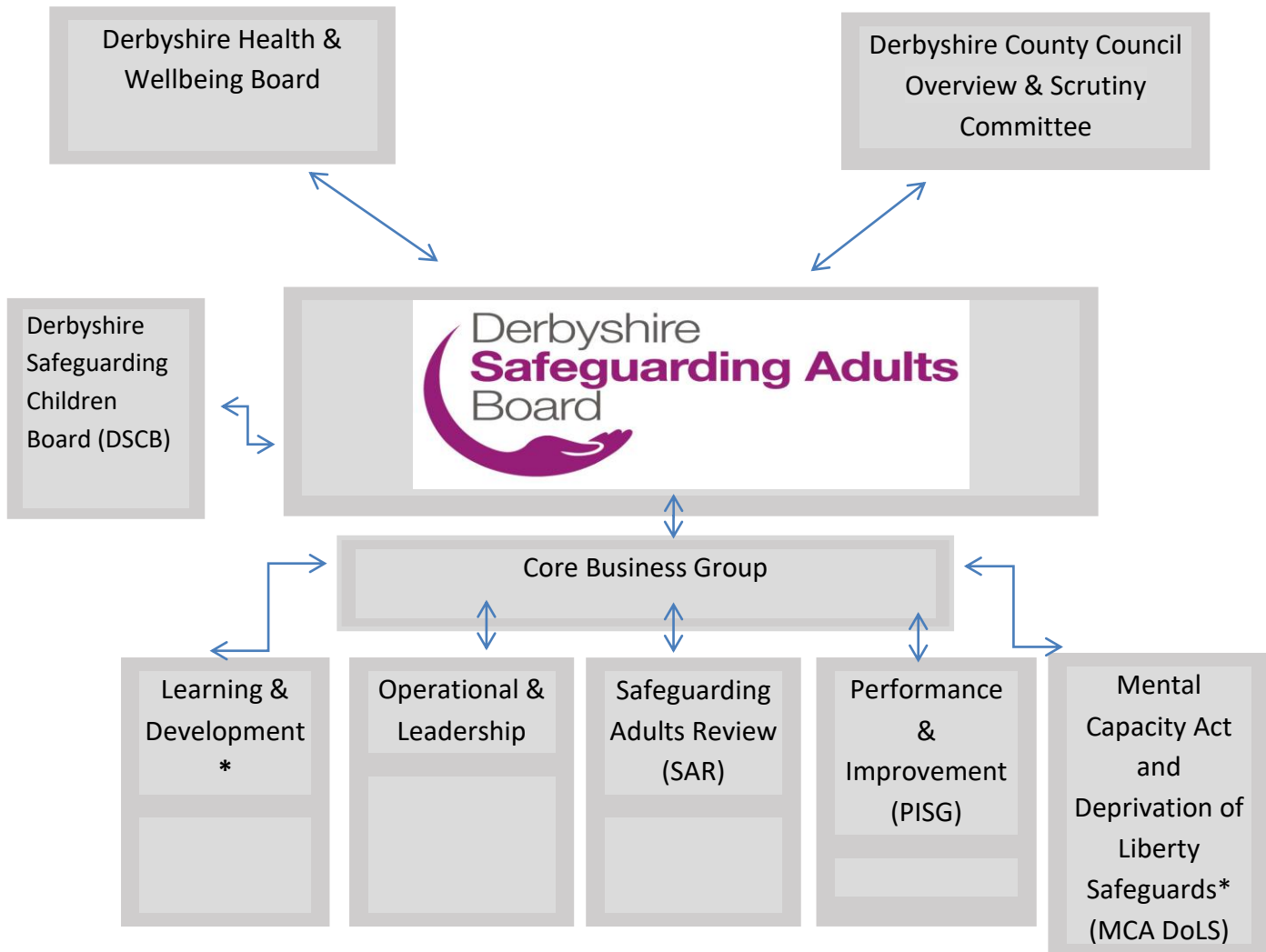
The next twelve months will once again see challenges and changes, the new arrangements within Derbyshire CCGs being just one example. We need to adapt and embrace these changes and look at them as opportunities. We cannot be complacent as there will always be more we can do to improve the Board and the way we work together. Our strategy and business plans will require a review during the next year with a focus on moving forward beyond 2019 to continue our improvement. The Board is pleased that a long term aim of having a stand-alone website will be achieved during 2018.

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 the DSAB 2017/18

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;

- Independent Chair
- Board Project Manager
- Age UK Derby and Derbyshire
- Chesterfield Royal Hospital Foundation Trust
- Derby Diocese
- Derby Teaching Hospitals Foundation Trust
- Derbyshire Community Health Services Foundation Trust
- Derbyshire County Council Community Safety
- Derbyshire Fire and Rescue Service
- Derbyshire Healthcare Foundation Trust
- Derbyshire Mind
- Derbyshire Voluntary Action
- Derbyshire, Leicester, Nottingham and Rutland Community Rehabilitation Company
- DHU Health Care CIC
- East Midlands Ambulance Service
- Healthwatch Derbyshire
- HMP Foston Hall
- HMP Sudbury
- Housing/Environmental Health (represented by a member of the District Councils Safeguarding leads sub group)
- National Probation Service Derbyshire
- Office of the Police and Crime Commissioner

Advisors to the Board

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

Appendix 3: DSAB meeting attendance monitoring form 2017/18

| Date | Derbyshire Police | DCC Adult Care | Community Safety | Derbyshire Probation (NPS) | Derbyshire Community Health Services (DCHS) | Derbyshire CCGs (x4 CCGS) | Derbyshire Health Care Foundation Trust (DHCFT) | Derbyshire Health United (DHU) | East Midlands Ambulance Service (EMAS) | Age UK | Derbyshire Fire and Rescue (DFRS) | Housing/ Environmental Health | Derbyshire Voluntary Action (formerly NDVA) | Chesterfield Royal Hospital | Derby Hospitals | Tameside and Glossop CCGs | Probation CRC | Disability Derbyshire (DCIL) | PCC | Healthwatch | Prison Service | Derby Diocese | Derbyshire Mind |
|----------|-------------------|----------------|------------------|----------------------------|---|---------------------------|---|--------------------------------|--|--------|-----------------------------------|-------------------------------|---|-----------------------------|-----------------|---------------------------|---------------|------------------------------|-----|-------------|----------------|----------------|-----------------|
| 05/06/17 | | | | | | | | | | | | | | | | | | | | | | Not applicable | Not applicable |
| 04/09/17 | | | | | | | | | | | | | | | | | | | | | | | |
| 04/12/17 | | | | | | | | | | | | | | | | | | | | | | | |
| 27/03/18 | | | | | | | | | | | | | | | | | | | | | | | |



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