



# **The Buckinghamshire Safeguarding Adults Board**

## **Annual Report**

**2018/2019**



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## Foreword from the Independent Chair, Marie Seaton



I am pleased to present the Annual Report of the Buckinghamshire Safeguarding Adults Board (BSAB), which covers the period April 2018 - March 2019. Our Annual Report has two main purposes. The first is to account formally for the work we have undertaken and to assure statutory bodies that we are meeting our duties under the Care Act. The second is to give an insight into the lives of the people needing safeguarding services; and demonstrate the importance of what we do to ensure that expressions of concern are heard and responded to effectively. This year's report, I believe, achieves both those aims.

The work of the BSAB in Buckinghamshire represents considerable commitment to making safeguarding everyone's business and a passion to get it right each and every time. It is a challenge to us all and one made all the harder in times of budget reductions and increasing demands upon all services.

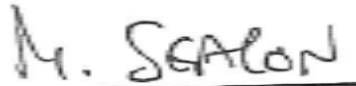
The Board wants to ensure that all its members' adult safeguarding work is person led, focusses on outcomes that meet the needs of the individual and thereby improves their quality of life, well-being and safety. The Board had a Development Session with a national expert on Making Safeguarding Personal in October 2018, with specific outcomes for action. The Board is committed to improvements in this area in order to promote the concept of Making Safeguarding Personal- 'no decision about me without me'. As in previous years, the report highlights the difference that a person- centred safeguarding intervention makes to the life of an individual. However, whilst the emphasis of the report is about people, there are some statistics about the safeguarding journey. The purpose is to show the number of concerns, enquiries and cases resulting in some form of action. It is important to provide context, so the data shows the size of the eligible adult population living in Buckinghamshire together with those adults who have care and support needs. The quality of data and our understanding of what it means needs to improve if our partners are to be confident in the future that they are addressing the right issues.

There have been a number of issues facing the Board this year including significant funding pressures and increased workloads within partner agencies, high turnover in board membership and sub group leadership and the crucial role of Board Manager was vacant for 6 months and consequently the support to the board has been stretched. However, the unwavering commitment, positive relationships and strength of the multi-agency partnerships have maintained the focus on safeguarding at a time of massive changes for all the main organisations involved.

There is always more to do and in these challenging times our determination to safeguard the most vulnerable in the community must not be diminished. We must focus and refocus on our priorities; we must have a firm grip on the outcomes we want to achieve and we must collectively hold each other to account for the work we do.

This will be my final report after 3 years as the Independent Chair of the BSAB and I would like to express my appreciation to everyone who has contributed to the work of the Board and supported me in my role. As always, I am particularly grateful to those members who find time to chair one of the Board's Sub Groups; their breadth of experience and knowledge ensures that adult safeguarding is seen as the responsibility of all agencies. I would also like to place on record my admiration for the many front line staff who work tirelessly to support the people of Buckinghamshire to live full and safe lives which are happy, healthy and at home.

Marie Seaton

A handwritten signature in blue ink that reads "M. SEATON". The signature is written in a cursive style and is underlined with a single horizontal line.

Independent Chair  
Buckinghamshire Safeguarding Adults Board  
July 2019

## Introduction and Purpose of the Report

The Care Act 2014 requires Safeguarding Adults Boards to produce an Annual Report detailing the effectiveness of the Board's work over each financial year.

This Annual Report, produced as part of the Buckinghamshire's Safeguarding Adults Board's statutory duty under the Care Act, covers the period 1st April 2018 to 31st March 2019. It provides an overview of the Board's activities and achievements during 2018-19, sets out its priorities for 2019-2020, provides detail on the Safeguarding Adult Reviews (SAR's) that it has commissioned during this period, and describes how its partners have contributed to the work of the Board to promote effective adult safeguarding in Buckinghamshire.

The report will be submitted to the Local Authority Chief Executive, Leader of the Council, the local Chair of Buckinghamshire Health and Wellbeing Board, the Safeguarding Children's Partnership and Buckinghamshire's Health Watch.

## Role and Function of Safeguarding Adult Boards

The overarching purpose of a Safeguarding Adults Board (SAB) is to help and safeguard adults with care and support needs. It does this by:

- assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- assuring itself that safeguarding practice is person-centred and outcome-focused
- working collaboratively to prevent abuse and neglect where possible
- ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

The SAB must lead adult safeguarding arrangements across its locality and oversee and coordinate the effectiveness of the safeguarding work of its member and partner agencies. This will require the SAB to develop and actively promote a culture with its members, partners and the local community that recognises the values and principles contained in Making Safeguarding Personal.

## Core Duties

SABs have three core duties. They must:

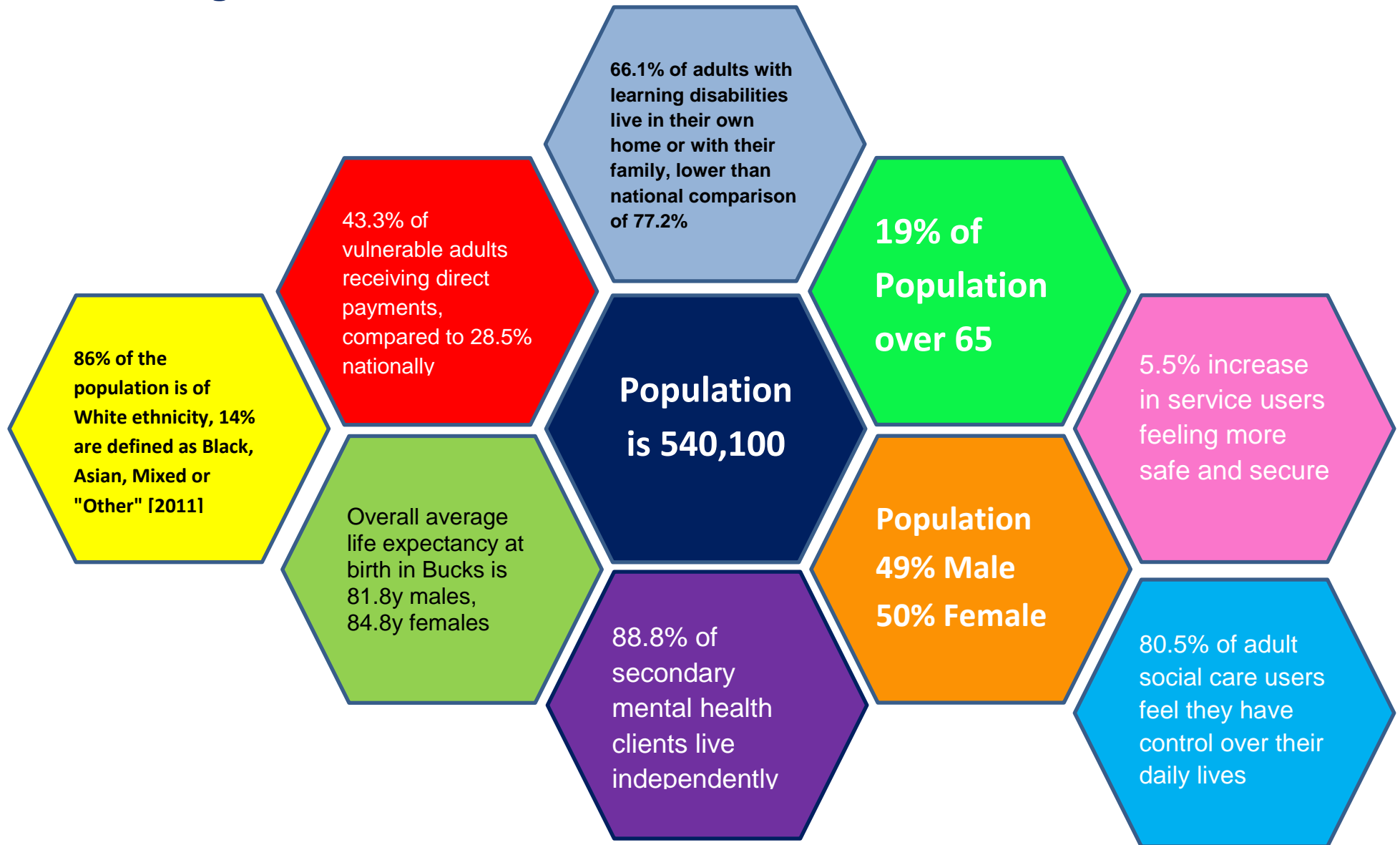
1. Develop and publish a Strategic Plan setting out their objectives and how their member and partner agencies will contribute;
2. Publish an Annual Report detailing how effective their work has been and;
3. Commission Safeguarding Adults Reviews (SARs) for any cases which meet the criteria for these.

## Safeguarding Principles

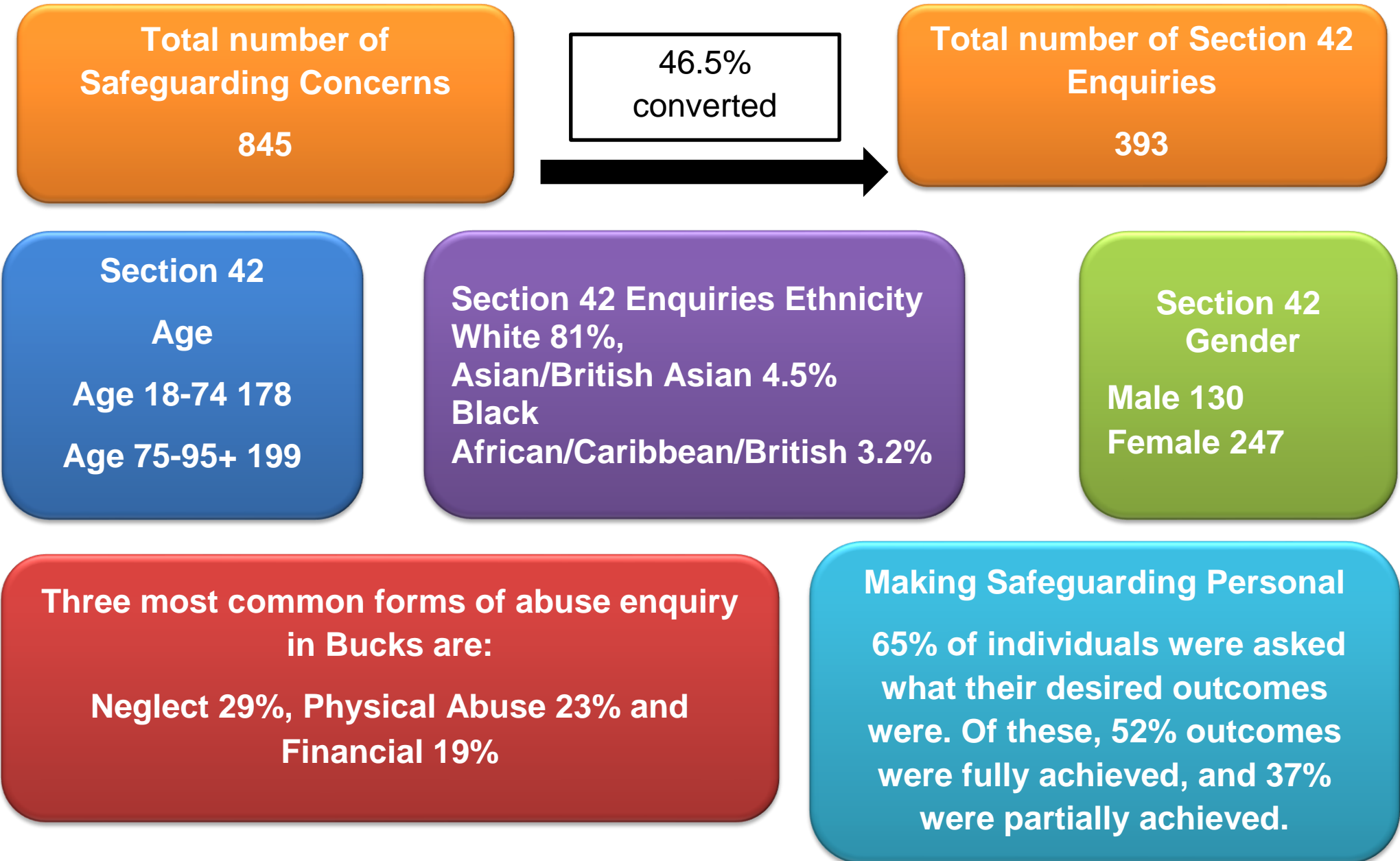
The work of the Board and its individual member agencies are driven by the following 6 key Safeguarding Principles:

1. **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent
2. **Prevention:** it is better to take action before harm occurs
3. **Proportionality:** the least intrusive response appropriate to the risk presented
4. **Protection:** support and representation for those in greatest need
5. **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability:** and transparency in safeguarding practice

# About Buckinghamshire



## The Picture of Safeguarding in Buckinghamshire





# About Buckinghamshire Safeguarding Adults Board

The Buckinghamshire Safeguarding Adults Board (BSAB) is a statutory, multi-organisation partnership coordinated by the local authority, which oversees and leads adult safeguarding across the Buckinghamshire County Council area. BSAB's main objective is to gain assurance that safeguarding arrangements locally, and its partner organisations work effectively individually and together, to support and safeguard adults in its area who are at risk of abuse and neglect.

BSAB's remit is to set priorities, agree objectives and to co-ordinate the strategic development of adult safeguarding across the Buckinghamshire area. It is the key mechanism for agreeing how local agencies will work together effectively to safeguard and promote the safety and wellbeing of adults with care and support needs who are at and/or are in vulnerable situations.

The Board has an Independent Chair who provides leadership, vision and support and is responsible for ensuring that all organisations contribute effectively to the work of the Board. The Chair provides accountability for the work undertaken by the BSAB by way of reports to relevant strategic committees and boards.

The Board met on a quarterly basis in 2018/2019 and held one Development Day.

The Board is supported by four Sub Groups (see Structure Chart below, page 12) which carry out the day to day work in order to help deliver the Board's objectives and Strategic Plan. The BSAB has a 3-year [Strategic Plan](#) linked to an [Annual Business Plan](#). The Business Plan informs the Work Plans of the Sub Groups.

The Care Act 2014, lays a duty on Safeguarding Adult's Boards to engage with service users/carers and the wider public in the safeguarding agenda. In Buckinghamshire service users and carers have been involved in the work of the Board for many years in different formats. In 2017, SAFE, a Safeguarding Adults Service User & Carer Forum was established, which enabled members of the group to take part in various Sub Groups of the Board. Whilst this worked for a short time, it was difficult to sustain. The limited number of service users/carers available for this role and the fact that these members can only represent a limited section of service users and carers, meant that the group was disbanded in June 2018. A Task & Finish Group was set up in order to look at other options for community and service user engagement and this was followed by a Community Engagement Event which was held in October 2018. A paper was presented to the December 2018 Board asking the members to support a Wider Stake Holder involvement or a Stake Holder group. This work is to be prioritised going forward into 2019/2020.

## Our vision

The BSAB works to promote a zero tolerance culture of abuse and neglect of adults who are vulnerable and its work is underpinned by the following ethos and principles:

- Living a life free from harm and abuse is a fundamental human right of every person;
- Safeguarding adults at risk and their carers is everyone's business and responsibility;
- All organisations and local communities have a responsibility to ensure that they foster a culture which takes all concerns seriously, and enables transparency, reporting of concerns and whistleblowing;
- All staff and volunteers in whatever the setting have a key role in preventing abuse or neglect occurring and in taking prompt action when concerns arise;
- Adults at risk and their families, carers or representatives must have access to information regarding the standards, quality and treatment they can expect to receive from any individuals (paid or unpaid), services or organisations involved in their lives;
- A 'Making Safeguarding Personal' approach is essential in order to ensure that any support offered or provided is person centred and tailored around the needs, wishes and the outcomes identified by the adult. The person at risk at the centre of any safeguarding process must stay as much in control of decision making as possible'.
- Personalised support is for everyone but some people will need more support than others to make choices and manage risks. Making risks clear and understood is crucial to empowering and safeguarding adults.
- All organisations must have processes aimed at preventing abuse from occurring in the first instance and to enable support to be offered at an early stage.
- When abuse does take place, it must be identified early and dealt with swiftly and effectively, and in ways that are the least intrusive and most proportionate.
- People supporting adults with care and support needs and/or their carers must have the appropriate level of skills, knowledge and training to safeguard adults from abuse.

Buckinghamshire Safeguarding Adults Board has the following mission statement:-

A light blue rectangular graphic with the title "Mission Statement" at the top center. On the left side, there is an illustration of a magnifying glass with the word "The" inside its lens. To the right of the magnifying glass, the text reads: "The purpose of our Board is to safeguard adults by;" followed by two bullet points, each preceded by a checkmark: "✓ providing oversight, leadership, challenge and guidance" and "✓ holding partners to account to ensure that there are effective arrangements in place to prevent and respond to abuse and neglect."

## Mission Statement

The purpose of our Board is to safeguard adults by;

- ✓ providing oversight, leadership, challenge and guidance
- ✓ holding partners to account to ensure that there are effective arrangements in place to prevent and respond to abuse and neglect.

## Membership

As defined in the Care Act, the Board has representation from the three statutory partner organisations:

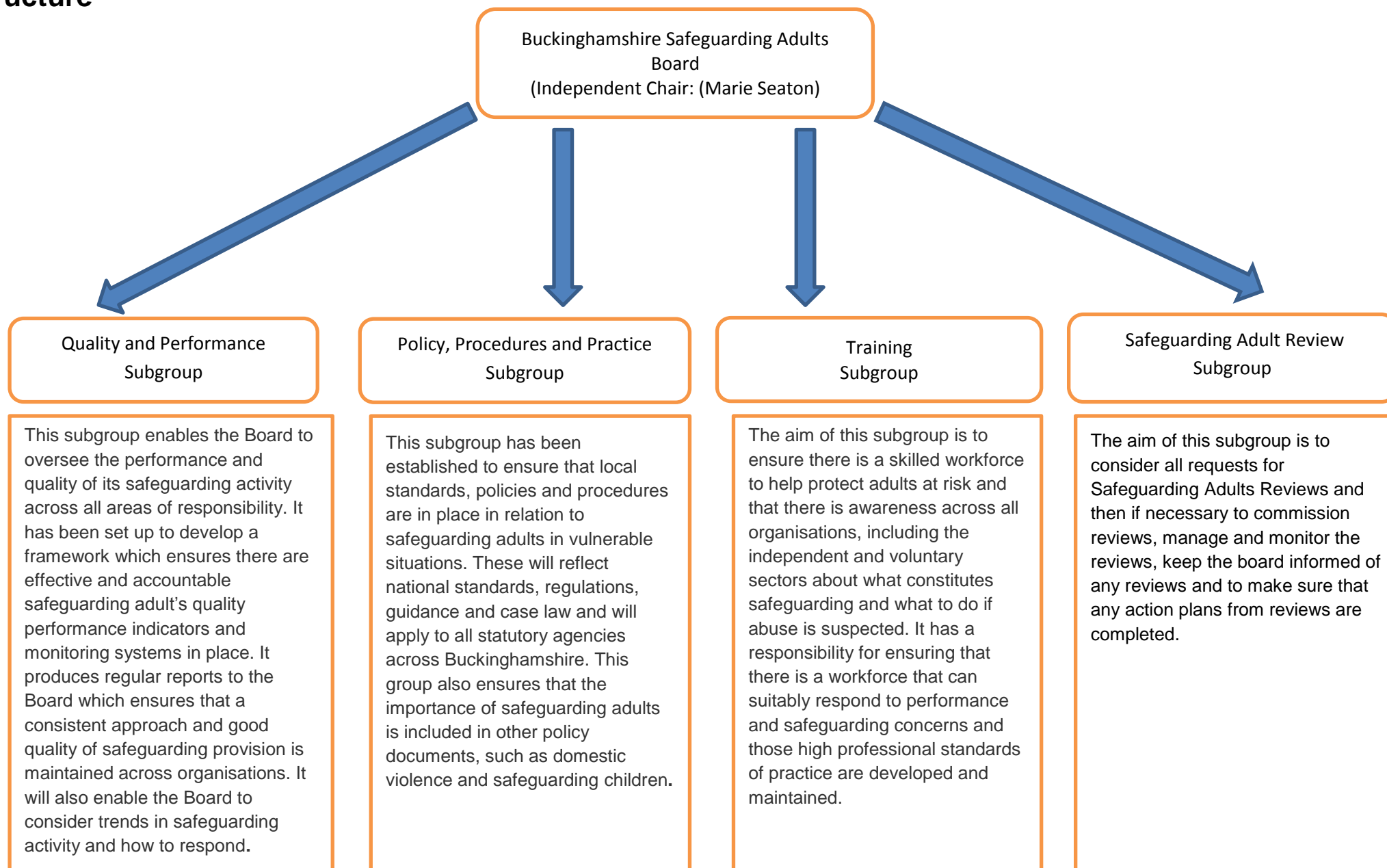
- Buckinghamshire County Council
- NHS Clinical Commissioning Group
- Thames Valley Police

In addition to the statutory members, the Board also includes representation from the following agencies:

- Aylesbury Vale DC
- Bucks Healthcare NHS Trust
- Bucks Fire and Rescue Service
- Chiltern DC
- Healthwatch
- Hertfordshire Partnership University NHS Trust
- Oxford Health NHS Foundation Trust
- South Bucks DC
- Vale of Aylesbury Housing Trust
- Wycombe DC
- HM Prison & Probation Service
- Frimley Health NHS FT (Wexham Park)
- Bucks New University
- South Central Ambulance Service NHS Foundation Trust

The Board also provides information to the Care Quality Commission and NHS England, both of whom may request to attend meetings at any time.

## Structure



## What did the Board Achieve in 2018-2019?

Our work programme for 2018/19 was ambitious and overall we made progress against our objectives for the year. However, our ability to progress some of our actions has been impacted by capacity issues facing the Board during the year. Statutory partners have continued to face significant funding pressures and increased workloads; there has been significant turnover in board membership and sub group leadership during the year and the crucial role of Board Manager was vacant for 6 months and consequently the support to the board has been stretched. We are seeking to address this in our plans for 2019/20.

Despite the pressures we have faced this year, the Board has sought to make best use of resources and during the period of this Annual Report the BSAB:

- Commissioned two Safeguarding Adult Reviews (SAR's) by Independent Authors which highlighted that Self Neglect was common to both cases. Once the Board had supported the recommendations and approved the Action Plans two significant events took place. Firstly, the Board commissioned a national expert on Self Neglect to lead a development session for members, so that the learning could be taken back into all agencies to increase their understanding of the indicators of Self Neglect to enable preventative action to be taken with vulnerable adults in future. Secondly, a SAR Self Neglect Learning Event attended by over 100 front line practitioners took place to share learning from the SAR's and assist staff and managers to make changes to practice.
- Planned and attended a Development Session with a national expert from the Department of Health and Social Care on Making Safeguarding Personal in October 2018, which highlighted the need for sustained improvements in this area across all agencies. The Board is committed to improvements in this area in order to promote the concept of Making Safeguarding Personal- 'no decision about me without me'
- Committed to the Multi-Agency Domestic Abuse Strategy and as a result organised and led a Domestic Abuse Challenge Event specifically in relation to people with a learning disability. Participants found the Challenge Event informative and helpful, and work on the outcomes was taken to the Subgroups.
- Organised and led a well-attended Community Engagement event in October 2018 with representatives from across the voluntary and community sectors that provided feedback on what needs to happen to improve the increased involvement with these partners. The Board endorsed priorities in December 2018 and are committed to improving engagement moving into 2019/2020.

- Led the completion of a Transitions Audit in collaboration with the Children’s Board and engaged with young people to understand their experience of making the transition from childhood to adulthood. Key partners took part in a special event to agree the Action Plan and 2018/19 will see the outcomes translated into improvements going forward led by the local authority.
- Developed a comprehensive Performance Dashboard moving from poor baseline data of previous years. It is acknowledged there is now a need to receive exception reports to identify ‘hot spots’ to inform the Board’s priorities going forward.
- Increased our public profile by a focus on improving our website and by reaching out to some groups in our community who may not be aware of the risk which they are experiencing and the fact that they can seek help.

Throughout this year, there have been some excellent examples of collaborative work with partners crucial to keeping people safe. For example, Fire & Rescue has led on a number of new initiatives, including Fire & Wellness Visits, reflecting a close working relationship with the BSAB and Thames Valley Police hosted an event about Adult Exploitation and the Strategic Framework Review, with a focus on Modern Slavery.

New safeguarding categories such as Modern Slavery have given us cause to increase our understanding of this threat and improve the capacity of all our partner agencies to respond. Some longer standing aspects such as Financial Abuse through scams and extortion have grown exponentially, and we have developed our partnerships with excellent services such as Trading Standards to counteract this challenge. The Adults Board continues to work in close collaboration with the Safeguarding Children Board which helps to reduce duplication of work and provides a better understanding of the transition into adult services by those young people who continue to need adult services.

# Partners' Work in 2018/2019 and Priorities for 2019/2020

## BUCKINGHAMSHIRE COUNTY COUNCIL

### Adult Services

#### Achievements in Safeguarding April 2018-March 2019

##### Practice:

- Embedded safeguarding practice across Adult Social Care through the development of link workers from the specialist safeguarding team.
- Effective collaborative working with police through investigation to prosecution.
- Stable specialist safeguarding team with permanent staff in place.
- Leading the BSAB PiPoT Policy (Person in Position of Trust)

##### Improvements in 18/19 internal audits:

- Internal audits have evidenced 93% of clients audited had been safeguarded by the appropriate intervention.
- 91% of cases audited identified that risk had been appropriately and proportionately assessed and managed.
- 92% of cases audited identified clear multi-agency working.

##### MSP

- Making safeguarding personal outcomes were recorded for annual reporting statistics.

##### Training

- Learning and Development Framework embedded across Adult Social Care: 1100 staff completed e-learning training, 190 staff undertook face to face safeguarding training, 136 face to face MCA & DoLS training. (Demonstrates 92.7% compliant with learning & development framework.).
- Led policy briefings for PiPoT on behalf of BSAB.
- Delivered training on 'Making Enquiries' on behalf of board.
- Better lives training delivered to 264 staff members

### Jason's Story

Jason lived alone in a one bedroom flat. He was not known to any supportive services and had a career as a radiologist. Jason was subject to a scam by individuals who presented themselves as council workers to offer help with repairs and redecoration of his home. Jason was escorted to the bank by these individuals to withdraw £750 for the work to be undertaken. Jason then never received any contact from these individuals. A friend of Jason called the police to report the scam and investigations were not successful in finding a perpetrator. A referral was sent to the safeguarding team and a worker was allocated. The worker made attempts to contact Jason without success by phone and visiting his property. A note was then left and after a short while Jason called the worker with the help of his friend. Jason would not allow anyone at his home initially and the worker continued to meet with him at a local café before Jason eventually allowed her to enter his home. The property had fallen into disrepair with infestation and Jason had felt embarrassed about how to manage it or ask for help. The worker organised support through housing to repair the property and order new furniture. The worker also ensured that his bank and finances were safe from further abuse; the bank returned some of the money Jason had lost. Jason now enables people to visit his home which is the outcome that he wanted.

## **Daisy's Story**

Daisy has reduced mobility and is unable to leave her house. Concerns were raised by Daisy's care agency. They reported that Daisy had no access to her own money and as a result she was going without essential items for herself and her home. Daisy's clothes and shoes were old and did not fit her properly. The furniture in her home was in a state of disrepair and she never had enough food in the house. Her feet were in a poor state as she could not afford to pay for a podiatrist and she was afraid to turn on the heating as she thought she could not afford to. As a result of this neglect, Daisy was suicidal. Enquiries found that Daisy's ex-daughter-in-law had been in control of her bank card and had been withdrawing her entire pension each month. She had used a small amount of it to pay Daisy's bills and then kept the rest for herself, this total could have well been in tens of thousands of pounds. She often told Daisy that there was no money left after her bills had to be paid. Daisy did not want police intervention. However, she agreed for an independent financial agency to apply for appointeeship and power of attorney. Daisy now has access to her own money again. Her health and wellbeing has improved significantly. She has been seen by a podiatrist and carers have bought her new clothes and shoes and she now has plenty of food in the house.

## **Quality, Standards & Performance**

### **Achievements in Safeguarding April 2018-March 2019**

- New Director appointed to Quality, Standards & Performance
- Adult Social Care has launched its Practice & Quality Assurance Framework. This framework provides the overall setting within which our staff operate on a day-to-day basis and sets out the approach we will take to ensure care and support services in Buckinghamshire provide what our residents need.

In conjunction with the Quality Assurance Framework a "Practice & Quality Governance Board" was launched which provides strategic oversight and scrutiny of the professional and organisational culture in Adult Social Care. The Board has oversight of social and health care delivery and practice within the operational services that deliver social work, occupational therapy and associated care and health roles such as nurses employed by Adult Social Care. Additional key functions include:

- To act as the responsible Board for the delivery of high quality, safe and innovative clinical and social care practice.
- To agree the annual practice governance and audit plan.
- To monitor progress of the annual plan and take action to ensure delivery and/or mitigate risks as a Board via the Professional governance groups.
- To take action to improve practice and care based on annual plan outcomes, research and audit.
- To monitor quality performance data and take action where appropriate.
- To develop and implement appropriate policy and audit frameworks

### **Safeguarding Priorities April 2019- March 2020**

- Quality, Standards and Performance leading on a Peer Review in August 2019 in collaboration with Oxford Health Foundation Trust
- Ensure outcomes are improved for people who have been through the safeguarding process and safeguarding makes a difference to people's lives.
- Data for safeguarding is collated, scrutinised and acted upon to ensure the partnership is responding to key priorities.
- Liberty Protection Safeguards: Plan and implement the forthcoming reforms



to DoLS which were introduced in the Mental Capacity (Amendment) Act 2019. Work with partner agencies to ensure Buckinghamshire is prepared for 1<sup>st</sup> October 2020.

## **BUCKINGHAMSHIRE CLINICAL COMMISSIONING GROUP**

### **Achievements in Safeguarding April 2018-March 2019**

- Prevent training delivered to GP's by NHS England with the aim to increase referrals from health.
- Over 250 GP's trained against BSAB themed reviews.
- Collaborative preventative safeguarding assurance visits with partner board agencies.
- Contribution to Multi-agency awareness training event.

### **Safeguarding Priorities April 2019- March 2020**

- Embed safeguarding standards in the commissioning process
- Promote the identification and support of those at risk of all forms of exploitation including radicalisation
- Lead an effective health economy response to the system wide safeguarding agenda
- Work with partners to deliver measurable outcomes for adults with the best use of resources

Joint working between the Local Authority and the CCG has been a priority for the safeguarding adult lead throughout 18/19. Where safeguarding concerns have been raised either within a care/nursing home or supported living service, joint assurance visits commenced with the aim to gain assurance and support the service as a preventative measure to prevent an increase in risk.

This has been a positive ongoing collaboration that has supported over 12 services within Buckinghamshire. The work has involved regular visits to offer support and to measure progress within the service through an improvement plan.

The visits have received positive responses from the services that have been supported and have prevented low level safeguarding concerns from escalating and therefore safeguarding adults at risk.

## Chiltern & South Bucks LPA

### Achievements in Safeguarding April 2018-March 2019

- Partnership participation in Chiltern & South Bucks Tactical Safeguarding meetings - reviews the most frequent missing adults and children, Domestic Abuse victims and perpetrators as well as a review of Hate Crime, Child Sexual Exploitation, Prevent and current intelligence on other vulnerable groups whilst looking at reducing the demand to the local services.
- Local Area Agreements with Vulnerable Adults supported accommodation – to agree responsibilities and expectations as regards calls for service.
- Robust Daily Management Process - Performance databases are used to review all incidents where there is an element of vulnerability about the victim. A proportionate and appropriate response is considered and where relevant, partner agencies are notified to safeguard those individuals. Neighbourhood Teams attention for stronger police intervention or signposting are all options available and used.

### Safeguarding Priorities April 2019- March 2020

- We will prioritise the safeguarding of vulnerable children and adults by adopting a partnership based approach.
- A continued improvement in the identification and safeguarding of children and adults vulnerable to exploitation.
- Local Police Area Tactical safeguarding partnership meeting - 6 weekly partnership meetings attended by a wide range of Partners and Police family (SWAN team / Neighbourhood Policing Team / Force Intelligence Hub / Integrated Offender Management) including Wycombe Women's Aid / Education / Child Social Care / Community Safety Partnership who support a thorough review from Force Service Improvement Review systems of Child Sexual Exploitation / Exploitation / Domestic Abuse / Hate Crime / Female Genital Mutilation / Modern Day Slavery / Honour Based Abuse / Honour Based Violence
- Safeguarding Sergeant reviews possible intervention and Demand and Vulnerability Management work with partners
- E Help – work in partnership within the early intervention arena
- Officers trained in Professional Curiosity by Domestic Abuse Engagement Worker to 'look closer' find reasons for vulnerability where applicable and deal / signpost flag to DAEW / Multi-Agency Safeguarding Hub referrals.

## **Mr and Mrs Smith's Story**

Mr and Mrs Smith are an elderly couple, both with age related mental health and mobility issues. Their adult son, Gary, has mental health and substance misuse issues. Gary constantly visits his parents, demanding money for his drug habit, leaving them feeling threatened and vulnerable.

Police responded several times to calls made by neighbours. Gary was only ever removed to prevent a breach of the peace as parents do not want to criminalise their son by supporting police action.

Gary has a history of disengaging with professionals who have tried supporting him with accommodation, substance recovery and welfare benefits. Gary has capacity.

Police arranged a professionals meeting to identify alternative safeguarding options.

Partners from Adult Social Care, Older Adult Community Mental Health Team, One Recovery Bucks and a Domestic Abuse advisor joined the police with other family and family friends to identify and discuss their fears and concerns.

By explaining the options available from professionals, the couple felt empowered and reassured that by calling the police, they would not necessarily see their son prosecuted. Advice given to them included the use of modern home security devices, civil orders and support charities for victims of crime and abuse.

This approach resulted in a wider network of support for Mr and Mrs Smith, further support by professionals for their son once he understood the consequences of his actions and ultimately the reduction in fear and concern for the parents.

### Achievements in Safeguarding April 2018-March 2019

- **Increase in safeguarding adults referral activity** Internal data shows an increase in referrals trends across the year 01/04/2018 – 31/03/2019, with a total of 285 referrals having being made. This represents a 102.13% increase on the previous year's referrals ( $n = 143$ ) and reflects increasing staff knowledge and awareness of their responsibilities in this matter.
- **MCA and DoLS** – In addition to the delivery of face-to-face training, the BHT Safeguarding Adult Team has put a lot of effort into being highly visible throughout the organisation and supporting clinical areas. Whilst there is more to do in this area, there are signs of progress as witnessed when the team walks the wards and also in the data relating to DoLS referrals which suggests that the numbers and quality of referrals are increasing.
- **Making Safeguarding Personal** The principles are being promoted through training events and at team meetings, as well as opportunistically. The Team has worked with local authority colleagues to promote the “What might good look like guidance”. This work will continue.
- **Working to ensure seamless transitions for children and their families into adult services** - A Transitional Care Group has been established in BHT, led by a consultant paediatrician. The transition to adulthood for any young person can be challenging, and for young people with additional health needs and disabilities it can be very complex, so it is important that care and support for young people is well coordinated and meets their needs. The Transitional Care Group is supported by members of the BHT Safeguarding Team. Transition is highlighted in the new 10 year forward plan which aims to address gaps in services for young people and to “move towards service models for young people that offer person-centred and age appropriate care for mental and physical health needs, rather than an arbitrary transition to adult services based on age not need”.
- **NHS Improvement benchmarking tool** regarding national services for people with LD has been completed; the Trust is awaiting the final report and recommendations.
- **End of life care for people with learning disabilities** – BHT Learning Disability Liaison Nurses work as part of the Safeguarding Team. They have been working assertively to support clinical staff in delivering end of life care and have monitored and reviewed the BHT do not attempt resuscitation (DNACPR) guidance for their client group.
- **Domestic abuse** Closer working links with Women's Aid Independent Domestic Violence Advisors (IDVAs) have been developed in the past year with the aim of improving training offered to BHT staff and relationship-building with key staff groups, especially in the Emergency Department (ED).

- **Internal incidents and complaints** These are monitored by the BHT Safeguarding Team in order to inform safeguarding training and practice. In the past year the top six adult safeguarding-related incidents in order of frequency of reporting are:
  - Pressure sore / decubitus ulcer
  - Possible delay or failure to monitor
  - Implementation of care or ongoing monitoring – other
  - Discharge
  - Abuse - other
  - Slips, trips, falls and collisions
- **Mental Health** In order to improve services and prevent harm to adults with mental health conditions, the Trust continues to work with and support partners in mental health services, including the psychiatric in-reach liaison service (PIRLS) and other practitioners employed by Oxford Health Foundation Trust (OHFT). In addition an internal Mental Health Group has been established which has met 3 times.

#### **Safeguarding Priorities April 2019- March 2020**

- **Liberty protection safeguards (LPS)** BHT will work with partner agencies to implement the forthcoming reforms to DoLS which were introduced in the Mental Capacity (Amendment) Act 2019).
- **High Impact Service Users** The BHT Safeguarding Team will support ED in respect of those patients who repeatedly attend. Literature suggests these patients also frequently access other health and social facilities and generate greater admission rates and a greater burden of chronic disease. Furthermore, frequent attendance at Emergency Departments is known to be associated with increased stress and dissatisfaction amongst patients. The mortality rate is double that of the “average” population. This cohort has a higher burden of alcohol and substance misuse, and psychiatric illness. The Safeguarding Team will be actively involved in the work with ED around managing high impact patients in conjunction with implementing and developing further the use of Elpis, the software for monitoring vulnerable people who go missing.
- **Missing Patients** BHT will work closely with colleagues in Thames Valley Police (TVP) as well as health and social care partners to further develop the use of Elpis, the software for monitoring vulnerable people who go missing;
- **Mental Health** BHT will further develop mental health work in the Trust including working with public health around suicide prevention and the delivery of suicide first aid training.

## **Anne's Story**

Anne was an inpatient in BHT for a long term health condition. She had multiple health needs and a known mental health disorder. Anne had recently been treated for a delirium following an infection. During this time she told the Ward Manager she did not feel safe on the ward. Anne expressed that staff were behaving in a way that made her feel unsafe. Some of the concerns related to staff walking on the ceiling above her bed and others related to torches being shone in her eyes or her feet being flicked and displays of sexualised behaviours.

The way in which the Ward Manager and staff reacted to these concerns were reflective of good practice. It was clear to the Ward Manager that Anne was very distressed and immediate measures were put in place to ensure that she felt safe. This included a robust safety plan that was made together with Anne. The Ward Manager was open and transparent and ensured a Safeguarding concern was raised with the Local authority whilst ensuring that Anne's voice was heard throughout this process.

The Ward Manager instigated safeguarding multi-disciplinary meetings to ensure that relevant staff were aware and able to be part of ensuring that Anne was made to feel safe. It was acknowledged that some of the allegations were not plausible i.e. staff walking on ceiling, however the Ward Manager kept an open mind in terms of other allegations and did not discredit Anne. A deep understanding of how Anne would be feeling was evident regardless of whether or not these allegations were substantiated.

The safety plan was put in place and reviewed regularly. Staff involved in the allegation were supported and debrief/supervision sessions were put in place to ensure that staff had an opportunity to reflect on what was a very difficult case.

### Achievements in Safeguarding April 2018-March 2019

- The expansion of the Oxford Health Safeguarding Adults Team – the staff have backgrounds in Learning Disability, Dementia Care, Mental Health, Physical Health and Forensic.
- Introduction of a Safeguarding Forum across Buckinghamshire monthly.
- Community team meetings include case presentations re safeguarding by staff and facilitated discussion and reflection for team members.
- Safeguarding supervision for locality and specialist community mental health teams.
- Process developed for recording and monitoring Section 42 allocation to Oxford Health.
- Audit process in place with the corporate audit team for Oxford Health to improve performance.
- Robust liaison with the MASH
- Multi-agency information sharing within Elpis – Missing Persons
- Multi-agency information sharing within MARAC – Domestic Abuse

### Safeguarding Priorities April 2019- March 2020

- Development of a safeguarding induction package for new team managers.
- Yearly training programme/ refresher for team managers in safeguarding and s.42 enquiry processes.
- Further development of the audit tool for Section 42 recordings; by reviewing and process mapping with the Corporate Audit Team, Oxford Health.

### Ella's Story

Ella contacted Psychological Services and as part of their routine enquiry she was asked about any abuse she may have experienced. She disclosed that she was subject to both physical and psychological abuse from her partner. Her partner's behaviour was causing distress to her young son when he witnessed it.

A DASH (Domestic Abuse, Stalking and Harassment) checklist was completed which showed low risk. The professional judgement was that this indicator was about right and there was no need for onward referral to MARAC (Multi-Agency Risk Assessment Conference) for further risk assessment about her partner. A referral was made to Women's Aid and Ella has engaged with this support.

The needs of the young son were considered. Ella was very keen to take actions to protect her son from her partner's behaviour and was seeking support from agencies involved with them as a family.

With this in place, Ella was able to make changes and decisions about her and her family's future.

- Developing qualitative feedback from services users and relatives.
- Development of Safeguarding Roadshows across the county within Oxford Health
- Development of data from Elpis to influence safeguarding for young people within CAMHS
- Working with TVP Missing Person Lead to further develop the Herbert Protocol within Elpis for Older Adults.
- Working with Oxford Health Domestic Abuse Lead to develop training strategy for Oxford Health Staff
- Development of an action plan to share with BCC.
- Learning from incidents with a Safeguarding Focus within Oxford Health

## WYCOMBE DISTRICT COUNCIL

### Achievements in Safeguarding April 2018-March 2019

#### Desborough Road Outreach Project

The Wycombe South Neighbourhood Team and Wycombe District Council's Community Safety Team have led on a new safeguarding project, aimed at engaging with the sex work community in the Desborough area of High Wycombe. Together with One Recovery Bucks, Riverside Housing (Old Tea Warehouse), Terrence Higgins Trust and Bernardo's – partnership officers undertake outreach work to engage with the workers and offer them the opportunity to visit a dedicated 'hub'. Here they can receive guidance and support on a range of subjects, including housing, alcohol and substance misuse, and sexual health – with a tailored clinic and nurse on hand. DROP operates twice a month, out of the One Recovery Bucks (ORB) offices.

#### Further development of the Safe Place Scheme

Vulnerable people sometimes need a safe haven when out in the community and feeling confused, scared or upset. The 'Safe Place' scheme provides suitable venues, such as local shops and restaurants, where they can go and where a telephone call can be made to someone they trust – who will either come and collect them, or advise them about what they need to do. Alternatively, they may just need help with directions.

The programme is coordinated by Wycombe District Council's Community Services Team, with support from Thames Valley Police and voluntary organisations. [www.wycombe.gov.uk/safeplacescheme](http://www.wycombe.gov.uk/safeplacescheme)



## **Further development of the Street Association Project**

Thames Valley Police, Trading Standards, Wycombe District Council and Buckinghamshire County Council have been working with local action groups to further develop the Street Association Project across the rural areas.

The scheme requires local residents to sign up as a member to be the 'eyes and ears' on their street, encouraging stronger and safer communities in the long term. Members will assist in:

- Directing people to the right organisations for support
- Becoming a 'Nominated Neighbour'
- Working with the whole community to ensure all residents feel safe.

## **Modern Slavery**

Members of the Community Safety Team have undertaken SPOC training with the Willow Project. The modern slavery content on the WDC internal and external intranet pages has been updated and we have supported the work of the Hidden Harm campaign, focussing on Modern Slavery.

## **Street Support Partnership**

The Wycombe Street Support Partnership is a group of local organisations working collaboratively to address issues of concern in High Wycombe, with a specific focus on the town centre.

The organisations each have an individual role in supporting members of our street community. This includes providing support for housing, helping address substance misuse or, where necessary, using enforcement to address anti-social behaviour and criminality.

[www.wycombe.gov.uk/streetsupport](http://www.wycombe.gov.uk/streetsupport)

## **Safeguarding Adults Policy**

Wycombe District Council is fully committed to safeguarding the welfare of vulnerable adults and recognises our responsibilities to take all reasonable steps to promote safe practice and to protect people from harm, abuse and exploitation. Our new Safeguarding Adults Policy sets out our policy statement, along with the roles and responsibilities, procedures and processes within our organisation; including how to deal with concerns.

## **Street Wardens**

Wycombe District Council has employed three full-time street wardens to work within High Wycombe Town Centre. They will work in partnership with HWBidCo's Town Ranger, Thames Valley Police and support agencies based in High Wycombe – signposting and assisting vulnerable people, where relevant.

As well as providing a reassuring, visible presence in the community, the wardens – working with the council's partners – are on hand to help deter crime and anti-social behaviour, reduce the fear of crime, and foster community cohesion.

## **Taxi Licensing Training**

Drivers across the district received mandatory safeguarding training, highlighting potential vulnerabilities and what to do if they see them. The training covered varied subject matters include exploitation, modern slavery and dementia.

## **Dementia**

Work has begun in making the Council Offices 'Dementia Friendly' for visitors and staff and 75% of our Councillors are now 'Dementia Friends'. High Wycombe is also working towards becoming a 'Dementia Friendly' Town.

## **Grant Funding**

Wycombe District Council has provided funding to projects and initiatives such as High Wycombe CAB, Shopmobility, Wycombe Women's Aid, Chiltern Dial-A-Ride, Wycombe Homeless Connection, Wycombe Rent Deposit Scheme, One Can Trust, Wycombe Rape Crisis, Enrych

## **Safeguarding Priorities April 2019- March 2020**

- To explore a new piece of partnership work around hoarding. Considering opportunities for training and awareness raising – possibility of a new hoarding working group.
- Further development of the Wycombe Hotel Watch Scheme, to include training and advice on Modern Slavery and County Drugs Lines.
- To work with partners in delivering an awareness campaign around domestic abuse for beauty salons and hairdressers.

## Safeguarding Adult Reviews and Lessons Learned

The Care Act 2014 states that Safeguarding Adult Boards (SABs) must arrange a Safeguarding Adult Review (SAR) when an adult in its area dies or is seriously harmed as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult. This is a statutory responsibility.

The overall purpose of a Safeguarding Adult Review is to promote learning and improve practice, not to re-investigate or to apportion blame. The objectives include establishing:

- lessons that can be learnt from how professionals and their agencies work together
- how effective the safeguarding procedures are
- learning and good practice issues
- how to improve local inter-agency practice
- service improvement or development needs for one or more service or agency.

Buckinghamshire Safeguarding Adults Board has a Sub Group of the Board, the Safeguarding Adults Review (SAR) Sub Group (See Structure Chart page 12) whose responsibility it is, to receive and evaluate Safeguarding Adult Review referrals.

Safeguarding Adult Review Reports are published on our Safeguarding Adults Board webpage:

<http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-board/about-the-bsab/safeguarding-adults-reviews/>

Lessons learnt are shared to maximise the opportunity to better safeguard adults with care and support needs, who are or may be at risk of abuse or neglect. The Care Act 2014 requires that any findings/lessons learned from SARs completed are included in the Annual Report.

## **Position – 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019**

There were a total of **5 referrals** that were considered by the SAR Sub Group during this reporting period.

- 2 of these referrals were considered **not to have met the criteria** for a SAR by the SAR Sub Group and BSAB Chair.
- 2 referrals were considered to meet the criteria and were commissioned by the BSAB. Reviews are ongoing at the time of this Report.
- 1 withdrawn by the referrer.

Two SARs were ongoing from the previous reporting period and of these one was completed and signed off in March 2019, due to be published soon. Learning outcomes from that Review will be included in next year's Report. The other SAR was originally referred in 2015 but there were issues with the final report and delays in the Inquest and other proceedings. This review will be completed soon and is due to be signed off in June 2019. An Action Plan has been completed with the majority of actions already being addressed. Lessons learned will be included in next year's Report.

During this time period, the BSAB also agreed to work jointly with another Local Authority SAR, as Bucks CC were the placing authority in a case that involved the death of an individual in another area.

### **Shared Learning**

In May 2018 a SAR Self Neglect Learning Event took place to share learning from 2 SARs that were completed at the end of 2017. Both SARs involved issues of self-neglect. The event was attended by over 100 front line practitioners and focused on learning lessons to assist staff and managers to make changes to practice.

## What's next for 2019-2020?

April 2018 - March 2019 has been an exceptional year, which saw significant challenges particularly over the last six months of the period. The Board's ability to make progress has been impacted by capacity issues facing the Board during the year, even though a letter to all Chief Executives received a positive affirmation of commitment and support to the work of the BSAB. There has been an unprecedented turnover of Board membership; 3 of the 4 Sub Group Chairs are vacant; statutory partners have continued to face significant funding pressures and increased workloads; and crucially the role of Board Manager was vacant for 6 months and consequently the support to the Board has been a challenge.

However, this level of change also provides a good opportunity to reappraise the role and function of the Board, as it aligns with the arrangements for the Children's Board. The commitment of all partners to keeping vulnerable adults safe is evident, which in turn requires the adherence to the principles of an effective Board going forward. An effective BSAB will provide good governance and leadership by:

- Understanding their role and what active engagement means in practice;
- Ensuring delivery of organisational purpose through an agreed long term strategy and work plans; monitoring progress against the Business Plan and evaluating outcomes and impact;
- Working effectively both as individuals representing their agencies and collectively to ensure the Board makes a difference to the lives of vulnerable adults;
- Exercising an effective assurance and challenge function;
- Being open and accountable to each other on the Board, partners, service users and carers and the wider public;

In order to achieve the above, moving forward into 2019/2020, the Board will be looking to:

- Review the membership of the Board and Sub Groups to ensure the appropriate level of seniority that enables the Board to actively fulfil its assurance and challenge function;
- Review the Strategy and Business Plan in light of closer collaboration with the Children's Board and other partnerships to ensure it remains 'fit-for-purpose' in delivering joint priorities during the next development phase of the Board;
- Secure an evidence base that assures the BSAB that Making Safeguarding Personal is embedded across the culture of all agencies;
- Identify a mechanism for the meaningful engagement of service users, carers and the community/voluntary sectors in keeping people safe across Buckinghamshire;

- Implement the approved Transitions Audit Action and Improvement Plan;
- Contribute to the delivery of the Domestic Abuse Strategy through a focus on specific actions appropriate to the BSAB;
- Develop the Performance Dashboard so that the Board can actively 'interrogate and analyse' the data as required by the Care Act 2014.

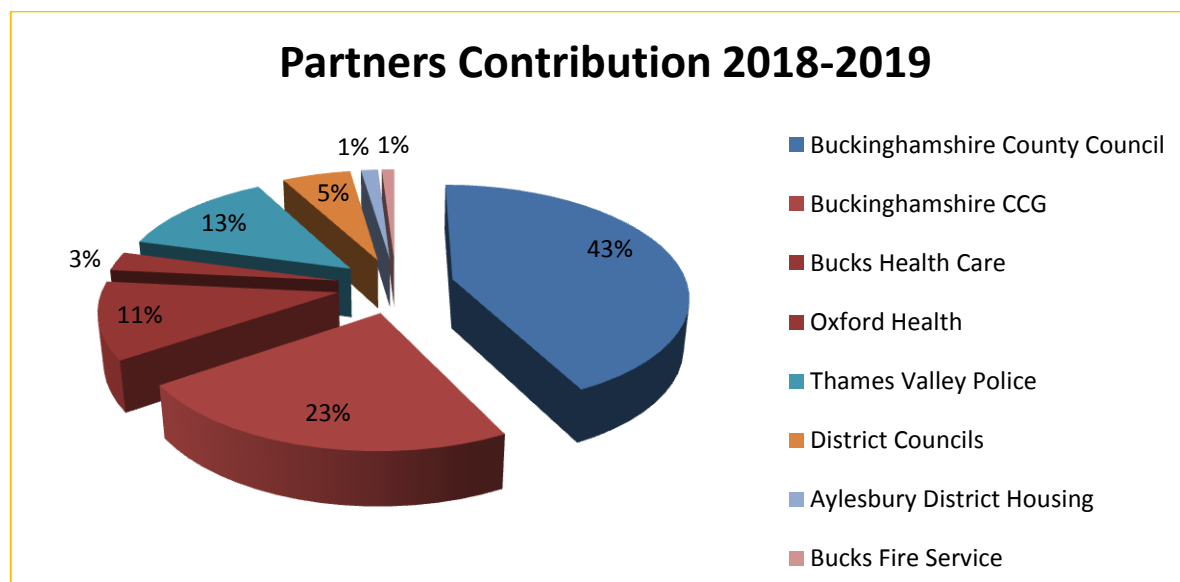
The Children and Social Work Act 2017 introduced changes to the structure of Children's Boards. Each area had to determine how the three statutory agencies (Local Authority, Health and Police) would work together at a partnership level and to publish these plans in June 2019. By the end of March 2019, decisions had been taken to look for opportunities to align the work of the new Children's Partnership with the BSAB and the first step was to advertise for an Independent Chair for both Boards. The intention was that the new Chair would be in place before the implementation of the new Children's arrangements at the end of September 2019.

The interim manager for BSAB was tasked with completing a review of the BSAB arrangements and the findings of this Review will be published in the 2019/20 Annual Report.

## Appendix 1: BSAB Budget/Partner Financial Contributions

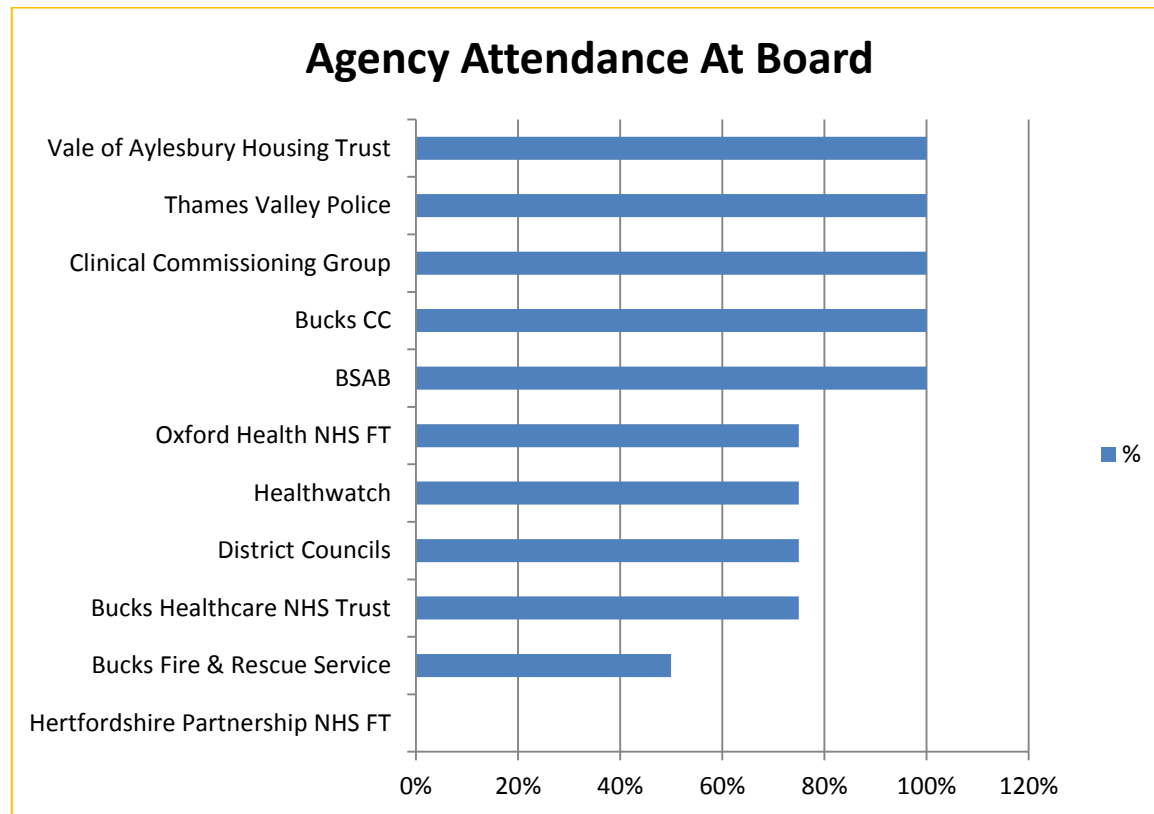
In 2018/19 Buckinghamshire Safeguarding Adults Board received a total funding of £162,747.00 from partners. Key partner agencies contributed financially to the operating budget to ensure that the Board was able to meet its statutory requirements. Contributions came from Buckinghamshire County Council, Thames Valley Police, Clinical Commissioning Group, Bucks HealthCare NHS Foundation Trust, Bucks Fire and Rescue, District Councils, and Aylesbury Housing Association. See Chart below:

It was agreed that there would be no increase to the budget for 2019/20 therefore it is also set at £162,747.00.



Regular financial monitoring reports are presented to the Board to ensure effective management and control of resources.

## Appendix 2: Board Attendance 2018/19





## How is Adult Safeguarding dealt with in Buckinghamshire?

In Buckinghamshire, all Adult Safeguarding referrals go through the Adult Safeguarding Team based at the MASH (Multi-Agency Safeguarding Hub). The MASH is staffed by Adult Social Care staff, Thames Valley Police and Health.

During office hours referrals to the **MASH** can be made by phone or email:

E-mail [safeguardingadults@buckscc.gov.uk](mailto:safeguardingadults@buckscc.gov.uk)

By Phone: During office hours 9am – 5.30pm Monday to Thursday, 9am-5pm on Friday TEL: **0800 137 915**

Emergency out of hours Tel: **0800 999 7677** or if it is an emergency call the police on 101, or dial 999.

There is a [REFERRAL FORM](#) which should be sent to [safeguardingadults@buckscc.gov.uk](mailto:safeguardingadults@buckscc.gov.uk) .

If there are concerns about a child: 0845 460 0001, further information can be found on [Buckinghamshire Children's Safeguarding Board Website](#)

**If you require any further information about the Buckinghamshire Safeguarding Adults Board, you can contact:**

**Board Business Unit - Tel: 01296 387146**

**[BSAB@buckscc.gov.uk](mailto:BSAB@buckscc.gov.uk)**

**New County Offices, Walton Street, Aylesbury, Buckinghamshire, HP201YU**

