



**Annual report of**  
**The Buckinghamshire Safeguarding Adults Board**  
**2016/2017**

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## **Foreword**

Welcome to the 2016-17 Annual Report of the Buckinghamshire Safeguarding Adults Board. This provides the Board and agencies with the opportunity to reflect on their achievements in 2016-17 and plans for the year ahead. It keeps the public informed about the work of the Board and also gives us the opportunity to demonstrate the fulfilment of its statutory role and commitment to safeguard adults at risk in Buckinghamshire. Unusually the Board, in the previous year, had 3 Independent Chairs and a number of changes in key roles. This meant 2016 was a year of significant change and transition. It was the commitment of all partners to safeguarding adults that meant this was a smooth transition that stayed focused on the safeguarding work of the Board.

I joined the Board as its Independent Chair in May 2016, with a brief to examine the Board Membership, taking into account the improvements of the Children's Board following an Ofsted inspection; and to assure partners that the membership and meetings were able to act strategically, in a positive way which took account of and enabled improvement of services provided for those who are vulnerable in Buckinghamshire. In particular, it was important to assure members that the Board was delivering in accordance with the statutory requirements set out by the Care Act 2014, which placed the Board on a statutory footing. Regular meetings are in place with the Independent Chair of the Safeguarding Children's Board, Safer Stronger Communities Board and Health & Well Being Board to ensure shared learning and a strategic approach to delivering safeguarding across services.

There is enthusiasm for the partnership work in Buckinghamshire to safeguard and protect adults at risk, and the commitment of all Board members was demonstrated so clearly when we were reviewing the functioning and membership of the Board in November 2016. I believe we now have a Board which functions at the appropriate strategic level supported by senior managers who make an absolute difference in each of their constituent organisations. This enabled progress and achievements over the last year which is set out in the body of this report.

Our planning day in November 2016 enabled us to review the development of strategic objectives for the forthcoming year. Clear priorities were identified in terms of:

- Developing the Board including service user and carer involvement in the Board
- Prevention and early intervention-acting before harm occurs and robust shared risk management approaches
- Undertaking Safeguarding Adult Reviews and embedding learning from experience
- Ensuring that we continue to focus on performance information from all organisations which is relevant and enables the Board to agree and target improvements and also to challenge each other
- Continuing to ensure that we embed the practice which we call “Making Safeguarding Personal” and which ultimately means that all those citizens who are safeguarded or protected, have the opportunity to determine for themselves the outcomes they want to achieve

Our objectives this coming year will build upon these priorities and deliver improved communication to the general public to increase awareness about safeguarding.

Locally in Buckinghamshire we have taken a critical look at our own effectiveness and been open about reviewing cases that may potentially be subject to Safeguarding Adult Reviews. It is this willingness to learn and develop that provides assurance to the Board and ensures there is never complacency. The Board is committed to continuing the work together, to self-assess all our work and continue to raise the profile of safeguarding adults with members of the public and our communities, so that we are alerted to all those in need of protection. Our continued partnership working and developments will strengthen our ability to safeguard the rights and safety of those in need of support.

It is especially important that all partners continuously audit practice and take forward the lessons learned. During 2017/18 we will be undertaking themed audits. For example, we know that people are aware of safeguarding, though the Board needs assurance that there is an improvement in people’s confidence around their roles and responsibilities in relation to safeguarding. This has led to changes in how the delivery of

appropriate training for staff takes place and over the forthcoming year we will be measuring the impact of learning and development across partner organisations.

During the past year there continued to be many developments and initiatives to safeguard adults' in Buckinghamshire. 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, changes to policies, structures and personnel accompanied by reductions in resources. This has required further dedicated and sustained commitment and innovation on the part of all agencies represented at the Board to continue to work closely together to make the best possible use of resources. This has contributed to the Safeguarding Adult Board being in a strong position to ensure safeguarding arrangements remain 'fit-for-purpose' in response to the Care Act.

I would like to thank all those people who support the effectiveness of the Board, but importantly who make a difference to Buckinghamshire citizens, because of their passion for improving services for adults at risk.

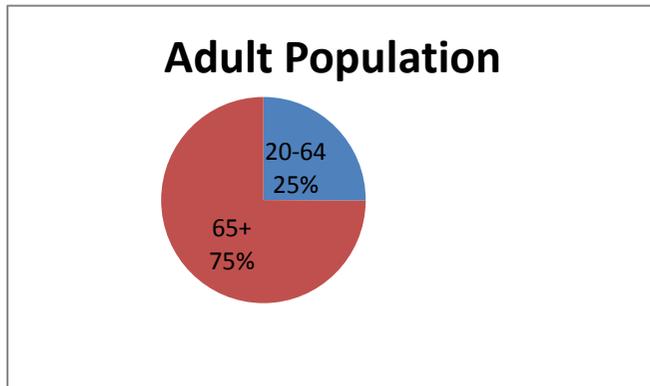
M. SEATON

(Marie Seaton Independent Chair)



## 1. Local Demographics and Pressures

Buckinghamshire is a home county, which is close to London but yet has some large rural areas. It has several main towns, including Aylesbury, High Wycombe, Amersham and Chesham with a predominantly rural north and more urban south.



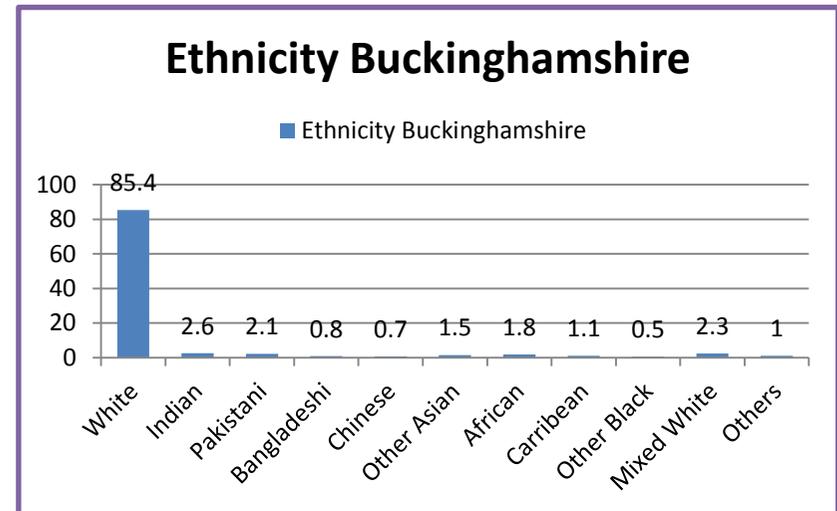
The population of Buckinghamshire is over half a million people. In 2014 the population rose by 3813 to 521922<sup>1</sup>. This increases Buckinghamshire's population density to 335 people for every km<sup>2</sup> the 9<sup>th</sup> highest density amongst County Councils. The biggest growth of population was in Aylesbury District accounting for over half the growth in population.

The highest rate of increase was amongst those over 65. Alongside this was a growth in those working later in life, including those in their 70's, of 3.6% growth in this group. This means that in the coming years we are going to have a growing elderly population which may mean an increase in demand on services, especially with the increasing number of people living longer with conditions including dementia.

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<sup>1</sup> Buckinghamshire Health & Social Care -Operational Resilience & Capacity Plan (2014/15)

The Ethnicity in Buckinghamshire is as laid out in this Chart, but it should be noted that the three areas of highest density of multiple Ethnicities tend to be in High Wycombe, Aylesbury and to the South of the County.



### Deprivation and Health Care

Buckinghamshire is the second **least** deprived county in England. Buckinghamshire therefore has much better educational attainment than the national average, with a highly skilled workforce and lower levels of poverty and unemployment. However there are still pockets of deprivation these are in both the rural and urban areas of Buckinghamshire. Over 17% of Buckinghamshire’s population is over 65 with the proportion predicted to increase to 21% by 2022. It is this section of the community who are major users of health services with 40% of people over 65 years reporting a limiting long-term illness.

Within Buckinghamshire, there are two main areas of deprivation, Aylesbury and High Wycombe, accounting for 2.5% of the local population living in the most disadvantaged 30% of the population as a whole. Such populations have high levels of morbidity and in Buckinghamshire; cardiovascular disease, cancer, diabetes and COPD are long term conditions of high prevalence locally. Each area of Buckinghamshire therefore bring with them different issues which the Board needs to tackle.

It is important that the Board remains aware of the demographics of Buckinghamshire as well as looking at individual Safeguarding Data which is produced and analysed by the Quality and Performance subgroup of the Board.

## **2. National Safeguarding Issues**

### **Care Act 2014**

The Care Act 2014 has had a big impact on Safeguarding across the country not only by putting Safeguarding on a statutory footing but also by widening the scope of safeguarding to include all adults “with care and support needs” and new safeguarding categories of Domestic Abuse, Modern Slavery and Self-Neglect.

Over the last two years, local authorities who led on safeguarding and local multi-agency Safeguarding Adult Boards have been developing in order to meet the new statutory responsibilities of the Care Act. Many of the elements of the Care Act were already in place such as Safeguarding Adult Boards and Safeguarding Adult Reviews but it was very much up to each local area how they operated. For instance Safeguarding Adult Boards could choose which cases met the threshold for Safeguarding Adult Reviews and whether to carry out reviews whereas now this is laid down in statute. These increased responsibilities obviously have a potential impact on Board budgets and the work of the Boards.

One area that has caused many local authorities and Boards concern has been the inclusion of self-neglect<sup>2</sup> as a category of abuse. In the past there was never consistency about how self-neglect was dealt with and whether it was seen as a safeguarding issue. There is still evidence that this is a challenging area for safeguarding Boards and local authorities as there is no perpetrator or crime. There is still a resistance to collecting data in this area and this can be seen in a recent article in Community Care.

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<sup>2</sup> **Self-neglect** is a behavioral condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have.

<http://www.communitycare.co.uk/2017/03/02/missed-opportunity-tackle-self-neglect/?cmpid=NLC|SCSC|SCDDB-20170306>.

All of the above changes are set against a back drop of agencies with budgets under pressure which then impacts on the work that they and the partner agencies can do. This does however mean that the role of the Safeguarding Adults Board is more important than ever in making sure that agencies do work together to protect some of the most vulnerable citizens in Buckinghamshire at the same time as developing strategies to prevent people from being abused and equipping our population to protect themselves and their communities.

### **Multi Agency Safeguarding Hubs (MASH)**



Alongside the changes brought in by the Care Act 2014 there have also been a move towards more collaborative and partnership working particularly between Adult Social Care and the police and this has mainly been led by the formation of MASH's. These first started to appear in 2011 (<http://informationsharing.org.uk/wp-content/uploads/2014/10/P0075-MASH-briefing.pdf>) as a result of failings in multi-agency working around children and young people in some parts of the country. Many of the early models were based on a model developed by Devon Safeguarding Children's Board.

A MASH is a core group of professional's from several agencies co-located, usually at least Police and Social Care, mainly children focused but with a growing number of MASH's involving Adult Social Care. The purpose of the MASH is to have one point of contact for Safeguarding Concerns and a place where information can be shared as necessary between agencies in order to inform decision making processes.

In Buckinghamshire the MASH co-locates key partners in order to improve the initial response to safeguarding concerns in relation to children and vulnerable adults.

Bringing together key partners and forging stronger links with other agencies enables information to be shared quickly and effectively. This enables better informed decisions to be made by social care. This approach assists in identifying risk at an earlier stage and results in appropriate early intervention in order to safeguard vulnerable children and adults.

Safeguarding professionals from Buckinghamshire County Council (children's and adult's services), Thames Valley Police and Buckinghamshire Healthcare Trust are working together from Aylesbury Police Station. They access their respective organisation's systems and share relevant information in a secure environment. The MASH also seeks information from other agencies across both the public and voluntary sectors.

For concerns regarding **adults**, contact **Adult Safeguarding Team on 0800 137 915** or email [safeguardingadults@buckscc.gov.uk](mailto:safeguardingadults@buckscc.gov.uk)

For concerns regarding **children**, contact the **First Response Team on 0845 460 001** or email [cypfirstresponse@buckscc.gov.uk](mailto:cypfirstresponse@buckscc.gov.uk)

### 3. The Safeguarding Journey for Adults

The MASH team provides the front door access in Buckinghamshire for Adult Safeguarding. Referrals can be made by telephone, in person, by email and fax and by referral form. All referrals are taken by the Referral Coordinators who sit in the MASH. They will screen the referral and gather any additional information that is necessary to make a decision regarding whether the case meets the threshold for a Section 42<sup>3</sup> Safeguarding

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<sup>3</sup> Section 42 of the Care Act, places a duty on local authorities to make enquiries, or cause enquiries to be made, where certain adults are considered to be experiencing or at risk of abuse or neglect

Enquiry or needs to be dealt with outside that formal process. At this point the alleged victim of the abuse is contacted, unless it would put them at further risk, to try and ascertain their views and consent to the safeguarding process. At this stage it might be clear that a crime had been committed and the case will be immediately be discussed with the police, within the MASH so that they can decide if they need to take the lead on the case.

Once the information has been gathered the case is referred to a Senior Practitioner (Social Worker) who will then assess the information to decide if it meets the criteria for a Section 42 Safeguarding Enquiry. This Section applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):–

- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- (d) The local authority must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case (whether under this Part or otherwise) and, if so what and by whom. (Care Act 2014)

If the alleged victim has not yet been contacted the Senior Practitioner will again try and make contact with them to seek their consent to go ahead with the enquiry and to find out what outcome they would like out of the Safeguarding Enquiry (in line with “Making Safeguarding Personal<sup>4</sup>”)

Once it has been decided that the case meets the criteria for a Section 42 Safeguarding Enquiry the case will be signed off by a Manager and the decision will be then be made as to whether the case would be better managed within the MASH or sent to a community team. The case is then allocated and the named worker will contact the alleged victim to arrange to meet with them to start the formal safeguarding process.

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<sup>4</sup> “Making Safeguarding Personal” is a Local Government and ADASS initiative to ensure that service users remain at the heart of any Safeguarding work done on their behalf. It was started in 2012 and has now become embedded in the Care Act 2014.

The purpose of the initial meeting with the alleged victim is to start to find out what outcomes the person wants and also to ensure that they are safe and start to work with them to develop a Safeguarding plan. This will then form the basis for the enquiry and the worker will work with the alleged victim to carry out this plan. This may involve:

- Meetings between professionals, such as between the alleged victims allocated worker and other agencies such as Police, Health, etc.
- Investigations and enquires from other agencies including specialist professionals such as Tissue viability nurses etc.,
- It might include a police investigation which will run alongside the section 42 enquiry.

## **CASE Examples**

**The case examples below highlight some of the many advantages of multi-agency working within Adult Safeguarding and the value of the Board in supporting and prompting this way of working.**

### **Example 1:**

A safeguarding concern was received in relation to Client P.

Client P had been admitted to a local hospital and there were allegations that they had been the subject of a scam. The case was screened by the MASH and the case was allocated for a joint enquiry between Thames Valley Police and the Safeguarding Adults Team. The police officer who was allocated the case visited Client P at the hospital but had not reviewed all the concerns which included allocations that Client P had been potentially harmed in another way. The allocated Safeguarding Practitioner from the Safeguarding Adults Team visited Client P and spent considerable time speaking to them about their concerns. The Safeguarding Practitioner was concerned that Thames Valley Police were not proceeding with some of the concerns and

decided to have a strategy discussion with the Sargent based at the MASH. The Sargent was able to review the information in full and requested that the case was reallocated.

The outcome for the client was positive and with the information the Safeguarding Practitioner gathered meant that criminal activity was discovered. Without having a MASH function I believe it would have been difficult to have shared the information as freely. The MASH also meant that the decision with Thames Valley Police made could be challenged in a safe environment.

### **Example 2:**

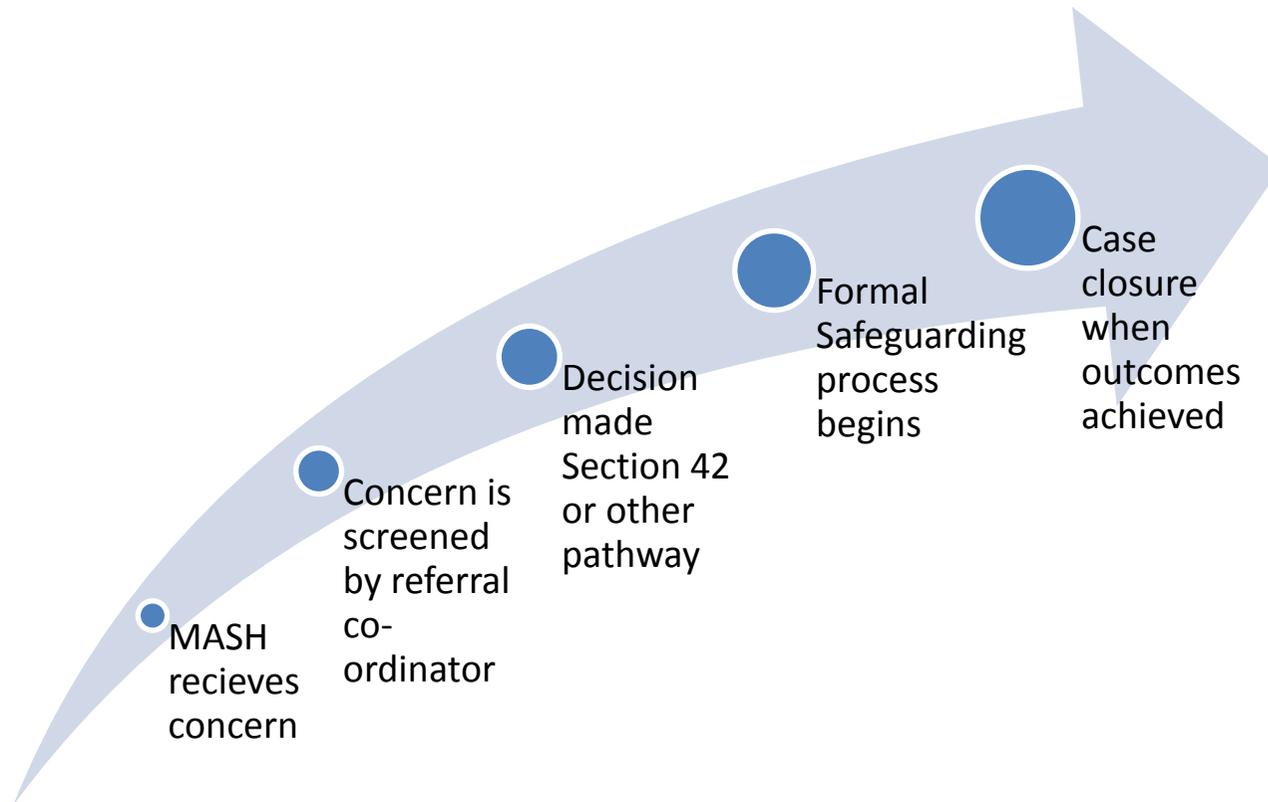
A safeguarding concern was received in relation to Client Q and her daughter Client T.

On receiving the concern information was presented to TVP in the MASH to determine if there was a criminal concern such as Coercive control. There were also MASH requests sent to Mental Health as well as to health to gather information about the individuals. Throughout the Safeguarding Enquiry there was a great deal of MDT working and at times discussions were happening within the MASH to rescreen new concerns in relation to Client Q and Client T. During the enquiry there were discussions with Evidential review officer and DIAU to ensure all avenues re criminal activity were explored and joint working with neighbourhood officers to ensure actions were enforced and clients and professionals were safeguarded.

We believe that the MASH was able to identify and manage the risks which Client Q and T were under. As information was shared appropriately between agencies it ensured that all the concerns were known when assessing risk with the individuals.

Overall the multi-agency working in the MASH has enabled greater understanding between agencies about their roles and responsibilities and this has been used as can be seen in the cases above to the benefit of the clients.

- **Safeguarding Journey**



At all times the alleged victim and/or their representative will be kept informed of what is happening and will work with the allocated worker to achieve their outcomes. At the very start of the process the alleged victim will also

be asked to nominate an advocate<sup>5</sup> to support them through the process this can be a family or friend or they can have an advocate appointed to them. If they lack the mental capacity to take part in the process they can still be appointed an advocate and this may be an Independent Mental Capacity Advocate (IMCA) and they will as far as practicable be involved in the safeguarding enquiry.

If someone dies before a safeguarding enquiry is completed, the case may have to end. However if there is evidence that other adults with care and support needs are at risk the case may continue with the agreement of the Safeguarding Manager. If it is believed that the Adult died as a result of abuse or neglect then the case will be referred to the Safeguarding Adults Review Subgroup as it may meet the requirements to be considered for a Safeguarding Adults Review. A Safeguarding Adults Review is held when an adult at risk of abuse dies or has experienced serious neglect or abuse, and there is concern that partner agencies could have worked more effectively to protect them. The aim is to learn lessons from the Review and implement improvements if required.

At present there are no time limits within the process, this is to enable the case to be worked at the pace of the alleged victim rather than the organisations involved. However, this should not mean that the case should be allowed to drift or involve unnecessary delay and it should be actively managed. A case will conclude when all enquires have been made and the alleged victim feels that their outcomes as far as possible have been achieved. This does not mean that all outcomes are achievable. However, work will have been done with the alleged victim during the safeguarding process to ensure that the outcomes were achievable, realistic and improved the quality of life for the individual.

The safeguarding process should be formally ended. This involves approval being sought from a manager before the case is closed as well as agreement from the alleged victim. An acknowledgement sent to the referrer to inform them that this has happened. A follow up is made to ask if the person wishes to provide any feedback to the Safeguarding Team regarding their experience of the Safeguarding process which will inform the development of the team and safeguarding practice.

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<sup>5</sup> Advocacy is a means getting support from another person to someone who is unable to, to express their views and wishes, and to help make sure their voice is heard.

## 4. Our Board

In Buckinghamshire there has been a Safeguarding Adults Board since the inception of No Secrets in 2000. However with the introduction of the Care Act in 2014 the Board has had to be re-structured to meet the requirements of the Act. The Act made it a duty for Boards 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 Board provides leadership for adult safeguarding arrangements across its locality and oversees and coordinates the effectiveness of the safeguarding work of its member and partner agencies. The Board now has three core duties:-

1. Develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute
2. Publish an annual report detailing how effective their work has been
3. Commission safeguarding adults reviews (Safeguarding Adult Reviews) for any cases which meet the criteria for these.

The Care Act made it clear that the Board should also be made up of certain statutory core partners including:-

1. The Local authority
2. Clinical Commissioning Groups (CCGs)
3. The police – specifically the chief officer of police

Individual Boards could then decide which other partners felt was relevant to its work.

In response to the Care Act, the Board made several changes to the way in which it worked. However, during 2016 there were several changes to the staffing of the Board including a new Independent Chair of the Board, Marie Seaton being in place from May 2016. The Board manager left and was replaced by Nicolette Barry in October 2016. It was also decided during this time that there was no longer a role for a Training Manager or training administrator, as a more cost effective way of providing training was agreed. Therefore the Board has had a year of transition and change with some disruption to the continuity of staffing. However, partners ensured the work of the Board still went on and by October 2016 all the new staff were in place. This enabled outcomes to be achieved by the Board in the second half of the financial year as laid out in the Boards Business Plan.

In Buckinghamshire there has always been a good response from partner agencies in attending the Board (appendix 3). However over the last year it was felt that the Board had become too large to continue being effective, with forty members. At the same time there were eight subgroups that presented a capacity issue as Board members were finding it challenging to attend both the subgroups and the Board. The subgroups are vital as they are the 'engine room' that takes forward the work of the Board. It was agreed that an Away Day would take place in November 2016 for all Board members to attend to look at restructuring governance arrangements, to enable the Board to deliver the agreed priorities more effectively.

<b><u>Board Attendance 2016 -2017</u></b>	12 <sup>th</sup> May 2016	14 <sup>th</sup> July 2016	15 <sup>th</sup> Sep 2016	17 <sup>th</sup> Nov 2016	8 <sup>th</sup> Feb 2017	16 <sup>th</sup> March 2017
Independent Chair	1	1	1	1	1	1
BSAB Board Manager	1	0 <sup>6</sup>	0	1	1	1
Thames valley Police	1	1	0	1	1	1
Health Watch	0	1	1	1	1	1
SAFE	1	1	1	1	1	1
CCG – Doctor	1	1	0	1	1	0
Head of Safeguarding CCG	1	1	1	1	1	1
Bucks Health Care Trust	1	1	1	1	1	1
Head of Social Care, Oxford Health NHS FT	1	0	1	1	1	1
Hertfordshire Partnership University NHS FT	0	0	0	1	0	0
Bucks Fire and Rescue	1	1	1	1	0	0
Head of Safeguarding – Bucks CC	1	1	1	1	1	1
Service Director CHASC – Bucks CC	1	1	1	0	1	1
Director of Communities – SS Bucks	1	1	1	1	0	0
District Councils	1	1	1	1	1	1

### **Away Day – November 2016**

On the 17<sup>th</sup> November 2016 Buckinghamshire Safeguarding Adults Board had an Away Day which was open to all Board members and subgroup members and was very well attended. The purpose of the event was to look at governance arrangements for safeguarding adults. This included the composition of the Board to ensure that it was working effectively to meet the requirements of the Care Act. A priority was also to ensure the most effective use of limited resources in particular the contributions of partners to the Board both in terms of finances but also staffing of the Board and subgroups. The feedback that was given at the Away day was as follows:

<sup>6</sup> July and September 2016 there was no Board Manager in post

- Members wanted a more streamlined Board which enabled partners to be held to account and to make a real difference to safeguarding in Buckinghamshire
- Members wanted to make sure that “Making Safeguarding Personal” was embedded in all areas of Safeguarding and that service user and carer involvement was not tokenistic but had a real impact on the way we do things in Buckinghamshire.
- Members wanted closer working with other Boards in particular the Children’s Board, Safer, Stronger Communities Partnership and Boards from other neighboring authorities such as Oxford and Milton Keynes.
- Members wanted there to be less subgroups but those that did exist to be more effective and to have closer working between the subgroups and the subgroups and the Board.
- Members wanted the business plan to reflect the issues around Safeguarding in Buckinghamshire so wanted to have more effective performance data available to them from all agencies to enable them to target areas of concern.
- Members wanted the Board to have a more strategic role and move away from providing services such as training and instead to look at making sure that partners were providing effective training and that this was having positive impact on service users.
- Members wanted to know how their money was being spent and to be involved in deciding how the budgets of the Board were being spent over the coming years.

Following the Away day the Board has now been restructured and the new Board structure is as laid out below:



This means that we now have a more streamlined Board. The Board now meets four times a year rather than six times, although we had one extra meeting this year due to the changeover period. The whole system of safeguarding described above is more inclusive and ensures that everyone can make a vital contribution in the best way possible. Terms of reference and Board membership can be found on our website (<http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-Board/buckinghamshire-safeguarding-adults-Board/safeguarding-Board-documents/>)

In between the Board and the subgroups we have now created the SAFE Forum this is a group made of service users and carers who volunteer to work with the Board to make sure that all the work done by the Board has a service user and carer input. Information on this important forum can be found again on our website.

[\(http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-Board/buckinghamshire-safeguarding-adults-Board/subgroups-and-safe-forum/safe/\)](http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-Board/buckinghamshire-safeguarding-adults-Board/subgroups-and-safe-forum/safe/)

Then we have the four subgroups, Safeguarding Adults Review Subgroup, Quality and Performance Subgroup, Policy, Procedures and Practice subgroup and Training Subgroup. These groups meet at least four times a year and report directly to the Board. Each group produces its own work plan based on the objectives set by the Board and these work plans are shared with the Board and other subgroups to ensure that all the groups are working to one overall outcome. In order to facilitate this, the chairs of each group the Independent Chair and Board Manager meet four times a year, just prior to each Board meeting in order to ensure that they working closely together and meeting the targets outlined in the Board's Business Plan.

This meant that the Board decided three subgroups either became business as usual or was dealt with in a different way. The first one being the Dignity Subgroup, it was felt that this subgroup should no longer sit under the Board as it is was about daily practice rather than Safeguarding. The Mental Capacity and Deprivation of Liberty Subgroup was also felt to be part of everyday practice and this now meets as a Forum to look at good practice across Buckinghamshire and links with Oxfordshire MCA and Dols Forum. The final subgroup was the Employment subgroup which was part of a joint work with the Children's Board. As this was not a key priority for the Board at the present time the Employment subgroup would no longer sit under the Safeguarding Adults Board. However, the group would still be attended by Board members who feedback any actions or learning as appropriate to the Adults Board.

## **5. The Board's Business Plan**

As mentioned above this has been a year when the Board has had to take stock of the way in which it has been working and therefore the business plan has been amended accordingly. At present the business plan runs from 2016 to 2018. Therefore, the majority of the plan was already being progressed before the restructuring of the Board. However the restructuring has led to some changes in the plan. For example, the original plan there had

been an action to devise a new Training Strategy. Following the restructure it has been decided that it is not appropriate for the Board to deliver training in the same way that it used to. This is in keeping with Safeguarding Adults Boards across the country. Instead the Board wishes to focus on ensuring that staff in agencies are appropriately trained and has devised a training competency framework based on the Bournemouth Competency which will allow agencies to use this to devise their own training. This is not only more economical but also allows agencies the flexibility to decide how they train their own staff and to look at more effective ways of delivering training including through supervision, eLearning, face to face, shadowing, use of work books etc.



A copy of the business plan can be found on our website. following each Board meeting.

The plan is updated on a regular basis

As mentioned above although the Safeguarding Board owns and oversees the Business plan. It is the subgroups that carry out the main work of the Board ensuring that the actions identified in the plan are achievable and are carried out. The next section will look at the work of the SAFE forum and the four subgroups that have been undertaken over the last twelve months. Again it must be noted that there has been changes during this time with new sub-group chairs and new work plans which are updated on a quarterly basis and are available on our website <http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-board/buckinghamshire-safeguarding-adults-board/subgroups-and-safe-forum/>

## Board subgroups and Forum



### **A) SAFE Forum**

SAFE is the Service User and Carer group and forms an important part of the Board. Prior to the Away day in October 2016, the SAFE group was a subgroup of the Board rather than a Forum and the group was facilitated by an independent facilitator. SAFE was divided into two groups and they worked on different topics including producing a leaflet and developing a communication strategy. However there seemed at that time to be little contact between SAFE and the Board. As a result of the Away day it was decided that the SAFE group would become a Forum which meant that it had a higher status than a subgroup and that members of SAFE could then take part in the subgroups allowing them to have direct involvement with the work of the Board. It was also agreed that the Safeguarding Board Manager would chair the Forum until the membership felt able to take on the chair role themselves. This would then ensure that there was a stronger link between SAFE and the Board.

Since the reorganisation of the group, SAFE has produced a:

- Leaflet explaining the purpose of SAFE
- Communication Strategy
- Presentation on increasing membership

### **Way forward**

In order for members of SAFE to feel able to take part in the workings of the Board, the Forum has started to have talks on various Safeguarding Subjects including, Prevent, Deprivation of Liberty and Mental Capacity and it is due to have presentations on Modern Slavery and Financial abuse in 2017/18. The group has also started to nominate members who will be able to attend various subgroups. The group is also working on increasing its

membership and has written an article for the local “Age UK magazine” to try and increase awareness of safeguarding and the purpose of the group.

## **B. Policies, Procedures and Practice Subgroup**

### **Purpose of subgroup**

This subgroup is tasked with ensuring that local multi-agency standards, policies and procedures are in place in relation to safeguarding adults with care and support needs. Work produced must reflect national standards, regulations, guidance and case law and applies to all statutory agencies and services they commission across Buckinghamshire. This group also ensures that the importance of safeguarding adults is included where appropriate in other policy documents, such as domestic abuse and safeguarding children. The subgroup works to deliver the priorities set by the Buckinghamshire Safeguarding Adults Board (BSAB) and dovetails its work with that of the other subgroups to do this effectively. To facilitate this, the Chair of this subgroup meets quarterly with the Chairs of the other subgroups along with the Independent Chair and Business Manager of the BSAB.

### **Achievements**

The subgroup meets quarterly both face to face and on a virtual basis to manage discussions and complete work efficiently. Completed work this year includes a Multi-Agency Large Scale Enquiry Procedure which provides the framework for the enquiry process for cases involving actual or potential abuse or neglect of more than one adult within a regulated or contracted health or social care setting. This includes hospitals, Care Homes (Residential and Nursing Homes), Supported Living, Domiciliary Care and Support Services.

A Multi-Agency Escalation and Resolution Procedure has also been developed and approved by the BSAB. This provides for the resolution of professional disagreements / issues in work relating to the safety of adults at risk of abuse or neglect, and is applicable to all agencies that have a role in safeguarding adults. A particularly complex piece of work to develop a Multi-Agency Safeguarding Adults Threshold Document has been achieved by the subgroup and approved by the BSAB for a six month pilot. This document is intended for use by those employed

by organisations not privately employed individuals or the public and it is an aid to decision making rather than a substitute for professional judgement. There are a number of reasons that support the need to develop a threshold document that reflects the principles of the Care Act 2014. These include:

- A threshold to assess the level of risk to an individual or individuals
- A measure of consistency in safeguarding practice
- To reduce inappropriate referrals in to safeguarding
- To provide a framework to empower agencies to manage and learn from risk

The subgroup had worked alongside an independent consultant to develop a toolkit to support all agencies working with individuals who self-neglect. This was launched in 2016 by a multi-agency panel of professionals to support practitioners who are working with individuals with complex needs. The subgroup has developed a set of forms and the Terms of Reference to support the work of this panel.

## **Forward Plan**

The forward plan for Policies, Procedures and Practice is to support the Quality and Performance subgroup in monitoring and evaluating the feedback from the Multi-Agency Safeguarding Adults Threshold Document pilot and from the self-neglect toolkit and panel system. Any improvements that stem from that feedback will be reviewed actioned appropriately.

The Multi Agency Safeguarding Adults Policies and Procedures Document will be reviewed this coming year along with the development of a new multi-agency procedure for management of allegations against those working in positions of trust. By working closely with the other subgroups, we seek to revise or develop any policies and procedures to support practice that emerge from Safeguarding Adult Reviews, safeguarding enquiries, training sessions or from audits and feedback. The subgroup welcome views from professionals and the public via the BSAB and are also keen to recruit new members to the group.

## **C) Quality & Performance Subgroup**

### **Purpose of subgroup**

This subgroup is tasked with ensuring that BSAB is provided with regular safeguarding reports which identify both the scale and profiling of safeguarding activity across Buckinghamshire, alerting the Board to key trends and emerging issues for both pro-active and responsive engagement to further improve the safeguarding of our residents. The subgroup is further tasked with using these trends and emerging issues to undertake small scale but timely “dip-dives” into issues to engender a greater depth of understanding about the factors contributing and impacting on these safeguarding levels/profiles. This intelligence is then to be used by BSAB to focus the work of partners and other sub-groups as appropriate. To facilitate this, the Chair of this subgroup meets quarterly with the Chairs of the other subgroups along with the Independent Chair and Business Manager of the BSAB.

### **Achievements**

The subgroup meets every 6 – 8 weeks. Completed work this year includes detailed profiling of safeguarding activity relating to care homes which resulted in the sub-group being tasked with undertaking a “dip” audit into safeguarding enquiries in Care Homes. A task and finish group of the Quality and Performance subgroup audited a random sample of safeguarding referrals from 2017 about individuals in Buckinghamshire care homes. Buckinghamshire County Council’s Adult Social Care provided a list of all Safeguarding cases recorded from care homes as meeting the threshold for a Section 42 Enquiry. The Safeguarding Board Manager selected 20 cases at random for auditing; only 17 were completed within the timeframe for the audit giving results for 17 cases. The audit group, comprising of representatives from the Clinical Commissioning Group, Carers Bucks and the Board used an audit tool developed for the purpose of the audit. Key findings related to our practise relating to people with Learning disabilities, system improvements to simplify recording of safeguarding concerns and support of family and friends as advocates.

## **Forward Plan**

The forward plan for the Quality and Performance subgroup include undertaking “dip-dives” to support and inform the thematic work of BSAB, so the next one will be in relation to carers who are victims of domestic abuse, to contribute to the monitoring and evaluation of the feedback from the Multi-Agency Safeguarding Adults Threshold Document pilot and from the self-neglect toolkit and panel system. To further develop the regular safeguarding performance reports submitted to BSAB and to analyse and assess our 2016/17 performance in relation to both national and regional activity to identify and understand if and how we are aligned or out of synch with this wider safeguarding picture and profile. To further support and co-ordinate the work of BSAB partner agencies to quality assure and evidence their own practice in relation to safeguarding activity within their organisations.

The subgroup welcome views from professionals and the public via the BSAB and are also keen to recruit new members to the group

## **D. Safeguarding Adults Review (SAR) Subgroup**

### **Purpose of Group**

Buckinghamshire Safeguarding Board has a statutory duty to undertake Safeguarding Adults Reviews under the Care Act 2014. Therefore the group has been set up to receive any requests for SAR's and then to assess whether they met the requirement for a SAR to be undertaken. If necessary to look at other ways of learning if the request does not meet the threshold for a SAR. To undertake and commission SAR's using different formats. To then manage and review the progress of the SAR's. To accept and publish any SAR's undertaken by the Board and then to monitor and manage the Action plan for the Board and to hold agencies to account for completing their actions. The group also looks at SAR across the Country as well as children's Serious Case Reviews and Domestic Homicide reviews to ensure learning becomes part of practice within Buckinghamshire.

## **Achievements**

Due to a change in Board Management the main focus of 2016/2017 the group have been working on making sure that all SAR's that had been undertaken over the last two years had been completed if appropriate. There was one outstanding SAR which was then carried over to 2017/18 to complete.

The group also commissioned two SAR's in 2016/2017 but these will be reported on in 2017/2018 as they will both completed in September 2017.

The group also looked at the Board's Safeguarding Adult Review policy and made sure that it was up to date and met the requirements of the Care Act and "Making Safeguarding Personal".

## **Way Forward**

In 2017/2018 we will have completed two SAR's and the aim will be to look at the recommendations and actions coming out of these SARs and then to look at how we ensure that these actions are embedded into practice. In order to do this, the subgroup will need to work closely with other Board subgroups and the Board itself.

## **E) Training Subgroup**

### **Purpose of subgroup**

The subgroup is tasked with ensuring partner organisations achieve consistent and benchmarked levels of training. The subgroup also recommends training events to the Board to support this approach. The subgroup works to deliver the priorities set by the BSAB and dovetails its work with that of the other subgroups to do this effectively. To facilitate this, the Chair of this subgroup meets quarterly with the Chairs of the other subgroups along with the Chair and Business Manager of the BSAB.

## **Achievements**

The subgroup meets quarterly to discuss current issues and to capture relevant learning from Board members. The subgroup identified a need for training to be delivered to partners in conducting Individual Management Reviews to support the Serious Case review process. This training will be delivered by the end of 2017.

The subgroup has reviewed the need for an ongoing training strategy document and has recommended to the Board that this should be replaced by nationally recognised competencies. The intention behind this is to reduce the time the subgroup spends on a predominantly bureaucratic process and replace it with guidance for partners to achieve within their own financial and organisational constraints.

## **Way Forward**

Over the next twelve months the Training subgroup will look at launching the training competencies and embedding these in practice as well as developing an eLearning module for practitioners and members of the public. At the same time the group will look at gaps in training and knowledge amongst practitioners and look at ways of meeting these challenges on behalf of the Board.

## **F. Task and Finish Group – SCAMS and Financial Abuse.**

### **Purpose of subgroup**

The T&F group was set up following a major conference looking at this issue in Buckinghamshire which raised concerns about the vulnerability of communities in Buckinghamshire who are targeted by criminal groups. It was agreed this was an important topic for BSAB and the T&F group was tasked to produce an action plan to take back to the Board. The T&F Group meets to oversee the development of the action plan.

## **Achievements**

This group was only set up at the end of 2016 and so far the group has only met on one occasion and started to outline the work plan that it will undertake over the coming year. However it was clear from the initial meeting that there is a great deal of work that can be done in this area by partners with the support of the Board.

## **Way Forward**

The group has identified three major issues to action:-

- 1 To identify communities of people in vulnerable situations, e.g. people with learning difficulties, people in sheltered accommodation, hot-spots within the county;
- 2 To work with SAFE to increase effective communication with these communities; and
- 3 To use the resources of member organisations to publicise this issue within their staff groups.

The T&F group will prepare a report identifying the outcomes from this work and further work to be undertaken.

## **6. Board Budget**

The Care Act 2014 makes it clear that Safeguarding Adult's Boards should be a separate body that is jointly managed between partner agencies; however it does not make clear how the Board should be funded. In Buckinghamshire the Board's budget is held by the local authority on behalf of the Board. One of the main tasks over 2016/17 was for the Board to understand its financial position and to ensure that the Board's funding was sustainable over the coming year.

One of the issues for the Board over 2016/17 was the loss of one funding partner, Southern Health Care which had a significant impact on the budget. Management of the budget will be a central part of the Board Managers role over the coming year 2017/18. In 2016/17 the following partners funded the work of the Board:-

Agency	Percentage paid
Local Authority	40%
TVP	12%
CCG	24%
Oxford Health Care	3%
District Councils	
• Aylesbury	1.5%
• Wycombe	1.5%
• Chiltern	1.5%
• South District	1.5%
Fire Service	Paid £1000
Bucks Health Care	12%
<b>Total Budget</b>	<b>£141,650.00</b>

## 7. Our Safeguarding Performance

One area of work that the Board started to work on in 2016/17 and will continue to work on in the coming year is the collection and use of data in order to inform the Board's work plan. The Board recognised that in the past it has reviewed performance data without analysis or interrogation of the information. This then affected the Board's ability to identify areas of work or priorities for improvement. This year the Quality and Performance Subgroup was tasked with starting to collate data that would be more useful to the Board. This would include performance data from partner agencies, along with e Adult Social Care information already received. Although this year we have still had to rely mainly on data collected by Adult Social Care shown below, we intend to include performance data from key partners in the near future. A copy of our safeguarding data can be seen in Appendix One.

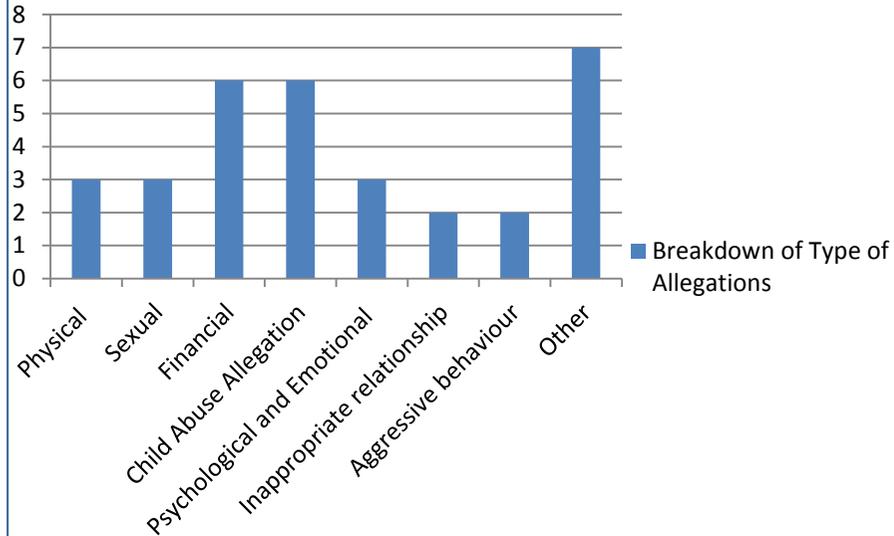
## **Person's in Position of Trust/Designated Safeguarding Manager**

As part of the Care Act 2014, there was originally a new role created which was the Designated Safeguarding Manager (DSM) but this eventually was removed when the section of Safeguarding was reviewed. However, it still left the Local Authority to address the issue of how to manage cases where a person in a position of trust abused or allegedly abused an adult with care and support needs, or did something outside of their work role which meant that they could present a risk to adults with care and support needs.

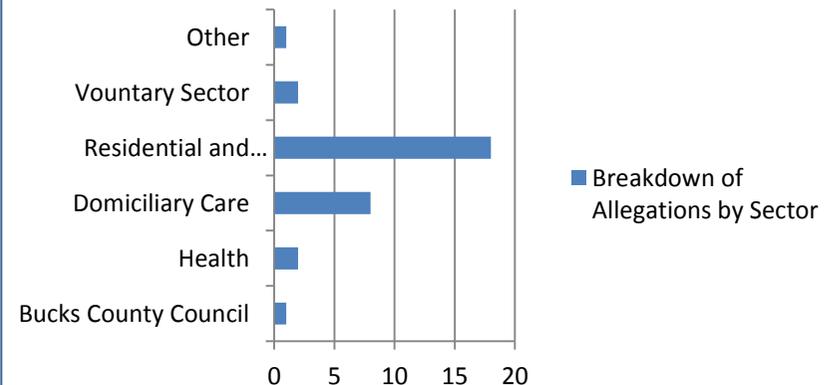
Many Safeguarding Boards have developed policies on how to deal with these issues. The Local Authority has developed a policy which will be approved by the Board in 2017. In the meantime the work of the DSM has been undertaken by the Local Authority Safeguarding team. This is a relatively new role to Adult Social Care whereas the equivalent in the Children's world, the Local Designated Safeguarding Officer (LADO) has been in existence for many years. Below are the statistics from cases that have been reported to the DSM in 2016/17.

These illustrate both the range of issues that are being presented and show that at present the biggest issues relate to staff in residential and care homes. The Board will consider how it takes this information forward in the coming year.

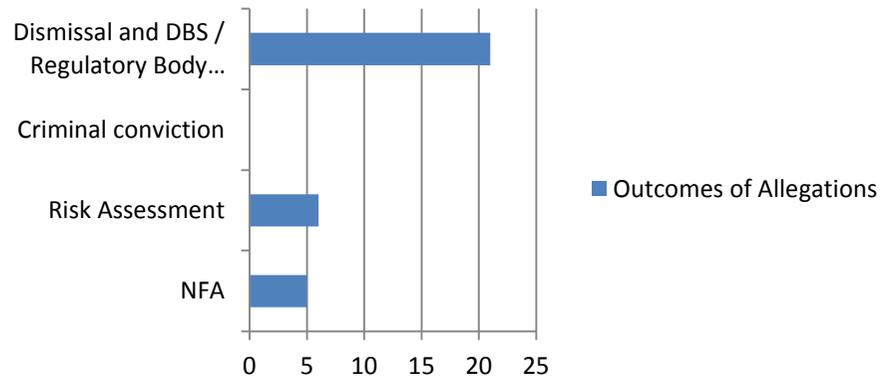
**Breakdown of Type of Allegations**



**Breakdown of Allegations by Sector**



**Outcomes of Allegations**



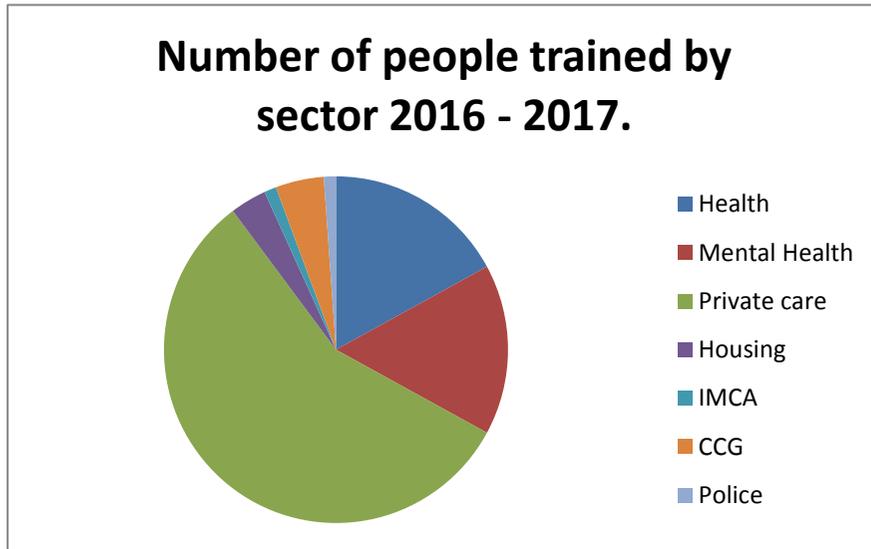
## 8. Our Training

In 2015 Buckinghamshire Safeguarding Adults Board produced a Training Strategy for two years, 2015 -2016. However, at the time that this was written the Board had a training manager and administrator to deliver and organise training on behalf of the Board. Half way through the year the Board decided that it was no longer appropriate to deliver training and therefore the two training posts were both deleted during 2016/17. This reflected a national trend where Safeguarding Adults Board moved away from being direct providers of training.

It was agreed with Buckinghamshire Adult Social Care that they would take over the delivery of training for the Safeguarding Board in the absence of the Board's Training Manager and administrator until a new Training Strategy was in place.

When the Training Strategy was written it was acknowledged that there had been a greater interest in the need for staff to be trained from a variety of agencies in adult safeguarding and this has continued to be the case during 2016. What is noteworthy is that the interest in safeguarding adults has now diversified away from the traditional providers of care and this is in part due to the continuing changing nature of safeguarding with the new categories of abuse including domestic abuse, self-neglect and modern slavery. Along with issues around: Prevent, Sexual exploitation, Forced Marriage and Female Genital Mutilation. This has meant that agencies and groups who had not previously been involved in Safeguarding have been asking and needing support and information regarding Adult Safeguarding.

Over 2015/16 period the following Safeguarding Adults Training was put on by Adult Social Care on behalf of the Board:--



In moving away from providing training the Board agreed that the Training subgroup would look at how it delivered training in the future and develop a new Strategy. The training subgroup have decided that the Board will no longer develop a training strategy instead the Board will produce a training competency framework which it will publish on its website and that it will then expect partner agencies to deliver their own training against this framework. The Board’s responsibility will then be to audit partner agencies to be assured that they are delivering the training and that their staff are competent to safeguard adults in Buckinghamshire.

It was agreed that in 2017/18 the Board would look at taking a more strategic role rather than delivering training. Instead the Board will now focus on providing a competence framework for organisations to use when commissioning training and will carry out regular audits on partner agencies to determine the impact of training.

As mentioned in the Training Subgroup section above, the Board will be focus on providing guidance to agencies on the competencies that staff need to have in Safeguarding as well as monitoring agencies in the delivery of this training. The Board is providing some training that is directly related to the work of the Board, including such training as Independent Management Review and Panel Membership training in relation to Safeguarding Adults Reviews. The Board is also providing ELearning training so that it can reach a much wider audience and support agencies and individuals who might not otherwise have access to information and training. It is hoping to do this

in conjunction with Buckinghamshire's Children's Board and Oxfordshire Safeguarding Adults Board in order to assist those agencies that work across boundaries and age groups.

## 9. The Way Forward

2016/17 has been an exciting year for the Board, with new staffing and governance structure. The aim of this year was to get "Back to Basics" and this is certainly something that the Board felt was a useful exercise and we have already started to see some changes to the way in which the Board is now working as entity in itself rather than just an extension of Adult Social Care.

The Board has plans for the next twelve months which includes agreeing the BSAB budget so that the Board can become self-sustaining and so that partners can understand and agree what work they wish the Board to undertake on their behalf. The Board also wants to focus more closely on meeting the objectives and delivering against the priorities outlined in the Board's business plan. This includes significant development of the Quality and Performance Framework and making sure that the work we do is in line with the principles of "Making Safeguarding Personal". It was also agreed at the Board's Away day that the Board would work more closely with the Children's Board and other Boards including Health and Wellbeing and Bucks Safer, Stronger Partnership Board. This will be particularly useful when looking at cross cutting issues such as Domestic Abuse and exploitation.

The Board also wants to ensure that the SAFE forum has a much more direct involvement in the work of the Board to ensure that their involvement is not tokenistic but really helps to make a difference to the life of adults within Buckinghamshire.

Finally the Board is moving towards becoming more transparent and aims to engage more with the wider community both through SAFE and raising awareness events such as World Elder Abuse Awareness day and through work with other Boards and partners.

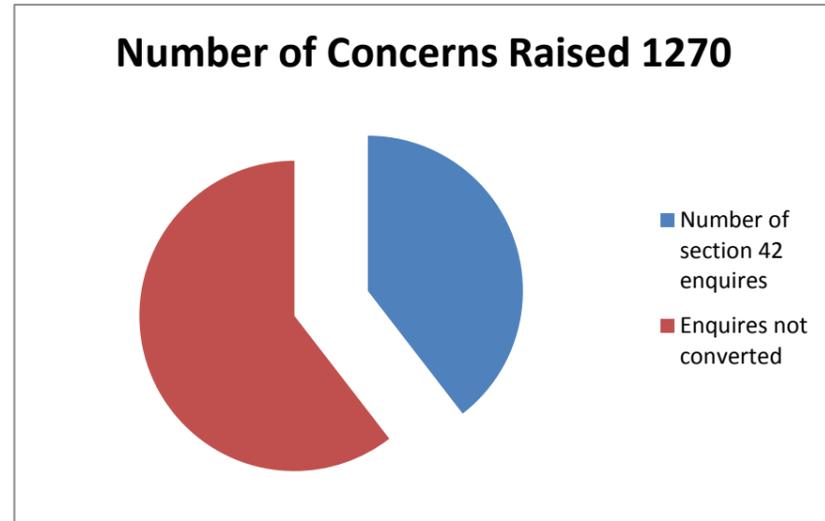
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5. <https://www.adass.org.uk/media/5461/making-safeguarding-personal-temperature-check-2016.pdf>
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8. <http://www.scie.org.uk/adults/safeguarding/>
9. (<http://www.buckinghamshirepartnership.co.uk/safeguarding-adults-Board/buckinghamshire-safeguarding-adults-Board/subgroups-and-safe-forum/safe/>)

## Appendix One

### Buckinghamshire Safeguarding Adults Board- Performance Report – 2016-17

#### 1. A Number of Concerns raised and turned into Section 42 Enquiries?



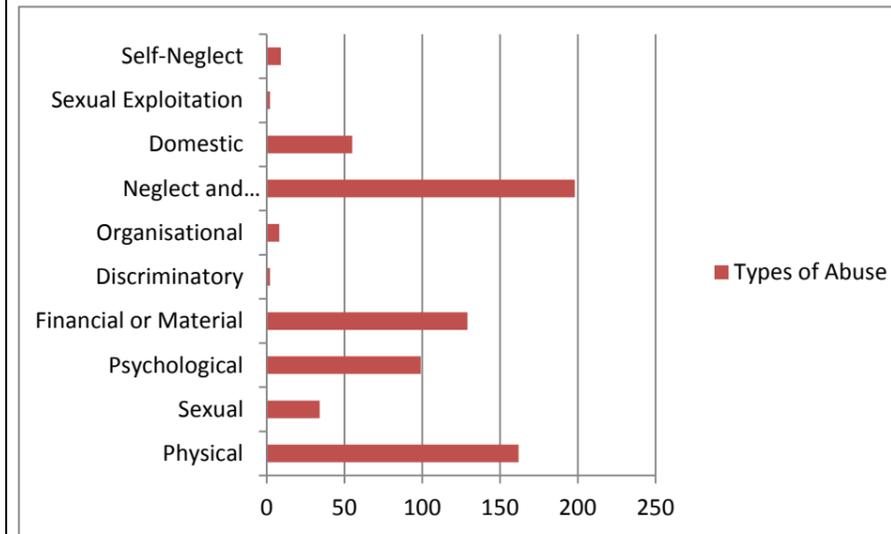
The first chart shows the number of Safeguarding concerns raised and how many of these turned into Section 42 Enquiries\*.

The low number of Section 42 is due to the fact that the MASH receives a large number of referrals from South Central Ambulance Service (SCAS) and Thames Valley Police (TVP) which are not for the Safeguarding Team but these are recorded by their agencies as alerts and so come into the MASH. Work has been done with both agencies to try and address this issue but it appears that this is process issue.

\*Care Act 2014 defines a Section 42 Enquiry as:-  
This section applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)—  
(a) has needs for care and support (whether or not the authority is meeting any of those needs),  
(b) is experiencing, or is at risk of, abuse or neglect, and  
(c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

**Data source:** Buckinghamshire CC – Data Set  
**This measure is important because?** This measure is important as it enables the Board to see how effective the Threshold tool is in regard to reporting appropriate abuse to the MASH.

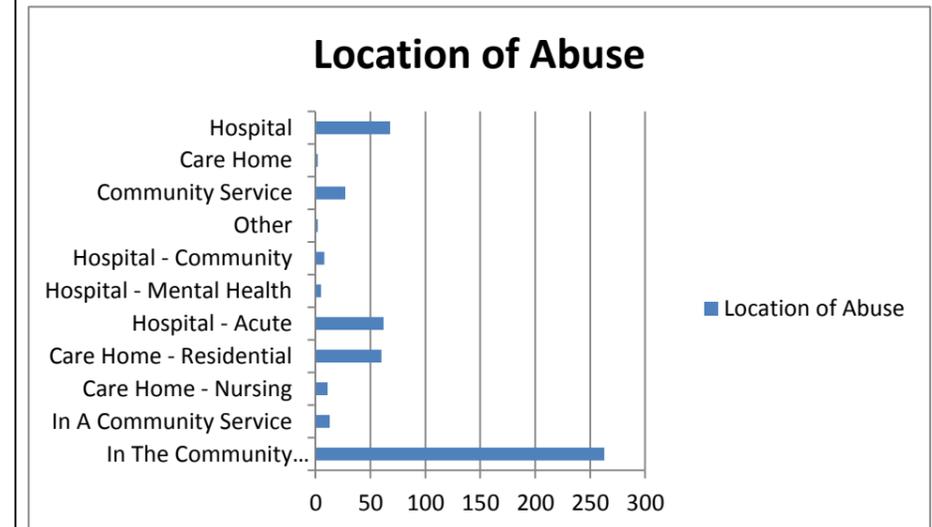
#### 1. B Types of Abuse being reported to the MASH.



It is always interesting to note the types of abuse that are being reported to the MASH and that not surprisingly neglect/acts of omission and physical abuse remain the highest. What is interesting to note is the low reporting of new forms of abuse, in particular Modern Slavery, Domestic Abuse and Self-Neglect. It is unlikely that these forms of abuse are not happening but perhaps that people are not reporting them to Adult Social Care or they are being recorded as other forms of abuse. Hence the importance of collecting data from other sources to check against what is being reported. This will as mentioned above form an important part of the work of the Quality and Performance Subgroup going forward.

**Data source:** Buckinghamshire CC – Data Set  
**This measure is important because?** It enables the Board to know the different levels of different forms abuse within Buckinghamshire to enable the Board to develop work plans.

#### 1.c Location of Abuse

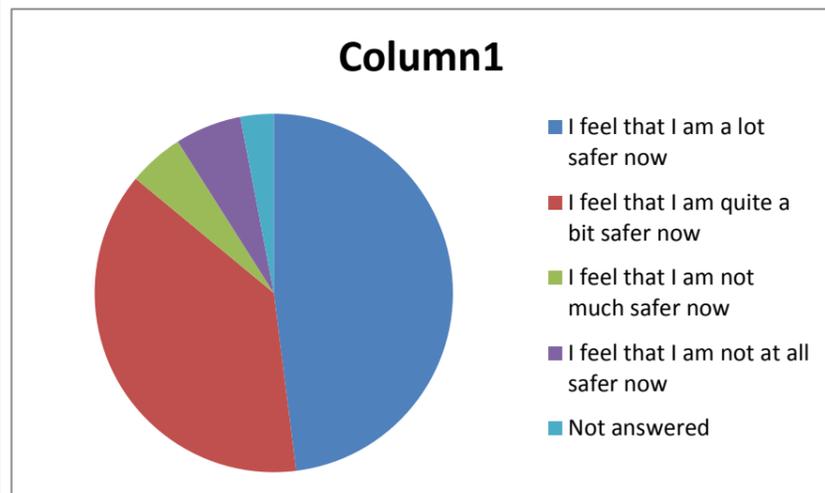


The primary location of abuse still remains in people's own homes followed by care homes. In 2016/17 the Safeguarding Adults Board took an in-depth look at abuse in care homes and as part of this an audit took place. This resulted in an audit taking place on abuse in care homes which will report in 2017/18.

We are hoping in 2017/18 to be able to map certain forms of abuse across Buckinghamshire in order to enable us to target both resources and awareness campaigns etc. We are aware for instance that certain types of abuse, i.e. Financial/SCAMS are reported more in the South of the County, which reflects the demographics of that area of the County.

**Data source:** Buckinghamshire CC – Data Set  
**This measure is important because?** It is important for the Board to be aware of where abuse is happening to ensure that all agencies are aware of their role when supporting clients in their environments.

**2b. The number of people experiencing adult safeguarding who feel safer now because of the help they have received.**



Buckinghamshire Adult Social Care carried out an audit of 113 Section 42 Safeguarding Enquiries and of these 50% said that they felt safer after the enquiry was carried out. Only 6% said that they did not feel safer after the enquiry had been carried out.

Feeling safe is a difficult thing to quantify as some people will feel unsafe no matter what intervention is put in place. However this does give some indication of the positive impact that safeguarding is having on those people who have been abused.

**Data source:** Bucks CC – Annually  
**Type of data – quality & outcomes**

**This measure is important because?** It is important that Safeguarding Enquiries result in people not only being safer but actually feeling safer. It is not always possible to make people feel a 100% safe due to their environment and the choices that they make. So for instance people may choose to stay in abusive relationships or they may have to live in areas where they do not feel safe.

**2a. People feeling happy with the outcome of Section 42 Enquiry.**



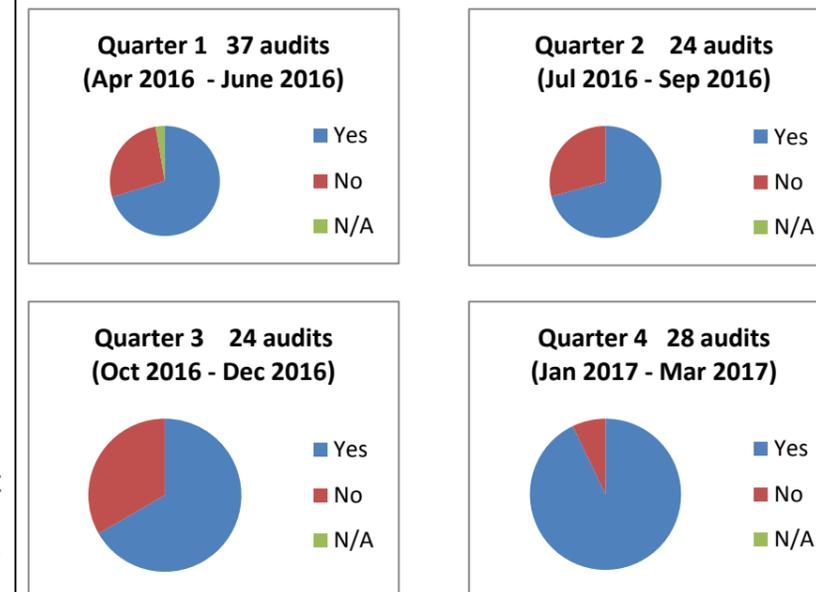
“Making Safeguarding Personnel” is a central philosophy behind the Care Act which basically means that all Safeguarding should focus on what the person who is being allegedly abused wants to happen and we now measure the outcomes they identify both at the beginning and end of the enquiry.

Of the 113 cases that were audited, 78% of people reported that they felt that their views and wishes were ascertained. Work still needs to be done in this area as 100% of people’s views should be sought and those who lack capacity should have their views captured as part of the Best Interest decision making process

**Data source:** Bucks CC – Annually  
**Type of data – quality & outcomes**

**This measure is important because?** The Board needs to be reassured that the person allegedly being abused is asked what they would want to achieve out of the Safeguarding Enquiry. It is also useful for the Board to know what outcomes people want and these will need to be looked at in more detail in the Quality and Performance subgroup in 2017/18.

**2. C The number of adults whose wishes and outcomes were achieved during the Adult Safeguarding Process.**



As mentioned in the previous slide, people are now being asked what outcome they would like to achieve as part of the Safeguarding Process. This slide shows how many of those people who were asked felt that their outcomes were met.

It is of course not always going to be possible for some outcomes to be changed i.e. if someone wants their partner’s behaviour to change, or they want to move house etc.

**Data source:** Bucks CC - Annually  
**Type of data – quality & outcomes**

**This measure is important because?** It will show how person centered the safeguarding adults process is. It also shows that we are now working on trying to achieve the outcomes of the person rather than being process driven as used to happen in the past where the focus was on time scales and trying to prove in the abuse occurred or not i.e. proven, not proven.