

SAFEGUARDING ADULTS

ANNUAL REPORT 2009



BIRMINGHAM
**SAFEGUARDING
ADULTS**
BOARD

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Safeguarding Adults Board

Foreword

This is the first Annual Report that the Birmingham Safeguarding Adults Board has written and is a demonstration of the commitment, across all sectors and all agencies, to making Birmingham a safer place for all its citizens to live.

The Board has produced this report to improve its accountability and enhance awareness of its work. It reflects some of the challenges that we face in our work and areas that still need improvement. The Board will use this report to enhance the commitment and awareness of these issues.

The way in which each agency uses this report in its own governance will be monitored and reported on in next year's report. The report should stimulate questions about the work of agencies and how performance can be improved. For people reading this report interested in the governance of their organisation, there are a number of areas where the report highlights the need for improvements.

The report is a public document, and will be made available via the Birmingham City Council website

www.birmingham.gov.uk/safeguardingadults

The Board welcomes comments and feedback, as part of public interest in holding us to account. You can send your comments to the Chair of the Board at ACSafeguarding@birmingham.gov.uk

As the Birmingham Safeguarding Vision states, safeguarding adults is not just about protection, but also about empowering adults to exercise their rights as citizens in our society. It is the task of all those services and individuals who interact with vulnerable adults in all aspects of their lives. We must all protect each other from becoming vulnerable and recognise and respond appropriately to situations which could make us more vulnerable.

The Board has a specific remit within the broader Safeguarding Vision, to make sure that adults have:

- appropriate and effective access to services and support to enable them to live their lives free from abuse and,
- if they have experienced abuse, to reduce and manage its ongoing impact on their lives.

The Board was formed in June 2007, to coordinate the responses of the statutory sector agencies to actual and potential abuse of adults.

In the almost 2 years since then, we have made great strides in establishing the foundations and beginning to construct the infrastructure to make the Safeguarding Vision a reality in Birmingham.

This does not mean that we can be in any way complacent; abuse can be deliberate and malicious, but it can also be the result of ignorance and good intentions.

As the work of the Board and its partner agencies gathers pace, we predict that greater levels of abuse will be identified. We will need to respond to these in a variety of ways, including:

- making sure that some people do not have access to vulnerable adults,
- raising awareness of poor practices,
- developing staff and,
- empowering people to ensure that the quality of services available to them is raised.

Safeguarding adults sits at the heart of our work to create personalised care. Greater choice and control is central to increasing protection, and to a new focus on people being at the centre of planning their own support. As the City extends personalised care with the recently announced NHS pilot, our task will be to make sure that all our staff understand and work to these values.

In Birmingham, we enjoy positive working relationships between the partner agencies that need to be involved in realising the Safeguarding Vision. There is a political will to ensure that the quality of service available to our citizens is continually improved. We have in place policies and procedures, staff developments, data evaluation systems and information processes so that the Board can continue to enable adults in the city to realise their rights as citizens.

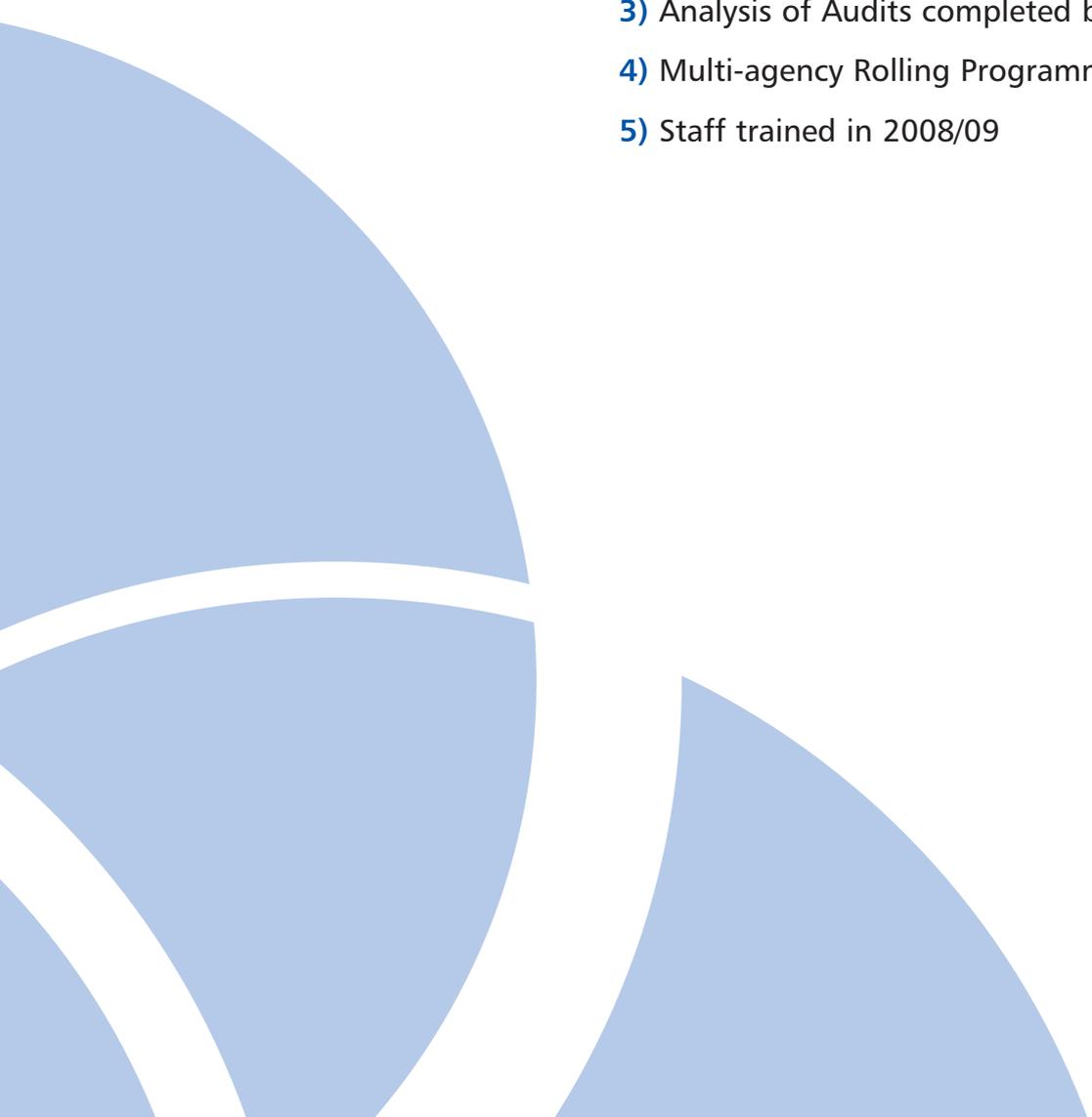
Fundamentally, our job is to ensure good practice, which will always underpin services that safeguard, empower and protect vulnerable adults.



Peter Hay

Chair, Birmingham Safeguarding Adults Board,
And Strategic Director
Adults and Communities Directorate, Birmingham City Council

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1. Executive Summary

This report is based on the first year of work by the Birmingham Safeguarding Adults Board. It reflects a great deal of work to establish and build effective interagency systems for ensuring that adults can be protected when they are vulnerable.

The early work of the Board was driven by the response to the work of the Commission for Social Care Inspection (CSCI). Birmingham was one of the first councils to be inspected as part of a national programme of reviewing adult safeguarding. The response to the Action Plan this inspection generated has been comprehensive and is contained in full in the appendices.

Whilst the focus that CSCI gave to safeguarding adults was welcome, the significant challenge is to make sure that the Board builds its own monitoring and assurance systems. This report highlights the development of the Board which is beginning to emerge with its own work plan and responses to take forward the work of safeguarding adults.

The CSCI Action Plan put a clear focus upon the work undertaken within the City Council as the lead agency. Much of the learning was however very applicable to other partners and there has been a significant investment in safeguarding across health, police and social care partners. With these systems now in place there are real opportunities to develop partnership and collaboration.

There have been some significant achievements this year:

- All partners agencies signed an agreement committing to partnership and implementing "No Secrets"
- The investment by the City Council in a dedicated team for Safeguarding Adults has put in place the right infra-structure to support this work
- The Board has established its place in the partnership structures of Be Birmingham
- The sub groups that are crucial to taking forward the work of the Board are all established. The Board is completing a work plan for the coming year, based in part on a self-assessment
- Revised policy and procedures are in place and ready for launch to improve the way that staff work
- The Action Plan agreed with CSCI has been completed.

There are significant challenges that the Board will have to address including:

- The partners need to be able to assure the Board that the way they work together is making a difference to the outcomes for service users. The large improvement in single agency monitoring and quality assurance needs to be built on across the whole system
- There are some gaps in the way that partner agencies work that reflect the start-up nature of the work the Board has done so far. The Board needs to establish routines and practices that structure the way it operates
- Real gains in outcomes for the people of Birmingham will come from new approaches to shared information, particularly to protect people receiving a high level of care services either in their own homes or in a residential setting. Better data and developing systems will be part of this work.

2. Preface

2.1 The Birmingham Safeguarding Vision

“To promote and protect individual human rights, independence and well-being and secure assurance that vulnerable adults stay safe, are effectively safeguarded against abuse, neglect, discrimination, embarrassment or poor treatment, are treated with dignity and respect and enjoy a high quality of life”

2.2 The Purpose and Principles from the Policy and Procedure

“This Policy and Procedure sets out Birmingham’s multi-disciplinary and multi-organisational framework in accordance with the policy context as stated above. It covers every adult who ‘...is or may be in need of community care services’ (DH, 2000 ‘No Secrets’) facing a risk to their independence due to abuse or neglect. This document provides a structure to enable all agencies to work together in partnership with those thought to be at risk, their carers and communities to:

- protect and empower those at risk from being exploited/abused
- respond sensitively and consistently to reported incidents of self neglect and abuse
- ensure that action is taken as quickly as possible
- put in place plans to protect and assist the vulnerable person in the best way for them
- support carers who may themselves be vulnerable
- ensure regular monitoring is in place when concerns have been raised

The following principles are the basis of this document and are subscribed to by all member agencies of the BSAB:

- to actively work together within an inter agency framework based on “No Secrets” guidance and relevant best practice guidance
- to actively promote through the services they provide the empowerment and well being of those who are thought to be at risk

- to act in a way that supports the rights of the individual to lead an independent life based on self-determination and personal choice
- to recognise people who are unable to take their own decisions and/or protect themselves, their assets and bodily integrity
- to ensure the safety of the person thought to be at risk by integrating strategies, policies and services relevant to abuse within the framework of current legislation
- to ensure that when the right to an independent lifestyle and choice is at risk, the individual concerned receives appropriate help, including advice, protection and support from relevant agencies
- to ensure that the law and statutory requirement are known and used appropriately so that persons thought to be at risk of abuse receive the protection of the law and access to the judicial process.

In applying these principles, agencies will balance the requirements of confidentiality with the consideration that, to protect persons thought to be at risk of abuse, it may be necessary to share information consistent with the Caldicott principles on confidentiality and information sharing.”

2.3 The draft Purpose Statement:

“To give multi-agency strategic direction, leadership and assurance for safeguarding by ensuring consistent systems and processes across the city in order to enable individuals to exercise choice and lead safe lives free from abuse or exploitation”

3. Introduction:

- 3.1** This Annual Report was collated and edited on behalf of the Birmingham Safeguarding Adults Board (BSAB) by the Safeguarding Adults Team (SAT) of the Adults and Communities Directorate (A&C) of the Birmingham City Council (BCC).
- 3.2** It describes the activity of the BSAB particularly in the period April 2008 to March 2009.
- 3.3** The purpose of this Annual Report is to record the progress made against the CSCI Action Plan 2007, the work undertaken under the Birmingham multi-agency Safeguarding Adults Document during 2008/09 and identify the work plan for the BSAB and its member agencies in 2009/10.
- 3.4** The Reports from the member agencies were written by their representatives on the BSAB – for details see Appendix 1.
- 3.5** The Reports from the Sub Groups were written by their respective Chairs – for details see Appendix 1.
- 3.6** “No Secrets”, published jointly by the Department of Health and the Home Office on March 2000, and “Safeguarding Adults”, published by the then Association of Directors of Social Services in October 2005 both recognise the importance of the multi-agency responses to the safeguarding of adults being transparent and open to public scrutiny. Both recommend that local Safeguarding Adults Boards are established and that they publish Annual Reports, both in order to be accountable for their actions, but also as part of a strategy of raising the public profile of safeguarding activity.
- 3.7** The data that has been available to the BSAB over the period of this Report has been acknowledged as being unsatisfactory, In line with the findings of the Inspection of the Commission for Social Care Inspection we are committed to developing information on safeguarding activity and outcomes for vulnerable adults, but also with regard to staff development and more general activity across all agencies.

4. Background

- 4.1** Prior to the establishment of the BSAB, Birmingham had had 4 local Vulnerable Adult Protection Committees, North, South, East and West. Of these, only 3 were still operative when the BSAB was formed.
- 4.2** The BSAB was formed in June 2007 by the signing of the Memorandum of Understanding that committed signatories to working in partnership to implement the recommendations contained in "No Secrets", published by the Department of Health and the Home Office in March 2000 and "Safeguarding Adults", published in October 2005 by the Association of Directors of Social Services.
- 4.3** In August 2007, the City Council was inspected by the Commission for Social Care Inspection (CSCI) with specific reference to its Safeguarding activity. As a result, an Action Plan was agreed with CSCI to address the areas of concern identified in their Inspection. A copy of the Action Plan can be found in Section 9.
- 4.4** Much of the work of the BSAB since it was drafted in October 2007 and finally agreed in January 2008, has been to meet the Action Plan's requirements.
- 4.5** One of the requirements contained in the Action Plan was the establishment of and recruitment to the post of Head of Service - Safeguarding Adults (HoS) within A&C, supported by 3 Safeguarding Adults Officers (SAO). Recruitment was fully completed in November 2008.
- 4.6** Over the past year, the Primary Care Trusts (PCTs) and most of the Acute Health Trusts (AHTs) across Birmingham have recruited to Lead Nurse Safeguarding Adults posts.
- 4.7** In November 2007, the West Midlands Police (WMP) launched its own internal Safeguarding Adults Policy.
- 4.8** The BSAB established initially 4 sub groups to enable it to fulfil its remit: the Policy and Procedures, the Serious Case Review, the Performance, Audit and Quality Assurance and the Training and the Workforce Development Sub Groups. In August 2008, it also established the Communications Sub Group.

- 4.9** Another of the requirements of the CSCI Action Plan was the writing, launch and implementation of a Birmingham multi-agency Safeguarding Adults Policy and Procedures. This task was successfully completed in April 2008.
- 4.10** Having successfully met the requirements in the CSCI Action Plan, the BSAB has recently met to review its core purpose. The draft revised Purpose is to be found in the Preface.
- 4.11** This is a recognition that the BSAB needs to evolve to be fit for its new purpose now that its basic foundations have been established and a rudimentary infrastructure implemented. This evolution may be further influenced by the current Review of "No Secrets"

5. Report from the Birmingham Safeguarding Adults Board

- 5.1** The BSAB initially met 10 times a year –essentially monthly, allowing for a break during the summer holiday period. It recently agreed to meet on a bi-monthly basis as of the beginning of 2009. Attendance at the meetings has been variable, for a number of reasons, including restructuring within some of the constituent organisations, particularly within the health community and the consequent change of staff.
- 5.2** From its inception in mid-2007 until June 2008, the BSAB was chaired by Lesley Heale, Service Director Younger Adults with A&C. Lesley’s commitment, vision and drive was essential to the development of the BSAB. Since her departure through promotion to another local authority, the BSAB has been chaired by Peter Hay, Strategic Director, A&C.
- 5.3** The CSCI Action Plan had been agreed with the BSAB in January 2008. Although much of the focus was on social care, the broader implications and multi-agency requirements were fully supported.
- 5.4** The BSAB has been and remains committed to reviewing its remit, structure and membership. This process began with the review of the multi-agency document in October 2008; it has continued with reviews of the representation of member agencies on the sub groups, the method of reporting back to the BSAB by its member agencies and the sub groups, the consideration of establishing a “core budget” for the BSAB and the recent redrafting of its Purpose Statement.
- 5.5** The latter confirmed the need to establish clear links with the Domestic Violence and Abuse Partnership, the criminal justice system via the MAPPa and MARAC structures and service user and carer groups. It also confirmed the need to ensure clear links to the Health and Wellbeing Partnership and the Community Safety Partnership. This is vital to ensure that safeguarding is clearly embedded in the “Be Birmingham” strategic partnership framework.

5.6 In November 2008, the BSAB joined with the Practitioner Alliance against the Abuse of Vulnerable Adults (PAVAUK) to hold a very successful seminar looking at issues of good practice in safeguarding in health care settings, aimed specifically at practitioners from across all sectors of health and social care. It is planned to hold a similar seminar on a different topic this autumn.

5.7 The BSAB recognised a gap in its membership in that, although the Birmingham Safeguarding Children Board was a member, there was no representative for Children, Young People and Families Services as such. As a result, Chris Bush, Head of Service – Transition, has recently joined the BSAB.

5.10 The BSAB has made formal submissions to a number of consultation processes over the past year, including those on the Review of No Secrets, the CPS policy re crimes against people with a learning disability and/or a mental health problem, the Independent Safeguarding Authority and The West Midlands Police Policy and Procedure re the Safeguarding of Vulnerable Adults.

5.11 Given the size of the BSAB and in recognition of the demands on member agencies' time, it has been agreed to divide the member agencies into sub sets:

- The PCTs
- The AHTs
- The Criminal Justice System
- Social Care and
- Others

Each sub set is committed to providing at least 1 member of each sub group to ensure their particular interests and needs are represented.

5.12 The BSAB has been approached by the University of Hull to participate in a project looking to develop a tool to aid the identification of failing care homes for older people. The University has developed a similar tool for residential services for adults with a learning disability.

6. Reports from the Sub Groups

6.1 The Communications Sub Group

- 6.1.1 The Communications sub group was formed in August 2008 in recognition of the need to coordinate the production of information for staff, service users, carers and the general public about the Safeguarding Vision and the multi-agency Safeguarding Policy and Procedures.
- 6.1.2 The CSCI Action Plan required the development of a Communications Strategy, but a decision had been made by the BSAB to defer the formation of the Communications Sub Group until other requirements of the Action Plan were either met or in the process of being met.
- 6.1.3 The sub group has members from the PCTs and the AHTs, with contact points in the West Midlands Police and the National Probation Service.
- 6.1.4 In June 2008, a leaflet had been designed for the A&C Conference to promote the SAT, and the BSAB agreed to use this design as the template for its future publications, incorporating the BSAB logo that contains the prime colours of the Birmingham City Council logo and the blue from the NHS logo.
- 6.1.5 In October 2008, an Easy-Read leaflet was published to facilitate access for adults with a learning disability to the Safeguarding Vision and the multi-agency Policy and Procedures. This was distributed to all known Learning Disability Service users by both A&C and the NHS in Birmingham.
- 6.1.6 The sub group took the 2 leaflets that had been produced by A&C to support the Vulnerable Adult Protection Procedures and has amended these in the light of the multi-agency Safeguarding Adults Policy and Procedures. Safeguarding Vision and to reflect the change in terminology from "vulnerable adult protection" to "safeguarding adults". They will be available in April 2009.
- 6.1.7 The sub group has produced a poster for use in staff rooms and offices to advise staff of their responsibilities under the multi-agency Safeguarding Adults Procedures and who to contact if they suspect abuse may be taking place. The poster will be available in April 2009.

- 6.1.8 The sub group ratified a leaflet produced by the HOBPCT that has been used to raise the awareness of staff of safeguarding issues that has been made available to partner agencies to customise with relevant internal contact details and referral points.
- 6.1.9 The BSAB has agreed a proposal from the sub group to promote World Elder Abuse Awareness Day (WEAAD) on June 15th by articles in members' internal newsletters, a photo opportunity for the local press to highlight the number of older people in Birmingham estimated to suffer abuse each year and a release to local media including local radio.
- 6.1.10 It is planned to produce further leaflets about service users rights under the multi-agency Safeguarding Policy and Procedures, a poster for service users and carers and a series of posters to raise the general public's awareness of safeguarding issues.

6.2 The Performance, Audit and Quality Assurance Sub Group

- 6.2.1 This has been the most challenging topic to establish an effective sub group for. In part this was caused by a rapid turnover of Chairs for the sub group and an early problem in establishing full membership.
- 6.2.2 The task of the sub group is to develop a multi-agency approach to performance and assurance. Given the CSCI Action Plan, the focus of a major contributor, Adults and Communities, was very much on its own performance systems. As the individual agency reports show, others have also had to develop internal systems first.
- 6.2.3 The BSAB agreed to complete 2 audit tools, one based on the Solihull self-assessment tool designed to assist agencies evaluate their own commitment to the safeguarding adults agenda and one based on the audit tool developed for member agencies to evaluate local safeguarding childrens boards. Although not every member agency completed a return, a detailed analysis was reported to the Board. The Work Plan for 2009/10 will be based on strengthening the weaker standards highlighted by those that returned the audits. These are detailed in Appendix 3.
- 6.2.4 A&C established a file audit tool to monitor its recording of the implementation of the multi-agency policy and procedures in October 2008, initially in Older Adults Services, Learning Disability Services and Physical Disability Services.

Each SAO audited 10 files each month, with files from Mental Health Services also being audited from December 2008. Similar audit tools do not yet exist in other agencies.

- 6.2.5 In December 2008, A&C rolled out Carefirst6 across all Services; this will gather data on the implementation of the multi-agency procedures against the proposed national dataset for safeguarding work. It will generate both operational and strategic reports, the latter will be available to the sub group to quality assure both the process and the outcomes of the procedures in the coming financial year. It will be necessary to develop recording processes within partner agencies to monitor referrals into the multi-agency procedures from single agency procedures
- 6.2.6 The BSAB established a Task & Finish Group to propose Thresholds for referral into the Procedures in January 2009 which will report back to the sub group.
- 6.2.7 In the coming year, the BSAB needs to clearly define the tasks that it wants the sub group to address. These could include a central data base/ register of services about which there are safeguarding concerns, the collation of performance data across all partner agencies, the monitoring of any agreed thresholds for referral into the multi-agency procedures, the collation of data as required by the Department of Health and the collation of data against any targets agreed by the BSAB.

6.3 The Policy and Procedures Sub Group

- 6.3.1 The sub group has had 4 chairs during the past year but benefited from having a clear remit. Having drafted the multi-agency Document that was ratified by the BSAB in March 2008 and launched in April 2008, the sub group continued to develop and expand the document in the light of its implementation.
- 6.3.2 The BSAB had agreed that the document should be reviewed and revised after 6 months, a process that began in October 2008 led by the Procedure Writer employed by A&C. The BSAB had also agreed that the Document be re-formatted into three sections: the Policy, the Procedures and the Good Practice Guide.
- 6.3.3 A consultation has been carried out within A&C and with BSAB member agencies to identify the strengths and weaknesses of the Document, the findings of which are informing its review and revision. The Policy and the Procedures, along with some sections of the Good Practice Guide, will be ready for ratification by the BSAB in May 2009.

- 6.3.4 The sub group has also acted as a reference group for partner agencies to ensure their own internal policies and procedures are consistent with the multi-agency policy and procedures. A timetable has been established to facilitate this.
- 6.3.5 The sub group has well established links with the BSCB's procedure writers to ensure that there is consistency between the two procedures and appropriate common sections. Links have also been established with the A&C Mental Capacity Act Team to enable a similar consistency with policies and procedures relating to the Act and the Deprivation of Liberty Safeguards.
- 6.3.6 Prior to the establishment of the Communications Sub Group, the sub group helped develop a leaflet to raise staff's awareness of the safeguarding agenda and an agency's internal policy and procedures.
- 6.3.7 The sub group will continue to overview the review and revision of the original multi-agency document and future developments in line with local and national good practice and changes in legislation.

6.4 The Serious Case Review Sub Group

- 6.4.1 The sub group was originally established to develop a Serious Case Review Procedure to be part of the multi-agency document. This task was completed in March 2008 and the procedure was included in the document when it was launched in April 2008.
- 6.4.2 The sub group was also tasked with considering referrals to the procedure and identifying appropriate staff to implement it.
- 6.4.3 This year, the sub group considered 2 referrals for the implementation of the procedure, but both were found not to meet the implementation criteria.
- 6.4.4 The sub group recognised that there are difficulties in identifying appropriate cases for the procedures, in part due to the large number of adult deaths in a population the size of Birmingham's. It therefore established a Task and Finish Group to consider the data relating to adult deaths to see if there is any way of identifying those that might be relevant for investigation under the procedures. The Task and Finish Group has identified and gained access to a source of data and is currently investigating possible reports that it could generate.

- 6.4.5 The sub group has established links with the BSCB to see if there are any areas where joint training could be beneficial to both parties, such as Internal Management Reviews, structure of reports etc.
- 6.4.6 The sub group has also identified the need to establish less formal processes to learn lessons from the implementation of the multi-agency procedures.
- 6.4.6 The sub group has been limited by a lack of consistency of both membership and attendance and plans to address these issues in the coming year.

6.5 The Training and Workforce Development Sub Group

- 6.5.1 The Training and Workforce Development Sub Group is multi-disciplinary / multi-agency in membership and is focussed on the development of high quality multi agency training to ensure those providing and supporting care provision have access to the necessary knowledge and skills consistent with their role and level of responsibility. There are many benefits derived from such multi-agency training, not least the opportunity to network and share experiences and knowledge.
- 6.5.2 The sub group has an Action Plan and an underpinning multi-agency Adult Safeguarding Training and Development strategy for the period 2008 to 2011 agreed by the BSAB.
- 6.5.3 The sub group's key achievements in 2008/09 are:
- The development of a multi-agency Rolling Programme of Staff Development
 - The development of a matrix that integrated competencies and staff roles with the multi-agency Rolling Programme of Staff Development
 - The development of a multi agency Induction Pack which can be used for a variety of purposes. The pack uses common terminology and can be customised by partner agencies through the addition of unique organisational information such as referral/contact details
 - The investigation of a range of e-learning options to incorporate into the multi-agency Rolling Programme of Staff Development

- A training needs analysis of some of the partner agencies to provide an overview of likely demand for the multi-agency Rolling Programme of Staff Development in order to assist with capacity planning
- A paper to BSAB to suggest possible funding options for multi-agency Rolling Programme of Staff Development arrangements and next steps

6.5.4 While the sub group has been developing the multi-agency Rolling Programme, each member agency of the BSAB has continued to deliver its current in-house safeguarding training programme.

6.5.5 The sub group is moving into a new and challenging period where it will improve communication about all aspects of safeguarding training and continue to raise standards of practice across and throughout organisations. It will be vital to identify appropriate levels of funding to invest in the development of the multi-agency Rolling Programme of Staff Development so that it can be sustained and meet demand. The success of all future plans will be built on multi agency collaboration and the sub group looks forward to securing decisions on the funding of the multi-agency Rolling Programme of Staff Development and the central coordinating function it will require.

7. Reports of the Member Agencies

7.1 NHS Birmingham North & East (NHSBNE)

7.1.1 Policies and Procedures

NHSBNE has been an active participant on the Policies and Procedures Sub Group from its inception in the summer of 2007. This has ensured PCT input into the formulation and final version of all of the BSAB's policies including feeding in comments during the different iterations.

A Policy and Procedures document has been produced for NHSBNE. This has been ratified by the BSAB's Policies and Procedures Sub Group. The Policy and Procedures will be reviewed in line with the review of the multi-agency policy and procedures. Further work is required on embedding the internal policy into practice both through training and ensuring versions which can be made accessible for different groups of staff. This work has now been handed this over to the Professional Services directorate to be taken forward.

NHSBNE has also been actively involved in the development of the Risk Assessment Tool which is now in use by the different teams in Adults and Communities in the safeguarding arena.

A quick-read information leaflet was also drafted by NHSBNE for the Policies & Procedures Sub Group, for general use and for use as a quick guide for staff. This was amended by the Sub Group, ratified by the BSAB and is now available for all members to customise for their own use.

7.1.2 Training Undertaken

A rolling programme of training has been undertaken across NHSBNE primarily aimed at its own staff. A training needs analysis of employed staff has been undertaken and will be mapped against multi-agency training in order that all staff have access to the most appropriate level training in the most relevant setting. NHSBNE still needs to address how it best communicates levels of awareness and training to independent contractors and how it best assures itself of the training being carried out for all of its commissioned services. NHSBNE staff have attended training on the Mental Health Capacity Act organised by BCC.

A Learning Time Initiative is being planned on safety and quality which will include safeguarding adults.

7.1.3 Resources dedicated to safeguarding adult work

A business case was made within NHSBNE for 2008/09 to secure additional resources to support the safeguarding adults agenda. A full time band 8a nurse and a full time administrative worker have been recruited as of November 2008, based in the Professional Services Directorate, and working with the Safeguarding Children's team to ensure full administrative support. There had previously been no dedicated safeguarding adult resource available in NHSBNE. In addition NHSBNE has been represented on the following BSAB sub-groups:- Policies and Procedures; Training and Workforce Development and Serious Case Review.

NHSBNE will link across other PCT's in Birmingham to ensure learning and sharing of practice. There has been previously dedicated non- pay budget within the Provider Arm of NHSBNE for safeguarding adults (previously POVA training) and a level of non-pay will need to be reviewed.

The current Director of Performance & OD (* previously the Director of Operations) represented NHSBNE on the BSAB until October 2008, when this role transferred to the Director of Clinical Services Development (Executive Nurse) Val Jones.

7.1.4 Joint working with other agencies

This has included Commissioning work with Care Homes with Nursing. A group has been established to review and risk assess the local level of capacity and capability of supply. More recently there has been detailed and specific work with two local nursing homes with considerable resources and support being given by NHSBNE's Commissioning and Provider arms.

There is an opportunity to work more closely with the police and independent contractors at the levels of medical examinations/assessments being expected and required in different circumstances. This would help to raise awareness of safeguarding adult issues and provide a possible development opportunity with general practitioners.

Work is being developed to ensure safeguarding and domestic violence issues are cross referenced.

7.1.5 Methods of feedback from senior management/operational staff

NHSBNE is represented on the BSAB and on each of its sub-groups and reports activity from BSAB to its Integrated Governance & Performance Committee which reports directly into the PCT Board.

NHSBNE has recently reviewed its internal mechanisms for feedback from operational staff in relation to safeguarding and terms of reference for a new internal safeguarding group led by the Professional Services Directorate will be established. This will oversee all safeguarding work and will include representation from both Commissioning and Provider Arms. This group will take forward the NHSBNE annual work plan and will ensure linkage across to all other relevant areas e.g. the nursing homes group.

7.1.6 Communications Strategy

NHSBNE is currently revising its Communications and Involvement Plan in the context of World Class Commissioning. There will need to be a specific internal and external Communications Plan for safeguarding adults which takes fully into account NHSBNE's different roles. This will be a key development in supporting the work plan for 2009/10.

7.1.7 Commissioning Strategy

NHSBNE has revised its Commissioning Strategy and is currently writing its Strategic Plan with a greater emphasis on Quality & Safety of Commissioned Services. A number of contracts with key providers have also been reviewed and the requirements of safeguarding have been included.

Work has been undertaken with the new GP services being commissioned through the Equitable Access to Primary Care scheme to ensure safeguarding requirements are included under vulnerable groups within the specification.

7.1.8 Proposals for the 2009/10

- Transfer lead responsibility for Safeguarding of Adults to the professional Services Directorate
- Revise and amend terms of reference for internal safeguarding adults group

- Ensure induction of new safeguarding post and administrative team
- Revise 2008/9 work plan and delivery mechanisms
- Establish supporting Communications Plan for external and internal stakeholders
- Develop key reporting measures for safeguarding activity
- Implement training needs analysis and robust training schedule with recording of training in place
- Embed Policies and Procedures
- Develop KPIs linked to BSAB Performance, Audit and Quality Assurance Sub Group
- Ensure effective reporting system for operational staff
- Ensure all commissioned services identify safeguarding adults as a priority within their quality standards

7.2 South Birmingham Primary Care Trust (SBPCT)

7.2.1 Committee structure

A Safeguarding Vulnerable Adults Sub Group of the Trust Clinical Governance Committee was established in July 2008. This is aligned to the Trust Board structure for giving internal assurances about the systems and processes in place for safeguarding. The group has established terms of reference and a project plan for driving forward the Safeguarding Agenda.

SBPCT has representatives on all the BSAB sub groups and these feed back to the Sub Group on a regular basis.

7.2.2 Appointments

SBPCT has invested in 2008/09 which has led to the appointment of senior nurses whose role is to implement the safeguarding agenda.

7.2.3 Training

SBPCT recognises and supports the importance of education and training. All staff receive awareness raising and higher levels of training are being developed. SBPCT has commissioned a rolling programme of training in the Mental Capacity Act and Deprivation of Liberty Safeguards across the Trust.

7.2.4 Policy development

SBPCT policy has been updated in line with the 2008 multi-agency guidelines. A full review of the policy/strategy will take place by the newly appointed lead nurse in due course.

7.3 Heart of Birmingham Teaching Primary Care Trust (HOB)

- 7.3.1 HOB has contributed to the work of Safeguarding Adults in Birmingham throughout the year and is committed to preventing abuse where possible and ensuring that robust procedures are in place for dealing with incidents of abuse.
- 7.3.2 HOB is a member of the BSAB and participates in its sub-groups. It also supports the work of Safeguarding Adults across the City with other agencies through input into multi-disciplinary investigations relating to incidents of abuse.
- 7.3.3 HOB has an internal Safeguarding Adults Implementation Group that meets on a monthly basis to ensure that Safeguarding Adults is embedded within the organisation.
- 7.3.4 HOB responded to the national consultation on the review of No Secrets in January 2009, recognising the importance of national initiatives that will inform local strategies and policies.
- 7.3.5 In order to meet its responsibilities and develop effective working practices, HOB appointed a Lead Nurse for Safeguarding Adults in April 2008 and a Safeguarding Adults Co-ordinator in October 2008. These roles are responsible for developing the internal Safeguarding Adults Policies and Procedures and working with partner agencies across Birmingham. They will also support, advise and train staff on issues relating to safeguarding.
- 7.3.6 HOB appointed a Mental Capacity Act Facilitator in January 2009 to co-ordinate and develop plans with regards to the Mental Capacity Act. This will ensure that staff have access to support and advice on issues relating to the Mental Capacity Act and that appropriate internal policies and procedures are in place.

7.3.7 HOB has included Safeguarding Adults in its Corporate Induction Programme and as part of core mandatory training for all staff. Training has also been provided for staff in relation to Dementia & the Mental Capacity Act. Further training in-house relating to Safeguarding Adults is being developed. Links have been developed with the internal incident reporting policy and training. Information is collated by the Risk Management Team and incident investigation training is provided for all managers.

7.3.8 HOB will continue to be active in the forthcoming year and seek to raise staff's awareness of safeguarding adults. Progress has been made and will be enhanced by building on the Safeguarding Service that has been established and continuing to develop partnership working.

7.4 Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT)

7.4.1 Policy and Procedure

BSMHFT's internal policy is in the process of review. its third draft has been signed off and will be circulated for wider consultation and ratification by BSAB's sub group and the Solihull Adult Safeguarding Board.

The review was necessitated by the termination of the Section 31 Partnership agreement between BCC and BSMHFT on 31 March 2008 and the Section 31 Partnership agreement between Solihull Metropolitan Borough Council and BSMHFT which became effective on 1 April 2008.

The draft includes reference to the Independent Safeguarding Authority's Vetting and Barring Scheme and the Vulnerable Adult definition included in the Safeguarding Vulnerable Groups Act 2006. There is also a greater emphasis on institutional abuse given the volume of in-patient services delivered by BSMHFT.

7.4.2 Training

As well as being able to access BCC and Solihull MBC training, a series of awareness sessions were commissioned from Birmingham City University earlier this year. The Head of Adult Safeguarding and Inspection (HoSAI) for BSMHFT is also delivering a series of bespoke service specific awareness sessions, including eight half day sessions for staff working in our Forensic Mental Health Service.

A half-day Adult Safeguarding Awareness session is included in our statutory/mandatory training matrix for all BSMHFT staff, both clinical and non-clinical. It is also included in Trust Induction.

BSMHFT is developing a series of workbooks as part of its strategy for the delivery of statutory and mandatory training, of which one of the first two is an Adult Safeguarding workbook.

BSMHFT and SAT are jointly delivering Safeguarding Awareness Training to the senior team at Broadmoor High Secure Hospital in April 2009 and a meeting with the senior team at Rampton High Secure Hospital may also result in joint BSMHFT/SAT training.

7.4.3 Dedicated resources

Unlike many Primary Care and Provider Trusts, BSMHFT employs both a full time Senior Nurse for Safeguarding Children and, as of July 2008, redeployed a senior manager into the role of the HoSAI.

Each of the clinical service divisions has identified a local lead for Adult Safeguarding. The HoSAI, the Leads and Mental Health Social Care colleagues form the core of BSMHFT's Adult Safeguarding Committee, which is chaired by the Executive Director Lead for Safeguarding (BSMHFT's Executive Director of Nursing), who is also the representative on BSAB.

7.4.4 Joint working

The HoSAI works in close collaboration with A&C's Mental Health Safeguarding Lead and the SAT, attending strategy meetings for complex cases and collaborating on specific areas of work, including, for example, advice on the development of service specific guidance and policy development.

The HoSAI also receives monthly supervision from A&C's Head of Service for Mental Health and attends the Mental Health Joint Operational and Governance Group established by BSMHFT and A&C in 2009.

7.4.5 Feedback to senior management

The HoSAI reports directly to the Executive Director of Nursing who in turn advises and updates the Board on safeguarding issues.

He also attends BSMHFT's Clinical Governance Committee on a quarterly basis to report on Adult Safeguarding and specifically the work of the Adult Safeguarding Committee.

Divisional Leads report directly into their local management teams and have the opportunity to raise local issues at the BSMHFT Adult Safeguarding Committee.

7.4.6 Feedback from operational staff

Issues can be raised with the Leads or directly with the HoSAI who regularly visits wards and departments across the Trust. Safeguarding issues are also coming to the attention of the organisation through the reporting of complaints, untoward incidents and human resource casework.

The HoSAI has worked in the organisation for over thirty years in a variety of roles and in the majority of specialist areas and has good networks with operational staff across the organisation. He is also organising local briefings with clinical and ward teams.

7.4.7 Proposals for 2009/10

The focus of Adult Safeguarding work in the coming year is on training and awareness raising, creating robust links between our complaints, disciplinary and serious untoward incident processes and adult safeguarding procedures and values based training to raise the awareness of institutional abuse.

7.5 Sandwell and West Birmingham Hospital NHS Trust (SWBT)

7.5.1 Policies and Procedures

The following policies have been approved and disseminated to Trust staff, accompanied by an Equality Impact Assessment and implementation plan.

- Policy for the Management and Protection of Vulnerable Adults (pt care/011)
- Mental Capacity: Policy for Assessing Mental Capacity (ptcare/02)
- Mental Health Act Policy (org/078)
- Mental Health Problems in Women (MAT/007)

Other policies which support the Safeguarding agenda:

- Falls Prevention in Patients (pt care/03)
- Incident and Hazard Reporting (org/050)
- Pressure Ulcer Guidelines (TVS/02)
- Restraint Techniques (org/093)
- Confused Patients in Hospital (SWBH)

7.5.2 Training undertaken

Training has been offered via Staff Communication emails and meetings and minutes to all staff groups who participate in direct patient care or may be involved in the investigation process.

Offered by Sandwell Local Authority:

Mental Capacity	47
Deprivation of Liberties	11
Safeguarding	18 booked

Offered by BCC:

Mental Capacity	TBC
Deprivation of Liberty Safeguards	Commence April 09

Offered Internally SWBH:

Mental Capacity	37
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Safeguarding

On corporate induction programme and up-dates at level 1

A training budget of £14k has been secured for safeguarding levels 1, 2 and 3 and tender offered for April 09.

7.5.3 Resources dedicated to safeguarding adult work

The Executive Director for Safeguarding sits within the remit of the Director of Nursing, Midwifery, Therapies and Facilities with the Trust lead on Safeguarding being the Assistant Director of Quality.

An Adult Protection Officer (band 7) has been newly appointed, a post which includes elements of the wider Safeguarding agenda, such as Mental Health, the Mental Capacity Act and the Deprivation of Liberties Safeguards. An A&C band 3 post is to be recruited to in 2009/10

7.5.4 Feedback to senior management

The inaugural meeting of the Safeguarding Steering Group (SSG) led by the DDNS took place in December 08 with the second planned for 20th March 09.

The SSG will monitor actions identified in the National Framework (ADSS, 2005) via the Adult Safeguarding Boards, and report to the Governance Board and the Equality and Diversity Steering Group.

7.5.5 Feedback from operational staff

Sub-groups have been formed to report into the SSG to progress needs of vulnerable groups of patients in hospital e.g. patients with MH and LD needs, the elderly.

These groups will contain representatives from health care groups and general management.

Feedback will be ascertained via surveys, focus groups and meetings:

Progress of the Safeguarding agenda is reported to the monthly Senior Nurse Forum, attended by the Assistant Director for AHP, who disseminate to Ward Managers via cluster meetings.

A survey has been undertaken regarding use of liaison mental health services and training needs which will be analysed and a response implemented

7.5.6 User feedback

As from January 09 each ward will undertake a week long, twice yearly audit of patient views on discharge using an electronic hand held pad. This will be facilitated and supported by a member of the Patient Experience Team and analysed and reported.

7.5.7 Proposals for 2009/10

- Inclusion of 'Safeguarding' statement in all Job Descriptions and contracts
- VAP policy review to include domestic violence and role of APO and confirmation regarding thresholds for referral.
- Mental Capacity Act policy review to include DoLS.
- Implementation of ISA vetting system for the workforce

- Finalise and post public information onto the internet to allow easy reporting of VAP issues and information regarding signposting for assistance.
- Attachment of Safeguarding raising awareness leaflet to all staff payslips
- Commencement of level 2 and 3 training internally – April 09
- Targeting of medics for training in the Mental Capacity Act, DoLS and Safeguarding.

7.6 University Hospital Birmingham (UHB)

This report sets out work undertaken in UHB on safeguarding adults for the year 2008-09. UHB has been awarded with level 2 compliance by the National Health Service Litigation Authority (NHSLA) and meets core standards for safeguarding reported quarterly internally and to the Healthcare Commission annually for publication.

7.6.1 Policy and Procedures

UHB policy and procedures on safeguarding adults are based on the BSAB multi-agency Policy and Procedures and were revised in the Autumn 08 and were approved by the Board of Directors. They are on the Trust's intranet and staff have been advised through the UHB wide communication 'In the Loop'.

7.6.2 Training

UHB delivers Safeguarding adults training at basic awareness level via mandatory induction. Thereafter safeguarding adults training for practitioners focuses on recognition and referral. A small group of staff have received training on attending a strategy meeting. The Champions programme features safeguarding. Training records are maintained and 'did not attend' are followed up. UHB is exploring an on line training package.

7.6.3 Resources for safeguarding work

- Time and salaries of staff with a specific role in safeguarding adults
- Safeguarding Group
- Safeguarding Adults Practitioner Group
- Training materials currently in use

7.6.4 Examples of joint working with other agencies

During the year there have been a small number of cases where there were safeguarding concerns. This has involved working with colleagues from A & C (hospitals teams) with the police and with nursing homes.

7.6.5 Feedback to senior management

Reports are made via the Safeguarding Group to the Care Quality Group and to the Board of Directors.

7.6.6 Feedback from operational staff

- Specific queries from staff to line manager
- Queries/referrals to the A & C Care Teams (Adults & Communities) and to named staff with responsibility for safeguarding adults
- Safeguarding Adults Practitioner Group
- Clinical Incident Reporting

7.6.7 Proposals for 2009/10

- Further development of the safeguarding adults intranet site
- Securing funding for an e learning package
- Deprivation of Liberty Safeguards training – further training for medical staff
- Champions programme to continue
- Dignity Agenda – work will continue

7.7 Heart of England Foundation NHS Trust (HEFT)

7.7.1 Policies and Procedures

HEFT has developed and implemented internal Adult Safeguarding Policies and Procedures which have been ratified by the BSAB Policy and Procedures Sub Group and cross referenced to other key policies and procedures. The Nursing and Education leads attended the local consultation seminar re the Review of "No Secrets".

7.7.2 Training undertaken

HEFT's Professional Education Manager attends both the BSAB sub training group and the Solihull Safeguarding Adults

workforce stream. A dedicated SA Professional Education Consultant has been identified

A training needs analysis (TNA) was undertaken for HEFT staff in October 2008 and has been fed into the TNA being undertaken by the BSAB Sub Group.

Multi agency training by an external provider has been sourced and endorsed by the BSAB

The Solihull Safeguarding Adults workforce stream completed their TNA in February and have produced a draft training catalogue for multi agency training, posters and contact cards

HEFT has 3 levels of training:

- basic awareness, mandatory, for all 10,000 staff and volunteers
- enhanced training, mandatory for nurses and HCA's desirable for all other staff, phase 1 front line areas eg A&E MAU SAU 600
- Investigators training – Matrons, Senior Sisters and Directorate Managers – Multi agency training with Solihull or BSAB +/-50 staff

A discussion session based on Safeguarding Adult scenarios has been held at a Senior Medicine Nurses Meeting

Externally procured E learning systems have been assessed and plans are in place to develop an in-house E learning package.

7.7.3 Communication

The BSAB Safeguarding Adults leaflet has been distributed to all existing staff with their pay slips and incorporated into all corporate inductions for all new staff. An evaluation of the leaflet is in process. A video clip on safeguarding adults has been included in the on-line junior doctors' induction.

A safeguarding page has been developed on the HEFT Intranet.

7.7.4 Resources dedicated to safeguarding work

A newly appointed Executive Lead Nurse will be the executive lead for adult safeguarding and represent HEFT on the BSAB.

The Head Nurse, Medical Business Unit will deputise for the executive lead and support operational implementation of the policy and procedures.

A business case has been submitted to establish a safeguarding unit with a dedicated lead and resources for adult safeguarding

HEFT provides nominated support to safeguarding from both its training and governance departments.

7.7.5 Quality Assurance

HEFT achieved NHSLA Level 2, which included meeting all the standards for adult safeguarding. HEFT has established an internal adult safeguarding steering group, which is chaired by the executive lead.

7.7.6 Proposals for 2009/10

HEFT staff are members of a working group addressing the issue of thresholds for referrals into the multi-agency procedures.

7.8 West Midlands Police (WMP)

7.8.1 Policies and Procedures

WMP implemented their policy and procedure on Safeguarding Adults from Abuse on 1st August 2008 and it was formally launched on 11th November 2008. This replaces a previous force directive issued in January 2006. The policy has been written in consultation with the seven Local Authorities across the West Midlands including Birmingham and complements existing multi-agency policies. The policy has been designed to include a toolkit for front line staff Police Staff who identify that a vulnerable adult has been or is at risk of abuse. All staff have defined roles and responsibilities.

7.8.2 Training undertaken

Vulnerable Persons Officers and their supervisors are encouraged to attend all levels of safeguarding adult training run currently by Local Authorities from awareness training through to manager training. The majority of Birmingham Vulnerable Persons Officers attended Mental Capacity training awareness sessions run by CSIP during 2006/2007, the remaining officers are being actively encouraged to undertake this training when available.

Vulnerable Persons Officers and sergeants within the Public Protection Units have been linked into multi-agency awareness training re mental health and vulnerability, run in conjunction with BSMHT, focusing on the new Mental Health Act and the Police Mental Vulnerability policy.

As of January 2008, Vulnerable Persons Officers attend a bi-monthly 'networking meeting' to explore training issues identified by them.

Three times a year Vulnerable Persons Officers and their supervisors attend a professional development day. Issues discussed include Section 44 Mental Capacity Act, The Fraud Act 2005, the roles and responsibilities for Commission for Social Care Inspection, the Intermediary Scheme, Financial Abuse Investigation, Social Work Placements, Role of the Pension Service in Financial Abuse Investigations, links between adult protection/child protection/mental health issues and Achieving Best Evidence in criminal proceedings.

A training needs assessment has been completed for all staff within the Public Protection Units.

7.8.3 Resources dedicated to safeguarding adult work

West Midlands Police has undertaken a major force review on the whole area of Public Protection.

This has resulted in the implementation of Public Protection Units on each of the 9 Operational Command Units (OCUs) in Birmingham. Resources dealing with Child Protection, Domestic Abuse, Safeguarding Vulnerable Adults, Hate Crime, Management of Sex Offenders and Missing Persons are all working together out of one office. This has had enormous benefits in terms of improved resilience and a more structured management system. The Vulnerable Persons Officers job description has been re-written with a greater focus on their roles and responsibilities in respect of safeguarding adults. The implementation of the Public Protection Units has resulted in a marked increase of VPO capability in Birmingham.

Each Crime Support Public Protection Support Unit has a Detective Sergeant and a Police Constable whose role is to develop and review force policy and practice guidelines around safeguarding adult's issues, conduct internal management reviews, identify lessons to be learned arising out of multi agency investigations and make necessary recommendations

to improve future practice, the provision of a consultancy service to OCU, HQ departments and other statutory agencies, ensuring links are made to other relevant policies and systems (Safeguarding Children, Domestic Abuse, MAPPA and Hate Crime), development of training material for the force surrounding safeguarding vulnerable adults and conduct audit process of OCU Public Protection Units.

7.8.4 Examples of joint working with other agencies

The Vulnerable Persons Officers based at Kings Heath (E2 Operational Command Unit) assisted Adults and Communities at their two day Annual Conference in Birmingham and had a stall at the conference where information could be provided to professionals and members of the public regarding the police role in safeguarding vulnerable adults from abuse.

Headquarters Crime Support Staff have represented the police on the recent task and finish groups in reviewing a joint training strategy. West Midlands Police are also members of the Serious Case Review Sub Group.

Headquarters Crime Support staff sit on the working party currently reviewing No Secrets and have been extremely pro-active in consulting with police forces nationally to obtain a thorough criminal justice perspective, which will hopefully shape the review.

All 9 Birmingham Operational Command Units have fully resourced Public Protection Units, supervised by a Detective Inspector, with full time Vulnerable Persons Officers. These officers conduct multi agency safeguarding work on a daily basis.

7.8.5 Methods of feedback to senior management

Feedback has improved since the implementation of the Public Protection units, who have a management structure that is more accountable for resolving issues and conflicts at a local level.

The Joint Public Protection Unit, based at Headquarters Crime Support now chairs quarterly meetings with the Public Protection Unit managers. This provides an ideal arena to provide feedback on emerging issues. Crime Support also chairs quarterly meetings with the Adult Protection Co-ordinators from all 7 Local Authorities. This provides a forum for sharing best practice, and conflict resolution. The Crown Prosecution Service are also involved in this meeting.

Crime Support together with the force Performance Review Department are commencing tiered audits on every Birmingham Operational Command Unit from October 2008, in order to check compliance with policy and Public Protection Unit operating principles. Reports will be published in order that relevant feedback can be given to senior management.

7.8.6 Methods of feedback from operational staff

Crime Support chair bi-monthly networking meetings with Vulnerable Persons Officers from across the force area which provides the opportunity to feedback on emerging issues. Vulnerable Persons Officers and PPU supervisors regularly contact Crime Support staff for advice and guidance on operational issues.

All Referral forms submitted to Public Protection Units relating to safeguarding issues by Operational Police Officers are assessed by the PPU Sergeant. Any short comings are immediately identified and addressed. Constructive feedback is then given to the officer and his first line supervisor.

7.8.7 Proposals for 2009/10

- Roll out a training programme for all front line officers and police staff based on a train the trainer's package set against principles in safeguarding adults policy
- Get authorisation for mandatory training through training strategy group
- Continuing audit process against standards laid down in force policy with feedback being given as appropriate
- Develop a good practice guide to support safeguarding adults policy
- Develop a list of professionals who specialise in adult abuse issues to provide independent medical examinations and provide evidence to support criminal prosecutions

7.9 National Probation Service

The National Probation Service – West Midlands is primarily concerned with the assessment and management of offenders both within the community and throughout a custodial sentence to release on licence. In this work Probation Staff have a clear focus on issues of public protection and work to reduce the risk of an individual re-offending.

Offenders are drawn from across all sections of the community and consequently we deal with those who may have offended against vulnerable adults and those who themselves have also been victims due to their own issue of vulnerability.

The Probation Service has long recognised that working with partner agencies is the most effective way to deliver effective services and arrangements already exist for multi agency work around child protection and violent and sexual offenders. Throughout this work there is also a clear focus upon the victim and this is addressed both in terms of specific work with each offender regarding the consequences of their action and a separate service to those victims where the offender has received a custodial sentence of 12 months or more enabling protective planning to occur for their eventual release.

Engagement with Safeguarding Adult Services therefore allows us to provide improved services for both the management of offenders and protection of victims. We have contributed to the national consultation on 'No Secrets' and anticipate that specific additional national guidance will be issued for the Probation and Prison Services. In the meantime we have however produced some guidance for staff with the assistance of the Solihull Adult Safeguarding Business Manager which has now been circulated to all staff within the West Midlands Probation Area. We are committed to working with colleagues in the Adult Safeguarding arena to provide basic Level 1 Awareness Training to front line staff over the course of the next 12 months. We are represented at both Board level and at the Operations Sub Committee.

7.10 Adults and Communities

7.10.1 Policies and Procedures

Staff from the SAT are members of the BSAB Policy and Procedures Sub Group and the multi-agency document is being reviewed and revised by the Team's Procedure Writer. Internal procedures have been implemented to ensure accurate and timely operational and management data is available to inform safeguarding activity. Work has been undertaken to link the safeguarding adults procedures with those to safeguard children. 30 file audits are carried out by the SAT each month to monitor the implementation of the multi-agency procedures to ensure that they are embedded into operational practice..

7.10.2 Training undertaken

While the multi-agency rolling programme of staff development is developed, A&C continue to implement its existing in-house training programme for safeguarding for staff in the Assessment and Care Management Teams and Provider Services.

The SAOs have held briefing sessions for internal and external staff to raise awareness of the multi-agency policy and procedures and of the internal recording and data gathering processes. The Induction Package agreed for use across all sectors by the Board has been implemented as part of the Induction Programme for Social Workers in the Directorate. The Head of Service has given presentations to groupings of local providers and the SAOs have given presentations to local colleges running social care courses. The Head of Service and the SAOs have attended a number of national and local conferences on safeguarding issues.

7.10.3 Resources dedicated to safeguarding adult work

A total budget of £600k was committed for 2008/09, including a one-off sum of £200k for staff development. In addition, the Mental Capacity Act Grant of £585k was managed within the SAT.

A&C have recruited a Head of Service, 3 Safeguarding Adult Officers (SAO), an Operations Manager (Mental Capacity Act) and administrative support – 1 PA and 3 Administrative Assistants. In addition, a part-time Procedure Writer has been recruited to facilitate the review and revision of the multi-agency Policy and Procedures.

7.10.4 Examples of joint working with other agencies

As the lead agency with the responsibility to coordinate the implementation of the multi-agency procedures, A&C Assessment and Care Management Teams joint work with partner agencies across the city to safeguard adults. The SAT meet regularly with the West Midlands Police to coordinate strategic activity, links have been re-established with the Department of Work and Pensions to coordinate activity around issues of financial abuse, with health colleagues to address concerns about the quality of care commissioned across the city, with the independent/voluntary sectors to raise the profile of safeguarding adults and are starting to meet with service users and carer groups to ensure their voices are heard in the development of safeguarding services.

The SAT provides 2 members of each sub group and has also provided 2 members of the Task and Finish Groups working on Thresholds and Death Data.

The Head of Service represents the Board on the Birmingham Safeguarding Childrens Board and was a member of the Panel that facilitated the Investigation of Inadequate Serious Case Reviews in the wake of the death of baby P.

7.10.5 Methods of feedback to senior management

The Head of Service reports quarterly to the Overview and Scrutiny Committee of the City Council, including feedback on the progress of the implementation of the CSCI Action Plan. Management Reports are being devised for similar feedback to the Director's Management Team. The Head of Service provides a Report to each meeting of the BSAB.

7.10.6 Methods of feedback from operational staff

Each SAO is linked to a service user group for advice, guidance and feedback on safeguarding adult issues. A representative of both Younger Adults and Older Adults Services attend the BSAB to reflect the operational perspective.

7.10.7 Communications strategy

Each edition of the quarterly A & C Times, the in-house newsletter, contains an article from the SAT on safeguarding issues. The SAT staffed a stand at the 2008 Adults and Communities Conference. The safeguarding webpage on the Council's website is being updated in the light of the revision of the multi-agency policy and procedures. The directorate's leaflets re vulnerable adult protection have been up-dated to reflect the Safeguarding Vision and an Easy-Read version produced.

7.10.8 Commissioning Strategy

The Head of Service has joined the Joint Commissioning Group for Older People's Services; an SAO has participated in the evaluation process of re-tendering for the learning disability resettlement service. Work is underway to incorporate the safeguarding procedures into the commissioning and decommissioning processes of the Council.

7.10.9 Proposals for 2009/10

- To develop the links with Children, Young People and Families Services to ensure there is a seamless transition between Safeguarding Adults and Safeguarding Children services
- To transfer the auditing of case files to operational teams
- To develop further audit tools to evaluate the effectiveness of the safeguarding procedures from the perspective of outcomes for service users
- To launch the Safeguarding page on the Council's website
- To provide timely and accurate management data on the implementation of the multi-agency procedures
- To further embed safeguarding in the operational functions of the Council

8. Monitoring Processes

- 8.1.1 The BSAB has acknowledged from its inception that the data collected by its member agencies neither captures all the relevant information about the safeguarding adult work carried out in Birmingham nor provides a basis for effective comparisons with other local authorities.
- 8.1.2 A&C had collected data from its computer-base client records system – CareFirst5 – for reporting to CSCI and for comparison with other local authorities in the ADASS West Midlands Region.
- 8.1.3 It was recognised in the Action on Elder Abuse Report to the Department of Health in 2006 that a national dataset was required for safeguarding adult work to enable the collection of accurate, relevant and timely data to drive service development, enable comparisons between agencies, to identify local “hot spots” and “cold spots” of activity and to provide information on the prevalence of the abuse of vulnerable adults.
- 8.1.4 The Report contained recommendations as to what the national dataset should contain that were accepted in principle by the then Minister, Liam Byrne. On the basis of that recommendation and subsequent work undertaken by the Department of Health, A&C have developed CareFirst6, which will generate the strategic management reports the Department is asking for re safeguarding work and also provide operational management reports required by operational managers within A&C to ensure the Procedures are being implemented effectively and appropriately.
- 8.1.5 CareFirst6 was rolled out across the Directorate in December 2008 and will begin to generate reports in 2009/10.
- 8.1.6 It had been hoped that a Performance Indicator would be incorporated in the Local Area Assessment, but this has not occurred for a number of reasons, including a lack of clear definitions in this area of work that would cause difficulties in ensuring consistency of data across authorities and agencies. This issue may be addressed by the Review of No Secrets that is currently being consulted on.

- 8.1.7 A particular concern in this area is the lack of linkages between Domestic Violence and Abuse and Safeguarding Adults systems as the majority of the abuse of vulnerable adults appears, from the research that is available, to also meet the definition of Domestic Violence and Abuse. This should become clearer once the data is available from CareFirst6 which will identify the relationship between victims and perpetrators.
- 8.1.8 Details of the data currently available to the BSAB are contained in Appendix 2 along with a brief analysis.

9. The CSCI Action Plan

As a result of the Safeguarding Inspection undertaken by CSCI in August/September 2007, the following Action Plan was agreed with the Adults and Communities Directorate of the City Council in January 2008.

CSCI monitored the implementation of the Action Plan in April and August 2008

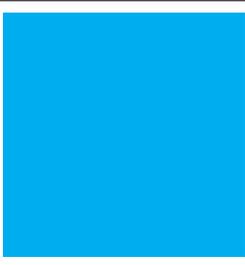
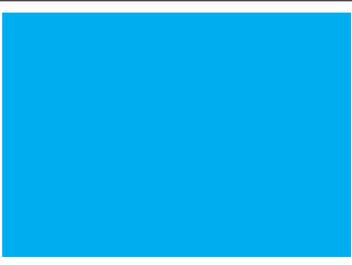
Progress on the implementation was reported to the BSAB at each meeting.

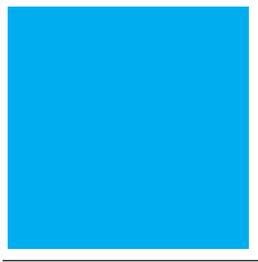
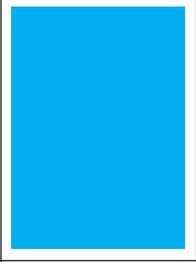
Progress on the implementation has also been reported to the City Council's Overview and Scrutiny Committee on a quarterly basis

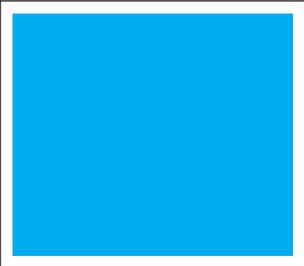
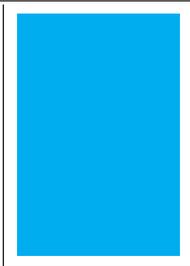
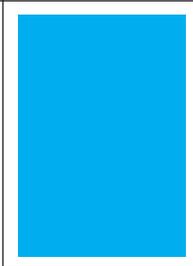
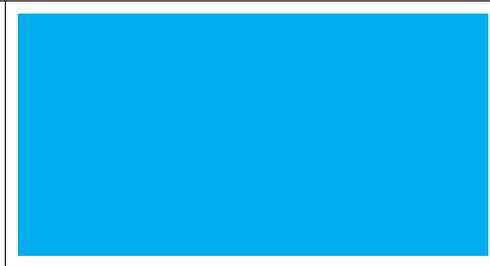
The Action Plan was signed off by CSCI in December 2008.

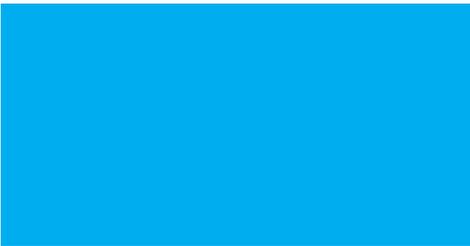
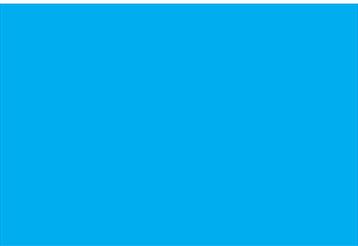
Some sections of the Action Plan are still to be fully implemented, and progress on these will continue to be reported back to the City Council's Overview and Scrutiny Committee.

[Details of the Action Plan are below.](#)

Action Point Status:	Green: 9	Blue: 24 Completed	Success Criteria	Progress	Traffic light rating
<p>1. The council should urgently enforce minimum standards for the investigation of concerns and the implementation of effective protection plans.</p>	<p>1.1. Strengthen focus on safeguarding by appointing Head of Service and three Safeguarding Support Officers (SSOs)</p>	<p>H of S - April 2008 SSOs - June 2008</p>	<p>Appointments made</p>	<p>Head of Service in post as of April 2008; 3 x SAOs in place as of October 2008; Admin support (PA x 1+ AA x 2 recruited August 2008)</p>	
	<p>1.2. Minimum standards based on ADASS recommendations, to be agreed by Safeguarding Board. This will include data on quantity, timescales and quality audits.</p>	<p>Agreed and memo of understanding signed</p>	<p>In place and measurable. Reports to DMT every second month and to Safeguarding Board three times a year</p>	<p>Report to DMT made April 2008 based on CSCI Action Plan detailing progress on development of Audit tools, CareFirst6. Feedback to the Board on a monthly basis.</p>	
	<p>1.3. Communication strategy on new safeguarding expectations to be put in place</p>	<p>March 2009</p>		<p>Management Briefings completed in March as arranged. Inserts to AC Times quarterly from February. Stand and workshops held at the Directorate Conference June 2008. Staff Briefings re procedure and recording completed June-August. Communication Sub Group established September 2008 to revise A&C leaflets and produce poster for staff. BSAB to agree Work Plan 09/10 for Sub Group March 2009</p>	

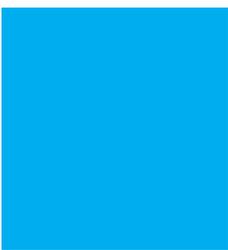
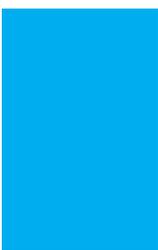
<p>2. The council should ensure that the emerging, revised and improved multiagency adult safeguarding procedures are implemented as planned by April 2008</p>	<p>2.1. Each agency to nominate a lead manager</p>	<p>April 2008</p>	<p>Set out in Memorandum of Understanding</p>	<p>Lead manager nominated - achieved and agreed October 2007 Multi-agency procedures in place April 2008; to be reviewed October 2008 with any subsequent revisions completed by April 2009</p>	
	<p>2.2. Safeguarding Board's priorities for action with timescales set out through to May 2009 following baseline audit. Action Plan to be developed.</p>	<p>April 2008</p>	<p>Priorities set out in Safeguarding Board paper 'Making a Difference'. Board to agree and monitor progress against the Action Plan.</p>	<p>Action Plan re CSCI Inspection in place February 2008. Action Plans for the Safeguarding Adults Team and the Safeguarding Adults Board agreed September 2008 and coordinated with the CSCI Action Plan. These monitored by the Board bi-monthly and the Council's Overview and Scrutiny Committee quarterly. January 2009 meeting of the Board to establish priorities for 2009/10</p>	
	<p>2.3. Each agency complete and disseminate internal procedures</p>	<p>March 2009</p>	<p>Verified by subgroup of Safeguarding Board</p>	<p>Timetable being established to verify internal procedures by March 2009.</p>	
	<p>2.4. Multi-agency arrangements go live</p>	<p>April 2008</p>	<p>People understand roles and responsibilities</p>	<p>Multi-agency Procedures went live April 2008; a review and evaluation commenced in October 2008 to ensure they are fit for purpose, including staff, service user and carer perspectives.</p>	

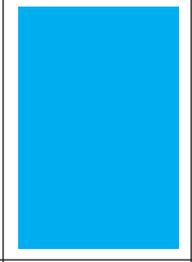
	<p>2.5 Birmingham will work with RiPFA on the implementation of new procedures and frameworks as a first wave implementation site.</p>	<p>Summer 2008</p>	<p>Implementation of new procedures based on best practice and research</p>	<p>An application to RiPFA to be a first wave implementation site for new procedures and frameworks was successful.</p>	
<p>3. The council and partners should ensure the new procedures clarify the roles and responsibilities of partner organisations</p>	<p>3.1. Safeguarding Board clarifies agency role and responsibilities</p>	<p>Achieved</p>	<p>Set out in the Memorandum of Understanding</p>	<p>To be reviewed as part of the review of the Procedures in October 2008</p>	
	<p>3.2. Each agency's internal procedures are clear about respective responsibilities</p>	<p>March 2009</p>	<p>Verified by subgroup of Safeguarding Board</p>	<p>Timetable in place for completion by March 2009 - see 2.3 above</p>	
	<p>3.3. H of S (Safeguarding) to be alerted in case of difficulty and agree remedial action.</p>	<p>April 2008</p>	<p>Issues resolved at H of S level and no need for escalation</p>	<p>Multi-agency Procedures currently being reviewed to ensure that roles and responsibilities of partner agencies are clear, appropriate and being met. A consultation process with staff in partner agencies will take place in January 2009 to inform the revision. Revised Policy, Procedures and Good Practice Guide to be launched in April 2009</p>	

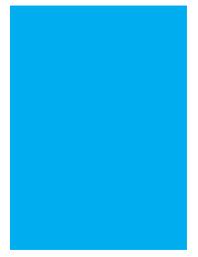
<p>4. The Council and partners should agree robust performance management and quality assurance systems that enforce minimum standards of practice and drive up performance</p>	<p>4.1. Council and Safeguarding Board to specify a minimum data set which will include:- number of referrals- number leading to investigations, conferences and protection plans- timescales- reviews of protection plans</p>	<p>February 2008</p>	<p>Data successfully collected and analysed</p>	<p>Basic dataset agreed February 2008 in line with expected national dataset; final additions/amendments to be agreed July 2008</p>	
	<p>4.2. To introduce a team manager checklist</p>	<p>April 2008</p>		<p>In place as of May 2008; audit tool being developed June 2008 for implementation July 2008 by the Safeguarding Adults Team. Checklist introduced & being used. Developing spreadsheet for tracking adult protection investigations & testing usage in part of city.</p>	
	<p>4.3. Each Safeguarding Adult Officer to audit 10 files per month against an agreed quality framework</p>	<p>October 2008</p>	<p>Review at 3 and 6 months to judge usefulness and improvements generated</p>	<p>10 file audits being completed by each SAO per month; collation of findings taking place prior to feedback to operational staff.</p>	

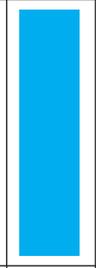
	<p>The Board's Performance, Audit and Quality Assurance Sub group convened June 2008. Board members completed self-audits and an audit of the Board; these are currently being collated for use in March 2009 to set the priorities for the Board 2009/10 August 2008; audit tools re PDRs, Managers Checklist and outcomes to be developed. Audit/evaluation tool re Staff Development programme to be developed</p>	<p>Performance Audit and Quality sub group of Safeguarding Board to monitor overall approach</p>	<p>March 2009</p>	<p>4.4. Further audit arrangements to be developed to include the involvement of front line staff, senior managers and peer review, with development of group supervision and senior management audits and practice quality discussions.</p>	
	<p>Report back happening to DMT and the Board as required re development of audit tools, their proposed implementation and the establishment of the Performance, Audit and Quality Assurance Sub Group of the Board</p>	<p>To determine improvement targets against the base position when known</p>	<p>May 2008</p>	<p>4.5. Report to DMT Performance Board every second month and Safeguarding Board three times a year</p>	
	<p>Competencies Review completed and linked to roles across agencies and the development of a multi-agency Rolling Programme of Staff Development to be rolled out September 2009. Audit tool based on Managers Checklist to be developed</p>	<p>All investigations undertaken by accredited staff. Performance monitoring of safeguarding to include this measure</p>	<p>September 2009</p>	<p>5.1. Adult protection investigations to be undertaken by professionally qualified staff who have undertaken Stage 2 training and have been accredited as competent to do so by Operation Managers</p>	<p>5. Minimum standards of specialist training should be determined for staff taking key roles in investigations and mandatory training, linked to minimum competencies, and should be implemented and monitored</p>

	<p>HR Training Records check still to be completed; accreditation system linked to competencies agreed July 2008; multi-agency Rolling Programme of Staff Development linked to competencies and roles developed; identification of mandatory and optional modules to be included; bid submitted for funding for an admin post to manage the Rolling Programme and monitor attendance. This data to be provided to employing agencies. Proposal submitted to the Board January 2009 re funding multi-agency training programme</p>	<p>Up to date training records</p>	<p>Feb 2008 September 2009 April 2008 April 2008</p>	<p>5.2. This will require the following steps:- check HR training records with staff for accuracy through team managers as SWs apply for reregistration with GSCC- identify resulting training needs and put courses in place- develop simple accreditation system linked to competences- a similar system to be developed for non-registered staff groups</p>	
	<p>Update of training records in progress pending validation by team managers. Adult protection competence being checked during PDRs & identifying training needs. GSCC training logs requested for supervision file. In work plan for OA SIG to develop training database for assessment teams.</p>		<p>April 2008</p>	<p>5.3. PDRs to specifically consider adult protection competence and training requirements</p>	
	<p>First session took place as arranged; a module to be established as part of the multi-agency Rolling Programme of Staff Development being developed for the Autumn 2008. Induction Pack being developed for new members</p>	<p>Members competent for roles and responsibilities</p>	<p>February 2008</p>	<p>5.4. Training for Safeguarding Board Members to take place</p>	

6. The review of protection arrangements for service users with mental health problems should be concluded speedily and clear agency roles and responsibilities agreed	6.1. The new Section 75 agreement with BSMHT will agree agency roles and responsibilities	September 2008	Detailed schedules available to underpin with regular reports on progress to Performance Board	A specification has been agreed at senior management level and a new appointment has been made	
	6.3. A specific Safeguarding Action plan with timescales has been agreed	Completed	In place	Completed	
	6.5. BSMHT will use the multiagency procedures to manage all Adult Protection referrals and Investigations	April 2008	In use as above	Agreed and completed	
7. The understanding of frontline staff of the ongoing vulnerability of some service users and non-service users should be raised and information shared about how partnership initiatives can be used to enhance protection plans	7.1. A regular quarterly safeguarding briefing newsletter will be produced as a supplement to 'ac times' in order to share wider good practice initiatives, such as those in Community Safety and Domestic Violence, and other information	February 2008	Reaches all staff in Directorate Also available to staff in partner agencies	Regular updates are being delivered in AC Times, completed	

	7.2. The first briefing supplement will include information about the new arrangements and the philosophy behind them	March 2008	As above	Completed	
	7.3. The Directorate Conference this year will have safeguarding as a major theme.	June 2008	Takes place	Conference took place as planned	
	7.4. A publicity campaign will be put in place building on the success of the Every Child Matters approach	October 2009	Takes place with attendance by staff, users and multi – agency partners	Being developed as part of the Board's Communication Strategy by the Communications Sub Group linked to World Elder Abuse Awareness Day June 15th 2009	

<p>8. Accurate data should be collected regarding the quality as well as quantity of investigations and should be extended to include recording wider safeguarding incidents and better interpretation of trends.</p>	<p>8.1. The quantitative data collection requirements (see 4) would ideally be through Carefirst but an option appraisal should determine whether improved usage will suffice or whether an interim spreadsheet system, or part system, is required</p>	<p>February 2008</p>	<p>A robust system is in place for 2008/2009 which will collect the required data</p>	<p>The CareFirst 6 Safeguarding Module has been developed to allow the collection of the data set as agreed by the BSAB in September 2007. Option appraisal has been done and plans are in place to implement CareFirst 6 across the city</p>	
<p>8.2. A system to be put in place to collate the qualitative data from the file audits</p>	<p>8.2. A system to be put in place to collate the qualitative data from the file audits</p>	<p>April 2009</p>	<p>A robust system in place</p>	<p>File audits being completed, outcomes being collated and results to be fed back to operational managers and DMT</p>	
<p>8.3. An analysis of data will be reported to the DMT performance board every other month, to the Safeguarding Board three times per year and be published through the Board's Annual Report</p>	<p>8.3. An analysis of data will be reported to the DMT performance board every other month, to the Safeguarding Board three times per year and be published through the Board's Annual Report</p>	<p>April 2009</p>	<p>The reported data is capable of illustrating trends and enabling appropriate actions</p>	<p>Carefirst6 went live December 2008 and will generate "clean data" for the last quarter of 2008/9. Standard operational and strategic management reports being developed</p>	

	<p>8.4. Where possible the Council will benchmark its performance against its family of comparator authorities and top performers using its locally agreed indicators</p>	<p>April 2009</p>	<p>To be developed in conjunction with regional colleagues so it has validity</p>	<p>To be developed with the West Midlands Regional Group of the ADASS Safeguarding Adults Network in line with the national dataset.</p>	
<p>14. Implement better quality assurance processes to support best practice and identify and resolve poor performance in frontline practice.</p>	<p>14.1. Approach to quality assurance being developed for consideration by DMT</p>	<p>March 2009</p>	<p>Accepted and agreed by DMT and endorsed by user and carer reference groups</p>	<p>Audit tool implemented by the Safeguarding Adult Team based on the tools used prior to the CSCI Inspection. Audits based on Managers Checklist and Outcomes identified on CareFirst6 to be developed. The Board's Performance, Audit and Quality Assurance Sub Group is scoping the data available across partner agencies to coordinate quality assurance processes .</p>	
	<p>14.2. See Section 4 for safeguarding</p>			<p>See section 4</p>	
	<p>20.3. Representatives of subgroup to become full members of the Board</p>	<p>April 2009</p>	<p>In place</p>	<p>Safeguarding Adults Officers organising meetings with service user and carer groups January/March 2009 to develop their involvement in the development of the staff development and communication strategies for the Board and to consult on the accessibility of the revised multi-agency Policy, Procedure and Good Practice Guide</p>	

10. Appendices

1. Membership of the BSAB and its Sub Groups (as at 01.04.09)

1.1 Signatories to the Memorandum of Understanding:

Birmingham and Solihull Mental Health Foundation Trust
NHS Birmingham North & East
Heart of Birmingham Teaching Primary Care Trust
Heart of England NHS Foundation Trust
Sandwell and West Birmingham Hospitals NHS Trust
South Birmingham Primary Care Trust
The Pension Service
University Hospital Birmingham
West Midlands Police
West Midlands Probation
Birmingham City Council

1.2 Birmingham Safeguarding Adults Board

Peter Hay (Chair) | Strategic Director - A&C
Adult & Communities, Birmingham City Council

Bev Ingram (Vice Chair) | Director of Nursing & Therapies
South Birmingham Primary Care Trust

Pete Morgan | Head of Service - Safeguarding Adults
Adult & Communities, Birmingham City Council

Barbara Perryman | Head of Service - Learning Disabilities
Modernisation Adult & Communities, Birmingham City Council

John Hardy | Policy Manager - Housing Needs Housing,
Birmingham City Council

Dave Newnham | Head of Adult Safeguarding & Inspection
Birmingham & Solihull MH NHS Foundation Trust

Ros Alstead | Director of Nursing
Birmingham & Solihull MH NHS Foundation Trust

Catherine Underwood | Head of Service
Mental Health Adult & Communities, Birmingham City Council

Ryan Howat | Det. Chief Inspector - Crime Manager
West Midlands Police

Debbie Talbot | Assistant Director of Nursing - Quality
Sandwell & West Birmingham Hospitals NHS Trust

Mandie Sunderland | Heart of England NHS Foundation Trust

Jane Robson | Assistant Director Adults & Children Division
Legal & Democratic Services, Birmingham City Council

Jenny Dodds | Head of Patient Support & Lead Nurse -
Safeguarding Children University Hospital Birmingham NHS
Foundation Trust

Liza Walsh | Out of Hospital & Rehabilitation Services Manager
Heart of Birmingham Teaching Primary Care Trust

Val Jones | Director of Nursing and Clinical Development
NHS Birmingham North & East

Judith Bates | Partnership Liaison Manager
The Pensions Local Service Birmingham

Simon Cross | Business Manager Birmingham Safeguarding
Children's Board, Birmingham City Council

Len Brown | District Manager Saltley,
National Probation Service

Jane Rumble | Regional Manager Care Quality Commission
(CQC)

Robin Day | Senior Nurse The Royal Orthopaedic Hosital
NHS Foundation Trust

Chris Bush | Head of Service - Transition
Childrens, Families and Young Peoples Services,
Birmingham City Council

1.3 **Communications Sub Group**

Gill Chambers | Operations Manager (Vulnerable Adults)
Adult & Communities, Birmingham City Council

Carl Morgan | Communications Officer
Communication Services, West Midlands Probation Area

Ms Gurpreet Chahal | Communications Officer
University Hospital Birmingham NHS Foundation Trust

Charmaine Murray | Principal Solicitor
Legal & Democratic Services, Birmingham City Council

Lawrence Vos | Public Information and Communications
Manager Communications, Birmingham City Council

Jackie Harrison | Press Office
West Midlands Police

Debbie O'Brien | Safeguarding Adults Officer
Adult & Communities, Birmingham City Council

Helke Cureton | Safeguarding Adults Officer
Adult & Communities, Birmingham City Council

Pete Morgan (Chair) | Head of Service – Safeguarding Adults
Adult & Communities, Birmingham City Council

Ann Rouine | Lead Nurse – Safeguarding Adults
NHS Birmingham North & East

Paul Finnegan | Safeguarding Adults Coordinator
Heart of Birmingham Teaching Primary Care Trust

1.4 **Performance, Audit and Quality Assurance Sub Group**

Sheena Wilkes | Clinical Audit & Governance Manager
South Birmingham Primary Care Trust

Darren Miles | D1 Crime Manager
West Midlands Police

Ann Rouine | Lead Nurse - Safeguarding Adults
NHS Birmingham North & East

Paul Finnegan | Safeguarding Adults Co-ordinator
Heart of Birmingham Teaching Primary Care Trust

Julie Simcox | Safeguarding Adults Officer
Adult & Communities, Birmingham City Council

Helke Cureton | Safeguarding Adults Officer
Adult & Communities, Birmingham City Council

Dave Newnham (Chair) | Head of Adult Safeguarding &
Inspection, Birmingham & Solihull MH NHS Foundation Trust

1.5 Policy and Procedures Sub Group

Pete Morgan (Chair) | Head of Service - Safeguarding Adults
Adults & Communities, Birmingham City Council

Marianne Bullen (Vice Chair) | Nursing Programme Manager
Heart of Birmingham Teaching Primary Care Trust

Anne Harris | Operations Manager - Older Adults
Adults & Communities, Birmingham City Council

Bethan Welch | Operations Manager - LD Adults &
Communities, Birmingham City Council

Julie Simcox | Safeguarding Adults Officer
Adults & Communities, Birmingham City Council

Martin Partridge | Procedure Writer
Adults & Communities, Birmingham City Council

Jenny Dodds | Head of Patient Support & Lead Nurse -
Safeguarding Children University Hospital Birmingham
NHS Foundation Trust

Marie Henson | District Nurse Team Leader
South Birmingham Primary Care Trust

Paul Finnegan | Lead Nurse - Safeguarding Adults
Heart of Birmingham Teaching Primary Care Trust

Len Brown | District Manager
West Midlands Probation Service

Rick Burgess | Detective Chief Inspector
West Midlands Police

Jacqueline Radway | Professional Development Facilitator
NHS Birmingham East & North PCT

Gill Main | Safeguarding Adults Nurse
South Birmingham PCT

1.6 Training and Workforce Development Sub Group

Bev Ingram (Chair) | Director of Nursing & Therapies
South Birmingham Primary Care Trust

Karen Camm | Professional Education Manager
Heart of England NHS Foundation Trust

Gwen Gerald | Heart of Birmingham Teaching
Primary Care Trust

Gill Weale | Head of Professional Development
NHS Birmingham North & East PCT

Diane Rhoden | Practice Dev Nurse - Projects
Sandwell & West Birmingham Hospitals NHS Trust

Julie Simcox | Safeguarding Adults Officer
Adults & Communities, Birmingham City Council

Debbie O'Brien | Safeguarding Adults Officer
Adults & Communities, Birmingham City Council

Susan Agnama | Workforce Development Manager,
Learning & Development Workforce Adults & Communities,
Birmingham City Council

Sue Dalley (Vice Chair) | Qualifications Framework Manager,
Learning & Workforce Development Adults & Communities,
Birmingham City Council

Patricia Daley | Project Manager,
Birmingham Care Development Agency

PC Leo Richards | Crime Support,
Public Protection Support Unit (VA Abuse) West Midlands Police

DI Mick Spellman | City Centre Public Protection Unit
West Midlands Police

1.7 Serious Case Review Sub Group

Paul Keasey (Chair) | Det. Chief Insp. - Safeguarding Adults
Co-ordinator West Midlands Police

Pete Morgan | Head of Service - Safeguarding Adults
Adult & Communities, Birmingham City Council

Helke Cureton | Safeguarding Adults Officer
Adult & Communities, Birmingham City Council

Debbie O'Brien | Safeguarding Adults Officer
Adult & Communities, Birmingham City Council

Jon Caan | Head of Strategic Commissioning & Procurement
Adult & Communities, Birmingham City Council

Barbara Perryman | Head of Service -
Learning Disabilities Modernisation Adult & Communities,
Birmingham City Council

Pat Merrick | Lead Officer
Supporting People, Birmingham City Council

Charmaine Murray | Principal Solicitor
Legal & Democratic Services, Birmingham City Council

Paul Finnegan | Safeguarding Adults
Co-ordinator Heart of Birmingham Teaching Primary Care Trust

Dave Newnham | Head of Adult Safeguarding & Inspection
Birmingham & Solihull MH NHS Foundation Trust

Ariela Reed | Mental Health Lead (South)
Adult & Communities, Birmingham City Council

Debbie Talbot | Assistant Director of Nursing -
Quality Sandwell & West Birmingham Hospitals NHS Trust

Ann Rouine | Lead Nurse, Safeguarding
NHS Birmingham North & East PCT

Julie Payne | Assistant Director of Nursing - Quality
South Birmingham Primary Care Trust

Robin Day | Senior Nurse
The Royal Orthopaedic Hospital NHS Foundation Trust

Anne Harris | Operations Manager - Older Adults
Adults & Communities, Birmingham City Council

Jill Main | Named Nurse for Safeguarding Adults
South Birmingham Primary Care Trust

DS Nicola Austin | Crime Support,
Public Protection Support Unit (VA Abuse) West Midlands Police

2. Monitoring data

As has been acknowledged earlier in this report, the quality of the monitoring data that has been available to the Board this year has been less than satisfactory. This was due to the lack of an effective data collection and collation system for the safeguarding activity undertaken within the city. It was decided to delay the development of an effective system until the details of the national dataset being developed on behalf of the Department of Health were known. As a result, CareFirst6 has been commissioned and will both enable the collection of data in line with the national dataset and also provide management data to ensure that the multi-agency procedures are implemented in an efficient and timely manner. CareFirst6 was only rolled out across the Adults and Communities Directorate in December 2008 and was therefore unable to generate accurate data for this year.

The following data, gathered by the previous system, demonstrates a continuing trend of increases both in referrals and in the number of referrals that are completed within the year. These increases would appear to be due to a combination of increased staff awareness within the Directorate and partner agencies and a data-cleansing exercise undertaken in the last year to prepare for the introduction of CareFirst6. Mental Health Services continue to be under-represented, as is true nationally, but there has been a relatively large increase in referrals during this last year. Older Adults continue to have the largest number of referrals, followed by Adults with a Learning Disability, which reflects the larger number of older adults the Directorate is involved with and the difference in the relationship between the Directorate and adults with a learning disability compared to other service groups.

The table below shows the source of the safeguarding alert where it was from an agency that is a member of the Board.

Agency	2007/08	2008/09
NHS	314	408
Police	157	108
Housing Agencies	24	55
Probation	0	0
CSCI	0	48
Total	495	619

Client Group	2005/6				2006/7				2007/8				2008/9	
	No of referrals	No completed referrals												
Older people	248	160	414	232	686	480	986	605						
People with a learning disability	146	115	236	129	280	195	509	256						
People with physical & sensory disabilities	70	52	62	35	95	73	120	77						
People who use mental health services	5	5	15	7	22	23	207	133						
People who use drug services	1	0	0	0	5	2	8	4						
Total	470	332	727	403	1088	773	1830	1075						

KEY AREA 1: STRATEGIC – Strategic arrangements and ownership – each organisation is responsible for and is able to meet key national standards and guidance for implementing Safeguarding Adults work.

(Reason for audit against these standards – A successful partnership is built on the strength and capacity of individual organisations and is dependent on each partner being committed to engaging in the work)

<p>1.6. Safeguarding Adults work is cross referenced within core business plans and local delivery plans.</p>	<p>3 (YES)</p>	<p>4 (PARTLY)</p>	<p>Safeguarding Adults is referenced within the trusts operating Plan Built into Team/ Unit Plans Currently undertaking a review of all policies and guidelines within the organisation, there will be a review of all core business plans and though there is some reflection of adult safeguarding contained, the LDP has recognised the need to resource appropriately. Within the medium term plan with the Executive Chief Nurse as the Lead Public Protection Units incorporating Vulnerable Persons Officers feature in each Operational Command Units Strategic Assessment. The threat is assessed and resources assigned. The responsibility has been delegated to each OCU Chief Superintendent.</p>
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KEY AREA 2: INTERNAL - Service Delivery and Internal arrangements - each organisation is responsible and accountable for robust internal arrangements to Safeguard Vulnerable Adults which are consistent with the Birmingham Multi-Agency Policy and Procedure for Safeguarding Adults.

(Reason for audit against these standards - As above, a successful partnership is built on the strength and capacity of individual organisations to implement effective Safeguarding arrangements. Adults who receive community services can be at risk while receiving them, and successful prevention of adult abuse and neglect is dependent on organisations tackling the factors which contribute to its occurrence at all levels, both internally and in those external services the organisation commissions on its behalf).

<p>2.2. There is an internal policy and procedure for "Safeguarding Adults" that is compatible with the Birmingham Multi-Agency Policy and Procedures.</p>	<p>3 (YES)</p>	<p>3 (PARTLY) Being finalised</p>	<p>Under review An internal Safeguarding Adults policy and procedure is in draft form and is in the process of being agreed internally within the Trust. This will be submitted to the Birmingham Safeguarding Adults Policy Subgroup Needs confirmation for internal service providers, Adults and Communities Services implement multi-agency Policy and Procedures There is a policy in place although this is under review following the publication of the revised BSAB policy Internal policy being finalised (as a controlled document) It is compatible with the Birmingham Safeguarding Adult Board policy and procedures The above mentioned policy was prepared by the JPPU in conjunction with all partner agencies. It has been ratified by WMP Chief Officer Group and has been submitted to BSAB</p>
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<p>2.3. Arrangements are in place for audit and review of internal Safeguarding Adults policy and procedure to ensure effectiveness and ongoing consistency with the multi-agency policy and procedure.</p>	<p>3 (YES)</p>	<p>3 (PARTLY)</p>	<p>1 (NO)</p>	<p>Pilot of monthly 'turn around' to capture VAP alerts Gov – structure captures red – staff, SCR and many Repeats to SNF ... board The policy and procedure will be reviewed after 12 months to ensure effectiveness. Any changes to the Multi-Agency documents will be reviewed within the Trust's Safeguarding Adults Implementation Group to ensure that the internal policy is consistent. File audits in place, further audit systems being established There is a new Safeguarding adults sub committee which is in the formative stage, this area however forms part of the draft action plan Trust mechanism in place to audit (via internal auditor) and review all trust policies as per NHSLA requirements. The Safeguarding Adults policy once finalised will be subject to the same audit and review All of the locally based Public Protection Units have been inspected and accredited by the JPPU. An internal inspection of each PPU has been commissioned and will report back on the effectiveness and consistency of multi agency policy and procedure. These inspections have not been concluded at this time, hence partly</p>
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<p>2.4. The internal Safeguarding Adults Policy and Procedure specifically includes guidance around the sharing of information protocol that is consistent with the SOI protocol in the multi-agency policy.</p>	<p>2 (YES)</p>	<p>3 (PARTLY)</p>	<p>1 (NO)</p>	<p>Review 09 The policy will make reference to the agreed information sharing protocol that the trust has signed up to as part of the Multi Agency document Needs confirming for internal provider services There are city wide policies which cover – missing patients, information exchange between health and justice agencies in Birmingham and Solihull, Guidelines for medical staff on police procedures. All of the above contain references to information sharing with other agencies. Reference is made to the need to refer the vulnerable adults to an IMCA if the person lacks capacity in line with the MCA. The updates policy will need to include guidance around sharing of information which is in line with the multi agency protocol Policy being finalised. Guidance in line with BSAB policy and procedures There are SOI arrangements in relation to safeguarding at a central and local level. The Policy and Procedure highlights the importance of multi agency work and information sharing, however guidance around the protocol is to be specifically included.</p>
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<p>2.6 The Internal Safeguarding Adults policy and procedures includes clear thresholds and guidance for the referral of appropriate serious incidents to be reviewed under the Serious Incident Review protocol of the Birmingham Multi-Agency Policy and Procedure for Safeguarding Adults.</p>	<p>1 (YES)</p>	<p>4 (PARTLY) Policy being finalised</p>	<p>1 (NO)</p>	<p>The internal Safeguarding Adults policy and procedures will provide guidance for referrals of serious incidents to be reviewed. This will also be linked to the Trust Incident Reporting mechanisms N/A? Not sure how this question would change in relation to arrangements in Birmingham Further clarification is required for the Serious Case Review process within the multi-agency Policy and Procedures – this is in-hand As above, policy under review and will need to be included in the updates policy As per BSAB. The serious case review group have worked on the thresholds The Vulnerable Person’s Officer is clearly identified in policy and procedure as the persons responsible for all multi agency referrals. Each are aware of the details of the Serious Incident Review Protocol. Clear threshold and guidance will be included in the document</p>
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<p>2.7. Agency Safeguarding Adults policy and procedure have been publicised to</p>	<p>2 (YES)</p>	<p>5 (PARTLY)</p>	<p>Training internal and external SNF meetings, cluster meetings Once the Safeguarding Adults policy and procedure has been agreed, information will be publicised in order to inform staff, patients and carers Staff have been made aware, Awareness of service users and carers is patchy but being tackled via Communications Sub Group However there are always ways to improve this and will be part of our draft action plan Communication strategy being finalised The Policy and Procedure has been circulated and is available to all staff via the intranet website. An internal police order has also been circulated signposting the document and outlining the contents. Paper copies have been distributed to all front line practitioners</p>
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KEY AREA 3: WORKFORCE DEVELOPMENT.

(Reason for audit against these standards - the ability of all professional staff and volunteers who come into contact with Vulnerable Adults to identify and respond appropriately to abuse and neglect is an accepted keystone in effective arrangements to safeguard vulnerable adults).

<p>3.1 A workforce analysis task has been undertaken to determine the training and developmental needs of the workforce in relation to Safeguarding Adults.</p>	<p>1 (YES)</p>	<p>6 (PARTLY)</p>	<p>Levels 1,2,3 revised for each site 6,000 and staff, 2.500 names 500 grade 7 and above An analysis of training needs is being developed to identify staff members requiring differential levels of Safeguarding Adults training All staff (3900) mandated to attend 1/2 day awareness session. Also included in induction This has been achieved with the limited data available: A budget bid has been submitted to establish and staff a system for the future Commenced training and workforce needs analysis to revise previous plans Reviewing those in need of intermediate level training (level 2) and those requiring level 3 training Vulnerable Person's Officers have been appointed to each PPU on the 9 Birmingham OCU's. Their role description has been developed and training/developmental needs are being addresses.</p>
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<p>3.2. This organisation has a workforce development plan, linked to its policies and procedures, in relation to Safeguarding Adults that includes different levels of training targeting different staff roles and responsibilities.</p>	<p>3 (YES)</p>	<p>3 (PARTLY)</p>	<p>Under review to accommodate band 4 Assistant Practitioners and other new roles and plans for 2010 workforce stream to overview As above Service specific bespoke sessions can be/are delivered e.g. forensic mental health services, mental health, services for older people etc Developed as part of the Training and Workforce Development Sub Group As above As above for receipt of training. BSAB training group considering training currently Officers in all roles concerning safeguarding receive appropriate levels of training commensurate with their role. The policy and procedure clearly outlines the roles and responsibilities of which member of staff, ranging from the Head of the JPPU, OCU Commanders. Investigations, supervisors, through to Vulnerable Persons Officers</p>
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<p>3.3. All staff and volunteers who come into contact with vulnerable adults have basic awareness training in recognising and responding to adult abuse and neglect.</p>	<p>3 (YES)</p>	<p>4 (PARTLY)</p>	<p>Inplace Access sporadic Internal training planned Safeguarding Adults awareness is mandatory for all staff and included in the Corporate Induction Programme for all new staff. Policy that they do but all staff have not yet received their training On induction for all directly employed staff, Volunteers also attend trust induction, unless personal commitments prevent this, and in which case, the induction programme is undertaken in a 1:1 setting with the appointing manager or with a designated supervisor/mentor/divisional manager To be introduced for volunteers all of whom are supervised There is no specific police training for all staff in relation to recognising vulnerable adult neglect/abuse, although officers do have training to recognise signs of physical abuse in other fields such as Domestic Abuse, child neglect etc which may be of some assistants to them</p>
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<p>3.7. Equality and diversity issues and the role of discrimination in contributing to abuse and neglect is integrated into training courses.</p>	<p>3 (YES)</p>	<p>3 (PARTLY)</p>	<p>VCC Equality and diversity training is mandatory and part of the Corporate Induction Programme for all new staff Currently under review It will be once training strategy completed. BSAB training group working on training Equality and diversity issues are at the centre of all WMP policies and training courses. These is no specific general training relating to abuse and neglect</p>
<p>3.8. Information and numbers of staff who have completed Safeguarding Adults training is fedback to the BSAB as part of the annual statement to BSAB from the organisation.</p>	<p>2 (YES)</p>	<p>1 (PARTLY)</p>	<p>2 (NO)</p> <p>Data base established and numbers will be fed into corporate database (ESR) The numbers of staff who have completed Safeguarding training is feedback to BSAB through the Training Sub-group Is this a BSAB requirement? Feedback as part of CSCI annual return which is reported to the Board and DMT OLM system in operation for monitoring purposes Will be given to BSAB as required Details to be confirmed</p>

4 DEVELOPMENTAL STANDARDS – Intelligence systems within organisation

<p>4.1 The organisation has a system to collate information around the following:</p> <ul style="list-style-type: none"> • Unexpected deaths • Number of referrals into A & Cs for safeguarding / notices of concern • Identifying where Carers support /support for families 	1 (YES)	3 (PARTLY)	1 (NO)	<p>Attendance at TTR by VPO. Need to further agree/review process internally to include retrospective review of incident management. Protection agenda – plan and support for cares needs work Systems are in place to collate information relating to unexpected deaths. A Database to record information relating to Safeguarding Alerts has been developed. The Trust employs Carers Support Officers within the organisation Process for collation of data to be established, CareFirst6 to be rolled out by end of November 2008 CareFirst5 already provided this data All in place within existing WMP systems</p>
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<p>4.2 Systems are in place to record the following:</p> <ul style="list-style-type: none"> • How staff report areas for concern • How allegations of abuse are dealt with within the organisation • What the thresholds are for referrals to the Birmingham Multi-Agency Policy and Procedures. 	<p>3 (YES)</p>	<p>2 (PARTLY)</p>	<p>1 (NO)</p>	<p>Under review at present, particularly neglect The adoption of the revised Safeguarding Adults Policy will assist with the process of reporting and recording abuse concerns. A Database to record information relating to safeguarding Alerts has been developed. Staff are able to contact the Safeguarding Adults Team for information, support and advice Carefirst6 in place November 2008, CareFirst6 in place November 2008, Thresholds being established as part of the revision of the multi-agency Policy and Procedures Whistle blowing policy Point 1 applicable to non police organisations. WMP will lead on all criminal investigations of abuse. This is clearly outlined in policy and procedure</p>
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Collated responses for BSAB Challenge and Improvement Tool

Principle 1 Good governance means focusing on the BSAB's purpose and on its intended outcomes.

<p>1.4 The BSAB has clear mechanisms to measure its impact on local outcomes for vulnerable adults and their carers.</p>	<p>1 (tend to agree)</p>	<p>3 (tend to disagree)</p>	<p>Not clear Key performance measures are unclear</p>
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Principle 2 Good governance means performing effectively in clearly defined functions and roles.

<p>2.9 The BSAB effectively engages with vulnerable adults and their carers. and receives comprehensive and reliable information from them to use in its decision-making process</p>	<p>3 (tend to agree)</p>	<p>1 (disagree)</p>	<p>Confident for my organisation but can't say for BSAB collectively Not aware of any practice</p>
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Principle 3. Good governance means promoting the BSAB values and demonstrating good governance through behaviour.

3.1 The BSAB is clear about the values it expects its members and staff to demonstrate in their behaviour and actions.	1 (strongly agree)	1 (Agree)	3 (Tend to disagree)	Not sure that this is explicitly stated
3.1 The BSAB is clear about the values it expects its members and staff to demonstrate in their behaviour and actions.	1 (strongly agree)	1 (Agree)	3 (Tend to disagree)	Not sure that this is explicitly stated

Principle 4.1 The BSAB's planning process is clearly understood by those directly affected by it.

4.1 The BSAB's planning process is clearly understood by those directly affected by it.	2 (Tend to agree)	1 (Tend to disagree)	1 (Disagree)	Not aware of the planning process
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4.3 The BSAB reports on the implementation and effectiveness of its policies and procedures.	1 (Tend to agree)	3 (Disagree)	First annual report being drafted Not developed yet I have not seen any evaluation of the effectiveness of either the BSAB or policy and procedures
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4.8 Following an annual review the BSAB has developed an action plan to correct any deficiencies in its risk management procedures.	1 (Tend to disagree)	1 (Disagree)	Annual Review to date has been CSCI review of A&C; BSAB setting up its own review for the New Year Annual Review not conducted yet Not aware of this
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Principle 5. The BSAB is clear about what skills board members must have to carry out their roles and responsibilities effectively.

5.2 The BSAB is clear about what skills board members must have to carry out their roles and responsibilities effectively.	1 (Agree)	1 (Tend to agree)	3 (Tend to disagree)	Not made explicit as far as I'm aware Not aware this has been explored
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<p>5.7 The BSAB has the necessary financial resources to carry out its functions effectively</p>	<p>3 (Tend to disagree)</p>	<p>1 (Strongly disagree)</p>	<p>Unknown No specific budget for BSAB</p>
<p>5.8 The BSAB compares its performance with that of other BSABs.</p>	<p>1 (tend to agree)</p>	<p>2 (Tend to disagree)</p>	<p>1 (Strongly disagree)</p> <p>Via benchmarking exercise across the West Midlands Unknown Not aware this happens. I would like to see more joint working locally</p>
<p>Principle 6. Good governance means engaging stakeholders and making accountability real</p>			
<p>6.1 The BSAB is clear about its relationship with the Health & Well Being Partnership and other relevant working groups and committees</p>	<p>2 (tend to agree)</p>	<p>3 (Tend to disagree)</p>	<p>Unknown Not aware of this</p>

6.3 The BSAB has developed practice to ensure it engages effectively with vulnerable adults, their carers, and partners and this is regularly reviewed	3 (Tend to disagree)	2 (Tend to disagree)	Yes in my organisation – don't know for BSAB collectively No evidence to support this
6.5 The BSAB has a clear communication strategy that ensures engagement with key stakeholders	2 (Tend to agree)	3 (Tend to disagree)	1 (Disagree)
			Currently being developed To be developed Communication approach is embryonic at present
6.6 The BSAB is sufficiently accessible to its stakeholders to be questioned about the quality and effectiveness of its planning processes.	2 (Tend to agree)	3 (Tend to disagree)	1 (Disagree)
			To be developed Not aware of how this is achieved at present

<p>6.9 The BSAB has clear processes for carrying out its role of scrutiny and challenge of other local structures</p>	<p>1 (Tend to agree)</p>	<p>2 (Tend to disagree)</p>	<p>2 (disagree)</p>	<p>Don't know Not aware of this other than above (6.8)</p>
<p>6.10 The BSAB encourages strong relationships and collaboration work with other BSABs, including across borders.</p>	<p>1 (Tend to agree)</p>	<p>1 (Tend to disagree)</p>	<p>4 (Disagree)</p>	<p>Assumed to be so This does not happen enough. There is a lot of replication which is very time consuming</p>

Additional Statements

7.12 The BSAB understands the funding and spending of its partners	1 (Tend to agree)	2 (Tend to disagree)	2 (Disagree)	I am not aware that BSAB is aware of the financial impact of SA on partner agencies	
7.13 The BSAB understands the priorities of its partners	1 (Agree)	4 (Tend to disagree)	I am not aware the BSAB is aware of policies of HEFT		
7.15 The BSAB has a protocol for dealing with the media	1 (Agree)	1 (Tend to agree)	2 (Tend to disagree)	1 (Disagree)	Not yet – assumed to be communications related Not aware of this, but assure local media policy with suffice

4. Draft Multi-Agency Rolling Programme of Staff Development

1. The Board needs to establish a Rolling Programme of Staff Development to empower staff in the implementation of the Procedures.
2. This will also need to encompass alternative forms of staff development including mentoring, shadowing etc.
3. The Board will need to bench-mark the different modules to enable comparisons with staff development opportunities in other local authorities and by other providers to ensure consistency of quality and content.
4. The Board will need to develop a definition of the range of competencies by staff role and function to be developed by the Rolling Programme.
5. The Board will need to develop a database to monitor attendance on the Rolling Programme.
6. The Board will need to develop an evaluation tool to assess the impact of the Rolling Programme on outcomes for service users and the professional development of staff across partner agencies.
7. The Board will need to develop a commissioning process for the establishment of the Rolling Programme.
8. The Board will need to utilise the database and evaluation tool above to generate intelligence to enable the development of appropriate services to achieve the Safeguarding Vision.

Modules:

- Awareness Raising:
 - half day
 - pre-module e-learning tool
 - basic
 - admin awareness
 - pre-recording meetings module
 - potentially but not necessarily multi-agency

- Awareness Raising & Recognition:
 - 2 days
 - up to and including point of alert
 - mandatory for attendance on next module
 - multi-agency

- Implementation of Procedures:
 - 2 days
 - from point of alert to NFA via investigation, case conference and review
 - linkage between A&CM and safeguarding/ protection/ support planning
 - multi-agency

- Coordination of Procedures:
 - 2 days
 - internal managers
 - including chairing meetings

- Post-Alert Support Systems:
 - 1 day
 - for staff as well as service users and carers
 - perpetrators as well as “victims”
 - use of advocates
 - multi-agency

- PoVA/ISA:
 - half day
 - for staff who manage/ recruit staff in statutory and ind/vol sectors
 - link to Procedures/monitoring

- Financial Abuse:
 - 1 day
 - types, causation and defences
 - multi-agency

- Institutional Abuse:
 - 1 day
 - types, causation and defences
 - multi-agency

- Recording of meetings:
 - 1 day
 - include context of meetings
 - different types and purposes of recording
 - must have attended Admin Awareness Raising module
 - staff in A&CM Teams

- Mental Capacity Act Safeguarding:
 - 1 day
 - use of procedures to determine/review capacity
 - use of IMCAs
 - multi-agency

- Domestic violence and abuse and safeguarding adults:
 - 1 day
 - links between dva and sa
 - lessons to be learnt both ways
 - access across the divide
 - multi-agency

- Empowerment:
 - 1 day
 - proactive as opposed to reactive work
 - methods and tools available
 - working with carers
 - services available
 - multi-agency

- Serious Case Reviews:
 - 1 day
 - staff likely to be actively involved
 - multi-agency
 - purpose, process, involvement and outcomes

- Refresher:
 - 1 day
 - multi-agency
 - staff likely to be involved in implementation of the Procedures
 - up-date re changes in legislation
 - up-date re good practice
 - further develop networking

5. Staff trained in safeguarding issues

The data for the independent sector is not robust, as there is no system yet in place to capture the data, nor has there been multi-agency training available to quality assure the training given across Birmingham in this area. The Rolling Programme of Staff Development will be implemented as of September 2009 and will have administrative support that will enable more accurate data to be generated and the cross-referencing of training undertaken, abuse identified and the location where abuse occurs.

	2005/6		2006/7		2007/8		2008/9		2009/10
	actual	plan	actual	plan	actual	plan	actual	plan	plan
No in Adults & Communities	1402	0	1941	1952	2755	2800	3306	3300	
% in Adults & Communities	59.2	80.0	78.5	80.0	94.0	96.0	95.0	96.0	
% in independent sector	n/a	n/a	0	0	3	10	5	10	

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