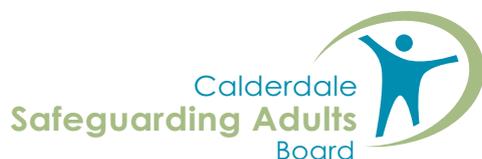




Calderdale Safeguarding Adults Board

Annual Report

2012 - 2013



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Foreword

Last year the Safeguarding Adults Board set 5 high level priorities for its work in 2012-13. At a development session in March 2013 board members reflected on the progress that had been made on this work, the challenges that lie ahead and the priorities that need to be addressed in the future. I was impressed by the openness, commitment and enthusiasm of members in taking on this work and their determination to ensure that the Board is fit for purpose.

The Board is very clear that our key role is to provide assurance on the partnership arrangements for adult safeguarding in Calderdale and that we are responsible and accountable for this. To accomplish this we need to maintain a clear vision of what we want to achieve; have ambitious but achievable plans in place that address the most important issues; hold each other to account for the responsibilities we have; maintain strong and effective partnership working to prevent and tackle neglect and abuse.

Looking at the priorities we set for 2012-13 my view on progress made is that we have been successful in maintaining and strengthening partnership working despite the upheavals caused by the major re-organisation within the NHS and the continued financial restrictions placed on public services. The new Calderdale Clinical Commissioning Group has made a strong commitment to safeguarding work and has a vital leadership role to play. I look forward to Health Watch joining the board in the coming year and bringing a stronger focus on the experiences of people using health and care services.

A huge amount of work went into developing common safeguarding policies and procedures across West Yorkshire and the Board formally approved this work in March 2013. This is an important step forward to ensure that administrative boundaries do not get in the way of tackling abuse and will make it easier for partners such as the police and NHS trusts (who operate over wide catchment areas) as they will find consistent practice across West Yorkshire.

We have perhaps made less progress on ways to raise public awareness about safeguarding (although good written material has been produced) and to encourage people to come forward directly to raise concerns in the community. Similarly, I recognise that, in common with most boards in the country, we need to do more to get feedback from people who have been the subject of safeguarding work. We need to be sure that people have been listened to and that the outcome of adult protection work was what they wanted. We will be doing more to engage with people who use services in the coming year and to gather the views of people who have suffered abuse or neglect.

Last year I reported that there had been a Serious Case Review concerning several residents at a nursing home. It has not been possible to publish the findings of that review as yet because there are criminal prosecutions still pending and we do not wish to compromise those in any way. However, the Board has been working on an

action plan which picks up all the recommendations from the review so there has been no delay in the response by agencies. The review highlighted ways in which we could improve how information about care homes is reviewed and interventions planned at a much earlier stage to try and prevent breakdowns in care. It has also reinforced the need to do more to support the maintenance and improvement of standards in care homes in Calderdale and there has been a positive response by the Council and the Clinical Commissioning Group to investing resources in this work.

The new Care Act will finally place safeguarding adults boards on a similar statutory basis to children's safeguarding boards. This is long overdue although most boards, including Calderdale, already operate as if they were working within a statutory framework. There will also be a welcome requirement to have a strong working relationship with the new Health and Wellbeing Boards that came into place in April 2013 and which have the overall responsibility for co-ordinating health and care work in the area. The changes to legislation are still some way off but the Board is already working on changes to ensure we are fit for purpose into the future.

Finally, I would like to thank Mark Albiston and all the Safeguarding Adults Team for their hard work and support throughout the year.

Bill Hodson
Independent Chair
Calderdale Safeguarding Adults Board

Executive Summary

Calderdale's Safeguarding Adults Report 2012 - 2013 details the achievements of the Safeguarding Adults Board (SAB) over the last 12 months and provides detailed statistical information on key performance measures, which for the first time includes benchmarking information against other comparator Local Authorities.

The Board currently operates on the basis of a voluntary arrangement of statutory and non statutory agencies with the purpose of achieving continual improvements in practice that safeguard vulnerable citizens in Calderdale.

The SAB has experienced a period of great challenge over the last 12 months in light of National tragedies arising from the Winterbourne View Scandal and those associated with the tragic loss of life at Mid Staffordshire. The SAB has also experienced additional local challenges, through the work it has undertaken to oversee the various action plans from Calderdale's serious case review.

The SAB has evidenced its ongoing commitment to safeguarding citizens of Calderdale through the work undertaken in response to the serious case and wider planned activity, which has made significant enhancements to how safeguarding is both viewed and responded too locally.

The SAB intends to publish the Serious Case Review overview report once the pending criminal prosecutions have been concluded, and is also keen to publish the subsequent work undertaken by the multi agency organisations to enhance local safeguarding practices.

Some of the key achievements throughout 2012 - 2013 include:

- /// Sign off by the SAB of the West Yorkshire Safeguarding Adults policy and procedure.
- /// The SAB and Health and Well Being Board agreed a joint protocol to define the formal link between both boards and describe how the Health and Well Being Board will maintain oversight of local safeguarding adults practice.
- /// Work by all statutory partner agencies to embed the recommendations that had come from the serious case review.
- /// The SAB and Calderdale's Safeguarding Children's Board (CSCB) have continued to meet to identify opportunities for joint working, as a means of enhancing efficient use of resources and enhancing the experience of people who may be subject to safeguarding concerns over their lifetime. Through this work the SAB agreed to undertake joint S11 audits with children's services for a number of its key statutory partners and will report on the outcome in next years annual report.
- /// Work across health and social care in line with the Winterbourne Concordat, which has been expanded locally to ensure all people who receive support in out of area placements have access to appropriate review and oversight of their care and support needs.

- /// Work with non statutory agencies and user led organisations to lay the foundations for a user led sub group that will report direct to the SAB.
- /// Enhancements to how local safeguarding adults data is captured which provides a greater level of reassurance in terms of performance management.
- /// A number of safeguarding adults events across the multi agency networks, which has had a positive impact on general awareness raising for safeguarding adults, with the positive impact being evidenced in the upward trend of safeguarding adults activity.
- /// The Clinical Commissioning Group has increased its membership and expertise at the Board through the attendance of a clinical lead for safeguarding adults.
- /// The SAB commissioned a challenge event that was facilitated by Mike Briggs (ADASS) and through this the SAB has had the opportunity to analyse its areas of strength / areas for development and set targets for the 2013 - 2014 reporting period.

The main disappointment has been the reduction in the number of alerts that have been made by people who experience services, as this had been identified as an area for development in last year's annual report. To address this the SAB commissioned (via AHSC) a public talkback survey to ascertain a better understanding of the public's perception of safeguarding, as a means of helping to identify how the SAB should target resources.

Initial feedback has indicated a significant number of people do not understand the term safeguarding adults, do not know what the Council's responsibilities are in this area and would not know where to look for this information. Throughout 2013 - 2014 the SAB will oversee the formation of a service user sub group that will ensure greater quality assurance in terms of local safeguarding process and will provide the mechanism for effective user representation at the SAB. This sub group will be essential in ensuring people who experience services have the opportunity to coproduce the future direction of local safeguarding adults work.

The report is set out in a manner that allows the SAB to account for the safeguarding activity that was undertaken during 2012 - 2013, whilst also providing agencies with the opportunity to evidence the work they have undertaken in respect of the priorities set for this reporting period.

Special thanks are reserved for all Bill Hodson who has continued to provide the Board with the required level of scrutiny and oversight, all partner agencies who have heavily contributed to the achievements of the SAB and the completion of this annual report, and for Paul Swallow who has produced all the statistical and visual representations.

Mark Albiston

Safeguarding Adults Manager
Calderdale Metropolitan Borough Council

Section 1 // Achievements 2012 - 2013

Governance

The Safeguarding Adults Board (SAB) continued to meet regularly throughout the year with the strategic thinking and direction of the board being supported by the SAB executive and SAB sub groups (Prevent, Protect, Perform), which are responsible for driving forward the operational requirements of the strategic vision.

The SAB commissioned a challenge event that took place in March 2013 and this led to reconstituting the Boards sub group structure to more effectively meet the demands of the SAB. Throughout 2013 - 2014 the SAB will be supported by the following groups: quality assurance and performance, workforce development and training, and the formation of an additional service user sub group will enhance the user perspective and governance of local safeguarding practices. It was agreed that the Board would stand down the protect sub group, as the functions of this group could be met through specific task and finish groups, as and when new policies were required.

Calderdale's SAB worked in conjunction with other SAB's across the West Yorkshire area which led to the formation and implementation of a single set of West Yorkshire Safeguarding adults policy and procedures. The SAB will continue to work with its West Yorkshire partners throughout 2013 - 2014 to ensure the policy is further embedded. The SAB also agreed to join the "making safeguarding personal" pilot and will evidence the work it has undertaken to capture and meet the persons expressed views and outcomes throughout the safeguarding process in next year's annual report.

The independent chair for the SAB continues to provide enhanced scrutiny and objectivity in relation to Board functionality and business activities, providing increased leadership and

focus. The SAB work plan for 2012 - 2013 identified key priorities for adult safeguarding work in Calderdale. The SAB and the CSCB have worked in conjunction to explore the merits of recruiting a joint chair and the intention is to recruit a joint independent chair during the period 2013 - 2014.

The safeguarding adults team provided continued support to assist the operational and strategic thinking of the SAB, which is further aided by the enhanced operational function of the team when investigation allegations of abuse across all care homes in Calderdale.

The perform sub group and SAB have continued to receive quarterly updates in terms of safeguarding adults data across the Directorate and have provided the necessary challenge and scrutiny in terms of trends, themes and patterns. The scrutiny provided in this area will be further enhanced by the implementation of a new performance management framework on 1st April 2013, which will allow the safeguarding manager to identify issues and concerns at both a team and directorate level.

The SAB and health and well being board agreed a joint protocol to define the respective relationship and oversight arrangements. The Health and Well Being Board have agreed to receive and scrutinise the annual safeguarding adult report and to receive an update on progress 6 months from the date of the annual report.

The Safeguarding Adults annual plan is presented to Cabinet Scrutiny each year and this provides the opportunity for elected cabinet members to challenge the independent chair and safeguarding adults manager about local practice and help influence the future direction of safeguarding work on behalf of their constituents.

Serious Case Review

The SAB commissioned a Serious Case Review in autumn 2011 and this resulted in a number of multi agency recommendations and individual organisational recommendations, to enhance safeguarding practice and inter agency working across the multi agency partnership in collective care settings.

Progress on the individual organisational plans has been overseen through each organisations internal quality assurance arrangements, whilst the SAB has overseen the progress in respect of the multi agency recommendations.

In light of ongoing criminal proceedings the board has not been able to release the Serious Case Review Executive Summary to date and the intention is to publish this prior to March 2014.

Safeguarding Adults Multi-Agency Procedures

The SAB has worked in conjunction with the Boards across the West Yorkshire region and signed off West Yorkshire Safeguarding Adults Policy and Procedure, these were implemented on 1st April 2013.

This was introduced through a number of launch events hosted by the safeguarding adults manager in March 2013. There is ongoing work to help embed this new policy which includes a first review of the policy before March 2014 and the implementation of new training courses for managers of the safeguarding process and safeguarding investigating officers, which is due to commence before the end of 2013.

The Board believes this move is a significant step in enabling the local workforce to prepare for the anticipated implementation of the Care Bill in 2014, which introduces statutory duties for safeguarding adults work.

Multi-Agency Training Programme

Training needs are identified with reference to the National Competency Framework for safeguarding adults, recommendations from the social work college, changes to social policy and legislation and in response to Local and National incidents which impact directly on safeguarding practice.

Training continues to be delivered in a number of formats which includes: face to face taught courses, single agency training events and E-learning action learning sets.

Promotion of links with Community Safety Partnerships

The Councils safeguarding adults website continues to host up to date information in respect of how to respond to safeguarding adults concerns. It has been identified that a number of enhancements are required throughout 2013 - 2014 to increase accessibility and ease of use and specific developmental areas include: information about the SAB; information for the general public, information for professionals. The SAB will work with people who use services to help make the necessary enhancements to the public space on the safeguarding adults website and to plan how the profile of safeguarding adults can be more effectively promoted.

The SAB will continue to explore linkages to established systems to promote communication and reduce areas of duplicated practice. Specific examples of good partnership working include - Domestic Abuse Partnership, Anti-Social Behaviour, Hate Crime, Multi-Agency Risk Assessment and Vulnerability. The SAB and CSCB have identified closer working relationships and joint initiatives as a priority area of work and work will continue throughout 2013 - 2014.

Commissioned and Contracted Services

We will continue to ensure that adult safeguarding is a central feature within all service specifications for care services across all sectors. This is enhanced through the use of a joint contract between health and social care across the care home sector, which will be reviewed throughout 2103 - 2104 to ensure it, continues to effectively meet the needs of people who require support in care homes.

Throughout 2013 - 2014 the Local Authority and Clinical Commissioning Group will be reviewing the current joint contracting arrangements to provide enhanced clarity on roles and statutory responsibilities, lead commissioner arrangements and how organisations will manage risks associated with the current contract.

There have been significant enhancements to how Adult Health and Social Care (AHSC) operationally respond's to local safeguarding concerns which includes:

- /// Implementing a model of intervention for care homes that covers the role of the independent reviewing team, contracts quality and performance team and safeguarding adults team. This process will include agreement on an Information Governance protocol in relation to intelligence held by both agencies (AHSC & CCG) in relation to quality and standards in the sector and how this information will inform application of the Choice Directive locally.
- /// Senior Contracts and Performance Manager have redrafted the contracts performance and quality procedure in consultation with the safeguarding adults manager, colleagues in health and provider managers, which was implemented in November 2012. This explicitly defines the interface between the role of the contracts team and safeguarding adults team and

introduced a priority assessment tool that is used to identify which services require increased support and monitoring due to complexity of services provided. The intelligence held across key statutory organisations is considered as part of this process.

- /// AHSC contracts manager is overseeing the enhancement to the Council's suspension, default and termination procedure in consultation with the safeguarding adults manager, colleagues in health and provider managers.
- /// The Terms of Reference for the multi agency monitoring meeting have been re drafted and agreed across the key statutory organisations and defines how low level intelligence/contractual compliance concerns across the organisations will be addressed. Whilst safeguarding concerns are discussed at this meeting this is only in terms of high level information to ensure there is complete oversight of all intelligence held by the agencies.

The terms of reference make it clear safeguarding concerns are subject to the multi agency policy and procedure.

- /// Throughout 2013 - 2014 the contracts manager in AHSC will oversee further developments to the Council's client information system that will support the effective collation of intelligence, which is essential to supporting an early intervention model for safeguarding adults work.

Section 2 // Calderdale Safeguarding Adults Board Multi-Agency Agreement

The multi-agency agreement signifies that the organisations listed as signatories have committed themselves to co-operate with the Local Authority, as lead agency for adult safeguarding, and with each other to carry out safeguarding adults work in Calderdale.

All partners to this agreement will work towards the prevention of adult abuse and ensure they respond in a timely and effective manner to any concerns of abuse. The agreement supports and underpins the work that is currently undertaken on a voluntary basis and the agreement will be updated in light of statutory duties that are outlined in the Care and support Bill.

The agreement provides the context for adult Safeguarding that promotes:

- // The capacity of each organisation to implement adult safeguarding work.
- // The prevention of abuse through the application of best practice and high standards in accordance with current guidance.
- // Protecting people from abuse by establishing internal safeguarding adults procedures that are in accordance with the multi-agency safeguarding adults procedures.
- // Promoting awareness by contributing to the public's understanding of adult abuse, how to report concerns and identify what help is available.
- // To develop assurance mechanisms that enable each organisation to demonstrate it is implementing adult safeguarding work effectively.

The following are some of the outcomes we aim to ensure for people who use services and their carers:

- // People are able to live in safe and secure settings where the fear of, or actual harassment, abuse and neglect is prevented whenever possible.
- // All partner agencies are informed and know what to do to prevent abuse and to respond effectively when abuse has occurred.
- // The general public know what to do if they are concerned about an adult at risk of abuse.
- // People experience safeguarding in a manner that respects their rights to dignity and associated freedoms in accordance with the Human Rights Act, Mental Capacity Act and Deprivation of Liberty Safeguards.
- // Support is provided by a skilled, informative and confident workforce and built upon a sound value base.
- // People experience a good response when they raise concerns about abuse, including:
 - Receiving a timely and proportionate response.
 - The right to make decisions and to balance risks with rights.
 - Robust risk management plans which value their individual circumstances.
 - The opportunity to have their situation reviewed on a regular basis.

Section 3 Performance

Volume of alerts

Feedback from the Local Account in 2011 - 2012 identified Calderdale had not raised as many safeguarding alerts, when compared with comparator Local Authorities. This did not mean work had not been completed to safeguard people at risk of abuse, but reflected how issues and concerns were captured and responded to at the time

As expected the number of safeguarding alerts has continued to increase and during 2012 - 2013 the total number of alerts received was 707. Whilst this is an increase on the previous year this does not mean people are more at risk in Calderdale, but is more a reflection of enhanced awareness and reduced tolerance of poor standards of care.

The SAB is conscious about the potential impact of this upward trend and the risk this

places on the ability to identify and respond to significant events in a timely manner. The Quality Assurance and Perform sub group will oversee continual developments in terms of how safeguarding data is collected and reported, to ensure there remains a clear distinction between lower level intelligence and incidents that require a safeguarding adults alert.

Information held in the Abuse of Vulnerable Comparator Report 2012 - 2013 identifies that of the 13 comparator Council's who record information on alerts, Calderdale has the 8th highest number of alerts per 100,000 population and the Council's performance is in line with the National average. Data for the local comparator group in this area is not complete, as 3 of the comparator Council's have ceased recording this data.

The table below summaries the number of alerts received over the last 6 years



Age

The majority of adults subject to a safeguarding adults alert (475) were over the age of 65 which is consistent with previous year's recordings. People over the age of 65 have experienced the biggest increase in safeguarding alerts during 2012 - 2013 and in understanding this data it is necessary to consider the local context.

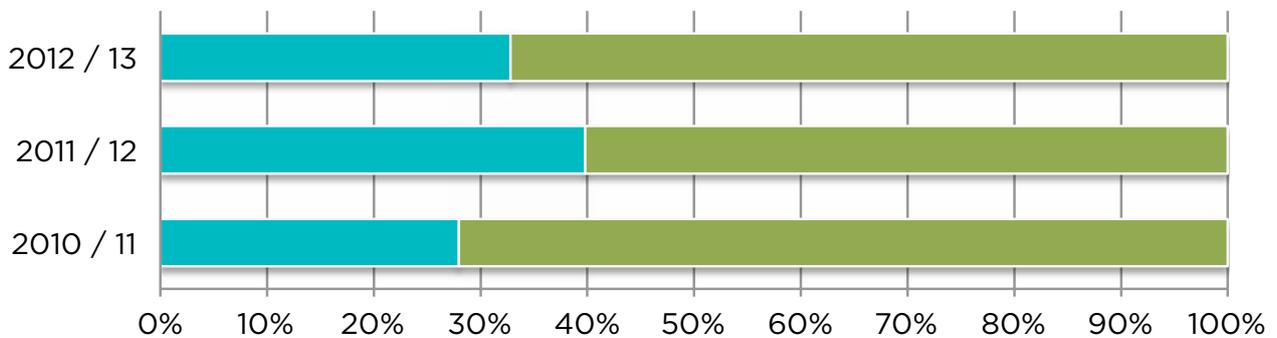
In October 2012 the Council's safeguarding adults team took over responsibility for all safeguarding adults activity within care homes due to ongoing concerns around the quality of care in this part of the care sector. Over the last 12 months the team has worked in close proximity with the independent reviewing team and contracts performance and quality team as a means of introducing enhanced scrutiny. This has led to proactive safeguarding responses that incorporate lower level concerns and those

which include actual and a high likelihood of harm if the issues were not highlighted a safeguarding concern. It should be noted that not all alerts result in subsequent safeguarding investigations.

Information held in the Abuse of Vulnerable Comparator Report 2012 - 2013 highlights Calderdale has the lowest percentage of referrals for people between the ages of 18-64 and the highest number of alerts for people 65 and above.

The Safeguarding Adults Manager will continue to work with partners across West Yorkshire and lead ongoing consultations around thresholds and models for safeguarding intervention to enhance consistency of practice across all care sectors.

Safeguarding Alerts by Age Band



	2010 / 11	2011 / 12	2012 / 13
■ 18-64	97	209	232
■ 65+	250	316	475

Gender

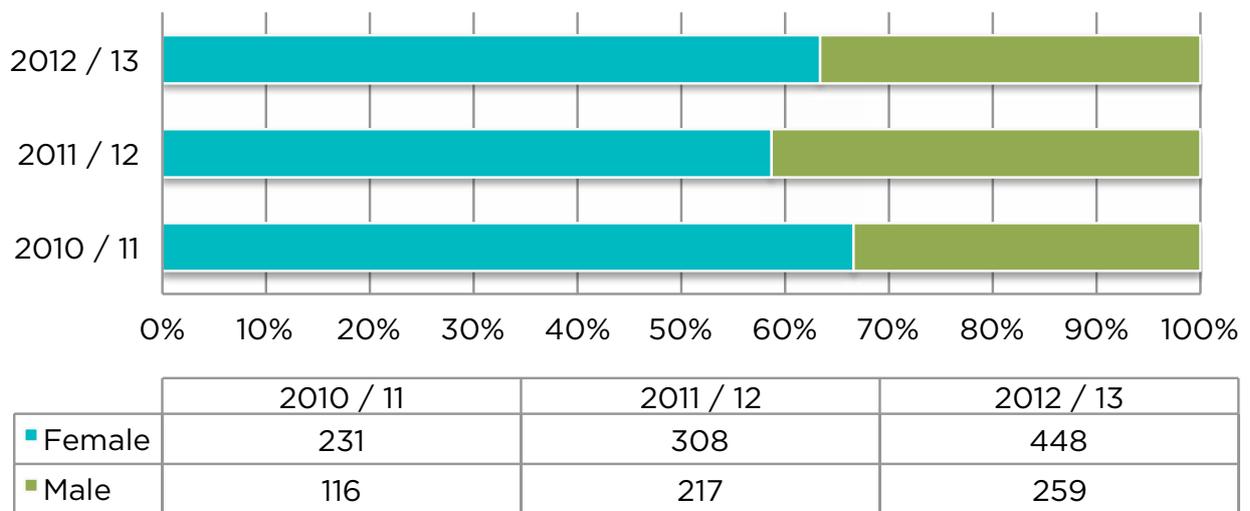
When considering local demographic information in terms of peoples gender women account for 62% of all people receiving adult social care support from Calderdale MBC.

Therefore it is not surprising that a higher number of women (448) were subject to safeguarding adult's alerts when compared to their male counterparts (259) this pattern is consistent with the last two annual reports. There was an increase in both females and males alert rates when compared to the previous recording period.

The percentage breakdown of safeguarding adults data by gender does not provide cause for concern in terms of male reporting rates. However the SAB remains vigilant in terms of how males perceive and report concerns of abuse, and the safeguarding adults manager will consider this issue through links to the domestic abuse partnership and service user sub group for the SAB once developed.

Comparison with the Comparator set is not possible as this information is not captured in the Abuse of Vulnerable Comparator Report 2012 - 2013.

Safeguarding Alerts by Gender



Ethnicity

People who identify themselves as being from a white British background continue to account for the majority of safeguarding alerts.

Safeguarding alerts for people who identify themselves as belonging to Black and Ethnic minority communities has remained relatively static and continues to count for only 4.1% of the total number of alerts. This percentage is comparable with the percentage of people from black and ethnic minority communities who access adult health and social care, which stands at 4.3%.

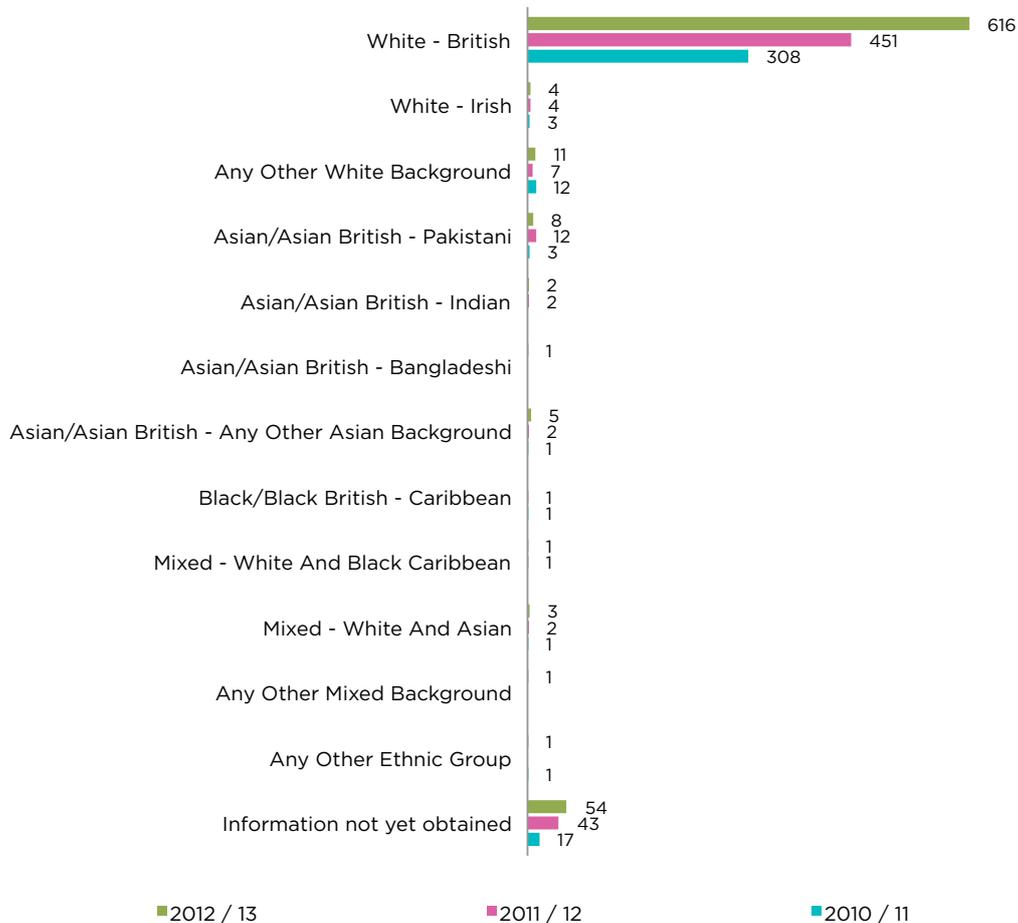
The percentage breakdown of safeguarding adults data by ethnicity does not provide cause for concern in terms of current reporting rates. However the SAB remains

vigilant and recognises the need to ensure closer working relationships with all communities across Calderdale to enhance the wider public's understanding of safeguarding practice.

There has been an increase in the numbers of people where this information has not been obtained and this will be addressed with all managers through 2013 - 2014, as we have launched a new system for performance management and addressing issues that arise from omissions in data entry by staff.

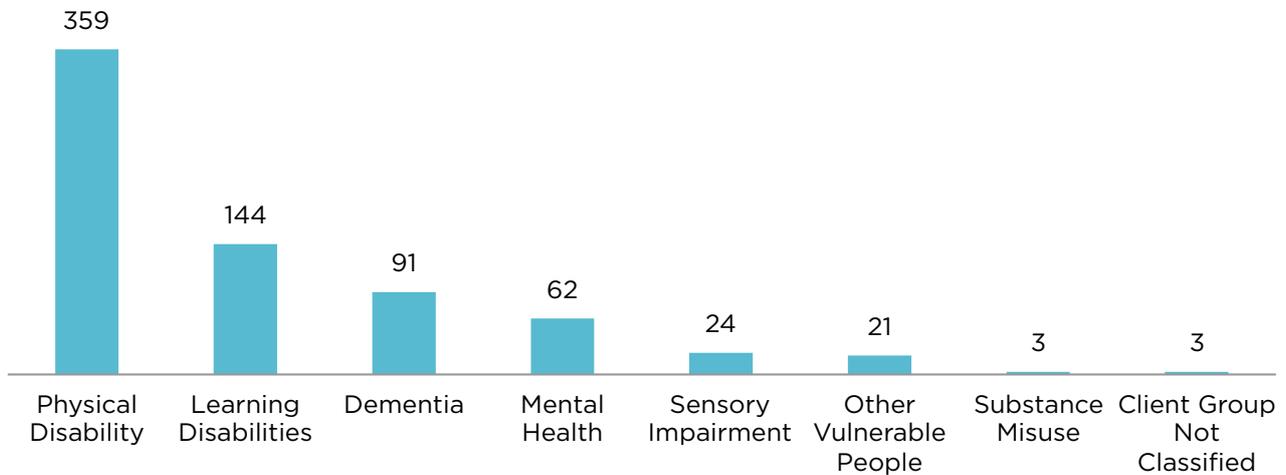
Comparison with the Comparator set is not possible as this information is not captured in the Abuse of Vulnerable Comparator Report 2012 - 2013.

Alerts by Ethnicity



Client Group

2012 - 2013 Safeguarding Alerts by Client Group



Physical Disability (which includes older people's data) continues to receive the highest number of alerts. Increases were also experienced for all other client groups excluding sensory impairment and substance misuse.

Information held in the Abuse of Vulnerable Comparator Report 2012 - 2013 highlights Calderdale is above the comparator and National average for this client group and Calderdale has the third highest percentage of alerts for people with a physical disability. This increase was anticipated following the impact of the Winterbourne View tragedy,

Calderdale's own Serious Case Review and operational changes to how Calderdale responds to safeguarding activity across the care home sector.

Calderdale has the lowest average of alerts for learning disabled adults and work with the team has identified that this is not reflective of the work done to safeguard people, but reflects how practice has historically been captured by the team. The safeguarding adults managers has agreed a plan of work with the Learning Disability Team manager in response to areas of development identified.

Client Group	2010 - 2011		2011 - 2012		2012 - 2013	
	Alerts	Percent	Alerts	Percent	Alerts	Percent
Physical Disability	170	49%	204	39%	359	51%
Learning Disabilities	47	14%	135	26%	144	20%
Dementia	41	12%	65	12%	91	13%
Mental Health	32	9%	54	10%	62	9%
Sensory Impairment	13	4%	29	6%	24	3%
Other Vulnerable People	34	10%	31	6%	21	3%
Substance Misuse	1	0%	1	0%	3	0%
Client Group Not Classified	9	3%	6	1%	3	0%
Total	347	100%	525	100%	707	100%

Categories of abuse

Neglect continues to be the main category of abuse alerted to the Department which is followed by physical abuse and financial abuse. The number of alerts when the type is not classified fell and accounts for 10 safeguarding alerts out of a total of 707.

Given the high number of alerts in care home settings a significant challenge for the SAB in 2013 - 2014 is how we address the issue of poor standards of care given the high number of alerts that are due to acts of omission and neglect.

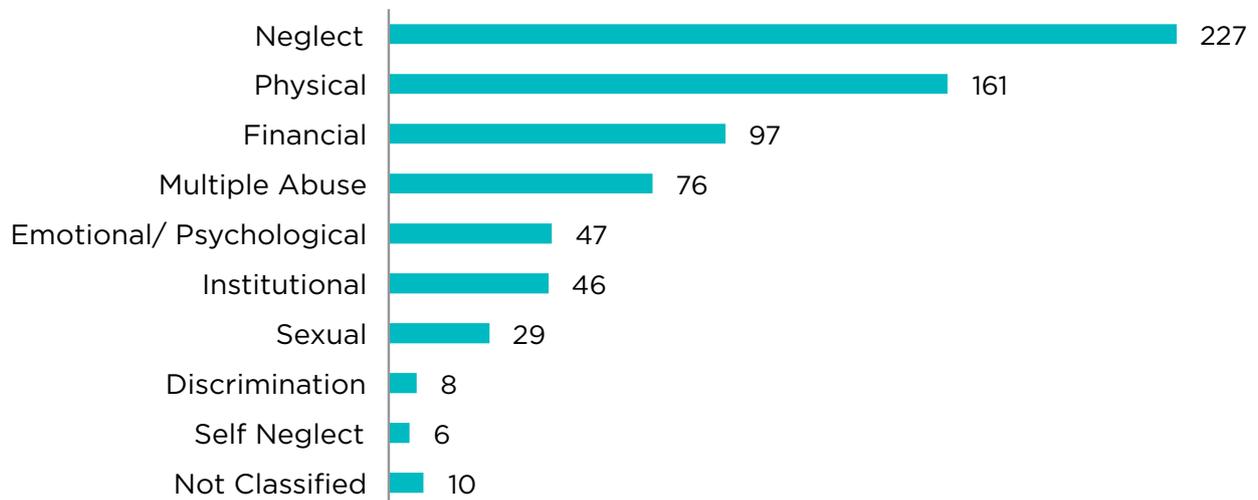
The safeguarding adults manager has planned meetings in 2012 - 2013 to engage providers managers from domiciliary and care home settings to help embed a shared understanding of proactive safeguarding practice. This will also help

to identify the training and support needs across the private provider sector in terms of safeguarding adults work. A key achievement for 2013 - 2014 is for the SAB to re-engage a provider manager who can effectively represent the views of private provider managers at the SAB.

The safeguarding adults manager will be working with workforce development throughout 2013 - 2014 to set up multi agency safeguarding forums as a means of proactively engaging all parties around emerging patterns, themes and trends.

Comparison with the Comparator set is not possible as this information is not captured in the Abuse of Vulnerable Comparator Report 2012 - 2013.

2012 - 2013 Safeguarding Alerts by Abuse Type



Abuse Type	2010 - 2011		2011 - 2012		2012 - 2013	
	Alerts	Percent	Alerts	Percent	Alerts	Percent
Neglect	67	19%	157	30%	227	32%
Physical	92	27%	126	24%	161	23%
Financial	70	20%	95	18%	97	14%
Multiple Abuse	42	12%	49	9%	76	11%
Emotional/ Psychological	29	8%	42	8%	47	7%
Institutional	6	2%	13	2%	46	7%
Sexual	20	6%	24	5%	29	4%
Discrimination	1	0%	0	0%	8	1%
Self Neglect	9	3%	7	1%	6	1%
Not Classified	11	3%	12	2%	10	1%
Total	347	100%	525	100%	707	100%

Location of abuse

When considering the location of safeguarding alerts, locations other than care homes continue to provide the highest number when all data is aggregated.

The largest increase of safeguarding adults alerts has been seen in the care home sector, which has resulted in the SAB identifying improvement in the quality of care in such settings as a key priority for 2013 - 2014.

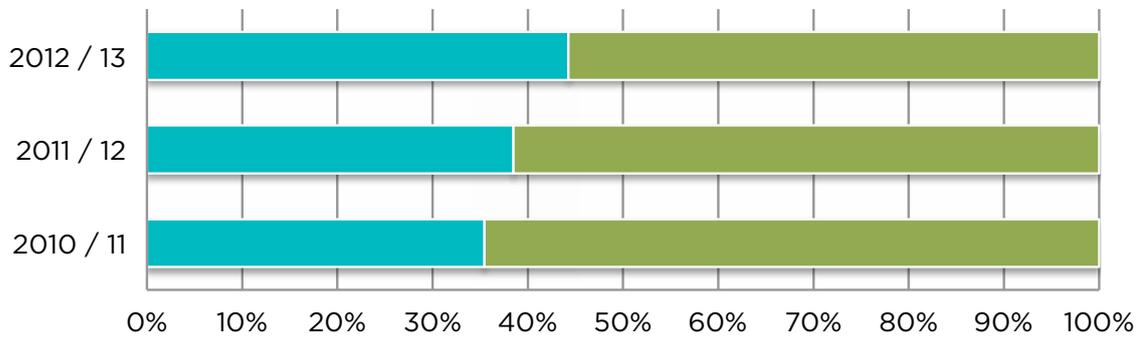
Information held in the Abuse of Vulnerable Comparator Report 2012 - 2013 highlights Calderdale has the highest percentage of alerts in the care home sector of all 16 Comparator Councils and is above the National average.

In October 2012 the Council's safeguarding adults team took over responsibility for all safeguarding adults activity within care

homes due to ongoing concerns around the quality of care in this part of the care sector. Over the last 12 months the team has worked in close proximity with the independent reviewing team and contracts performance and quality team as a means of introducing enhanced scrutiny. This has led to proactive safeguarding responses that incorporate lower level concerns and those which include actual and a high likelihood of harm if the issues were not highlighted a safeguarding concern.

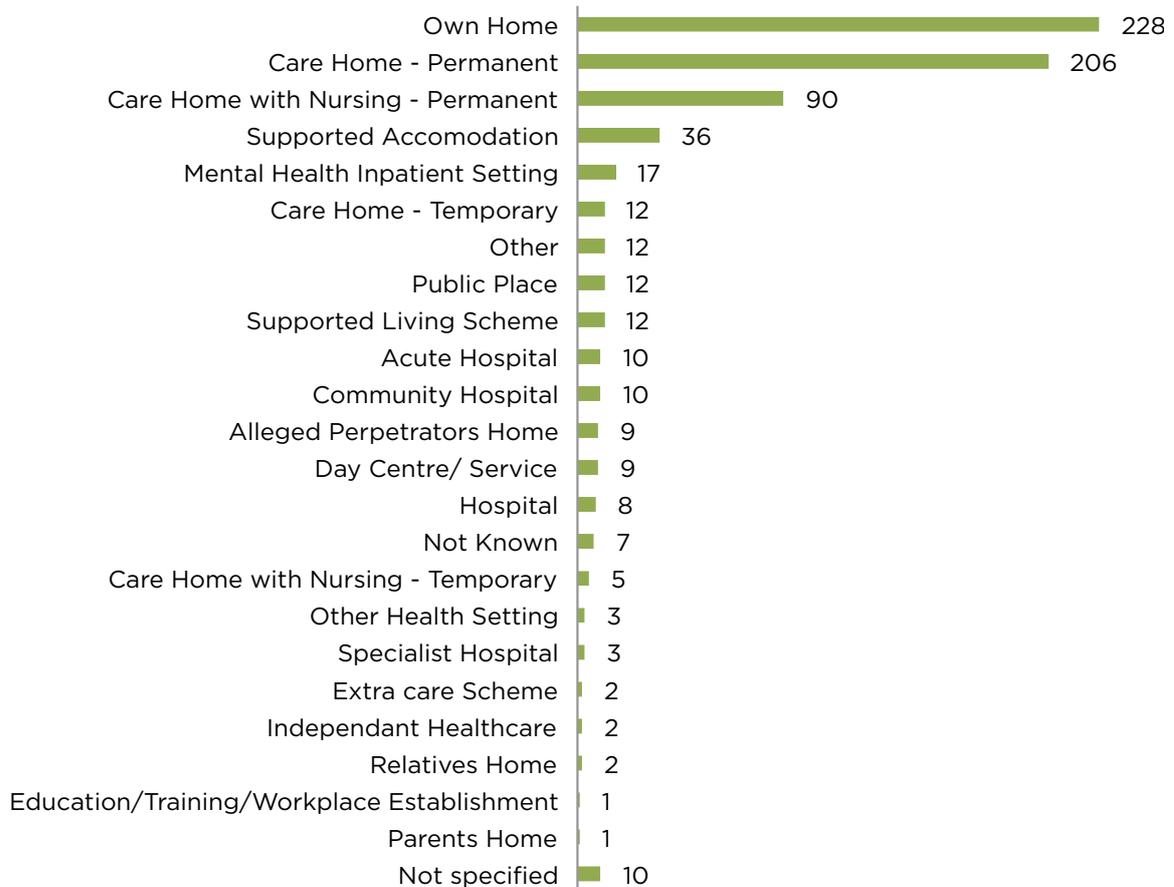
Whilst the SAB recognises ongoing concerns around the quality of care in the care home sector it is keen to have reassurance on mechanisms that are being used to enhanced the profile of safeguarding across all care settings. The SAB will be working with people who use services to help coproduce publicity and a communication strategy during 2013 - 2014.

Alerts by Location Type



	2010 / 11	2011 / 12	2012 / 13
■ Care Home	123	202	313
■ Other	224	323	394

2012 - 2013 Alerts by Location Type



Outcomes of Alerts

Of the 707 alerts recorded during this reporting period 530 were accepted as a referral, 178 had a strategy discussion with 169 having a recorded safeguarding risk assessment completed.

The safeguarding adults data for 2012 - 2013 shows that there has been an increase in the volume of safeguarding adults work being undertaken across all domains. This trend was expected as the low number of safeguarding risk assessments was identified as a priority area for improvement in the 2012 - 2013 Annual Report.

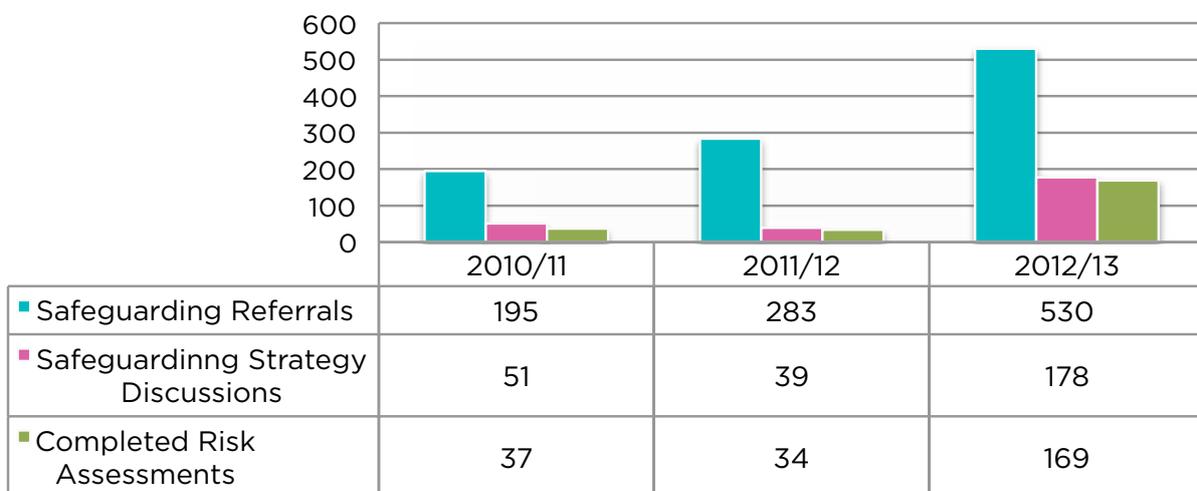
The SAB will be changing the format for capturing outcomes of alerts in the 2013 - 2014 annual report due to the

enhancements we have made to the performance management data sets and changes brought in by the New Safeguarding Adults Policy, which was implemented on 1st April 2013.

This will help ensure the SAB can provide the required level of assurance in terms of evidencing the outcomes for alerts that had not resulted in a safeguarding referral being accepted, and the outcomes of safeguarding referrals that do not progress through each stage of the safeguarding process.

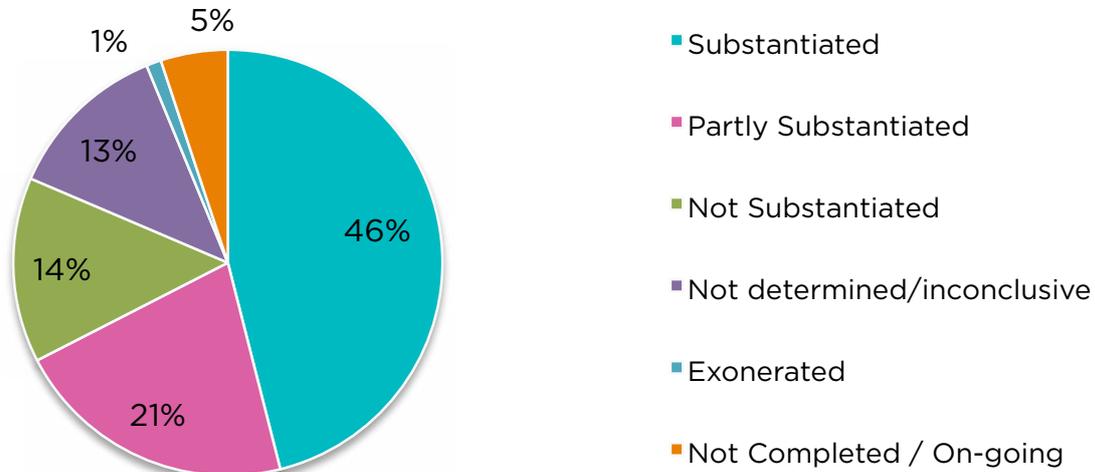
Comparison with the Comparator set is not possible as this information is not captured in the Abuse of Vulnerable Comparator Report 2012 - 2013.

Safeguarding Referrals and Risk Assessments



Conclusions of Risk Assessments/Investigations

2012 - 2013 Risk Assessment Conclusions



When comparing the data for the last two reporting years (excluding work that is ongoing / not completed) enhancements to the safeguarding adults process has resulted in an increased number of safeguarding alerts being substantiated or partly substantiated. Calderdale is able to evidence a fall in the number of investigations with an outcome of inconclusive and there has also been a reduction in the numbers that did not have completed outcome.

There has been an increase in those with an outcome of non substantiated and this will need to be monitored closely through

2013 - 2014 as an increase in this area means we need to consider if managers are effectively screening safeguarding adults alerts at the stage when they are considering to accept a safeguarding referral. There is ongoing work across the West Yorkshire network and through internal management meetings to develop consistency.

Information held in the Abuse of Vulnerable Comparator Report 2012 - 2013 highlights Calderdale above the comparator and National average when substantiating safeguarding concerns and Calderdale is ranked 3rd for substantiating allegations of abuse.

Client Group	2010 - 2011		2011 - 2012		2012 - 2013	
	Alerts	Percent	Alerts	Percent	Alerts	Percent
Substantiated	20	39%	13	33%	82	46%
Partly Substantiated	5	10%	5	13%	38	21%
Not Substantiated	5	10%	4	10%	25	14%
Not determined/inconclusive	6	12%	10	26%	22	12%
Exonerated	1	2%	2	5%	2	1%
Not Completed / On-going	14	27%	5	13%	9	5%
Total	51	100%	39	100%	178	100%

Vulnerable Adult Outcomes

This data has only been collected for the last two recording periods so caution needs to be applied when considering how we interpret information. It is evident that vulnerable adults and alleged perpetrators of abuse have experienced an increased number of recorded outcomes.

The way in which this data has been collected does not provide personal accounts that would provide additional reassurance about how the safeguarding adults process had captured and met the persons outcomes.

This area for development is expected to be addressed through the work Calderdale is undertaking in the **“making safeguarding personal”** pilot study in 2013 - 2014, as a key challenge will be how Calderdale can evidence how we capture peoples outcomes at the start of the safeguarding process and how we can evidence these have been met throughout. The pilot is due to feedback in

January 2014 and the outcome of this will be used to benchmark the developments Calderdale needs to focus on going forward.

Information held in the Abuse of Vulnerable Comparator Report 2012 - 2013 highlights Calderdale as the 2nd highest reporter of alleged victim outcomes as **“other”** and the 11th highest reporter of alleged perpetrator outcomes as **“unknown”**. Initial discussion with managers provides anecdotal evidence that people’s person centred outcomes are not easily reconciled with the current outcomes framework, which is built around traditional service responses, such as increased monitoring etc.

The SAB Quality Assurance and Performance sub group will monitor this and feedback to the SAB to ensure there is reassurance around factors contributing to this trend, and the actions required to address this issue.

Alleged vulnerable adult outcomes	
Outcome	No
Increased Monitoring	71
Moved to increase / Different Care	25
Management of access to finances	20
Community Care Assessment and Services	14
Referral to Counselling /Training	3
Referral to advocacy scheme	2
Vulnerable Adult removed from property or service	2
Application to change appointee-ship	1
Referral to MARAC	1
Other	52
No Further Action	33

Alleged perpetrator outcomes	
Outcome	No
Continued Monitoring	74
Counselling/Training/Treatment	41
Action by Contract Compliance	26
Action By Care Quality Commission	18
Disciplinary Action	16
Police Action	5
Management of access to the Vulnerable Adult	5
Criminal Prosecution / Formal Caution	3
Community Care Assessment	2
Exoneration	2
Action under Mental Health Act	1
No Further Action	49

Section 4 Partner Agencies

The Safeguarding Adult Board Sub Groups

Update on work of Prevent Sub Group

The prevent sub group has a key role in promoting Safeguarding Adults through a number of active panel / conferencing facilities within Calderdale which report in to both Adult Safeguarding and Community Safety Partnership Directorate.

Whilst there exists a significant crossover of Adult Safeguarding with Domestic Abuse, Anti Social Behaviour and neglect in care homes, practitioner groups exist in each area to manage the risk posed to Vulnerable Groups.

Developments are currently ongoing to adopt a risk based approach to targeting lower levels of vulnerable adult abuse in Domestic environments using the principles which have been successful within Anti Social Behaviour panels. The developments are being commissioned through the Domestic Abuse Partnership with full 'buy in' from key partner agencies.

The Prevent sub group has overseen the embedding of the Vulnerable Adult agenda within Multi Agency Risk Assessment Conferences (MARAC) and has introduced the Vulnerability Panel to integrate Anti Social Behaviour and Adult Safeguarding. The police continue to effectively manage the MARAC processes specifically linked to safeguarding vulnerable adults subject to domestic abuse.

The Vulnerability Panel which was established and reported upon in the annual report of 2012 is now fully embedded and recognised as a robust process to manage risks to Vulnerable Adults.

The development of a robust process to tackle all levels of Domestic Abuse (using

ASB Vulnerability principles) will safeguard a broader cross section of Vulnerable Adults and not just those which are considered 'high risk' and are managed through MARAC process.

In tackling the priority of Safeguarding within the Care Settings, lessons have been taken from the Serious Case Review and consolidated into a joint Protocol between Police and Social Care to effectively review, investigate and manage identified risks. The agreed Protocol will be published in 2013 - 2014 following agreement by the SAB and will be underpinned by relevant training across the key agencies, which will strengthen partnership working and ultimately reduce the level of risk.

As the work of the prevent sub group is now embedded into key operational groups the group will cease to function and the SAB will be kept informed about ongoing developments through police representation.

Update on the work of the protect sub group

The protect sub group has a key role in supporting the development of local policies and procedures that relate to safeguarding practice in Calderdale. A significant function for this group during 2012 - 2013 has been to regularly review the progress and provide critical analysis that helped shape Calderdale's perspective on the West Yorkshire Safeguarding Adults Policy and Procedure.

The sub group chair was responsible for keeping the SAB Executive and SAB informed of key developments in this area and making recommendations to the SAB. The group was able to successfully support the SAB to reach a position where it could formally sign off and adopt the policy and procedure in March 2013.

The group has also taken the lead on development of local protocols in response to defining large scale investigations, how they should be responded to, and the resources required to ensure appropriate management of the process. This work will be finalised and embedded in 2013 - 2014.

Following the implementation of the West Yorkshire Policy and Procedure, the prevent sub group will cease to function in 2013 - 2014 and specific task and finish groups will be established to develop and implement policies and procedures, as and when required.

Update on the work of the perform sub group

The perform sub group has a key role in providing scrutiny in terms of safeguarding adults data as a means of ensuring the policies, procedures and working practices in Calderdale can evidence they are making a difference to people's lives.

Through 2012 - 2013 the group continued to meet and review performance information and provide scrutiny and challenge in terms of safeguarding adults data. The chair of the group was also responsible for providing updates to the SAB Executive and SAB in respect of local safeguarding data and concerns that had been brought to the group's attention by the safeguarding adults manager.

The data that was overseen by this group has supported the SAB in setting a priority for improving the quality of care in care homes during 2013 - 2014. During this reporting period the perform sub group oversaw the development of the new performance management framework that was required to provide enhanced safeguarding data across individual teams, to ensure resources could be effectively directed to areas of practice that were in need of development. This will be implemented on 1st April 2013 and the outcomes will be reported in next year's annual report.

Following the SAB challenge event in March 2013 it was agreed the groups terms of reference needed to be updated to better reflect the work that the group undertakes, the group will also change its name and be known as the Quality Assurance and Performance sub group.

The group has enabled the SAB to realise a key commitment from across the partnership as a number of statutory services have committed to undertaking a joint Section 11 audit in conjunction with children's services, which will be undertaken during 2013 - 2014.

Key challenges for the group in 2013 - 2014 will be developing a quality assurance framework that provides reassurance to the SAB in terms of quantitative and qualitative data. This will require the group to focus on effective interrogation of appropriate data sets to help identify patterns, themes and trends, and providing support to the development of a quality assurance framework in conjunction CSCB and taking into account the findings of the "making safeguarding personal" pilot.

Update on the work of the training and development sub group

The Training and Development Sub group has a key role and function in developing, promoting and supporting the implementation of Safeguarding Training throughout Calderdale.

Whilst the group has experienced difficulties in terms of continuity of membership and has experienced a change of the chair during the year. It is encouraging there remains good representation from relevant statutory and non statutory partners, and there is commitment for the work going forward.

Members' have reviewed the function and purpose of the sub group which has led to a revision of the Terms of Reference and the introduction of the group's first partnership agreement.

Amongst its achievements the group has supported the implementation of West Yorkshire Safeguarding Adults Policy and Procedures through a number of launch events held in March 2013. This was a successful programme attended by a broad audience from across Calderdale.

The sub group continues to provide a forum for Trainers who are responsible for delivering Safeguarding training within their own agencies. This group provides a standardisation of training material at a basic awareness level, and offers support for trainers who can meet as a peer group.

The key areas for development are:

- /// Improving our connection with people who use services, which will include gaining their involvement in planning, and delivery of Training and Development.
- /// Developing opportunities for shared learning across all agencies and disciplines across adults and children's services.
- /// Developing a Training and Development strategy aligned with the West Yorkshire Procedures.
- /// To improve our quality assurance for practitioners delivering Safeguarding training on behalf of the SAB.

Calderdale Adults Health and Social Care (AHSC)

Adult Safeguarding continues to be a priority for AHSC and during this period AHSC has worked hard to enhance its understanding of all locally available intelligence, which has been used to develop a model of safeguarding intervention that includes both reactive and proactive responses to safeguarding.

The nature of safeguarding activity means there will always remain a reactive element, however the Council has worked closely with partner agencies in a manner that has enabled us to work with provider organisations at the point where intelligence indicates a pattern of concerns, that would deteriorate to the point of whole service safeguarding activity if not responded to.

AHSC has worked hard to raise the profile and awareness of safeguarding adults work and this is evidenced in the increased volume of activity around safeguarding adults work and increased timeliness of our interventions.

AHSC will continue to work with all internal and external partners to ensure that the Multi-Agency Policies and procedures, training and support functions remain fit for purpose and responsive to local and national developments.

This will ensure Calderdale continues to provide a workforce that is skilled, knowledgeable and confident to deal with the most complex and challenging of situations.

Significant developments within AHSC during 2012 - 2013 include:

- /// Cabinet agreement was provided in January 2013 on a new vision for Adult Health and Social Care which identified safeguarding adults at risk of abuse as a key priority.

- /// Adult Health and Social Care have reviewed their service structures and will be recruiting to the head of service positions for Safeguarding and Quality and Personalisation and Partnerships in 2013 - 2014.
- /// Adult Health and Social Care recruited a permanent Safeguarding Adults Manager who commenced work in August 2012.
- /// The Directorate Management Team has overseen the development and implementation of actions in response to AHSC's serious case review recommendations.
- /// The Safeguarding Adults team took over responsibility for all safeguarding alerts in care homes on 1st October 2012, giving greater consistency and speed of response.
- /// Elected Cabinet members have re-affirmed their commitment to safeguarding adults by way of the expansion of the Safeguarding Adults team.
- /// Adult Health and Social Care has redesigned the client information system for safeguarding adults work and detailed monthly performance management data is available. This will enable the Council to identify and address trends in practice in a more efficient manner following the launch of this on 1st April 2013.
- /// The first Phase of the Contracts database developments on the Council's client information system has commenced. This will be enhanced in 2013 - 2014 through the second phase of Contracts screens, which will be linked to the developments for whole service safeguarding investigations and developments for the independent reviewing team. The outcome of this development will ensure managers

have the essential safeguarding intelligence held by internal Council teams in one place at the point of making decisions on new safeguarding alerts.

- /// The Safeguarding adults manager took over the day to day management of the Independent Reviewing team on 1st January 2013 and the closer working relationships have identified a number of safeguarding alerts through the proactive individual review programme. The potential for further developments will be explored in 2013 - 2014 around the viability of this team undertaking reactive reviews when whole service safeguarding concerns exist.

In addition to these key achievements AHSC has also contributed to the priorities of the SAB via the following actions:

To ensure that the Safeguarding Adults Board and sub-groups remain effective:

The Director for Adult Health and Social Care remains a core member of the main SAB and SAB executive, in addition to being a full member of CSCB. Through this role the Director has ensured the Council's priorities for the future of Adult Social Care are effectively aligned with those of the SAB and that the required resources are committed to the SAB and each sub group meeting.

The Safeguarding Adults Team provided continued support to assist the operational and strategic thinking of the SAB. Through this work the safeguarding adults manager acts in the role of board manager working closely with key internal partners across Calderdale and the independent chair and key external partners across the West Yorkshire / Yorkshire and Humber Networks. This supports effective agenda setting, and ensures the safeguarding manger is able to inform Board members of significant developments on a Local, Regional and National level.

To safeguard vulnerable adults through further development of the partnership:

The Safeguarding Adults Manager continues to work closely with a number of key internal and external partners to further develop the partnership.

Examples of this include: work with organisations in the voluntary sector to update safeguarding policies and procedures and work with the CCG to produce a joint business case around safeguarding in care home settings. The business case (6 month pilot) has been agreed by the CCG and the recruitment of two health staff who will sit within the safeguarding adults team is due to be finalised in 2013 - 2014.

To ensure effective communication and engagement with staff and the public in respect of the work of the Safeguarding Adults Board and wider safeguarding agenda:

Internal mechanisms are established for cascading the work of the SAB and wider safeguarding agenda through the AHSC's Directorate management team and Directorate Leadership Group. Work is planned in 2013 - 2014 to roll this out to team managers across AHSC to ensure the vision and direction of safeguarding work is understood, influenced and owned by all staff.

The Director for AHSC and the Council Portfolio holder meet on a weekly basis and this provides the forum for discussing significant incidents in relation to local safeguarding activity.

AHSC funded a talk back survey on behalf of the board to look at the public's understanding of safeguarding adults work and during 2013 - 2014 AHSC will work with people who use services to help coproduce the Council's response to the talkback survey. Initial feedback has indicated a significant number of people do not

understand adult safeguarding, do not know what the Council's responsibilities are in this area and would not know where to find this information.

This builds upon work undertaken by Calderdale Voluntary Action which identified issues in respect of the lack of knowledge about the work of the Board and concerns around people being reluctant to discuss safeguarding concerns with the police and social services. Work is planned for 2013 - 2014 to enhance the publicity of the SAB and wider safeguarding agenda via enhancements to the Council's website for safeguarding adults work, with particular emphasis on the information requirements of the general public.

To check the work of the SAB in safeguarding and promoting the welfare of vulnerable adults and challenge any areas of practice needing improvement:

The Safeguarding Adults Manager has worked with key colleagues to enhance performance management data and analysis of patterns, themes and trends which are presented to each Board meeting for scrutiny. Enhancements are planned for 2013 - 2014 that will enable more effective interrogation of data sets and how this can be effectively used to shape proactive safeguarding work.

This has been enhanced by the start of a pilot within adult social work locality teams that has been developed by the Operational Manager for Older Peoples and Physical Disability teams. This requires the teams to quality assure the work undertaken by staff at the point of closure and further developments are planned for 2013 - 2014 that will require managers to quality assure each other's safeguarding practice.

The Safeguarding Adults Manager has worked with key partners across local user led organisations to set up a user led Safeguarding Adults sub group that would report direct to the Board. The service user run sub group is due to be implemented in

2013 - 2014 and will significantly enhance our accountability to local citizens of Calderdale.

During 2013 - 2014 Calderdale will take part in a National pilot “Making Safeguarding Personal”, which is aimed at requiring

Council’s to evidence how it captures people’s views and outcomes throughout the safeguarding process. This will help benchmark the Council’s current position in terms of person centred safeguarding practice and will help identify and prioritise areas of further improvement.

To further raise the profile of the Safeguarding Policy and Procedures and to ensure training in relation to safeguarding takes place across the agencies:

AHSC provided the following training course during 2012 - 2013

Course Title	AHSC	CMBC Other	External	Total
Assessing Mental Capacity and Making Best Interest Decisions	10	0	86	96
Briefing on the Launch for Calderdale New Safeguarding Adults Policy and Procedure	97	34	110	241
Equality, Diversity and Inclusion	16	10	21	47
Mental Capacity Act Awareness	67	10	133	210
Safeguarding Adults - Managers of Provider services	4	0	17	21
Safeguarding Adults - Basic Awareness	167	33	382	582
Safeguarding Vulnerable Adults - Coordinators and Fieldwork Team Managers	10	1	4	15

In addition to these formal courses the Safeguarding adults manager hosted a number of multi agency events throughout March 2013 to promote the launch of the West Yorkshire Safeguarding Adults Policy and Procedure. Ongoing work is planned with statutory and non statutory partners in 2013 - 2014 to continue to raise the profile of the safeguarding policy.

AHSC has commenced a review of the role and functions of the Directorate’s staff in order to develop knowledge and understanding of workers Safeguarding Adults role, responsibilities and knowledge base, relevant to their job role. This will

allow for the development of an internal capability framework for safeguarding adults work and the re design of the training offer relevant to staffs role.

During 2013 - 2014 the safeguarding adults manager will provide the specification for and support the implementation of competence based training for managers of the safeguarding process, safeguarding investigating officers. The safeguarding adults manager will also lead consultation on the redesign of the training offer for managers in provider services to support provider led investigations for safeguarding adults work.

NHS Calderdale (NHSC)

Background: Changes in the NHS Commissioning Landscape

There has been significant change in the last 2 years across the NHS commissioning architecture. The most significant change has been the formation of Clinical Commissioning Groups or CCG's (groups of GP practices which come together over a defined geography), replacing Primary Care Trusts (PCT) with responsibility for delivering the best services, commissioning hospital and most community health services, and Mental Health Services. Alongside the formation of the CCG's, from April 2013, the NHS Commissioning Board (NHS England) was established with an overarching role to ensure that the NHS delivers better outcomes for patients within its available resources.

NHS Calderdale CCGs were fully authorised by NHS England during 2012 - 2013 and went 'live' on 1st April 2013. As part of the authorisation process the CCG were expected to demonstrate compliance and competency in a number of areas relating to safeguarding including policy, training, and staffing. CCGs are expected to be fully engaged with the local SAB and to work in partnership with local authorities to fulfil their safeguarding responsibilities.

Adult Safeguarding has remained a key priority for NHS Calderdale with a continued commitment to actively participate with partners to safeguard adults at risk. As a commissioning organisation, the PCT was and the CCG is required to ensure that all health providers from whom it commissions services (both public and independent sector) have comprehensive single and multi-agency policies and procedures in place to safeguard and promote the welfare of children and to protect adults at risk from abuse or the potential of abuse.

To safeguard adults at risk through further development of the partnership

NHS Calderdale is strongly committed to actively contributing to positive partnership working within Calderdale, through the Deputy Director of Quality. The CCG has appointed a strategic lead for safeguarding, the Head of Quality, who will represent the CCG on the SAB.

The Designated Professional for safeguarding is embedded in the clinical decision making of the organisation, with the authority to work with local partners and health providers to influence thinking and practice in responding to safeguarding concerns.

On-going financial contributions continue to be made to the Calderdale Safeguarding Adults partnership, to support the funding of the safeguarding manager and an administrator whose role is to administer the Deprivation of Liberty Safeguarding process and provide support for the safeguarding team and independent chair.

To ensure continuous improvement in the efficiency and effectiveness of the Safeguarding Adults Board and sub-group infrastructure

Safeguarding Adults is a continuing high priority for the PCT and throughout the recent changes to the NHS have continued to work in partnership with the Calderdale Safeguarding Adults Board (SAB). The PCT continued to contribute to a range of strategic and operational activities including chairing two of the Sub Groups; Perform subgroup (Head of Quality and appointed member of the SAB) and the Training subgroup (Designate Professional is co-chair), along with delivery of the associated work plans, financial support to the Board, and leadership into the partnership.

To ensure effective communication and engagement with staff and the public in respect of the work of the Board and the wider safeguarding agenda

The PCT and CCG in its development has and is continuing to build internal robust structures and governance arrangements for ensuring that safeguarding adults remains as a key priority. This has included the provision of a named General Practitioner for Safeguarding Adults to provide medical leadership both within the CCG and as a key member of the Calderdale SAB.

The internal reporting within the PCT and CCG of Safeguarding Adults activity and on-going work, that includes details of engagement and partnership work with the Calderdale SAB, is via annual Safeguarding Adults review reports and quarterly update reports to the Quality Committee and Governing Body meeting (which includes a lay member of the public). The reports include:

- /// Review of safeguarding work for previous year/quarter including involvement in Serious Case Review, Large Scale investigations, the lessons learnt from these and action plans to ensure learning is embedded within the CCG commissioner function and standards, and shared with health partners.
- /// Overview of current Safeguarding work in partnership with Safeguarding Board including membership of subgroups.
- /// Presenting of the CCG progress for safeguarding work plans.
- /// Training processes for CCG staff.

In October 2010 in recognition that little work had been undertaken in the engagement of people who had either been through the safeguarding processes or for individuals for whom the policies and procedures were there to protect, a questionnaire was developed and circulated throughout Calderdale. The feedback provided information to enable the organisation to understand:

- /// Public perceptions of safeguarding in Calderdale.
- /// The top three priorities for safeguarding.
- /// What safeguarding means to different people.

In order to build on this previous work a project was developed to provide greater insight into the views of those adults at risk in a manner which is best suited to the client group. The project was undertaken through individually commissioned pieces of work by Voluntary Action Calderdale on behalf of the PCT. The client group highlighted as being directly affected will be:

- /// Older People
- /// Mental Health patients including dementia
- /// Adults with a learning disability
- /// Adults with a physical disability
- /// Clients with substance misuse
- /// Carers and Staff

The work was completed in 2012, and the report noted a clear lack of knowledge within Calderdale about the role and remit of the SAB.

To quality assure the work of the Board and partner agencies in safeguarding and promoting the welfare of adults at risk and challenge any areas of practice needing improvement

The CCG Safeguarding team are engaged with both on-going and new key programmes of work with the Safeguarding Adults Boards to promote the welfare of adults at risk and improve practice, including:

- /// Engagement in the completion and delivery of actions for Serious Case Reviews to ensure that lessons to be learnt are identified and action plans developed to ensure that lessons influence future good practice and commissioning arrangements.
- /// DNA CPR (Do not attempt Cardio Pulmonary Resuscitation) group to improve the quality and approach to decision making and communication of any decision.
- /// A joint business case was submitted by the PCT in conjunction with the Council to support the appointment for healthcare posts within Local Authority to support Adult Safeguarding and improve quality in care homes.

To raise further the profile of safeguarding policy and procedures and to ensure that effective multi-agency and single agency training in relation to safeguarding is delivered, with a measurement of outcomes on practice being embedded across agencies

As an organisation the Calderdale PCT formally adopted The West Yorkshire Multi Agency Safeguarding Adults Policy and Procedures, a copy of which has been sited on to the PCT internet website safeguarding page, to ensure that all staff working within the PCT and the CCG Member Practices have direct access to correct processes and procedures.

Safeguarding Adult Training

As a commissioning organisation NHS Calderdale must ensure that commissioned/employed staff and Independent Contractors are knowledgeable about safeguarding and are confident and competent in carrying out their responsibilities.

To fulfil this responsibility training for safeguarding was incorporated within the NHS Calderdale Safeguarding Children and Adults Commissioning Policy 2011 and safeguarding training was made mandatory for all staff that had contact with the people of Calderdale. The Assistant Director of Quality Improvement Safeguarding Adults took over the delivery of Safeguarding Training for Independent Contractors in April 2012. Alongside face to face training sessions e-learning packages were available for primary care staff to access:

- /// Safeguarding Adults at Risks - Level 2
- /// Mental Capacity Act - Level 2
- /// Deprivation of Liberty Safeguards - Level 2

These included:

- /// Optometrists
- /// Dental practice staff
- /// Pharmacies
- /// General practice

South West Yorkshire Partnership (NHS Foundation Trust)

Maintenance of quality and improvements

In order to ensure services are delivering safe care to services users in line with CQC standards the Trust has established a programme of unannounced visits to clinical areas. In the main these visits focus on the CQC standards and patient experience of SWYPFT service. These audits are carried out on a peer basis enabling cross fertilisation of good practice across the services.

To ensure that Service Users are protected against the risk of abuse the Trust provides Safeguarding Adults Abuse awareness training for all staff. This is based on Multi agency policy and procedure and the Trust Safeguarding Adults Protocol. The training enables staff to understand they are responsible for protecting service users from abuse, the vulnerability of service users to abuse and the need to understand and respect individual human rights.

Throughout the year the Trust has aimed to ensure every member of staff has access to safeguarding adults training. Training statistics are monitored on a monthly basis to ensure we maintain a high level of compliance. We aim for 100% of clinical staff accessing level 1 training to comply with expectation of the SAB. Realistically to take account for new starters, staff on leave and staff requiring refresher training the aim is to achieve at least 80% of staff trained and up to date across the Trust at any one time. A rolling programme is in place for the delivery of training across the Trust in each locality. Level 1 training includes induction, workbooks, and e-learning. Clinical staff are encouraged to attend level 2 training which is delivered face to face with the specialist adviser.

Training Activity	April - June 2012	July - September 2012	October 2012 - December 2012	January 2013 - March 2013
Level 1 Workbooks	543	204	96	192
Level 2 Basic Awareness training	138	176	111	52
Level 1 E-learning basic awareness training	33	44	49	113
Refresher training	205	45	135	67
MARAC briefing level 3	4	0	1	15
Induction level 1	94	58	109	130

The percentage of staff trained has significantly increased on the previous year. An action plan has been implemented, extra sessions have been planned to take place across the Trust to enable easy access to training events.

At present the training statistics indicate on average 81.3% of all staff Trust wide have accessed safeguarding adults training and are shown on the system as up to date.

Overall percentage of staff trained in Calderdale (SWYPFT)

Area	April - June 2012	July - September 2012	October - December 2012	January 2013 - March 2013
Calderdale District	74.7% (3% increase on previous year)	83.8% (9% improvement)	86.7% (3% improvement)	86.7% same

Conference Activity

The Trust invited staff Trust wide to attend a conference on the supporting of victims of honour based abuse and forced marriage. The guest speaker represented the work of the charity Karma Nirvana. The conference supported the way we work within the Domestic abuse Policy and the safeguarding Adults policy.

Safeguarding adults Alert

One of the main indicators that staff are aware of their duty to safeguard vulnerable adults at risk of abuse is the carrying out of the duty to refer to Social Services if they witness abuse, or if a person discloses abuse to them. On making a safeguarding alert staff are expected to complete a datix form which illustrates the fact that they have recognised abuse then taken the right action to prevent further harm to service users.

The following table indicates how many datix forms have been completed by staff who have also made an alert of abuse to Social Services. Not all alerts result in a safeguarding adults referral. However, it indicates staff are sharing information where they believe an adult may be of risk of harm.

Number of Datix risk forms indicating a safeguarding adult's alert

	A	M	J	J	A	S	O	N	D	J	F	M
Calderdale	1	3	4	1	3	1	4	2	4	0	3	3

Some teams report more adult protection activity than others. This is mainly due to areas of work rather than level of understanding.

Trust developments

Audit has taken place across the Trust to establish the impact of training on practice. The findings indicated that those staff who responded were confident in implementation of the safeguarding adults policy and procedures. The audit indicated that some staff were unaware of the need to complete both a safeguarding adults alert and datix incident form on becoming aware of an allegation of abuse. Action to address these issues has been addressed by introduction of flowcharts in each clinical area.

KPMG audit

The Audit identified a number of areas where Safeguarding activity could be improved. This included carrying out DBS checks on a number of NHS staff who had joined SWYPFT from other NHS organisations. Other recommendations included ensuring safeguarding was included in job descriptions, the clarification of training statistics and updating of publicity materials.

These recommendations have been addressed via an action plan. The majority of these concerns have now been addressed.

Safeguarding leaflets, posters and the safeguarding adult's workbook have been reviewed and reprinted. These have been circulated to all clinical areas throughout the Trust.

Local changes to Policy

On the 1st April 2013 The Safeguarding Adults West Yorkshire Policy and Procedures came into force. Training packages have been reviewed to take account of the changes and staff have been informed at both refresher training and via the Trust newsletter.

Safeguarding of adults at risk of harm is well engrained in all the daily work the Trust carries out. The Trust expectation is that this agenda will remain a priority, training will remain mandatory and we will continue to work in partnership with service users and other agencies in order to keep people safe.

Calderdale and Huddersfield Foundation Trust

Safeguarding Adults is an integral aspect of patient care, requiring services to work effectively together to prevent harm and intervene only when harm, neglect, or abuse is suspected.

Calderdale and Huddersfield NHD Foundation Trust (CHFT) have continued to work hard over the past year both as an organisation, and with partners, to ensure a clear focus remains on those who are vulnerable and are in need of support and protection.

It is crucial that safeguarding becomes embedded in practice and in everything we all do, as opposed to there being a culture where 'safeguarding' is seen as being someone else's responsibility. If we are to learn lessons and ensure quality and safe services, staff across all organisations, have to be competent and supported in taking ownership and responsibility for dealing with issues that arise.

Safeguard vulnerable adults through further development of the partnership

Adult safeguarding has continued to be a priority within CHFT over the last year, with significant developments being made to strengthen and develop partnerships across the health and social care economy. The Associate Director for safeguarding has continued to provide a strategic steer within the organisation with regard to safeguarding and continues to work closely with the SAB / CSCB and across the strategic partnership. Regular meetings with safeguarding board managers within health and social care, both from an adult and children's perspective, as well as regular meetings with safeguarding leads within the Clinical Commissioning Groups, ensures effective communication and information sharing. Work continues to develop wider links across the region.

To ensure continuous improvement in the efficiency and effectiveness of the Safeguarding Adults Board and sub-group infrastructure

We have worked hard to ensure strong and effective partnerships and working arrangements both at an operational and strategic level, with good representation on the LSB's and the various work streams/subgroups from all elements of health.

Within the Trust, clear reporting mechanisms are in place for feedback from all board meetings about safeguarding practice and developments. The Trust has continued to engage and work with the SAB and all its current subgroups, ensuring representation and effective contributions in order to take work forward, this has included contributions to the SAB's development day and agreement of board priorities and the 2013 - 2014 work plan.

To ensure effective communication and engagement with staff and the public in respect of the work of the Board and the wider safeguarding agenda

Internal lines of accountability and internal structures within the Trust have been strengthened to ensure the organisation has a clear process in place for communicating with staff and ensuring they are engaged with the work of the board. Engagement with service users is critical and involving them in the development of future services within local communities is a priority. Learning from experience and from complaints and incidents is crucial if we are to embrace a culture of openness and transparency. Within CHFT we continue to move forward in relation to feedback following complaints, staff survey, suggestion schemes etc and we have a strong and effective membership council made up of local people, patients, carers, staff from partner organisations and staff employed by the Trust.

The Trust's vision is "Your Care, Our Concern". This vision is at the heart of everything we do and our success in achieving high quality care for all our patients is driven by a number of key themes:

Patients

High quality, sustainable patient care

People

The importance of our staff

Partnerships

The value of our external relationships

Pride

Our mission is:

Patients

We will continuously transform care and improve the patient experience

People

We will attract, retain and develop the best staff

Partnerships

We will create a sustainable future and develop effective external relationships

Pride

We will be recognised for our achievements and aspirations as a highly successful organisation

To quality assure the work of the Board and partner agencies in safeguarding and promoting the welfare of vulnerable adults and challenge any areas of practice needing improvement

Over the past year **governance arrangements** around safeguarding within the Trust has been reviewed. Lines of accountability and responsibility have been established and all internal policies and procedures have been reviewed to reflect changes within health and social care, as well as Local and National policy. The Associate Director for safeguarding within the Trusts continues to provide the strategic steer within the organisation with regard to safeguarding policy and practice.

The Trust's safeguarding committee has become more established and has continued to provide a forum to bring together key senior safeguarding professionals and other senior managers across Calderdale and Huddersfield Foundation Trust to ensure the organisation's safeguarding responsibilities' are being discharged effectively. It provide a bridge between the Safeguarding Boards, and all areas of service within the Trust, in order to be assured safeguarding responsibilities are being fulfilled and risks identified and managed appropriately. It also considers the implications of national policy on local practice and oversees the safeguarding work programme and priority areas for action. It provides regular updates to both commissioners and to the safeguarding board.

CHFT has a clear learning from experience policy which outlines the procedure to follow when something goes wrong or could potentially go wrong, and how we ensure that we learn lessons from these events to improve the service we provide.

Risk management, or governance and safety, are integral to everything we do and the Trust has an organisational framework which provides a robust, systematic approach through all levels of the organisation.

To raise further the profile of safeguarding policy and procedures and to ensure that effective multi-agency and single agency training in relation to safeguarding is delivered, with a measurement of outcomes on practice being embedded across agencies

Significant work has taken place over the last year to review all our policies and procedures to ensure they reflect local and national guidance.

The last year has seen good uptake of safeguarding adults training with the series of internal master classes and bespoke training also delivered:

- /// Level 1 safeguarding continues to be delivered via written updates and briefings across the workforce in the form of the safeguarding newsletter which is circulated twice a year. It not only gives relevant information to meet the criteria for level 1 training, but it also supports levels 2 and 3 training and is currently at **100%**.
- /// Level 2 safeguarding training (Adults and Children) which runs over a 3 yearly cycle is currently at 40.7% at the end of year 1 which has exceeded what was expected.
- /// More **in depth safeguarding adults training sessions** aimed at those involved in the safeguarding adult's process continue to be delivered.
- /// **Master classes** have been developed throughout 2013 covering a range of different issues from learning from SCR's to changes in policy and practice.
- /// **PREVENT** - Implementation of the PREVENT Strategy is now underway across the organisation.

Other work has included:

- /// Development of Intranet pages to facilitate easier access to safeguarding information. The safeguarding icon is now clearly visible on the Trust's intranet pages. Work continues to develop the content of the safeguarding pages in order to make it easier for staff to access up to date safeguarding information. A recent screen saver has also been developed to remind the workforce that safeguarding is 'everybody's business' and asks 'do you know your responsibilities?'
- /// Publication of third edition the safeguarding newsletter in April 2013. The next publication is scheduled for October/November 2013.
- /// A number of reflective learning sessions have been delivered to specific teams in order to encourage reflection and learning from specific cases.
- /// Further work has taken place to develop safeguarding adult's links across the organisation, with further work planned for September 2013.
- /// A model of Safeguarding supervision has also been developed in order to support and empower staff in their roles.
- /// Safeguarding Team Development to ensure a more focused approach across the Trust.
- /// Significant work has taken place with the Risk Department. This has included work to determine safeguarding adult thresholds; work continues in order to strengthen this area further, in particular in relation to how this information is presented and analysed so that it can inform practice.

- /// Development of Vulnerable Adult Leaders within the organisation which will be. Supported by ongoing training and group supervision/peer support.

Changes, re-organisation, and uncertainty can create risks to safeguarding arrangements, it is therefore vital that Safeguarding standards are maintained and continue to improve, and, accountability remains clear and unambiguous. With this in mind it is critical that safeguarding remains a key priority and staff are fully supported in delivering safe and quality services. It is also crucial that all staff, whatever their role, engage with safeguarding processes and understand their responsibilities.

If we are improve outcomes for vulnerable groups and keep people safe from harm, it is essential that safeguarding becomes everyone's responsibility and part of everyone's practice, whatever their role. CHFT will therefore continue to support staff to embrace their responsibilities so that safeguarding becomes embedded in practice.

West Yorkshire Police - Calderdale

Safeguarding of all vulnerable people is a key priority for Calderdale Police.

There is a dedicated Unit at Halifax overseeing the management of all Safeguarding issues across the district, ensuring risk to the vulnerable is recognised, responded to appropriately and ultimately reduced.

In ensuring the effective discharge of Safeguarding responsibilities, there is a recognition that suitably trained officers with specialist support from Co-ordinators and dedicated supervisors are required to manage the risks posed.

The management structure of the Safeguarding Unit has been strengthened to ensure resilience at Constable, Sergeant and Inspector level each leading with a particular 'Safeguarding expertise'. As a result there is a nominated lead at the rank of Constable, Sergeant and Inspector dedicated to Adult Safeguarding issues.

Safeguarding of Vulnerable adults presents itself in a number of ways, primarily elder abuse in care and domiciliary settings, reported Domestic Abuse, Anti Social behaviour and Honour based violence.

Whilst there is specialist support in each of these areas, it is necessary to ensure frontline staff who are most likely to encounter these types of crime are equipped with the skills and abilities to respond, refer and investigate effectively.

Within the past twelve months, the training modules delivered to staff in a number of ways has contained strong elements of Adult Safeguarding.

Whilst it is not possible to quantify the impact of training delivery, the levels of Safeguarding referral to the Adult Protection Co-ordinators has increased significantly recognising greater awareness of Safeguarding issues amongst front line officers.

Policy and processes have been recently revisited in relation to Domestic Abuse and Anti Social Behaviour to ensure the continued improving response to Safeguarding. Partnership arrangements continue to operate chaired by the Police to Safeguard Vulnerable Adults in the guise of the MARAC and ASB Vulnerability panels.

Within the past two years, the Police have become heavily involved in criminal investigations in care settings. This has led not only to a greater awareness of Safeguarding for the Police but also recognition of the need for partner agencies to work more collaboratively. The Police alongside Adult Health and Social Care have recently completed a Joint working protocol which will be rolled out from a training perspective during 2013 - 2014.

West Yorkshire Probation Trust

To safeguard vulnerable adults through further development of the partnership

WYPT in Calderdale is fully represented on both CSCB and SAB's. We contribute to safeguarding adults directly through the Vulnerability Panel and through attendance/reporting to MARAC's for all known or previously known perpetrators. In 2012 - 2013 we contributed to 138 MARAC's. We also regularly review and manage risk for a small set of High Risk cases within the MAPPA forum: here coordinating the monitoring and management of risk - some of these offenders will pose defined threats to vulnerable adults.

WYPT delivers the domestic abuse programmes to perpetrators of domestic violence when sentenced by the Courts. 26 individuals successfully completed a Domestic Abuse Programme in 2012 - 2013. This includes liaison with victims to ensure that the victim's safety is taken into account and that the offender is safely managed in the community.

As a small organisation we do not currently sit on any SAB Sub-groups but do, in addition to the above, sit on the Domestic Abuse Partnership.

To ensure effective communication and engagement with staff and the public in respect of the work of the Board and the wider safeguarding agenda, & to raise further the profile of safeguarding policy and procedures and to ensure that effective multi-agency and single agency training in relation to safeguarding is delivered, with a measurement of outcomes on practice being embedded across agencies

This year WYPT was able to complete and sign off its own Policy and Guidelines in respect to safeguarding adults: this makes the Trust fully compliant with the SAB' policies and guidance - this was endorsed by the Calderdale Board Chair in April. As a stand-alone Policy - this is now binding upon WYPT staff, enhancing our work in

contributing to the assessment and management of risks posed by those who present a risk to adults at risk of abuse, and helping to reduce the risk for future potential victims. We would welcome and actively encourage the referral of very concerning individuals into the MAPPA forum - where a multi-agency approach is a proven means to manage and better mitigate the impact upon victims.

In 2012 - 2013 - 19 staff received relevant single-agency training in areas directly relating to adult safeguarding: a number also received multi-agency MARAC training in Calderdale.

To quality assure the work of the Board and partner agencies in safeguarding and promoting the welfare of vulnerable adults and challenge any areas of practice needing improvement

In line with MoJ requirements, WYPT regularly audits the quality of the work we do - particularly in relation to risk assessment and management. We are also subject to periodic external inspection by HMIP.

As a service we keep data on MAPPA referrals, MARAC referrals and maintain a system of alerts for specific categories of concern relevant for adult safeguarding, i.e. MAPPA, MARAC, DV Perpetrators, DV victims, those with mental health vulnerabilities and 'Vulnerable Adults'.

Any barriers that have prevented achievements against the above prioritise and plans to rectify this

Governance and Partnership: an obvious barrier has been the delay in getting to a point of having an over-arching SA Policy and a set of Guidelines for WYPT. We are now fully in sync with each of the five SAB's in WY.

The Government's Transforming Rehabilitation Programme is likely to have some far reaching implications for how services currently provided by a wholly public sector Probation Service link with partner agencies: this is work in progress. However, it will likely (and progressively) impact upon this Service's ability to corporately own and contribute to work streams that fall outside the future remit of any new structure that replaces us.

Work that your organisation is planning to undertake in relation to the priority areas agreed by the SAB at the challenge date (I have attached draft work plan for your records)

Workforce development and competencies:

An area identified for further development is to increase (and measure) our level of referrals of 'vulnerable adults' via the Gateway. This also requires us to accurately record across our systems all persons supervised by WYPT who have been screened and 'flagged' as potential abusers of vulnerable adults, or who are vulnerable adults themselves.

Although there are liaison arrangements we aim to develop better links with the ASB team to help in managing and contributing to reducing anti-social activity aimed at vulnerable people.

Domestic Abuse: we aim to improve our ability to identify and respond to domestic abuse in real time (rather than react to), particularly for new and/or repeat Domestic Abuse involving Service Users currently known to WYPT: to consider more formalised links with MASSTT.

Customer experience: under Victim's' Charter, the views of vulnerable victims, where they consent, are canvassed and then feed into the Parole process and are taken into account in setting the terms and conditions for conditional release for more serious offenders. Whilst this is a discrete and private activity, it has the potential to be a rich source of information about how victims feel the system does or does not protect them.

Housing

Pennine Housing continues to make a commitment at the strategic level by providing a housing & housing support provider perspective on the SAB. As well as being able to actively participate in the development of safeguarding services for Calderdale, the strategic insight that being a Board member brings also helps ensure that safeguarding remains high on our own Organisation's agenda. In addition, as the Safeguarding Adults lead for Pennine's parent Group, Together Housing Group, one of the largest social housing providers in the North, the learning from Calderdale's SAB continues to be used to strengthen safeguarding across our wider Group.

The partnerships developed via the Board continue to help strengthen wider agendas which are an integral part of safeguarding, particularly domestic abuse and Anti Social Behaviour.

As a representative on the Board, Pennine Housing has also played an active part in developing the Board's priorities, including contributions to the draft West Yorkshire-wide Policies and procedures and the subsequent refresh of its own policies and procedures to ensure their harmonisation. We also ensured that our customers and staff were given the opportunity to respond to the customer questionnaire undertaken on behalf of the Board by CVA.

Our partnerships have also developed considerably over the last year at the national level. Our Safeguarding lead has contributed to raising housing's profile with regard to safeguarding via:

- /// The Department Of Health's working group.
- /// Contributions to the PASAUK housing seminar.
- /// Commentary on the recently published updated ADASS guidance (along with Imogen Parry, Housing (independent Safeguarding consultant for Housing).

- /// Key note speaker, again with Imogen Parry, at Capita's national Safeguarding conference.
- /// Contributions to the draft ADASS guidance on safeguarding adults and domestic abuse (particularly highlighting the lessons learned in this respect from Calderdale's Serious Case review several years ago).
- /// Invited to speak at the National Housing Federation's Safeguarding conference later this year.

From a service perspective, Pennine has rolled out its refreshed policies and procedures over the last few months to all staff within its supported housing service, which amounted to around 25 Pennine staff (as well as other supported housing staff in the wider Group). Ongoing learning with the supported housing staff includes regular discussion of cases via team meetings thus ensuring that learning is cascaded across the whole team. We also introduced specific Professional Boundaries and Lone Working policies within supported housing. Whilst the principles and associated risk control measures were already embedded into all key aspects of our operational framework, the introduction of specific policies was useful to refresh and remind of the importance of these principles and risk management arrangements.

Safeguarding awareness refresher training is also a key priority within this year's corporate training plan for the wider workforce, given that safeguarding has to be every member of staff's business, including frontline operatives. The contents of the training courses are currently being developed to ensure they are appropriately and proportionally tailored for different groups of staff. It is proposed to deliver a "safeguarding light" module for operatives, with a more in-depth session for housing management staff and service managers. The refresh of procedures has therefore also included our Cause for Concern procedures, which has now been rolled out across the whole of Together Housing group.

That said, we recognise the tensions within our policies and procedures in terms of adhering to the principles of empowerment and proportionality, with our duty of care and "duty of candour". Also the ambiguity and potential tensions resulting from expectations within the new West Yorkshire policies to refer all concerns via multiagency procedures, irrespective of the persons wishes, capacity and level of risk. We are taking a proactive approach to resolving these issues by working with the Safeguarding team to look in more depth at both our procedures and the multi agency procedures from a provider's perspective, using Pennine's procedures as a starting point. We are planning to further review our procedures at the appropriate time, in terms of the Care and Support Bill.

Operationally, we are also developing a safeguarding module as part of our new IT system and hope to be able to draw on the experience of colleagues in Calderdale Council. This will help ensure our system is generally compatible with the performance information requirements that the Board is seeking to strengthen, including key data from partner Organisations.

We have also introduced customer and staff feedback into our procedures, to capture the customer's perspective and learning points from staff's perspective. We will use this softer performance information to feed into the work of the Performance subgroup, along with our annual review of cases which is part of our continuous learning framework.

Corporately, we have strengthened the wider framework by implementing a separate Whistle blowing policy and updated our Code of Conduct policy which now has specific reference to safeguarding for the first time.

Our work over the last year has also included the updating of our safeguarding information leaflet for customers as part of our commitment to continuously raise awareness. Our Tenants Academy training, for more involved tenants, has run again for a second year and again this included a

module on safeguarding to help improve understanding. This covered about a dozen tenants. We are planning to explore the potential to develop Safeguarding Friends / Champions within our customer group over the next twelve months.

The development of performance data will include strengthening the capturing data from partner Agencies where concerns have been identified but have not been referred through the multi agency procedures. For example in the instance of a low level concern where the person does not want a referral to be made for a multi-agency response and the altered organisation thus deals with the risk as a single organisation or other mechanisms have been utilised eg vulnerability panel.

Voluntary and Community Sector

Voluntary Action Calderdale continued in 2012 - 2013 to take its safeguarding responsibilities seriously, our dedicated safeguarding worker supported a number of organisations with DBS checks, training and general safeguarding advice around policies & procedures.

We had VCS representatives on the SAB, also the training sub groups of the board. This was the same with children's safeguarding; we had a rep on the training sub group of the children's as well as the communications sub group. This showed our commitment to the agenda on joint working. The information shared in these groups was valuable to the wider VCS organisations in terms of the safeguarding agenda and highlighted the need for Early Intervention and prevention.

We were successful in securing funding from the NHS to lead on an engagement project to look at how safeguarding is viewed within our communities and harder to reach groups. This included Older People, Mental Health, Substance Misuse, Learning Disability & Physical Disability. We sent a questionnaire's to groups about safeguarding and asking for their thoughts and experience and what the challenges were. This produced some interesting findings. We then held focus groups with the organisations involved to uncover some of the information that we received. A separate report regarding this project has been produced and presented to the board.

In May 2012 we also held our first safeguarding conference that was aimed primarily at the VCS. This was a very well attended event that received excellent feedback. The main theme that came out of this was that groups needed to see more around joint working and focusing more on families as a whole rather than adult or child separately. We were involved in the serious case review that took place in Calderdale, and although we had no direct involvement with the case we did feedback on some of

the findings. We have also been very active in delivering briefing sessions around all the changes to the way in which the DBS service has changed and the huge impact that this has had on organisations. The big change in regulated activity has alarmed many groups who feel that the changes have had a negative on safeguarding in general.

Organisations were made aware of the changes to the West Yorkshire Policies and procedures and were invited to the events that were held across the borough. Training plays a key part in our work. We delivered safeguarding adults and children's training to various volunteer involving organisations and this is still very much a priority for our groups. We have continued to use the train the trainer multi agency package that was developed with our partner agencies.

Going forward in 2013 - 2014 our remit has changed. Our safeguarding worker is now part our new Health Connections project but continues to provide the same support to Health related groups within Calderdale. We have developed a toolkit that we use with groups that identifies, training needs, policy changes and any areas for concern. They are then supported to implement what they need to become strong organisation in terms of their safeguarding processes.

Section 5 // Priorities for 2013 - 2014

Priority Area One //

To strengthen the Safeguarding Adults Boards Governance arrangements and partnership working

The Board's key role is to provide scrutiny, challenge and assurance of the actions of the partners to secure the safety of adults at risk in Calderdale.

Priority Area Two //

Develop Business planning process for the board's work

This will ensure the Board's work is underpinned by a structured approach and makes best use of available resources within the partnership and those external to Board.

Priority Area Three //

Improving the quality of care homes

The Board is keen to build on the work undertaken in accordance with the serious case review and fully embed a proactive model of early intervention that addresses poor standards of care and reduces the number of unnecessary safeguarding alerts.

Priority Area Four //

Improving Quality Assurance and customer experience information

The Board is keen to ensure the policies and procedures in place to ensure it can evidence how they make a positive difference to people's lives and experiences of care and safeguarding intervention.

Priority Area Five //

Workforce development and competencies

The Board is keen to ensure it can evidence the workforce has the required skill and competence to manage and investigate allegations of abuse.

Priority Area Six //

Domestic Abuse

The Board is keen to enhance its relationship with the domestic abuse partnership and other key partner agencies due to the impact of domestic abuse across the domains of childhood and adulthood.

Section 6 Mental Capacity and Deprivation of Liberty Safeguards

During 2012 - 2013 Calderdale MBC received 28 DoLS requests and of this figure only 4 were authorised by Calderdale.

	2009 - 2010	2010 - 2011	2011 - 2012	2012 - 2013
Local Authority	14	18	23	28
Health	3	2	2	0
Total	17	20	25	28

The Mental Capacity Act 2005 contributes to safeguarding by providing a framework for decision making in relation to mental capacity. The Deprivation of Liberty Safeguards (DoLS) amendment of the Mental Capacity Act 2005 (MCA) came into force on 1st April 2009. The Deprivation of Liberty Safeguards (DoLS) within the act strengthens the protection for people who lack capacity to decide about their care or treatment and who are deprived of their liberty to protect them from harm.

Implementation of the Mental Capacity Act and Deprivation of Liberty Safeguards has continued to be embedded throughout 2012 - 2013. We have continued to provide training courses via our Workforce Development colleagues to Council staff and partner agencies which have been well attended, and this has resulted in better decisions for people who lack capacity and a greater awareness.

This has been further enhanced through training provided by two of Calderdale's Best Interest Assessors who have developed and provided awareness training on the Mental Capacity Act for staff in Residential and Nursing Homes throughout the Borough.

From April 2013 Local Authorities will become responsible for assessing any applications from registered hospitals,

in place of the PCT (Primary Care Trust). The duties previously held by PCTs under the Safeguards will be transferred to local authorities. PCTs will be abolished and their commissioning function will be taken over by new bodies called Clinical Commissioning Groups (CCGs). A significant local development has been the provision of a CCG Lead in Deprivation of Liberty Safeguards.

The demanding nature of Assessment work had been highlighted in the previous annual report and we committed to increasing the number of BIA's in Calderdale. It is pleasing to note that during this reporting period Calderdale supported three staff to undertake the BIA course at Huddersfield University. At the time of writing one had qualified and two people are awaiting their final results. This increased the number of BIAs to seven.

Early on in this financial year the Director of Adults, Health and Social Care requested an external Desktop Review of DoLS in Calderdale. The drivers by which this Review came about were based on developments in national case law, looking at quality and standards in BIAs DoLS case work, where recent issues had been raised with a couple of internal DoLS assessments. We will respond to the outcomes of this review in the next financial year 2013 - 14.

The Safeguarding Team facilitates a bi-monthly BIA Forum, which provides an opportunity for BIAs to review casework and develop good practice, to discuss new case law and any other relevant information sharing and group supervision. The forum provides support to BIAs and recognises the independence of the assessors in developing their skills and knowledge and the requirements for a DoLS assessment becomes clearly understood. We have fostered strong links with our Adults, Health and Social Care legal section where a dedicated Adult Social Care Solicitor now attends the BIA Forum meetings. We continue to work closely with our MHAs (Mental Health Assessors) in order to build on good practice and are working towards including them in our bi-monthly meetings to discuss national and local issues and practice.

We continue to support and forge strong links with the Yorkshire and Humber region through our membership of the Yorkshire and Humber Best Interest Assessor and Mental Health Assessor Regional Network (YHBIA/MHA). The regional network holds four Training Conferences each year which ensures that our BIAs and MHAs maintain their level of competencies to carry out their specific roles under DoLS. The network is held in high esteem and members have provided support and guidance on DoLS to the Department of Health early this year with regards to quality benchmarks in relation to Deprivation of Liberty Safeguards.

A joint Yorkshire AMHP (Approved Mental Health Professional) and BIA (Best Interest Assessor) Conference was held in December 2012 at Leeds Civic Hall with expert Key Speakers addressing issues relating to the interface between the Mental Health Act 1983 and the Mental Capacity Act 2005. Themes discussed were; Liberty and Human Rights, HL and Bournemouth case, Police perspective on mental health issues, Simon Burrows - Barrister involved

in the GJ, Cheshire West and Blackburn law cases. The conference was successful and well attended by colleagues from the Yorkshire and Humberside region. They hope to provide a follow up conference in 2013 - 2014.

Once again the profile of DoLS has been raised nationally in 2012 -2013 by the developments in case law in regards to a previous a court decision in November 2011 by Lord Justice Munby in the Court of Appeal in Cheshire West and Cheshire Council v P, a 39 year old man with cerebral palsy and Down's syndrome involved in a deprivation of liberty for the purposes of Article 5 of the European Convention for the Protection of Human Rights. This case put in to question what constituted a Deprivation of Liberty and will be heard in the Supreme Court in 2014 and this may influence the way deprivation of Liberty is dealt with in the future.

Appendix 1 Safeguarding Adults National Standards

Standard 1	Each Local Authority has established a Multi-Agency Partnership to lead the Safeguarding Adults work.
Standard 2	Accountability for and ownership of Safeguarding Adults work is recognised by each partner organisation's Executive body.
Standard 3	The Safeguarding Adults policy includes a clear statement on each person's right to live a life free from abuse and neglect and this message is actively promoted to the public by the Health and Well Being Board, the Safeguarding Adults Partnership and its member organisations.
Standard 4	Each partner agency has a clear, well published policy of Zero-Tolerance of abuse within the organisation.
Standard 5	The Safeguarding Adults Partnership oversees a Multi-Agency Workforce Development / Training Sub-Group. The Partnership has a Workforce Development / Training Strategy and ensures that is appropriately resourced.
Standard 6	All citizens can access information about how to gain safety from abuse and violence, including information about the local Safeguarding Adults procedures.
Standard 7	There is a local Multi-agency Safeguarding Adults policy and procedures describing a framework for responding to all adults 'who are or may be eligible for community care services' and who may be at risk of neglect.
Standard 8	Each partner agency has a set of internal guidelines, consistent with the local Multi-Agency Safeguarding Adults policy and procedures, which set out the responsibilities of all workers who operate within it.
Standard 9	Multi-Agency Safeguarding Adults procedures detail the following stages: Alert, Referral, Decision, Safeguarding Assessment Strategy, Safeguarding Assessment, Safeguarding plan, Review, Recording and Monitoring.
Standard 10	The Safeguarding procedures are accessible to all adults covered by the policy.
Standard 11	The partnership explicitly includes service users as key partners in all aspects of the work. This includes building service user representation into membership, monitoring, development and implement of its work; training strategy; and planning and implementation of their individual safeguarding assessment and plans.

