

## Appendix B Achievements by partner agencies

### **Berkshire Health Foundation Trust (BHFT)**

BHFT has achieved a 93.8% compliance at Safeguarding Level 1 training and increased compliance at Level 2 training. 86.5% of staff are now trained for PREVENT (WRAP) training and compliance for MCA and DoLS training was also achieved. Mental Capacity Act champions have been appointed for each of the community wards to improve application of the Mental Capacity Act in patient care. The safeguarding children and adults teams have amalgamated to facilitate a more joined-up, 'think family' approach to safeguarding.

BHFT has adopted the *Suicide: Aspiring for Zero* approach to suicide reduction, a model based on the premise that suicide can be prevented. Systems have been optimised to enable staff to focus on engagement and collaborative approaches to risk assessment and management, keeping service users and carers at the centre. A new risk management tool has been developed to combine risk assessment, risk management and a service user safety plan, and the approach to risk audit has been refreshed. 'Suicide surveillance' involves the provision of timely support for those families bereaved by suicide and staff affected, as well as heightening awareness of community risks of contagion or suicide clusters and identifying public places where suicides/incidents are occurring. There is a high priority for learning from suicide deaths. Training and supervision has been implemented to equip staff with skills and competence (measured with the zero suicide surveys) to practice recovery focussed, compassionate approaches to suicide risk assessment and enable positive risk management and safety planning.

### **Clinical Commissioning Groups**

The Clinical Commissioning Groups (CCGs) have continued to raise the profile of safeguarding adults across primary care and with health commissioned providers. In 2017, Mental Capacity Act awareness training and tools has been promoted. The 2016 GP safeguarding self-assessment audit highlighted improvements in safeguarding training compliance and the recording of safeguarding within GP practice. A 98% response rate in the audit was achieved and showed a good engagement of primary care.

The quality team and safeguarding team have in place quality monitoring indicators and processes for safeguarding for commissioned providers and this includes quality assurance visits to providers, self-assessments, quality schedule reports and close working with providers to support safe and effective care. Practical application has been a focus and has been supported by the introduction of templates for GP reporting on enquiries and the commissioning of an electronic database for continuing health care to manage Deprivation of Liberty Safeguarding cases. In addition, the safeguarding and quality team have introduced a commissioning checklist in line with safeguarding and best practice for the organisations.

The CCGs safeguarding team was restructured in 2016 and led to the appointment of two new safeguarding heads of service. The head of adult safeguarding co-facilitated and undertook a Safeguarding Adult Review on behalf of the Board in 2016 with partner agencies and has contributed to multiple reviews, including partnership learning, Domestic Homicide Reviews and individual safeguarding cases across the area. Multi-agency audits and training events have been co-ordinated and contributed to by the head of adult safeguarding.

### **Reading Borough Council**

Reading continues to audit 20% of the safeguarding enquiries that are investigated by the teams in Reading. Feedback is given to practitioners and team managers regarding the outcomes of these audits. The safeguarding team also reviews the concerns that do not progress to enquiry to ensure consistency and continuity of decision making.

Reading Borough Council holds level 1, 2 and 3 training ensuring that staff are trained to the appropriate level depending on their job role. Feedback is received after every training session and training is quality assured.

Reading Borough Council has employed a Safeguarding Adults Manager to manage the team and a Principal Social Worker to ensure best practice and that legislation is understood and followed. The safeguarding team works closely with the Quality and Performance Team and the Registered Managers Forum to ensure that provider services are well informed on safeguarding and their responsibilities. The safeguarding team works in collaboration with other internal departments such as Housing, Environmental Health, Anti-Social Behaviour Team and Children's Social Care. The team regularly meet with the safeguarding team from BHFT to review open enquiries and ensure that due process is followed. The teams worked together over concerns at Prospect Park Hospital. They also discuss safeguarding concerns with the lead at the RBH. The team attend multi-agency meetings such as MAPPA and MARAC.

### **Royal Berkshire Fire and Rescue Service**

Royal Berkshire Fire and Rescue Service (RBFRS) promoted their Adult at Risk Protocol and provided awareness raising training to improve referral rates. Across Berkshire, RBFRS has trained 12 organisations under the adult referral programme initiative outside of emergency service partners. This has generated 1761 vulnerable adult referrals to RBFRS across Berkshire.

RBFRS works to identify foreseeable risk to our communities and deliver effective, managed, timely performance in a wide range of disciplines, preventing and protecting the public along with delivering effective response to incidents when required. Partnership working and information sharing with a wide range of groups and agencies have enabled identification and protection to the most vulnerable members of our communities. The fire risk based preventative intervention supports individuals to live independently and safely in their own homes.

The work of RBFRS has continued to drive down fire deaths and casualties in our communities. The Integrated Risk Management Process (IRMP) has been consulted on with the public, with proposals to further develop and improve the service. This will focus attention on those groups evidenced at being more vulnerable to fire death and those whose lifestyle choice places them at elevated risk of having an accidental fire and receiving associated injury.

RBFRS is working in partnership to provide falls, age related and winter warmth services, delivered as part of our Home Fire Safety Check process, signposting those people assessed as being at risk to partner agencies.

Royal Berkshire Fire and Rescue Service (RBFRS) is undergoing an internal restructure due to be completed by the end of August 2017, and will include a dedicated Designated Safeguarding Officer to provide significant increased capacity and improve service delivery.

### **Royal Berkshire NHS Foundation Trust**

Royal Berkshire NHS Foundation Trust's strategic safeguarding committee has continued to oversee all aspects of adult safeguarding and child protection. The Safeguarding (adults) clinical governance group has gone from strength to strength. Three medical clinical leads have formed a valued part of the safeguarding team.

The Trust has seen a further rise in numbers of adults with vulnerabilities attending and admitted to the Royal Berkshire Hospital and an increase in the complexity of cases. There has been a significant amount of multiagency work to improve the safeguarding of mental health patients, governance arrangements and the application of the Mental Health Act in practice, which are encompassed in the 'Let's Talk Mental Health' programme of work.

A reduction in the numbers of DoLS applications during 2016-17 and inconsistent application of the MCA in practice are being addressed by a *Mental Capacity, DoLS and Best Interest* working group that has agreed a programme of work called 'Capacity Matters'. Training in Mental Capacity and DoLS forms part of the Core Mandatory training day held three times a month and new staff induction held monthly. Enhanced Mental Capacity Act and DoLS training compliance for senior clinical staff is as expected at 80%.

Safeguarding training continues with staff compliance at 90%.

Learning from two Safeguarding Adult Reviews (SARs) and Domestic Homicide Reviews (DHRs) is included in safeguarding adults training. Learning from a DHR has been discussed at clinical governance in the area where the patient was being treated and at the Trust Quality Assurance and Learning Committee. The Lead Nurse for adult safeguarding was included as part of the review team for two SARs and as Independent Management Review (IMR) writer for the DHR.

Safeguarding concerns continue to be raised centrally via the Datix incident reporting system; this assists in giving feedback to the individual who raised the concern where available, and provides one reporting mechanism. Externally raised safeguarding concerns

trigger a fact finding exercise by the Safeguarding Nurse (Adults). This information is given to the Local Authority to decide on the outcome of the concern and next steps. The majority of safeguarding concerns raised against the Trust continues to be around pressure damage: in the majority of cases there continues to be a lack of information provided regarding pressure damage as part of the discharge process. Concerns raised about Trust staff are investigated under the Trust's Managing Safeguarding Concerns and Allegations Policy and, where appropriate, referrals made to outside agencies e.g. the police or Adult Safeguarding Manager. Quarterly review meetings to close cases and identify themes have been established.

Trust staff continue to be active members of the Board and its subgroups.

### **South Central Ambulance NHS Foundation Trust**

South Central Ambulance NHS Foundation Trust (SCAS) works closely with partner agencies and Safeguarding Boards across the area to ensure that developments benefit the people who use services. As an organisation that covers seven counties, SCAS aims to include wherever possible all of the Boards' development plans within its own safeguarding development.

Actions for the coming year include: forge closer links with safeguarding hubs across the area; moving to a paperless referral process; regularly undertaking multi-agency audits and reviews of safeguarding referrals; and encouraging regular feedback from partner agencies with regard to safeguarding cases. These actions will form part of a SCAS action plan that will be presented and monitored on a bi-monthly basis at the Patient Safety Group meeting, which feeds directly into the Trust's board.

### **Thames Valley Police**

Thames Valley Police (TVP) continues to work with partners and the community through Emergency Response, Investigation, and Neighbourhood Policing roles to prevent and investigate crimes and antisocial behaviour as well as manage and mitigate harms to vulnerable people and groups through integrated problem-solving. This includes the provision of specialist safeguarding resources for MARAC, MAPPA and PREVENT sessions, as well as tackling thematic issues including: Modern Slavery, Domestic Abuse, Hate Crimes and Fraud. A Police and Health collaboration for a Street Triage car to support those in Mental Health crisis and further outreach partnerships with statutory partners and third sector workers has provided capacity to support those vulnerable in the Night Time Economy, including rough sleepers, in our larger towns. A joint TVP and third sector project to support vulnerable women won the 2017 Howard League Community Award against stiff competition from across the UK and is helping in the development of a trauma-informed approach to safeguarding. TVP continue to roll out 'Need to Know' sessions to partners to raise awareness of adult exploitation by organised criminals in our communities, with 200+ frontline practitioners trained so far this year. TVP have resourced police liaison officers in Prospect Park Hospital and the Royal Berkshire Hospital to work with staff and improve

safeguarding procedures across systems and are working with the BHFT Liaison and Diversion Service to navigate people into support services and away from Criminal Justice outcomes.

### **Voluntary and Community Sector**

During 2016/17, the voluntary and community sector has had regular attendance at the West of Berkshire SAB, with the three infrastructure organisations across Berkshire West, Reading Voluntary Action, Involve Wokingham and Volunteer Centre West Berkshire, sharing this role.

**Reading Voluntary Action (RVA)** raises awareness of the work of the Board with quarterly news items reaching more than 1400 voluntary and community groups and individuals. In November 2016 we published a news item "Are you aware of the Berkshire Safeguarding Adults procedures?" to inform the sector of the relevant procedures and support available. RVA began a programme of workshops specifically for trustees to ensure they are aware of their roles and responsibilities for safeguarding adults. The workshops are delivered on a quarterly basis and RVA's Advice Worker offers follow-up support to draft or review policies and procedures.

#### **Involve**

During 2016/17 the Wokingham Adults Safeguarding Forum, now chaired by a member of the voluntary sector, held regular meetings to share information and news in relation to adult safeguarding issues, initiatives, themes and training. Involve delivered two training sessions attended by 21 people from Wokingham and have an approved Level 1 facilitator. In April, Involve held a Community Awareness Event at the Earley Crescent Centre supported by public sector partners to raise awareness of the safeguarding processes at which there were 50 attendees.

The **Volunteer Centre West Berkshire (VCWB)** raises awareness of the work of the Board by the regular newsletter that goes out to over 700 voluntary and community groups and individuals. VCWB attended the newly created Making Every Adult Matter multi-agency partnership working group aimed at supporting vulnerable homeless adults and young people in West Berkshire with safeguarding being a big part of this work.

### **West Berkshire District Council**

Ongoing collaborative and partnership working for Adult Social Care (ASC) and Prevention & Safeguarding (P&S) services has been a key highlight for the year against a background of significant organisational and staff changes.

The main achievement has been to continue to respond effectively to a high volume of demand and increased need for specific safeguarding support to ensure all concerns are responded to appropriately. Data for 2016-17 includes 266 Section 42 enquiries concluded and 705 DoLS applications received and processed.

The Making Safeguarding Personal agenda is well established and understood by practitioners although there is still room to improve the way that practitioners deliver on the agenda.

Collaborative working within WBC was undertaken to develop and agree refreshed procedures in April 2017. However, there is further strategic review and development required to ensure triangulation with the next Berkshire Multi-Agency Adult Safeguarding Policy and Procedures review planned for the autumn 2017.

Joint working with key partners and external agencies is a key focus for on-going development and strong links are being established within WBC directorates, Thames Valley Police and Health colleagues with a key focus on improving outcomes for adults at risk in a preventative manner. This includes the ongoing development of the Prevent agenda, service user forums, provider forums, and regular attendance at MARAC, MAPPA and CCG sessions.

Internally staff are sharing information and resources to improve Section 42 outcomes that include independent chairing of strategic enquiries, utilising Family Group Conference and accessing risk information from Children Services.

ASC has built on areas of joint-working with some key partners, for example with Housing colleagues and Primary Care, to improve outcomes for vulnerable people. ASC has worked to support the local implementation of the Prevent Strategy.

### **Wokingham Borough Council**

Wokingham Borough Council (WBC) have undertaken a full training needs analysis for Adult Social Care and integrated services to support workforce development and continued professional development. The strategy aims to ensure training is focused and targeted, cost efficient and aligns to the board's priorities. Key areas such as, Self-Neglect and Hoarding, Human Trafficking and Modern Slavery, Person Centred Assessment and Recording Skills, PREVENT, Childhood Sexual Exploitation and Positive Risk Taking Principles are included.

During this period Caring Listening and Supporting Partnership (CLASP) supported the development of an online video made by people who use services. The aim was to help people understand the outcomes they want in line with Making Safeguarding Personal principles. The video was commissioned under the Communications Subgroup of the SAB and will be widely launched in the coming year.

This year has seen significant progress in embedding a multi-agency partnership approach under local Care Governance arrangements. The model developed and adopted by WBC demonstrates a strong commitment to preventative safeguarding and timely responses to quality concerns in provider services by all key partners including providers, Clinical Commissioning Groups (CCG), Care Quality Commission (CQC), local authority, Thames Valley Police (TVP) and other commissioners. By providing a clear accountability framework which triangulates information to identify emerging themes and issues, the framework aims

to reduce the risk of provider failure and addresses wider issues of potential organisational abuse from occurring. Multi-agency commitment has achieved substantial and sustained improvement and therefore has reduced impact and risk to vulnerable adults receiving services, achieving more positive outcomes. The commission of the Care Home Support Team (CHST) and Rapid Response Team (RAAT) under the Better Care Fund has been fundamental in supporting providers to improve quality and, for customers, reducing admissions to higher level or secondary care.

A review was undertaken of safeguarding prevention and community engagement activities. This has led to a forward planning programme for the year ahead to ensure multi-agency events and initiatives are maximised.