



Health and Social Care Scrutiny Board (5)

Time and Date

10.30 am on Wednesday, 2nd November, 2022

Place

Diamond Rooms 1 and 2 - Council House

Public Business**1. Apologies and Substitutions****2. Declarations of Interest****3. Minutes**

(a) To agree the minutes of the meeting held on 14 September 2022
(Pages 3 - 6)

(b) Matters Arising

4. Safeguarding Adults Board Annual Report and Performance Framework
(Pages 7 - 72)

Briefing Note

5. Adult Social Care and Keeping People Safe (Pages 73 - 82)

Briefing Note

6. Work Programme and Outstanding Issues (Pages 83 - 88)

Report of the Scrutiny Co-ordinator

7. Any other items of Public Business

Any other items of public business which the Chair decides to take as matters of urgency because of the special circumstances involved

Private Business

Nil

Julie Newman, Director of Law and Governance, Council House, Coventry

Tuesday, 25 October 2022

Note: The person to contact about the agenda and documents for this meeting is

Caroline Taylor caroline.taylor@coventry.gov.uk

Membership: Councillors M Ali (Chair), J Birdi, K Caan (By Invitation), J Clifford, E DeVane (Co-opted Member), J Gardiner, G Hayre (By Invitation), A Jobbar, G Lloyd, J McNicholas, C Miks, B Mosterman and M Mutton (By Invitation)

By invitation Councillors

Public Access

Any member of the public who would like to attend the meeting in person is encouraged to contact the officer below in advance of the meeting regarding arrangements for public attendance. A guide to attending public meeting can be found here: <https://www.coventry.gov.uk/publicAttendanceMeetings>

Caroline Taylor
caroline.taylor@coventry.gov.uk

Coventry City Council
Minutes of the Meeting of Health and Social Care Scrutiny Board (5) held at
10.30 am on Wednesday, 14 September 2022

Present:

Members: Councillor M Ali (Chair)
Councillor J Birdi
Councillor J Clifford
Councillor A Jobbar
Councillor G Lloyd
Councillor J McNicholas
Councillor B Mosterman

Co-Opted Members: Ed DeVane, Coventry Healthwatch

Other Members: Councillor G Hayre (Deputy Cabinet Member for Public Health and Sport)
Councillor M Mutton (Cabinet Member for Adult Services)

Employees:

Adult Services: A Errington
P Fahy
S Giles
A Staunton

Governance and Scrutiny: V Castree
C Sinclair
C Taylor

Apologies: Councillor C Miks

Public Business

8. Minute's Silence

The Board stood for a minute's silence to mark the death of Her Majesty the Queen.

9. Declarations of Interest

There were no declarations of interest.

10. Minutes

The minutes of the meeting held on 6 July 2022 were agreed and signed as a true record.

Matters Arising:

Minute 4 – Adult Social Care reforms

The Board noted that officers were working to identify dates for workshops on (i) Transformation of Mental Health Services and (ii) revised discharge processes.

Minute 5 – Adult Social Care Quality Assurance and Market Failure Plan

The Board noted that their comments on the above had been submitted to the Cabinet Member for Adult Services and were considered at the meeting on 13 July 2022.

11. Adult Social Care Annual Report 2021/22 (Local Account)

The Board considered a report of the Director of Adult Services and Housing on the Adult Social Care Annual Report 2021/22 (Local Account). The report would also be considered by the Cabinet at their meeting on 11 October 2022.

The Adult Social Care Annual Report (also referred to as the Local Account) described the performance of Adult Social Care and the progress made against the priorities for the year. It also provided specific examples of operational activities to support service users and carers.

Although there was not a statutory requirement to produce an annual report, it was considered good practice as it provided an opportunity to be open and transparent about the successes and challenges facing Adult Social Care (ASC) and to show what is being done to improve outcomes for those that come into contact with our services. The production of an annual report is part of the Local Government Association's (LGA) approach to Sector Led Improvement. This approach was launched following the removal of national targets and assessments for Adult Social Care. This assessment framework is changing and from April 2023 Adult Social Care will be subject to oversight by the Care Quality Commission (CQC).

The production of the 2021/22 report had drawn on the pool of feedback and information that was gathered over the year from a range of sources including social care staff, Partnership Boards, Adult Social Care Stakeholder Group, providers, partner organisations and people that have been in contact with Adult Social Care along with their families and carers. It reflected the performance and activities as we emerged from the COVID-19 pandemic and the end of domestic restrictions.

The Local Account also looked forward to 2022/23 and included summary details regarding key areas for development. These were improvements the service intends to make in order to improve service delivery, improve outcomes for people and support our ability to operate within the resources available. The priority was to improve care and support services for adults and to create a stable provider market for the City.

The Board welcomed the report, acknowledging it was not a statutory requirement but noted the value of its content in its depth and breadth of detail about the successes and challenges facing Adult Social Care.

Having considered the report and presentation, the Board made the following comments:

- They supported the work being undertaken to promote ASC services to the City's diverse population to ensure services were available where needed.
- That the impact of growth in demand be monitored as the demand in growth did not correlate with an increase in funding and therefore workforce. The Board raised concerns that this may impact on the quality of care received.
- That opportunities to diversify the workforce to reflect the population including at care assistant level be explored
- Assurances were sought about those reasons for the increase in safeguarding enquiries and concerns were being monitored and understood
- The Board sought assurance regarding the reported performance measures including trends in compliments and complaints

RESOLVED that the above comments be captured in a Briefing Note and submitted to the Cabinet Meeting on 11 October 2022 to take into account as part of their consideration of the same report.

12. **Adult Social Care Customer Experience and Engagement**

The Board considered a briefing note which detailed the range of mechanisms in place to understand the quality of the experience of people that come into contact with adult social care and how, through the combination of these mechanisms were able to gain a more rounded view of the quality of our services from a customer perspective.

The briefing note stated that providing a positive experience for all people that come into contact with Social Care was something they strived for as a service. The results of surveys of people with care and support needs and their carers which were undertaken as part of the Adult Social Care Outcomes Framework (ASCOF) for 2021/22 indicate that people are in fact becoming less satisfied with Adult Social Care. However, these surveys were not the only measure by which customer satisfaction was measured.

Recognising this was a challenging area due to the diversity of interactions and the range of circumstances which required the involvement of Adult Social Care, the Board were invited to comment and provide suggestions as to what other measures or means of assurance might be appropriate to ensure customer experience is understood and responded to.

The Board considered the content of the briefing note and presentation and made the following comments:

- The need to ensure that there were alternatives to online engagement and to be able to provide information in a number of formats and, where appropriate, in targeted locations
- The importance of training for carers on accessing information online in order to enable those they care for.
- Recognise the importance of contacting the 'quiet' people and also the challenge of doing so.

- Understand and take into account the importance of pets and the role they play in people's lives and wellbeing
- Continue to monitor the impact of the growth of service on the workforce.

RESOLVED that the Board, having reviewed information presented, agree that their comments as detailed above be conveyed in a briefing note to the Cabinet Member for Adult Services for their consideration.

13. Work Programme and Outstanding Issues

The Board noted the work programme and asked for the inclusion of the following items:

- Pet therapy
- West Midlands Ambulance Service
- A&E waiting lists

14. Any other items of Public Business

There were no other items of public business

(Meeting closed at 12.35 pm)



Coventry City Council

Briefing note

To: Scrutiny Board 5

Date: 2nd November 2022

Subject: Safeguarding Adults Board Annual Report and Performance framework

1 Purpose of the Note

- 1.1 The purpose of the briefing note is to provide an overview of Coventry Safeguarding Adults Board Annual Report 2021-2022 and Performance Framework.

2 Recommendations

- 2.1 Members are asked to note the contents of the reports and to make any further recommendations.

3 Information/Background

- 3.1 The Coventry Safeguarding Adults Board (CSAB) is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Coventry.
- 3.2 The Care Act (2014) requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adults Board is to help protect adults in its area in cases where the adult:
- has care and support needs.
 - is experiencing, or is at risk of, abuse or neglect and
 - as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it
- 3.3 The Safeguarding Adults Board achieves this by co-ordinating and ensuring the efficacy of what each member does.
- 3.4 Under the Care Act 2014 one of the core duties of the Safeguarding Adults Board (SAB) is to Publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult review and subsequent actions. This Safeguarding Adults Board Annual Report 2021-2022 is in line with this requirement.
- 3.5 In order to assess the effectiveness of SAB members the SAB undertakes Quality Assurance activity. The Quality Assurance Framework lays down how this work will be undertaken in order to provide a transparency for SAB members and the Coventry citizens.

Name Rebekah Eaves

Job Title Business Manager Coventry Safeguarding Children's Partnership and Adult Board.

Contact Details rebekah.eaves@coventry.gov.uk

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Coventry Safeguarding Adults Board and Keeping People Safe- 2021-2022



Coventry Safeguarding Adults Board

The Coventry Safeguarding Adults Board (CSAB) is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Coventry.



NHS
West Midlands
Ambulance Service
University NHS Foundation Trust

NHS
Coventry and
Warwickshire Partnership
NHS Trust



National
Probation
Service



NHS
Coventry and Rugby
Clinical Commissioning Group



WEST MIDLANDS FIRE SERVICE



The Care Act (2014) requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adults Board is to help protect adults in its area in cases where the adult:

- has care and support needs.
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

The Safeguarding Adults Board achieves this by co-ordinating



Core duties

- Conduct any safeguarding adults reviews in accordance with Section 44 of the Care Act 2014.
- Publish an annual report detailing what the SAI has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult review and subsequent actions.
- Publish a strategic plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this.



Making Safeguarding Personal (MSP)

- Empowerment
- Accountability
- Prevention
- Protection
- Proportionality
- Partnership



Page 14

Safeguarding in Coventry

- There was upward trajectory of both the number of adults referred in as a concern and the conversion rate from concern to enquiry in 2021/22 after a significant decline during the Covid-19 pandemic in 2020/21
- End of year data shows that 93% of safeguarding enquiries had the risk reduced or removed in 2021/22 and evidences that most people are being kept safe as a result of their engagement with services.
- Financial, Neglect & acts of omission and Physical Abuse remained the top abuse types for concluded safeguarding enquiries in Coventry in 2021/21. However, the increase in enquiries relating to Self-Neglect is a trend that continued throughout the year.
- End of year data in comparison to the previous year demonstrated percentage increases in Neglect and acts of omission and Self-Neglect with a slight decreases in financial, physical, psychological, and sexual. There were no significant changes for any other abuse types.
- There was no change in the number of concluded safeguarding enquiries relating to domestic abuse in contrast to local and national reports of domestic abuse increasing in other areas of the system. Work is being carried out as part of the Domestic Abuse Strategy to raise awareness and help practitioners be better equipped to support adults experiencing domestic abuse

People's experience

- Safeguarding awareness week.
- Family and service users involved in SAR's
- Voices of service users in audits
- MSP for service users
- CCC launched 'real time experience surveys'
- UHCW- mandated field within referrals for staff to capture patients and families views



Feedback from partners

- Position statements
- Working across Boards
- Safeguarding in Care homes-
Nice Guidance Baseline
Assessment
- Provider forum
- No of single agency MSP
resources
- Specialist safeguarding teams



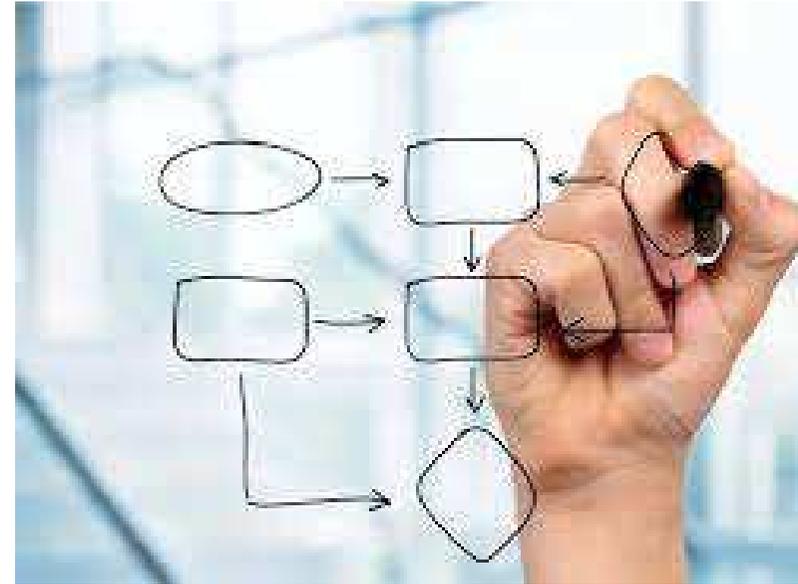
Feedback from staff and leaders

- Training evaluation
- MSP audit
- Care Act compliance



Processes

- Training
- Learning events
- QA activity
- Newsletter
- Awareness week



Outcomes and performance

- No SAR's – 2 ongoing in 2022-2023
- Excellent Safeguarding training compliance across all agencies
- 76% of individuals wishes fully or partially achieved.
- Monitoring of Care Homes with RI or inadequate

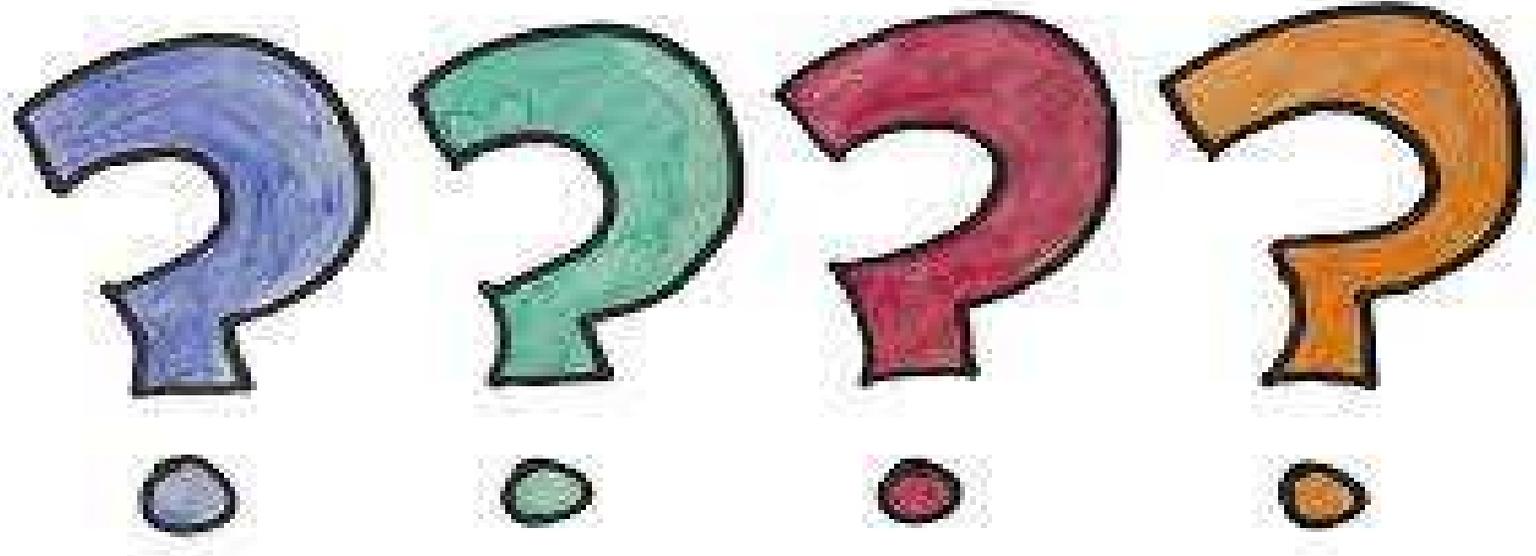


The Quality Assurance framework

- The Coventry Safeguarding Adults Board (CSAB) aims to ensure that adults who have care and support needs and who are unable to protect themselves are safeguarded.
- The Quality Assurance and Continuous Improvement Framework helps the Board to do this by using a wide range of key quality and performance indicators, aligned to the CSAB priorities, that are scrutinised and challenged through a robust, systematic process.
- This will provide assurance to the Board and the CSAB Executive Group that partner agencies have effective systems, processes and practice in place to improve outcomes and experience in the context of safeguarding adults at risk, and that the quality of work undertaken in Coventry is to a sufficient standard.
- The framework is published to allow transparency around how we assess our effectiveness.



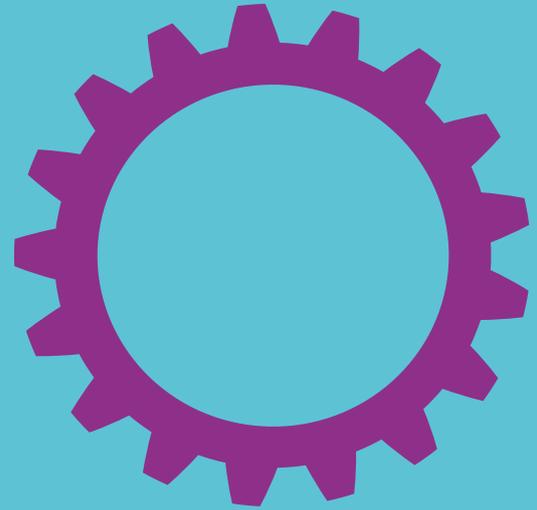
Any questions?



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Coventry Safeguarding Adults Board Annual Report 2021/22





Board partners



National
Probation
Service



Coventry and Warwickshire
Partnership
NHS Trust



NHS
West Midlands
Ambulance Service
University NHS Foundation Trust

University Hospitals
Coventry and Warwickshire
NHS Trust

NHS
Coventry and Rugby
Clinical Commissioning Group

WEST MIDLANDS FIRE SERVICE



To report a crime:

In an emergency, contact the police:

Tel 999

If the person is not in danger now, contact the police:

Tel. 101

To report a safeguarding concern or seek advice:

Contact Adult Social Care:

Tel: 024 7683 3003

Out of hours:

Tel: 024 7683 2222

Contents

Message from the Chair	4
What we do?	5
Governance arrangements	7
Coventry population	8
Outcomes for Coventry adults	9
How have we made a difference?	15
Audits	30
Safeguarding Adults Reviews	34
Safeguarding Awareness week	35
Learning events	36
Looking forwards	38



Message from the Chair

Welcome to the Coventry Adult Safeguarding Board's Annual Report for 2021-2022, a year that continued to present complex challenges to the partnership and to the individual agencies who work together to meet the needs of the city's vulnerable adults.



The effects of the pandemic led to shared pressures; increased demand across the safeguarding system, heightened levels of need and more people requiring care and support.

The partners from the statutory and voluntary sectors worked together tirelessly to address the range of issues they faced, sharing information, resource and commitment so that those most in need had that essential help and support.

I would want to place on record my respect and admiration for those professionals who have worked so hard to protect and safeguard the people of Coventry and I hope this report does justice to their efforts over a very demanding year.

Our priorities of Making Safeguarding Personal, seeking assurance that the safeguarding system was working effectively, and identifying the key learning from the pandemic set the direction of our business plan and associated activity. Our aim was, and remains, to influence the way services are provided so as to improve outcomes for those with whom we work.

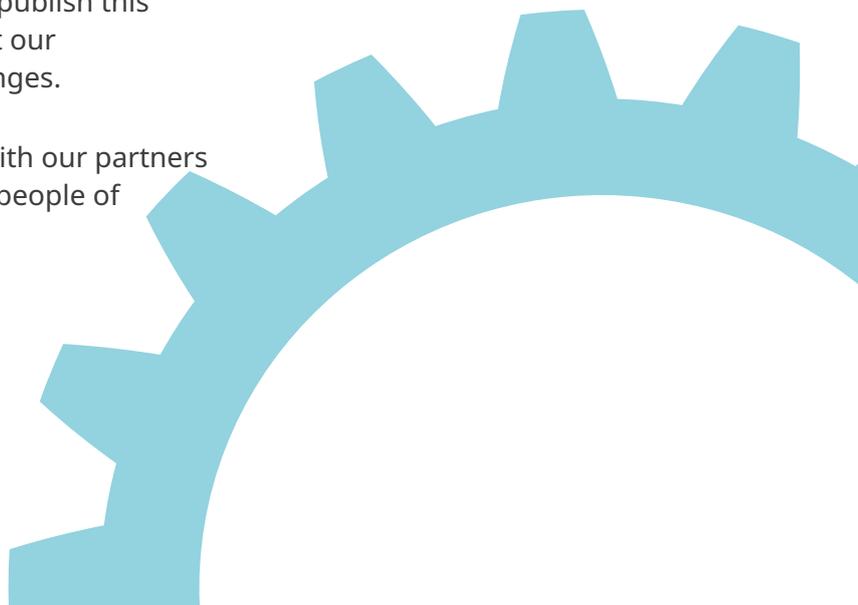
I firmly believe that the Coventry Safeguarding Adult Board continues to make a difference but there can be room for complacency. The issues we faced in 2021-2022 have continued into the current year, and as we publish this report the months ahead will again present our safeguarding services with renewed challenges.

The Board will continue to work together with our partners to meet the care and support needs of the people of Coventry.

Derek Benson

Independent Chair

Coventry Safeguarding Adults Board



What we do?

The Coventry Safeguarding Adults Board (CSAB) is a partnership of organisations that work to both prevent and end abuse of adults with care and support needs in Coventry. The Board includes a wide range of organisations that have a role in safeguarding adults with care and support needs, from abuse and neglect. This includes senior representatives from the Local Authority, Police and NHS Clinical Commissioning Group (CCG) as well as other statutory organisations, Healthwatch and the voluntary sector. The Board commissions an Independent Chair, to provide an independent perspective, challenge and support to the Board in achieving its ambitions. A full list of members is available at appendix 1.

The Care Act (2014) requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adults Board is to help protect adults in its area in cases where the adult:

- has care and support needs.
- is experiencing, or is at risk of, abuse or neglect and
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

The Safeguarding Adults Board achieves this by co-ordinating and ensuring the efficacy of what each member does. Each Safeguarding Adult Board has three core duties which are to:-

- conduct any safeguarding adults reviews in accordance with Section 44 of the Care Act 2014
- publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any safeguarding adult review and subsequent actions
- publish a strategic plan for each financial year that sets out how it will meet its main objective and what members will do to achieve this.

The work of the Board is underpinned by the six safeguarding principles as defined in the Care Act 2014, which are:

Empowerment

I am asked what I want as the outcomes from the safeguarding process and this directly informs what happens.

Prevention

I receive clear and simple information about what abuse is. I know how to recognise the signs and I know what I can do to seek help.

Proportionate

I am sure that the professionals will work in my interest and they will only get involved as much as is necessary.

Protection

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership

I know that staff treat personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

Accountability

I understand the role of everyone involved in my life and what they do.

Coventry Safeguarding Adults Board had three priorities for 2019-2021

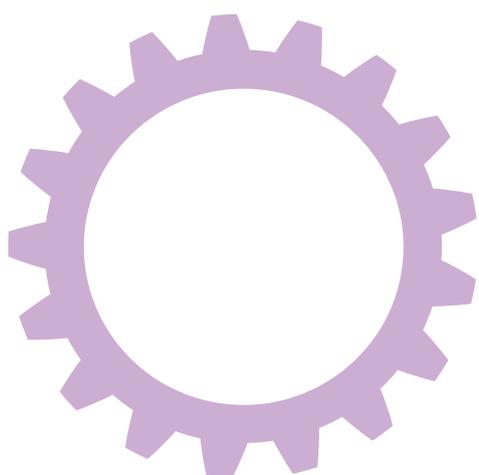
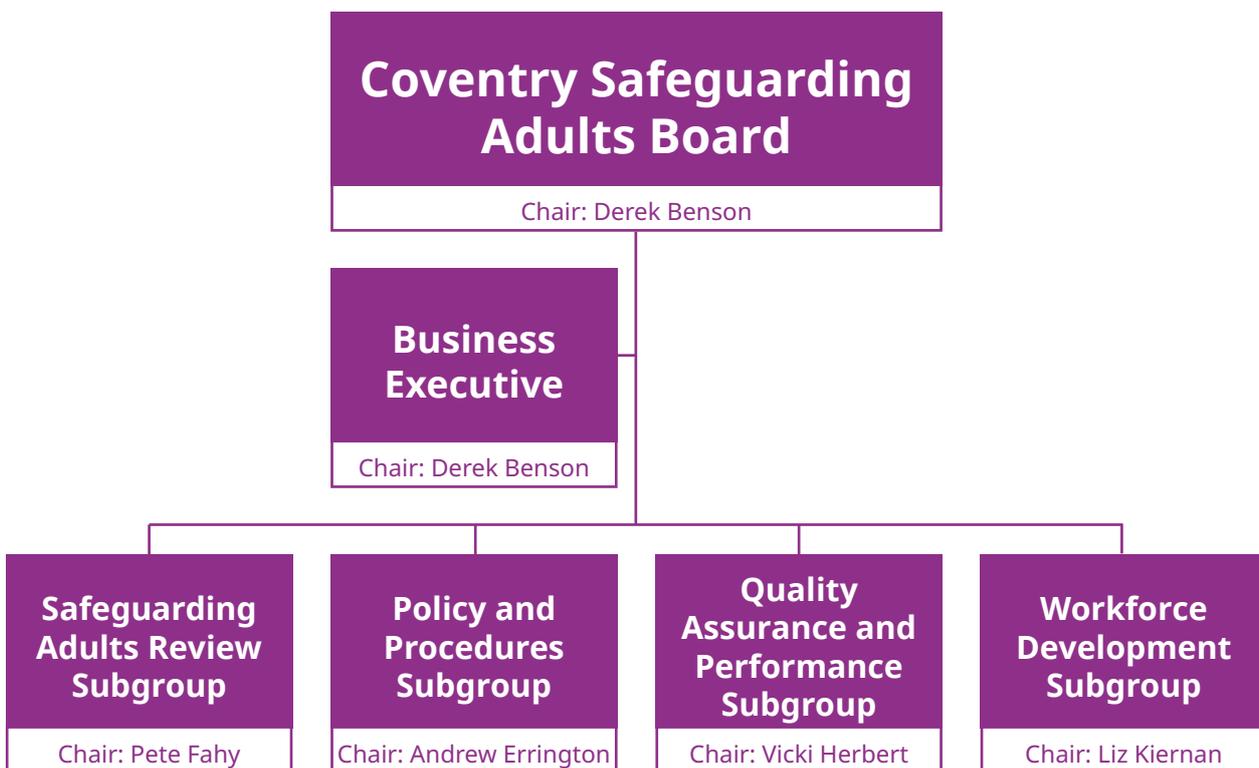
To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' (MSP) and that adults are supported to achieve the outcomes that they want.

To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.

The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID-19 pandemic crisis.

Governance arrangements

The Board is a multi-agency statutory body which makes decisions about the strategic direction of safeguarding in Coventry. The work of the Board is supported through its Business Executive Group and Sub Groups. The structure of these groups is shown in the chart below:



Coventry population

379,387

Median age is

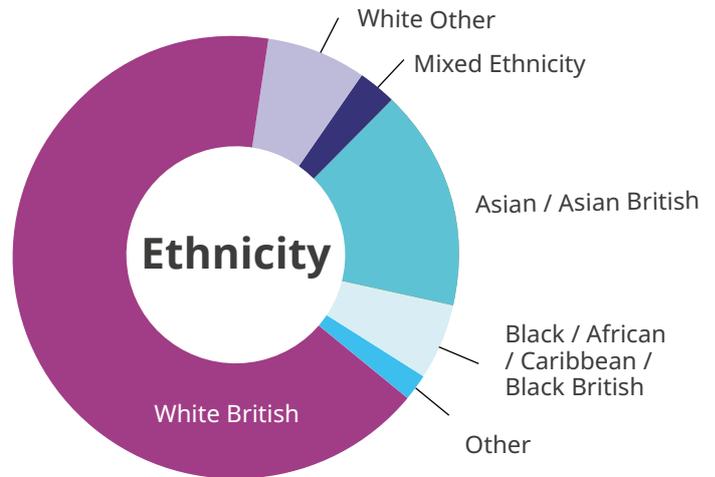


34

21.3%
under 18

65.3%
are aged 18-64

13.3%
are aged over 65




4,529
Long term support during the year



634 Permanent admission to residential or nursing homes per **100,000** aged **65** and over



802
Carers receiving formal support

Healthy Life expectancy at birth

62.2 For females (in years)
61.9 For males (in years)



6% of adults who are unemployed in 2020

Depending on the way it is measured, Coventry ranks **81st** most deprived local authority area of 317 in England



Life expectancy at birth

82.4 For females (in years)
78.3 For males (in years)




Outcomes for Coventry adults

During the year 2021/22 data was collated into a Performance Scorecard and analysed by the Quality, Assurance and Performance Subgroup to help understand how the partnership was progressing in its objectives and priorities:

Priority 1 – To be assured that safeguarding is underpinned by the principles of ‘Making Safeguarding Personal’ and that adults are supported to achieve the outcomes that they want.

1. The number of identified outcomes achieved for concluded safeguarding enquires:

	Fully Achieved	Partially achieved	Not Achieved	Asked but not expressed	Person not asked	Blanks/ don't know	Total
Previous Q4	163 (32%)	143 (28%)	23 (4%)	94 (19%)	80 (16%)	5 (1%)	508
Q1	34 (29%)	43 (36%)	4 (3%)	20 (17%)	13 (11%)	4 (3%)	118
Q2	74 (45%)	50 (30%)	3 (2%)	18 (11%)	19 (12%)	2 (1%)	166
Q3	124 (43%)	81 (28%)	6 (2%)	31 (11%)	47 (16%)	1 (0%)	290
Q4	181 (61%)	68 (23%)	8 (3%)	26 (9%)	20 (6%)	-7 (-2%)	296
Total	413	242	21	95	99	0	870
	48%	81	2%	11%	11%	0%	

2. The percentage of adults who lack capacity with concluded safeguarding enquiries that confirm that they were supported by an advocate or family member acting as a representative:

	Prev Q4	Q1	Q2	Q3	Q4
Supported by an advocate	85%	74%	91%	85%	94%

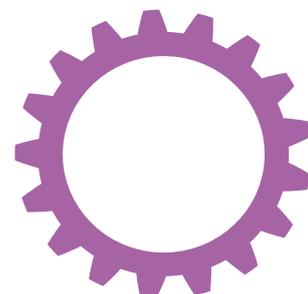
3. Conversion rate from concerns to enquiries (evidencing proportionality of involvement):

	Prev Year Total	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Number of new Concerns	4321	505	492	509	507	452	520	466	490	482	478	426	531	5858
Number of new Enquiries	493	46	42	58	48	76	98	78	99	91	99	84	80	899
% of concerns who became an Enquiry	11%	9%	9%	11%	9%	17%	19%	17%	20%	19%	21%	20%	15%	15%

The Quality, Assurance and Performance subgroup group noted that 76% of identified outcomes were fully or partially achieved during 2021/22 with a sustained increase in those that were fully achieved and positively, a marked decline in individuals not asked about their preferred outcomes compared to the previous year.

Although the group would expect to see the advocacy figure in table 2 at 100%, this had increased to 94% by the end of quarter 4 and reflects some of the work carried out by CWPT to improve this after it was identified that the low percentage earlier in the year was due to a recording issue.

Throughout the year there was an upward trajectory in both the number of adults referred in as a concern and the conversion rate from concern to a Section 42 enquiry* (table 3). 2021/22 saw an increase in both concerns and enquiries after a significant decline during the Covid-19 pandemic in 2020/21. The upturn in enquiries is likely the result of dip sampling undertaken by the Local Authority Safeguarding Team, where they identified that safeguarding concerns were responded to and managed effectively but some improvements were needed with regards to recording this correctly, and the appropriate



action was taken. The group understood that conversion rates can vary - both locally and nationally.

* Section 42 of the Care Act 2014 requires that a local authority must: "make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect." An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect.

Priority 2 – To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively

1. % of staff currently trained in basic safeguarding awareness:

Agency	Previous Q4	Q1	Q2	Q3	Q4	CAVEAT
ALL Local Authority	76	79	80	78	77	
Local Authority Adult Services	87	91	91	92	91	Calculated at 3 years (employer requirement)
Local Authority Adult Social Care Teams	90	93	91	94	91	
UHCW	95.3	96.1	95.9	96	95.4	Calculated at 3 year (employer requirement)
CCG	91.8	86.5	90.1	89.7	90.1	Calculated at 3 year (employer requirement)
CWPT	95.1	96.1	96.8	96.8	97.1	Calculated at 3 year (employer requirement)
SWFT	93	93	93	93	92.5	Calculated at 3 year (employer requirement)
NPS	Not received	Not received	Not received	100	100	Calculated at 3 year (employer requirement)

There continued to be evidence of excellent safeguarding training compliance across all agencies. CCG reported a decline in their training compliance at the start of the year due to merged training data between Coventry and Warwickshire however this was quickly rectified, and by the end of the year all agencies' compliance with safeguarding training was above 90%.

2. CQC rating of Coventry care homes:

The Care Quality Commission (CQC) is the independent regulator of Health and Social Care in England. Each quarter a representative from the Commissioning team brought a report to the subgroup to provide assurance around the internal and external audit and inspection systems in care homes in Coventry, how they are rated and any plans for improvement.

During the last year the Joint Quality Assurance Team continued to support and focus assurance activity on commissioned providers rated as 'Requires Improvement' or 'Inadequate' and shared information and intelligence with the CQC to inform their inspections.

The Quality Peer Support Group (QPSG) and Provider Escalation Panel (PEP) continued to monitor and manage providers that had considerable quality concerns and presented levels of risk to both the users of the service and/or risks to the market.

In May 2021 a restoration programme commenced and to date (end of Q4) 58 care homes (79%) full quality assurance visits have been completed out of a total of 73 and it is anticipated that the remaining visits will be completed by the end of June 2022. The visits involve reviewing all aspects of the care home service, assessing the quality standards and safety of residents.

CQC started to introduce some changes to how they regulate in August 2021 and the changes enabled CQC to be more flexible in how they assess and rate providers and recognised the ongoing challenges that many providers face.

The provider care home forum was relaunched in 2022; this was a hybrid approach with some providers choosing to attend face to face and some via Microsoft Teams. The care home provider forum in May 2022 featured a presentation by a representative from the West Midlands Fire Service around fire safety and the CSAB and Local Authority Safeguarding Adults Team delivered a presentation about safeguarding.

3. The outcomes of safeguarding enquiries:

Concluded enquiries	Prev Q4	Q1	Q2	Q3	Q4	End of Year Total
Action taken, and risk remains	27 (9%)	6 (9%)	5 (5%)	7 (5%)	9 (7%)	27 (6%)
Action taken, and risk reduced	153 (50%)	32 (48%)	42 (44%)	76 (56%)	59 (47%)	209 (49%)
Action taken, and risk removed	126 (41%)	27 (41%)	50 (52%)	53 (39%)	57 (46%)	187 (44%)
Not recorded	1 (0%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	1 (0%)
Total	307	66	97	136	125	424

In terms of outcomes, there was a successful outcome in 94% of cases this year, which is an improvement compared to the previous year, and evidence that most people are being kept safe as a result of their engagement with services. The Quality, Assurance and Performance subgroup felt assured that risk management is accurate and supporting people appropriately.

4. Deprivation of Liberty Safeguards (DoLS)

Table 1	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year Total	
Applications carried over from previous period	349	486	511	513		
Number of applications received 2020-21	517	572	546	560	2195	
TOTAL Number of applications at the end of the quarter	866	1058	1057	1073	2544	
Total number of granted	164	260	240	233	897	43%
Total number of not granted	216	287	304	371	1178	57%
Total number of completed	380	547	544	604	2075	
Completed %	44%	52%	51%	56%	82%	
To be completed	486	511	513	469	469	
To be completed %	56%	48%	49%	44%	18%	

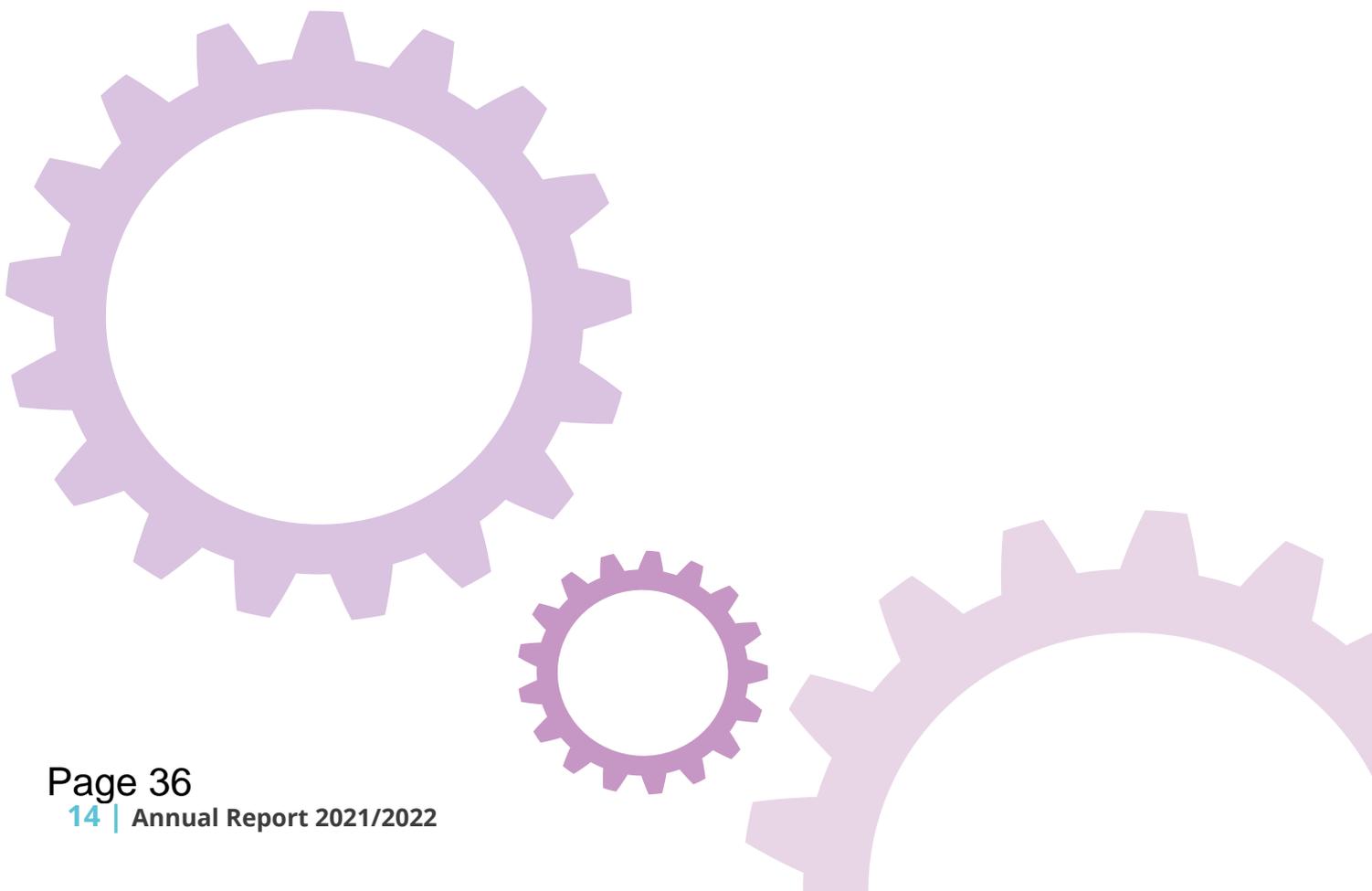
Table 2	Applications granted within < 90 days		Applications granted >91 - <180 days being received		Applications granted >180 days		Total
Total 16-17	546	51%	467	43%	66	6%	1079
Total 17-18	425	41%	457	44%	151	15%	1033
Total 18-19	735	64%	372	33%	36	3%	1143
Total 19-20	405	39%	619	59%	22	2%	1046
Total 20-21	259	30%	565	66%	37	4%	861
Total 21-22	216	24%	554	62%	127	14%	897

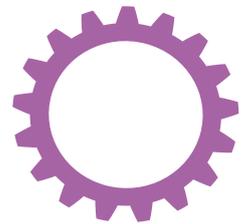
The data in table 1 and table 2 is intended to provide assurances to the Quality, Assurance & Performance subgroup that DoLS applications are processed timely and to provide details of numbers of outstanding applications.

The Quality, Assurance and Performance subgroup observed a 15.9% increase in the new number of new applications and a 10% increase in the number of completed applications this year compared to the previous year. At year end, 18% of applications were yet to be completed. There was also a sustained increase in the number of applications granted after 6 months of being received and this reflects the backlog of applications related to the need to divert authorisers to the pandemic response operationally, but remedial plans are in place with the aim of reducing this.

Reason for not Granted DoLS	2021-20		2019-20		2018-19		2017-18	
	Number	%	Number	%	Number	%	Number	%
Change of circumstances	862	73%	610	64%	620	69%	381	54%
Deceased	246	21%	267	28%	178	20%	211	30%
Criteria not met	70	6%	73	8%	104	12%	117	17%
Grand Total	1178		950		902		709	

The main reason for Not Granted DoLS is “change of circumstances” - 862 (73%) out of 1178 reflecting the revised hospital discharge practice and increased health admissions during the pandemic; the anticipated implementation of Liberty Protection Safeguards (LPS) expected in 2023 will impact positively in this area.





How have we made a difference?

To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' and that adults are supported to achieve the outcomes that they want.

Coventry City Council's (CCC) adult services have continued to hold (on a virtual basis) the Safeguarding adults practice forum. The group, which meets bi-monthly, provides a regular engagement forum for those practitioners and managers engaged in undertaking adult safeguarding activity in Coventry. The membership of the forum is drawn from all teams and service areas within the city who have members engaged in safeguarding activity. This includes both CCC staff and those employed by Coventry and Warwickshire Partnership NHS Trust (undertaking safeguarding activity on behalf of CCC).

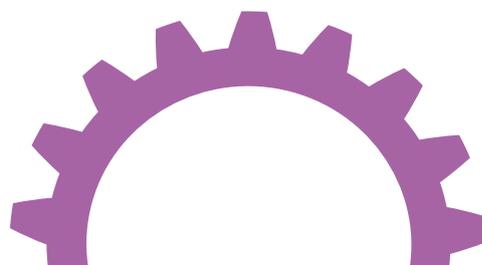
The aims of the group include providing a forum for all practitioners and managers to meet in order to network, share best practice and lessons learnt in relation to adult safeguarding. To identify any emerging learning and development needs and ensure current training has relevancy and currency. The forum also receives presentations and updates from expert / guest speakers on matters relevant to adult safeguarding practice. Speakers in the last year have included presentations from West Midlands Fire Service (WMFS), Office of the Public Guardian (OPG), Care Quality Commission (CQC) and from the Early Intervention Project at Coventry Haven.

Safeguarding Adults Practice Guidance and Making Safeguarding Personal Toolkit

Coventry City Council's adult services have recently reviewed their adult safeguarding practice guidance and their Making Safeguarding Personal (MSP) Toolkit. Making Safeguarding Personal underpins all our safeguarding activity. Both the guidance and toolkits are created to support our adult social care practitioners, providing resources that promote best practice and support our endeavour to continue embedding a strength-based approach which includes strengthening Making Safeguarding Personal.

The Making Safeguarding Personal toolkit is for frontline staff, supervisors and managers to support the different stages of the safeguarding process, includes all the tools and explanations of how to use them. It includes a supervisor's aide memoire to trigger questions to encourage the use of MSP approaches and to stimulate reflective discussions with staff.

The revised edition of the practice guidance includes new sections on criminal exploitation, looking at possible indicators of organised crime; county lines and "cuckooing". We have included an updated section on domestic abuse following the implementation of the Domestic Abuse Act 2021. There's also a new section on related safeguarding issues, which includes information about duties to prisoners and concerns raised that relate to people working in a Position of Trust.



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Risk Enablement Panels

As part of Coventry City Council Adults services commitment to strength-based practice, Risk Enablement Panels continued to be held during COVID-19. Risk Enablement Panels are designed to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Panel will provide a clear process for discussion, and shared decision making to support both staff and individuals in considering potential consequences of any decisions. The Panel may provide advice and recommendations, but ultimate decision-making responsibility will continue to rest with the practitioner and their manager.

Making Safeguarding Personal (MSP) forms part of the legal basis of safeguarding, and both MSP and positive risk taking are underpinned by the principle that enablement and working with risk are intrinsically linked. Positive risk taking is also consistent with a strength-based approach, focusing on a person's assets, both individually and in their support network. In 2021/22 six panels were chaired by the Adults Principal Social Worker.

Real time experience survey

Prior to COVID-19 Coventry City Council launched a more 'real time' experience survey to complement our more traditional surveying approaches with something a bit timelier but also to use to ask people if they would like to get involved in some way with the work of Adult Social Care - this being a key strand of our wish to engage people more and coproduce what we do. We paused the survey at the start of 2020 but have relaunched from April 2022.

The survey itself is online consisting of a series of statements to be answered from either the perspective of the client or carer, at a 'review' (initial or planned/unplanned). These are intentionally high level and idented to elicit general response regarding experience rather than specific types of service.

One of the questions asks people whether the support they receive helps them feel safe.

We had previously produced some practitioner information and a leaflet regarding the survey alongside some information which talks generally about options to get involved. If people opt to be involved, they can subscribe to the City Council's adult social care newsletter we are re starting. Public information leaflets can be found on the 'getting involved' web page.

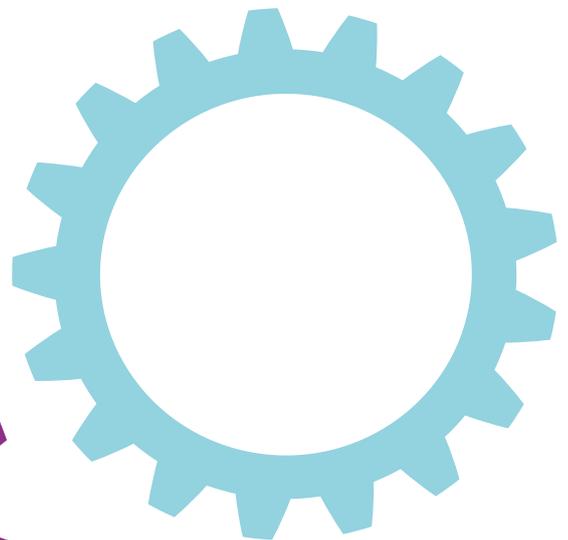
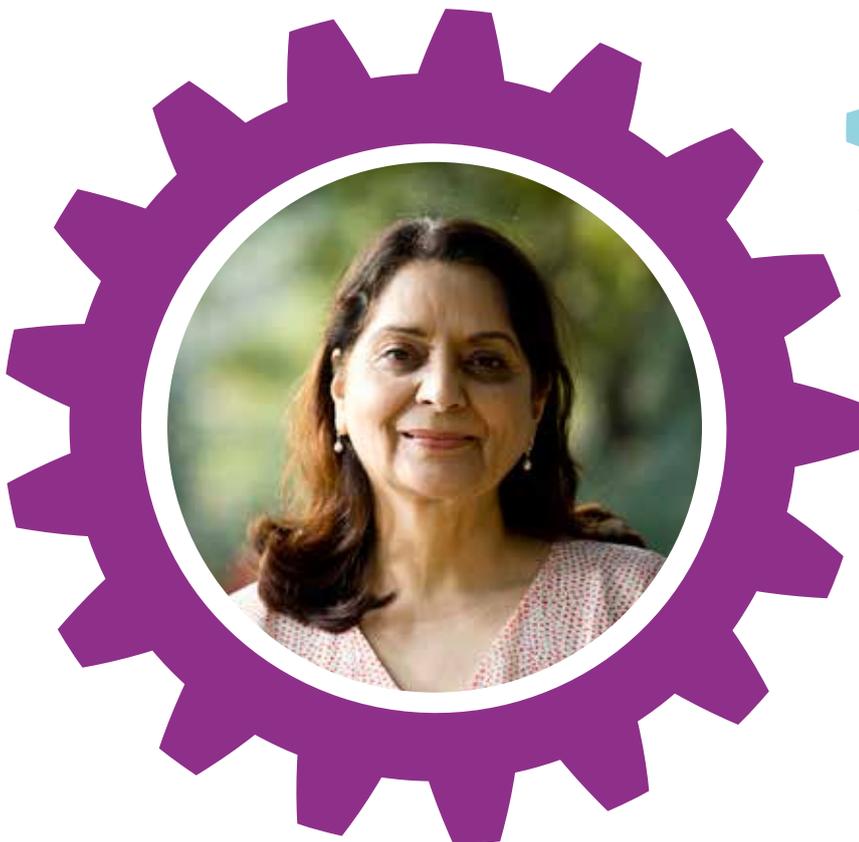
<https://www.coventry.gov.uk/health-social-care-say-getting-involved/getting-involved-adult-social-care>

The City Council is also looking to add the link to its assessments, support and review documents to enable the person to complete themselves if they wish.

Citizen Housing are involved in several national schemes that involve accommodating the homeless:

- Housing First
- Rough Sleeping Accommodation Programme (RSAP)
- Next Steps Accommodation Programme (NSAP)

In each case the accommodation we provide is not linked to the support, therefore the service user understands the impact if they do not engage. Given that the number of the service users are high risk there are inevitably some Safeguarding aspects. We work with the relevant local authority Safeguarding teams and commissioned support providers who deliver a service to each resident that is based upon their individual support requirements. Services are therefore tailored to the individual and this follows in terms of our approach to Safeguarding.



The Coventry and Rugby Clinical Commissioning Group has produced a Making Safeguarding Personal online training presentation to assist Primary Care in its Adult Safeguarding duties.

The Coventry and Rugby Clinical Commissioning Group have delivered two bespoke adult Safeguarding induction courses to primary care. This training has focused on Making Safeguarding Personal.

University Hospital Coventry and Warwickshire Trust Strategy is that the patient is at the top of all that is done, and this is the same when it comes to safeguarding. All efforts to safeguard patients are done with the patient and their family / representative where appropriate in order to make the safeguarding personal to their needs and wishes. This is a mandated field within a University Hospital Coventry and Warwickshire safeguarding adult referral to ensure the person's views are heard and respected.

University Hospital Coventry and Warwickshire endeavours to always hear the patient's voice and this is done in many ways including Advanced Decision Making, Hospital Passports for Learning Disability and Autism and Getting to Know You for people with Dementia.

The use of the Mental Capacity Act 2005 remains one of the priorities for the Safeguarding Team, to ensure that the person's wishes, and views are known prior to any best interest decision.

West Midlands Police

EMPOWERMENT: The Safeguarding Response is Victim Led:

- At Multi Agency Risk Assessment Conference (MARAC) the Independent Domestic Violence Advisor speaks first to ensure that the victims views are represented.
- Sanctuary referrals are ensured to Victims who do not wish to leave their homes.
- The Independent Domestic Violence Advisor is initially invited to all, Professionals Meetings.
- There are Non police Co chairs at MARAC to ensure that the Police Agenda does not dominate and victim's voice is heard.
- Work is undertaken with Investigation Teams to ensure victim blaming language and culture is appropriately challenged internally and externally

ACCOUNTABILITY: Victims understand the roles of those involved

- Domestic Abuse Safeguarding Officers visit & contact victims to explain this in person, within strict timescales.
- Early Intervention Pilot explain roles and responsibilities to victims independently.

- Supportive literature/signposting for further explanation is provided if required.
- Queries can be raised at MARAC – Independent Domestic Violence Advisors can relay clarity regarding whom is responsible for what

PREVENTION: Victims receive clear and simple information about what abuse is, how to recognise the signs and what I can do to help.

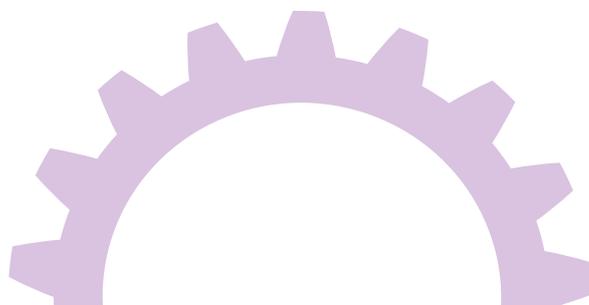
- This information is relayed by the Domestic Abuse Safeguarding Officer during initial contact with the victim. Signposting & literature is provided in support.
- Early Intervention Pilot provide additional signposting & referral, particularly for standard and medium risk Victims
- If suitable, a referral to Coventry Haven is made regarding Coventry Voluntary Tagging Pilot, which places victim's choice at heart of Police response to stalking/harassment.

PROPORTIONALITY: Victims are confident that professionals will work in their interests because they are visible, accessible, supported and involved (if they need to be) to manage risks they wish to take:

- Victims are appropriately supported and guided through the Domestic Violence Disclosure Scheme by Domestic Abuse Safeguarding Officer from beginning to end.
- Early Intervention Pilot Independent Domestic Violence Advisors are co-located at Coventry Central Police Station. They are now available to attend diary appointments with Victims if needed/required.
- Each High Risk Victim has a dedicated Domestic Abuse Safeguarding Officer. Domestic Abuse Safeguarding Officer cover is Mon – Fri business hours. Domestic Abuse Safeguarding Officers make face to face visits when victims require/need,

PROTECTION: Victims are helped and supported to report abuse and neglect in a Victim centred/ led manner:

- Domestic Abuse Safeguarding Officers and Early Intervention Pilot as well as MARAC process enables Victims to seek clarity /challenge Police decisions around Domestic Violence Protection Notices/Order's, No Further Action decisions and reasons as to why offenders are still outstanding, etc;
- Domestic Abuse Safeguarding Officers ensure Victims are fully updated.



- MARAC Chair and Safeguarding Team ensure Home Office Crime Recording Rules are adhered to and learning shared with internal/external partners.
- Domestic Abuse Safeguarding Officers work closely with Crime Services Team, Independent Domestic Violence Advisors, MARAC Team, Early Intervention Pilot, Investigation, etc to ensure any offences reported/disclosed are appropriately recorded at a time and place suitable for the Victim

PARTNERSHIP: Victims are confident that staff adhere to rules regarding confidentiality and Data Protection. Victims are confident that professionals will work together to obtain optimum results for them

- Domestic Abuse Safeguarding Officers explain MARAC Information Sharing Agreement, Domestic Violence Disclosure Scheme, Crime Recording/Investigation methods, and the Partnerships Framework for Support, to Victims in a clear and comprehensible manner. Means of communication is tailored to the specific needs of the individual. Domestic Abuse Safeguarding Officers use the appropriate means to convey this information, implementing appropriate support for communication, such as intermediaries/interpreters.
- Domestic Abuse Safeguarding Officers complete a mutually agreed Contact Plan with every Victim, including safe words and the exclusive use of safe methods of communication as suggested by the Victim. Domestic Abuse Safeguarding Officers provide regular updates to the Victim in accordance with this Plan, and particularly when there are significant developments such as MARAC Hearings or Professionals Meetings. If Domestic Abuse Safeguarding Officers feel that a safe method of communication has been compromised they will seek immediate supervisory guidance on an alternative approach and not risk breaching confidentiality.
- Decision making and disclosures in relation to the Domestic Violence Disclosure Scheme are specifically recorded in CONNECT and appropriately scrutinised by a Detective Inspector.

All clinical staff at Coventry and Warwickshire Partnership Trust are trained in Making Safeguarding Personal, at safeguarding level 2. All risk assessment document and care plans are tailored to the individual's needs, with an evaluation of care being carried out through a NHS national initiative of 'I Want Great Care'

Conclusion

Coventry Safeguarding Adult Board is assured that Making Safeguarding Personal continues to be embedded in safeguarding activity across the city. 76% of enquiries result in the individual's needs being met or partially met.

Coventry Safeguarding Adult Board recognises that Making Safeguarding Personal underpins all safeguarding activity. The Making Safeguarding Personal audit demonstrated that 75% of practitioners understood Making Safeguarding Personal and 67% said they felt supported by their organisations in applying Making Safeguarding Personal in safeguarding practice. Making Safeguarding Personal will therefore continue to be a priority for the CSAB in 2022-2023.

To be assured that services and agencies have appropriate systems, processes, and training in place to support and safeguard adult effectively .

Coventry and Warwickshire Partnership Trust have appropriate standards, policies, and procedures to support safeguarding adults. There is a Safeguarding team who support and advise staff in their statutory duties, along with representation of the Trust at partnership level. We are engaged in the partnership board work, including, subgroups, audits and task and finish groups. We offer training for staff in line with the intercollegiate documents with a Think family approach.

We have a section 75 in place where the safeguarding responsibility for mental health is delegated to ourselves and meet this demand to protect patients and their families.

West Midlands Police-EARLY INTERVENTION PILOT-Three IDVAs (Independent Domestic Violence Advocates); two from Coventry Haven Women's Aid and one from Panahghar, are co-located with the Public Protection Unit at Coventry Central Police Station. They trawl all Domestic Abuse reports (crime and non-crimes) and contact victims on those assessed as Standard and Medium Risk. The Independent Domestic Violence Advisors then signpost the victims to further support mechanisms and/or make any necessary referrals as appropriate. They also engage directly with the Eastern Safeguarding Team, Investigation OICs and Response, giving advice where required or liaising with specific IPs as requested by the Officers from those Teams. One of the primary aims is to increase victim engagement and re-engagement (where victims have disengaged with the Police and support agencies). In addition, the review process regularly results in the EIP requesting that Eastern Safeguarding Supervision reviews specific risk assessments with a view to escalating them to High.

Training – Each Student Officer on Eastern AAIT has a single day attachment with the Early Intervention Pilot to increase victim and safeguarding awareness. The Domestic Abuse Champions Lead at Public Health England is also working with Early Intervention Pilot to develop a training package for Domestic Abuse Champions in Response Teams.

Critical Conscience - The Early Intervention Pilot have provided Eastern Safeguarding Supervision with specific data regarding “victim blaming” culture/language by Officers and misconceptions regarding risk assessment (e.g. on strangulation automatically indicating high risk). These observations have been conveyed to key personnel within the Senior Leadership Team and Learning and Development Team for the purpose of informing wider organisational learning.

Public Health commissions a number of services. All are required to have a named safeguarding lead. It is one of the contractual requirements for all of our commissioned providers to ensure that they deliver safeguarding training to their staff groups and work within local safeguarding arrangements. This is monitored through regular contract performance meetings and ‘safeguarding’ is a regularly timetabled feature of discussions and audits carried out by services.

Turnaround continues to support women involved in on-street sex work by weekly evening Outreach and drop-in, 1-2-1 support, provision of essentials, and weekly peer support groups. The service works with other sex worker support services to enable on street sex workers to attend appointments such as health appointments.

Demand on the ‘Safetotalk’ helpline has continued to increase with calls from victims and professionals. To create more helpline capacity for victims, many calls from professionals are now often diverted away from the helpline. Additional accommodation has been sourced for 12 months commencing in August 2020. Public Health are currently working with partners to explore opportunities to mitigate risks associated with the additional demand. The local authority has responded to the new statutory duties arising from the Domestic Abuse Act 2021 to protect victims and children; with additional services now commissioned to provide additional support and interventions to victims and children residing in relevant safe accommodation. Training has also been commissioned within the city.

Coventry Rape and Sexual Assault Centre (CRASAC) work with women and men who have suffered from sexual assault or abuse at any time in their lives. They have currently suspended face-to-face support, (with some exceptions) and continue to offer a range of digital and telephone support. Referrals can be made by calling 02476 277 777 or emailing helpline@crasac.org.uk. Services are being reviewed regularly. Additional money from the COMF (Contain Outbreak Management Fund) was secured to address longer waiting times for the service due to a pause in face-to-face counselling.

Public Health teams in Coventry and Warwickshire have established a real time suicide surveillance system in partnership with the Coroner’s team. Cases of suspected suicide have been reviewed and a learning panel has been established to identify lessons learnt and highlight where suicide prevention can be strengthened across both Coventry and Warwickshire. Joint working arrangements have also been set up with the Child Death Overview Panel.

Mandatory Safeguarding Adults training at UHCW includes Level 1, 2. And 3 depending on role and responsibilities.

Level 1 compliance – 95%

Level 2 compliance – 94%

Level 3 compliance – 89%

Level 3 training is face to face and includes as learning from Serious Adult Reviews and Safeguarding Cases against UHCW.

Each clinical group has a Safeguarding Link worker who attends a yearly update co-ordinated by the Safeguarding Team. Additionally, each month a short update on a key area of safeguarding is shared electronically for them to disseminate.

Learning culture: The Adult Safeguarding Board has matured systems for sharing, embedding, and auditing how learning impacts the safety and well-being of adults with care and support needs.

Coventry and Rugby Clinical Commissioning Group Safeguarding Team tailored the Primary Care protected learning time events in July 2020 and March 2021 with 400 participants joining each session virtually. These platforms offered an opportunity to share learning from Safeguarding Adult reviews.

Coventry and Rugby Clinical Commissioning Group has a Safeguarding Platform which hosts Adult Safeguarding resources for Primary Care and health partners. Adult Safeguarding refresher training has been incorporated into induction sessions for those returning to the NHS, both within the Clinical Commissioning Group and providers. Online Adult safeguarding training access links have been circulated for use by Clinical Commissioning Group and Provider staff.

Self-Neglect training resource: The CCG has produced a Self-Neglect/Hoarding online presentation to assist Primary Care in its Adult Safeguarding duties.

The Clinical Commissioning Group Designated Nurse delivers supervision to the Named Professionals for Adult Safeguarding in the health providers.

The Clinical Commissioning Group Designated Safeguarding Team host a Safeguarding and Looked after Children's assurance group for health professionals working with both adults and children. It provides a vehicle for sharing local, regional and national safeguarding updates, as well as delivering training to promote learning and safeguard adults effectively.

Citizen have a comprehensive training programme in place for all staff relating to Safeguarding. This is mandatory and completed during new staff induction. We then complete follow on training as an update every 2/3 years dependent upon the operational role that staff have. More detailed training is provided where the service deals with a specific client group e.g. those fleeing domestic abuse. The training is geared toward our setting and examples used of real cases we have been involved in to help make the training come alive.

We also have our own internal Safeguarding Committee that meets quarterly and reviews our approach. This has representation from across the organisation and Board Member involvement. We also provide an annual assurance statement to our Audit and Risk Committee.

We provide an opportunity for staff in their 121 meetings with managers to discuss any concerns they have in terms of Safeguarding cases they might be involved in. We also offer specific support through our Employee Assistance Programme (EAP) when more 121 discussions are required.

Coventry City Council adult services have worked closely with their colleagues in workforce development and training providers to continue to deliver all of their safeguarding training to a virtual delivery model. Achieving this with minimum disruption to the overall safeguarding training offer for adult social care staff during the pandemic. Looking forward we are seeking to develop a blended approach of face to face and virtual training opportunities.

In the last year we have worked closely with our domestic abuse commissioned services to deliver tailored training sessions for adult social care staff. Providing up to date training sessions in relation to the new Domestic Abuse Act 2021. We have also recently commissioned training in relation to trauma informed practice which has been well received. It is our ambition to include both the domestic abuse and the trauma informed practice training into our ongoing training offer.

Oversight of Key Performance Indicators - The safeguarding adults team, within adult social care, continue to have oversight of the safeguarding data and the key performance indicators (KPI's). This work informs where we might need to give some focus to in relation to a particular area of safeguarding practice. This year, we have been working with the operational teams around recording of s42 safeguarding enquiries. We had started to see a decline in our conversion rates, (this is the numbers of concerns that progress to an enquiry). Since work was undertaken with the teams, we have seen that the recording and classification of concerns and enquiries is now more aligned with national and local guidance, and our conversion rates have increased to a position comparable local authorities within the West Midlands.

Preparing for Liberty Protections Safeguards (LPS)- Whilst awaiting an implementation date for LPS Coventry City Council has established an internal working group to focus on how we will implement LPS. One of the key areas of work will be workforce development. A Training group has been established and a draft training plan produced which focus on key

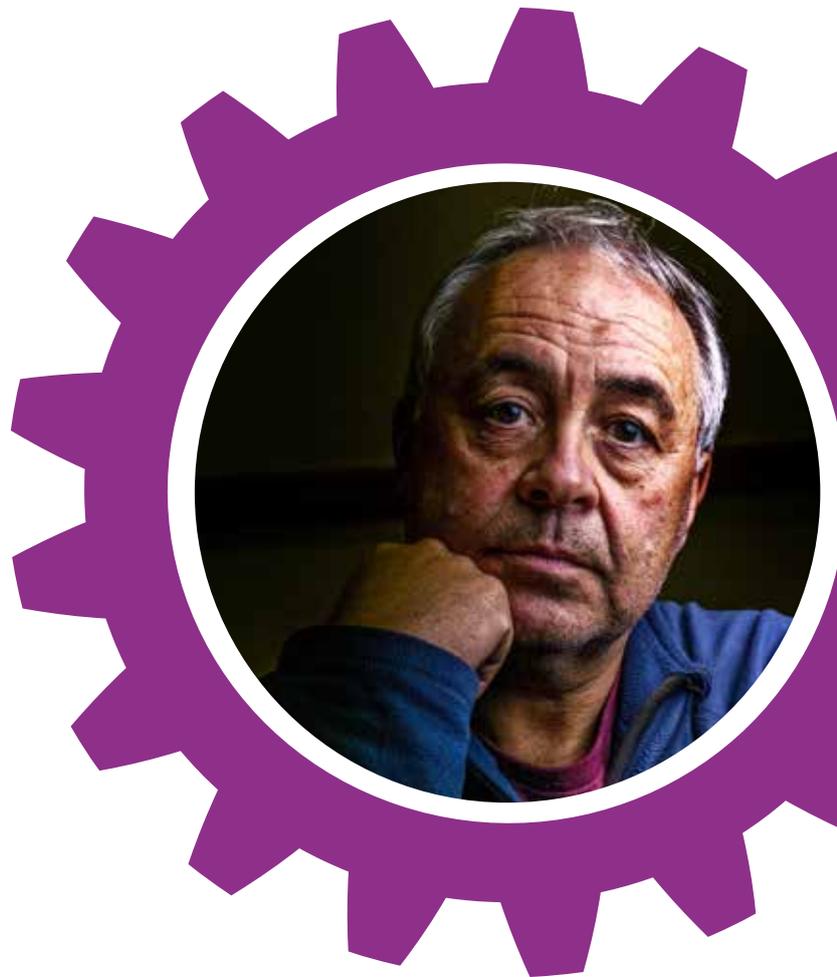
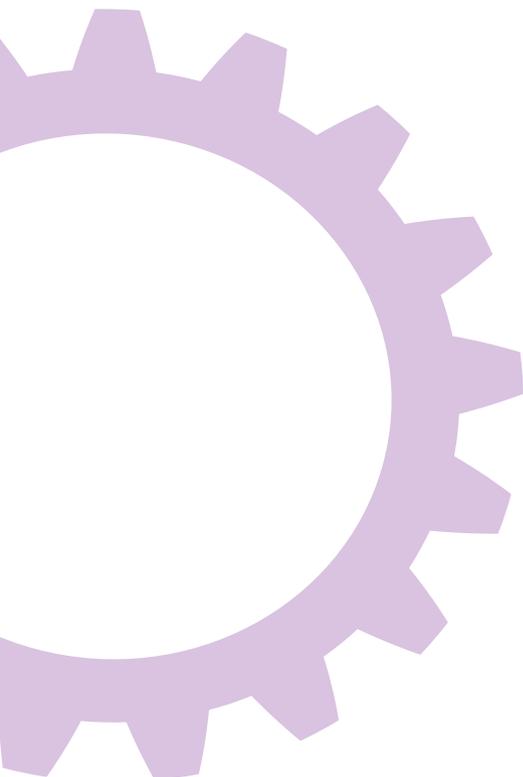
stages from preparatory work, awareness raising and more specific training when details are in place as to how LPS will be implemented. Some of the training events so far have included :

- LPS briefings and bulletins
- Mental Capacity refreshing awareness and understanding
- Briefing sessions for Children's and SEN services
- MCA Master classes for registered professionals
- Mental Capacity Act training for Occupational Therapists
- Necessary and Proportionate' Training

Conclusion

Coventry Safeguarding Adults Board is assured that during periods of lockdown, and now coming out of lockdown, agencies have kept safeguarding at the forefront of their activities. Training and other processes designed to improve safeguarding functions have been maintained.

Many organisations have moved to virtual methods of service delivery as a result of COVID19 and agencies are now evaluating what service provision will look like moving forwards. Coventry Safeguarding Adults Board will continue to monitor this to ensure that there is no negative impact on service users.



The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID19 pandemic crisis

Coventry and Warwickshire Partnership Trust have a range of processes and practices which assist in the monitoring of the COVID19 pandemic, and the easing of lockdown. The team are starting to embrace a hybrid way of working from home and various Trust bases in order to become more visible to staff and patients. We are analysing our patient groups and their safeguarding issues, and responses delivered, in order to understand the needs of the patient in Covid lockdown and the emerging of communities. We are sharing this information in audits and subgroups, as it develops.

West Midlands Police-Early Intervention Pilot are now based back at Coventry Central Police Station. They will progress now to attending suitable Diary Appointments with Response Officers;

Face to face liaison can re-ensue with internal partners such as Investigation, Neighbourhood Policing Teams and Early Intervention Pilot.

Many meetings (MARAC, Position of Trust and Professionals Meetings) have moved to virtual platforms. This has improved/enabled attendance for some agencies. Others, however, have wound up their services and no longer attend such meetings (such as MARAC) in person as a result, sending in written updates only. These are often not clear/detailed enough and attendees are unable to seek clarity contemporaneously, leading to additional actions being set.

The Safeguarding Team at University Hospital Coventry and Warwickshire have worked on site to support the clinical teams throughout the Covid 19 pandemic, and this continues as we enter the endemic. Visibility in the clinical areas has continued when and where possible depending on the covid restrictions enabling supervision and case reviews. Training was initially halted on a face-to-face basis in 2020 but recommenced face to face from May 2021.

Engagement with Safeguarding meetings have continued, and the use of MS Teams has often facilitated this. Internal governance meetings continue with a Safeguarding Committee bi-monthly, reporting into the Nursing and Midwifery Committee, Quality Safety Committee and Trust Board.

During the Pandemic, Public Health have facilitated webinars and training to ensure staff have up to date and accessible information regarding any changes due to COVID in terms of service changes, referral and access.

Change, Grow, Live (CGL) provide drug and alcohol support in Coventry. All clients receive individualised risk assessments. As we emerge from COVID, the level of face- to -face provision is increasing, the option for virtual support will continue as part of a blended service offer but everyone who requires a face to face appointment can now access this. To identify and build on the learning from COVID, CGL adults and young people's services are developing an action plan around hidden harm, which will lead to service improvement action across both services, there will be ongoing work to develop a joint whole family approach with the child at the heart of the intervention. The Office for Health Improvement

and Disparities have released funding to implement the new National Drug and Alcohol Strategy, this will increase the investment in Drug and Alcohol services for both Adults and Young people. This focus on the funding in Year One is to increase treatment quality and reduce caseloads; Public Health are working with CGL and wider partners to invest this funding in line with the outcomes required as part of the strategy.

Primary Care Safeguarding- There are Lead GP's for Safeguarding in its GP Practices, and this role includes adult safeguarding.

The post of Adult Safeguarding Co-ordinator Training was established in 2021 to provide dedicated administrative support to Adult Safeguarding, with half of the GP practices having this post in place. This post is responsible for sharing information and to co-ordinate monthly multi-Disciplinary meeting. These activities have been established via virtual and face to face means to discuss vulnerable adults, particularly in relation to neglectful health care.

Domestic Abuse: The Clinical Commissioning Group commissions a training and referral service in relation to Domestic Abuse for its Primary Care staff.

Citizen Housing work with several service providers who manage schemes on our behalf and we also accommodate those fleeing domestic abuse in our scheme at Frank Walsh House, working with the City Council's housing team who make the referrals.

We have a Tenancy Sustainment Team that provides support to our customers. This can be as simple as sign posting to other agencies or providing more specialist support due to a disability, mental health or feelings of isolation. This service has been particularly important as we emerge from lockdown.

Working practices- Coventry City Council's, Adult Social Care have taken a blended approach to working practices. In the last year we have been re-establishing our practice principles of face-to-face working, whilst also continuing to use and hold virtual meetings where possible and appropriate.

We have produced specific guidance for staff including a 'Decision Making Framework for assessment visits and contacts' to support consistent approaches in practice.

The Council's Strategic Commissioning team have revised their quality assurance approach to ensure all care homes receive a quality assurance monitoring visit as a priority following restrictions lifting. This included a review of the monitoring information gathered and sign off visits by the commissioning lead.

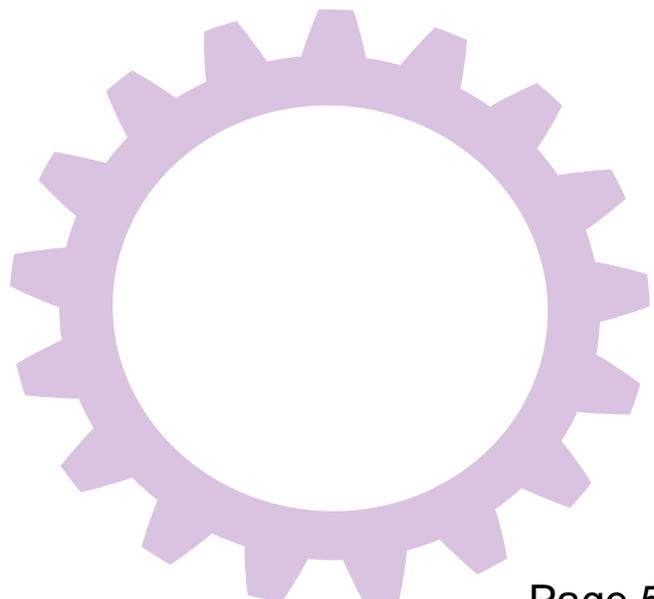
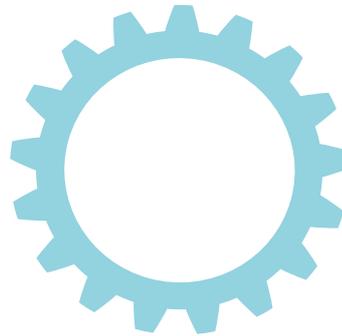
Contracts officers also meet on a regular basis to discuss provider issues, provide peer support and ensure oversight.

The general process for provider quality concerns has also been strengthened, with a clear process of escalation now established in event of quality / safeguarding concerns, closures and contract breaches. A revision of the terms of reference for the Quality Peer Support Group (QPSG) and Provider Escalation Panel (PEP) has also been undertaken to provide clarity on the purpose of the groups and routes of escalation where ongoing quality issues are identified.

Following provider feedback, bitesize workshops have taken place online to deliver key areas of training, for example on UTI and catheter care. Further work is planned on ensuring providers are educated on fire safety planning and standards following updates in legislation using similar workshops.

Conclusion

The Board is assured that, despite the unprecedented challenge posed by COVID-19, throughout the pandemic partners had a good understanding of the strengths and weaknesses within the safeguarding system and partners responded to these by working in new ways, forming new partnerships and protecting the most vulnerable residents in the city. The Board receives a regular position statement updated by all partners and this will continue for the foreseeable future to allow the Board to monitor and respond to any challenges.



Audits

Across the year the Quality, Assurance and Performance subgroup (QA&P) undertook 3 audits.

Making Safeguarding Personal

The Coventry Safeguarding Adults Board (CSAB) has a priority within its business plan focused on Making Safeguarding Personal (MSP) which states that the Board seeks:

'To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal (MSP)' and that adults are supported to achieve the outcomes they want'.

The purpose of this audit was to provide an evidenced based assessment of the strengths and areas for development of the partnership approach to working with adults with care and support needs in line with Making Safeguarding Personal.

This case file audit highlighted positive work taking place across Coventry in relation to Making Safeguarding Personal. Areas of strength were identified, such as service users being asked about their preferred outcomes, any issues of risk in relation to outcomes expressed by the individual being addressed, agencies considering advocacy for service users who require it, and MSP principles embedded in practice and evidenced the positive direction of travel since the last audit that was undertaken in 2019.

However, the case file audit also identified some areas of learning such as recording mental capacity assessments, practice of any other agencies involved (such as provider services) evidencing understanding of MSP principles and preferred outcomes for individuals being met, that require further development.

The second stage of the audit was receiving feedback from frontline practitioners to gain an insight into how practitioners understand and utilise the principles of Making Safeguarding Personal. 75% of the practitioners who completed a questionnaire stated they understood the principles of MSP and 67% said they felt supported by their organisation in applying the principles of MSP in their safeguarding practice.

The CSAB strives to hear the voice of service users wherever possible and so for this audit, where possible to do so, the service user's main practitioner was asked to go through a series of short questions with them to hear their thoughts about Making Safeguarding Personal and whether they feel work with them has embraced the principles of adult safeguarding.

All 3 respondents stated they were asked about what they wanted to happen during their time with services and confirmed they were happy with the service they were receiving from agencies in Coventry. Two respondents told us that they were kept involved and informed during the process; they were kept up to date and were given information when they asked for it, either by email or telephone. All respondents felt the roles of everyone involved were clear and understandable. One service user commented that sometimes it seemed that some professionals were imposing things on them, however they stated the social worker did not do this and was able to get the service user to engage and form a

good relationship.

The audit made several recommendations to address the identified areas for improvement and the implementation of these was monitored by the Quality, Assurance and Performance subgroup.

Safeguarding in Care Home NICE Guidance Baseline Assessment

The Safeguarding Adults in Care Homes NICE guideline published on 26th February 2021 covers keeping adults in care homes safe from abuse and neglect. It includes potential indicators of abuse and neglect by individuals or organisations and covers the safeguarding process from when a concern is first identified through to Section 42 safeguarding enquiries. There are action-orientated recommendations on policy, training, and care home culture to help improve care home staff awareness of safeguarding and ensure people can report concerns when needed. The guideline is for use by care home providers, managers, staff and volunteers, other health and social care practitioners working with adults in care homes, health and social care commissioners of residential care for adults, local authorities and Safeguarding Adults Boards, adults living in care homes, their families, friends, carers and advocates, and the general public.

NICE guidance is based on the best available evidence on effectiveness (including cost effectiveness) and evidence on the views and experiences of care home residents, their families and carers, and practitioners involved in care and support for residents. It can be used to drive quality, to measure standards of care and to improve practice.

The accompanying baseline assessment tool to support local implementation contains the recommendations from the guideline and a strategic group of professionals from relevant services were asked to review the baseline assessment tool and attend a focus group meeting to evaluate whether practice is in line with the recommendations in the guidance in order to seek assurances that effective processes are in place in Coventry. During this meeting and discussions held, the final assessment tool was prepared.

Firstly, it is important to note that the Safeguarding Adults in Care Homes NICE guideline is 'guidance', and it is not mandatory to apply the recommendations (unless the guidance refers to anything which may be required by law). However, reviewing the guideline and completing a baseline assessment allowed the group to take an evidence-informed approach to evaluate current safeguarding practice within care homes and make a considered, conscious decision about how to respond to any unmet recommendations, consider the value of implementing the recommendation and also consider the level of risk and/or any financial implications by not implementing the recommendation.

The group identified 170 relevant recommendations within the baseline assessment tool; 164 recommendations were fully met and 6 were partially met. Positively, there were no recommendations that were deemed to be unmet.

This piece of quality assurance work found that there are effective processes in place to safeguard adults in care homes; an action plan was developed in order to be confident that the 6 partially met recommendations were implemented fully and the progress of this was monitored by the Quality, Assurance and Performance subgroup.

Care Act 2014 Compliance

The Coventry Safeguarding Adults Board completes this piece of multi-agency assurance work each year to understand agencies' general compliance with the Care Act 2014. This self-assessment reviews the effectiveness of the arrangements for safeguarding adults at a strategic level. The self-assessment tool was created (and is updated) by a regional group of SAB representatives from across the Midlands area based on the requirements within the Care Act 2014. The aim of the audit tool is to help members of Safeguarding Adult Boards audit their safeguarding arrangements using a common framework which has been developed for use by a wide range of organisations from varying perspectives, and to improve and strengthen arrangements for safeguarding adults with care and support needs. An open and honest approach is encouraged to enable organisations to get maximum benefit from the process; the self-assessment should be a realistic, proportionate working document focused on improvement.

All relevant partnership agencies completed the audit except both Probation providers.

There were many areas of strength identified within this audit:

- **Organisations have a senior staff member that has the responsibility to lead and promote a safeguarding culture throughout the organisation** - all agencies were able to identify a strategic leader with responsibility for safeguarding within their organisations and described the role of their safeguarding leads and their responsibilities including training, policy, implementing national legislation and guidance and supporting frontline practitioners.
- **Staff have open access to all policies, procedures, and protocols** – all agencies reported that staff had access to policies and procedures via their internal intranet, portals, shared drives and external public facing locations and were confident that staff can access these at any time.
- **Safer recruitment** - There was an encouraging response to this question; most organisations had a separate, dedicated HR and Workforce department which dealt with recruitment meaning that safer recruitment principles were routinely followed,
- **Robust governance arrangements for safeguarding adults across the organisation** - all agencies were able to demonstrate strong governance arrangements for safeguarding adults within their organisation and the mechanisms described suggested that partner agencies are able to examine the services they provide, ensure they are meeting the needs of vulnerable adults in Coventry and, where necessary, identify and implement changes to bring about improvement.
- **Learning culture to drive improvement** - positively, all respondents explained, in detail, their process for learning from internal reviews and safeguarding incidents as well as sharing and the implementation of learning from local and national reviews
- **Policy and Procedure review schedule** - all agencies described their policy review process which often included a dedicated team or group who monitor, review and update policies and procedural guidance, followed by ratification by a senior management team or committee.

- Staff and volunteer voices are heard and influence change – all respondents were able to say how staff voices can be heard within their agencies via both formal and informal processes.

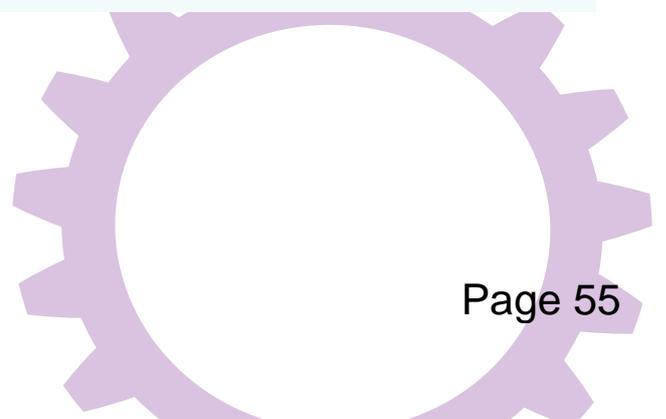
The areas for development were:

- **Embedding Making Safeguarding Personal into practice** – this was the lowest scoring area across this year’s audit; it was also highlighted as an area for improvement in the 2019 audit however there has been some progress over the last 24 months and it has moved from ‘Requires Improvement’ to ‘Good’
- **Quality Assurance Framework for Safeguarding Adults** - most agencies did have a framework in place, but some organisations recognised this was an area of development for them.
- **Quality Assurance Framework positively influencing practice to safeguard adults** - most agencies were able to specify how the learning from quality assurance work was reported through to senior managers via established structures, however not all agencies could confidently explain how this effectively influences practice.
- **Organisations providing information and advice in a format accessible to the individuals so they can be in control and be empowered** - all but one organisation stated they provided information and advice in a number of different formats accessible to service users. However, one agency identified that information is most commonly provided in a verbal format and a piece of work is being undertaken across their organisation to create more accessible information for service users.

Conclusion

This was a positive audit which provided assurance and evidence of good quality safeguarding practice by agencies working with adults with care and support needs in Coventry. Agencies reported a high level of compliance with all standards; there were no areas in which agencies self-assessed themselves as ‘Requires Improvement’ or ‘Inadequate’. Strong governance arrangements, senior leadership, implementing learning from reviews and staff engagement to influence change scored positively.

Agencies which identified a development need have provided assurances that this is being implemented. This will be monitored via data incorporated into the quarterly CSAB Performance Scorecard, MSP audit recommendations and action plan and any ongoing concerns escalated to Board.



Safeguarding Adult Reviews

The Care Act 2014 states that Safeguarding Adults Boards must arrange a Safeguarding Adults Review (SAR) of a case in its area where there is reasonable concern about the way the Board, members of it or relevant agencies worked together and an adult in its area has died as a result of abuse or neglect, whether known or suspected, or the adult is still alive and the Board knows or suspects that the adult has experienced serious abuse or neglect. This is a statutory responsibility.

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

- lessons that can be learnt from how professionals and their agencies work together.
- how effective the safeguarding procedures are.
- learning and good practice issues.
- how to improve local inter-agency practice.
- service improvement or development needs for one or more service or agency
- lessons learned are shared to maximise the opportunity to better safeguard adults with care and support needs, who are or maybe at risk of abuse or neglect.

The Care Act 2014 requires that lessons learned are published in the Annual Report following the conclusion of the review. Coventry Safeguarding Adult Board has not undertaken any Safeguarding Adult Reviews in 2021-2022.



Safeguarding Awareness week

Safeguarding Adults Awareness Week took place during 15-21 November 2021. Each year the Ann Craft Trust set themes for each day, with this year's overall theme being 'Creating Safer Cultures'

Similar to last year this year's campaign focused on a greater online and social media presence. A special Safeguarding Adults Week Newsletter was created highlighting the plan for the week and what would be shared, as well as sharing how practitioners could support and follow the week on social media sharing the hashtags: #SafeguardingAdultsWeek #Safeguarding #SaferCultures #ListenLearnLead

The focus of Monday was Emotional Abuse and Safeguarding Mental Health. We shared a poster giving tips on how to safeguard your mental health and an article on how to exercise self-care when working from home. We also shared the CSAB poster on Emotional or Psychological Abuse and linked the webpages with further information.

Tuesday looked at 'The Power of Language'. We shared a respectful language dictionary and used the opportunity to share our Making Safeguarding Personal leaflet and resources as a reminder for practitioners.

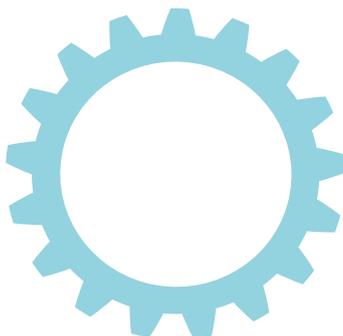
Wednesday explored Digital Safeguarding. We shared the Ann Craft Trust tips for digital safeguarding and highlighted the signs and indicators of financial abuse and scams, along with services that provide help on this issue.

On Thursday the Ann Craft Trust looked at Adult Grooming and its different forms, and we also shared a link to the Prevent strategy highlighting how grooming can result in radicalisation.

Friday gave information on how to create safer organisational cultures we shared Adult Social Cares Local Account for the year to show the work undertaken across Coventry.

Over the weekend, information was given on 'Safeguarding and You'. The message that safeguarding is everyone's responsibility was shared as a reminder and the Ann Craft Trust Safeguarding Checklist was shared to allow organisations to benchmark their knowledge and policies.

The week saw good engagement, with social media posts being shared and liked and the website resources and links that were provided were used, demonstrating the success of the campaign.



Learning events

Identifying and Dealing with Domestic Abuse

This learning event was held on 6th October 2021 and featured a presentation from colleagues working in Public Health focusing on Domestic Abuse, as well as Coventry Haven Women's Aid.

The session began with a reminder of the work of the Safeguarding Adult's Board, where to find our resources and how to keep up to date with the latest Partnership news. It was also taken as an opportunity to remind practitioners about Making Safeguarding Personal.

Presenters then focused on what domestic abuse is, the signs and safety planning. The draft Domestic Abuse Bill was examined, and its implication on local practice was explored. Finally, tools and resources available to practitioners were highlighted, including the Safe to Talk website. The session maintained an informal element where discussion, questions and comments were welcome throughout and interaction was positive.

The event was attended by 112 people. The feedback from this event was that attendees found it very useful and the session was also recorded to be shared on the website, via email and via the newsletter.

The Learning Disability Awareness Learning Event was held on 10th June 2021 and featured a range of presenters:

- Michelle Cresswell (Clinical Transformation Lead), Adrian Hutchins (Programme Manager) - Coventry and Warwickshire Clinical Commissioning Group (CCG)
- Naomi Madden (Director of Projects), Alex Rigler (Parent and Project Officer) - Grapevine Coventry and Warwickshire
- Lisa Jones (Team Manager) - Community Learning Disability Team
- Paul McConnell, Commissioner, Coventry City Council

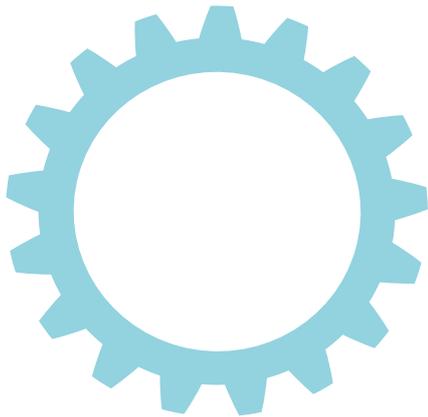
The presentations were also informed by experts by experience to provide an insight into the lived experience of service users and their needs.

The presentation provided an overview of learning disability and aimed to increase awareness of the needs of those with learning disabilities. In this respect, the need for reasonable adjustments were discussed.

The LeDeR Programme was also discussed with presenters explaining how learning from deaths of people with a learning disability impacts service improvement and reflecting on recent learning from the local LeDeR programme.

Finally, local services and resources were shared, and the Transforming Care programme was introduced.

127 Practitioners attended the event, with many more accessing the recordings online or via Board communications such as the newsletter. Feedback was positive and practitioners especially valued the inclusion of experts by experience.



Leave no Doubt

On 9th March 2022, Coventry Safeguarding Adult Board and Warwickshire Safeguarding Partnerships held the joint Learning Event 'Leave No Doubt - Overcoming The Challenges Of Talking About Our Choices Regarding Death And Treatment'

This event formed part of the Coventry and Warwickshire Clinical Commissioning Group (CCG) campaign 'Leave no doubt' in partnership with 'Compassion in dying' which aimed to raise the awareness of Advance decisions, Advance care planning, Mental Capacity Assessments and Best Interest decisions.

These issues were presented by Professor Celia Kitzinger, Professor Derick Wade and Dr Kathryn Mannix, with tools and resources being shared by the Partnerships.

104 practitioners attended from across the two areas and temperature checks taken at the start and close of the event showed practitioners felt more knowledgeable and upskilled in their awareness of Advance care planning.

Liberty Protection Safeguards – What we know so far

The Coventry Safeguarding Children Partnership and Adult Board held a joint boards event on the 28th February 2022. This event was titled 'Liberty Protection Safeguards: What we know so far' and was aimed at all practitioners in anticipation of the implementation of Liberty Protection Safeguards (LPS).

Lorraine Curry (Professional Lead for Mental Capacity Act at Shropshire Council) provided an introduction on what to expect from LPS, the LPS co-ordinator role and what partners can be doing right now. Julie Warner (Team Leader - Deprivation of Liberty Safeguards Team) provided insight into the current local picture in respect of Deprivation of Liberty Safeguards (DoLS) and Janice White (Team Leader – Legal Services) detailed the legal framework of the Mental Capacity (Amendment) Act 2019 that has brought about these changes.

Resources and webpages were shared so practitioners could access the latest information on the frequently changing subject.

110 Practitioners attended the event and the recordings were shared across the Partnership and Board.

Looking forwards

Coventry Safeguarding Adult Board Business Plan 2022-2023		
1. To be assured that safeguarding is underpinned by the principles of 'Making Safeguarding Personal' and that adults are supported to achieve the outcomes that they want.		
Why?	To ensure that safeguarding is tailored to individual's needs and outcomes improve as a result.	
Measures of success	<ul style="list-style-type: none"> Improved performance between the first and second MSP case file audit. Agencies are able to articulate an example of when MSP improved outcomes. Number of hits to MSP resources on the website. Evidence that there is an increase in safeguarding enquiries where wishes are met or partially met. 	
Outcomes	That practitioners understand the principles of MSP and apply these when dealing with safeguarding cases.	
Action tracker		
Action	Responsibility	Timescale
Raise Awareness of Making Safeguarding Personal by delivering training events across the partnership.	Policy and Workforce Development sub-group	March 2023
To identify resources developed by the Board and partners and to ensure that they are accessible and socialised.	Board Manager	March 2023
To develop a communication strategy to ensure that key messages in relation to MSP are shared effectively across the partnership.	Board Manager	Dec 2022
To develop a MSP toolkit with Multi-agency examples- particular examples self-neglect and hoarding .	Workforce Development Sub-group	Dec 2022

Action tracker		
Action	Responsibility	Timescale
To develop resources to increase practitioner's knowledge and confidence in relation to the Mental Capacity Act 2005.	Workforce Development Sub-Group	Dec 2022
To develop mechanisms to ensure that service users voices are heard.	Board Manager	Dec 2022
To consider any learning from the LGA resource MSP – For SABs.	Policy and Workforce Development	Dec 2022

2. To prepare for and oversee the effective implementation of Liberty Protection Safeguards.

Why? To ensure that partnership is prepared for Liberty Protection Safeguards 2022

Measures of success	<ul style="list-style-type: none"> • Number of partners attending training sessions • Readiness of partners to implement LPS • Awareness of LPS amongst providers
Outcomes	Swift and effective implementation of LPS leading to better outcomes for adults with care and support needs

Action tracker

Action	Responsibility	Timescale
To raise awareness of LPS across the City, through a range of resources to include staff briefings and WFD materials.	Workforce-Development Sub-Group	March 2023
To seek assurance in relation to CSAB Partners readiness for LPS and a sufficient level of resourcing across the city.	Independent Chair	March 2023
To horizon scan for the LPS codes and regulations and to consider these within local safeguarding policies and procedures.	Chair of Policy and Procedure sub-group	March 2023
To develop and monitor a Liberty Protection Safeguards Implementation Plan.	Board Manager	March 2023
To work with the Safeguarding Children's Partnership to understand the implications of LPS on young people and responsible bodies.	Independent Chair	December 2022

2. The Board to seek to understand and respond to safeguarding issues arising out of lockdown easing of the COVID19 pandemic crisis.

Why?	To ensure that safeguarding practice is effective in Coventry
Measures of success	<ul style="list-style-type: none"> • Number of referrals where individuals wishes are met or partially met • Number of individuals still receiving training • Number of providers attending the Provider Safeguarding forum
Outcomes	To ensure that individuals receive the support that they need.

Action tracker

Action	Responsibility	Timescale
The Board will review SAR policies and procedures.	Chair of the Safeguarding Adult Review sub-group	March 2023
The Board will review the way that it operates to understand how it can effectively undertake its functions moving forwards.	Board Manager	December 2023
Work with LA/ CCG commissioners to establish communication pathways with adult care providers.	Board Manager	March 2022
To share regional and national learning in relation to SARs	Chair of Workforce Development Sub Group	March 2022
To undertake a benchmarking exercise in relation to COVID19 Safeguarding Adults Insight Project (LGA)	Quality, Audit and performance sub group	December 2022
To receive regular updates from Channel panel to understand the links between radicalisation and vulnerable adults	Independent Chair	March 2023
To develop links with other Boards identifying cross cutting themes for example prevent duties and vulnerable people and ensure learning from DHR's and LeDeR review is shared	Board Manager	March 2023



If you think an adult is at risk
of abuse call Adult Social Care Direct

024 7683 3003

or e-mail

ascdirect@coventry.gov.uk

Adult Social Care Direct is based at
Broadgate House,
Coventry, CV1 1FS



10 categories of abuse:

Physical

Domestic violence

Sexual

Psychological

Modern slavery

Financial or material

Neglect & Acts of Omission

Discriminatory

Organisational

Self-neglect

Coventry Safeguarding Adults Board

Tel: **024 7683 2568**

www.coventry.gov.uk/csab

E-mail: **CoventrySAB@coventry.gov.uk**

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Coventry Safeguarding Adults Board

Quality Assurance and Continuous Improvement Framework 2022/23

Contents

		<i>Page Number</i>
1.0	Introduction	3
2.0	Purpose	3
3.0	Roles and Responsibilities	3
4.0	Quality Assurance Framework	4
	- 4.1 <i>Performance Scorecard</i>	4
	- 4.2 <i>Audit Programme</i>	5 - 6
	- 4.3 <i>Other Assurance Activity</i>	6 - 7
	- 4.4 <i>Recommendations, Actions and Learning</i>	7
5.0	Continuous Improvement	8

1. Introduction

The Coventry Safeguarding Adults Board (CSAB) aims to ensure that adults who have care and support needs and who are unable to protect themselves are safeguarded. The Quality Assurance and Continuous Improvement Framework helps the Board to do this by using a wide range of key quality and performance indicators, aligned to the CSAB priorities, that are scrutinised and challenged through a robust, systematic process. This will provide assurance to the Board and the CSAB Executive Group that partner agencies have effective systems, processes and practice in place to improve outcomes and experience in the context of safeguarding adults at risk, and that the quality of work undertaken in Coventry is to a sufficient standard.

The framework will also ensure that the CSAB is able to meet statutory requirements as laid out in the Care Act 2014. The Social Care Institute for Excellence (SCIE)¹ also offers guidance to Safeguarding Adult Boards in relation to quality assurance.

The Board has three main priorities; each priority has a set of actions to ensure they are delivered, and a quality assurance schedule to test their implementation and impact on protecting adults in the city.

2. Purpose

The purpose of the framework is to draw together the various quality and performance improvement methods that are used to monitor and evaluate the work of agencies from across the partnership. The framework provides the mechanism for the Board and the CSAB Executive Group to understand what the strengths and areas for development are in safeguarding activity in Coventry, hold local agencies to account regarding their safeguarding arrangements, and ensure there is continued evaluation and improvement of the quality of services being provided and outcomes achieved.

3. Roles & Responsibilities

This framework is for the CSAB, partner agencies and all local organisations who work with adults with care and support needs. Partner agencies are expected to endorse this framework and embed it into their organisational and workforce learning and development policies. In addition, partner agencies and local organisations are responsible for:

- Providing staff and other resources to deliver the framework
- Contributing to audits and reviews of practice undertaken by the CSAB
- Ensuring that frontline staff are informed about lessons learnt from these reviews of practice
- Feeding back on action taken as a result of recommendations from audits and reviews
- Ensuring that lessons learnt from these reviews of practice are embedded into practice

The implementation and sustainability of the framework is the responsibility of the CSAB Quality, Assurance and Performance Subgroup (QA&P); this group will maintain and develop the framework responding to local and national policy and agenda with a formal review every 2 years. They will also retain responsibility for reporting progress to the Board on a quarterly basis.

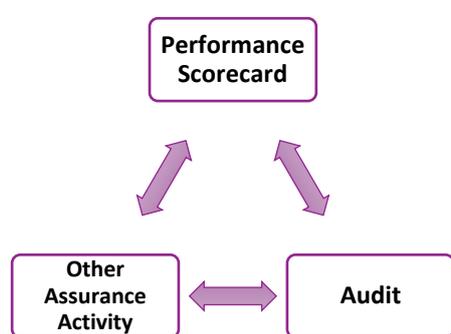
¹ <https://www.scie.org.uk/care-act-2014/safeguarding-adults/safeguarding-adults-boards-checklist-and-resources/quality-assurance/>

4. Quality Assurance Framework

The Quality Assurance and Continuous Improvement Framework is a vehicle through which partner agencies and a wider cohort of organisations can demonstrate their contribution to effective safeguarding services in Coventry. Quality assurance is about assessing the quality of the work we undertake to safeguard adults at risk and understanding the impact of this work in terms of its effectiveness in helping to keep vulnerable adults safe, improve outcomes and making a positive difference to their lives. Effective quality assurance will contribute to a culture of continuous learning and improvement.

It is essential that the multi-agency work conducted is evaluated and monitored to continually drive and improve performance, identify areas for development, evidence good/best practice, and provide effective challenge to all partner agencies.

To deliver effective and impactful quality assurance there are three key work strands:



1. The production of a quarterly Performance Scorecard which measures several key performance indicators linked to Board priorities

2. A planned programme of audit activity which focuses on statutory audits (Care Act 2014) and thematic audits, chosen by the Board linked to the priorities, in response to identified areas of concern, as a result of Safeguarding Adult Reviews (SARs) or from policy or workforce development activity.

3. Other assurance activity via the QA&P subgroup to provide assurance of best practice and areas of learning to the Board and Executive Group. This can include monitoring and sharing single agency audits and ensuring that partners have effective quality assurance processes in place.

The role of partner agencies is crucial to the success of the quality assurance work of the CSAB, and agencies will be expected to submit performance data and respond to multi-agency audit requests within the agreed timescales.

4.1 Performance Scorecard

The scorecard is populated by the Quality Assurance Manager on a quarterly basis and brought to the QA&P subgroup for consideration and refinement before being presented, by the Quality Assurance Manager, to the Board. The data should emanate from all partners represented at QA&P² and actively provide assurance that work is protecting and improving outcomes for adults with care and support needs across the city.

The scorecard indicators should align with CSAB priorities to ensure that the data collected can provide assurance around areas of concern; this makes the scorecard a dynamic and evolving document, and it should be formally reviewed and updated after each re-set of Board priorities and objectives.

The scorecard indicators can also be updated at any time, provided the amendment(s) are approved by a quorate QA&P subgroup and formally recorded in the meeting minutes.

² Most data within the current Performance Scorecard (2022/23) is provided by Coventry Local Authority and Coventry & Warwickshire Partnership Trust

4.2 Audit Programme

Multi-agency audits provide a valuable means of identifying strengths and areas of good practice alongside key lessons for improvement; having a systematic auditing process in place allows the CSAB to monitor the quality of practice and target areas that require further development.

The CSAB aims to conduct a maximum of 4 multi-agency thematic audits each year (one per quarter) reviewing specific areas aligned to the Board's priorities and emerging safeguarding themes in Coventry. The annual audit programme will be discussed and agreed by the QA&P Subgroup before any audits commence.

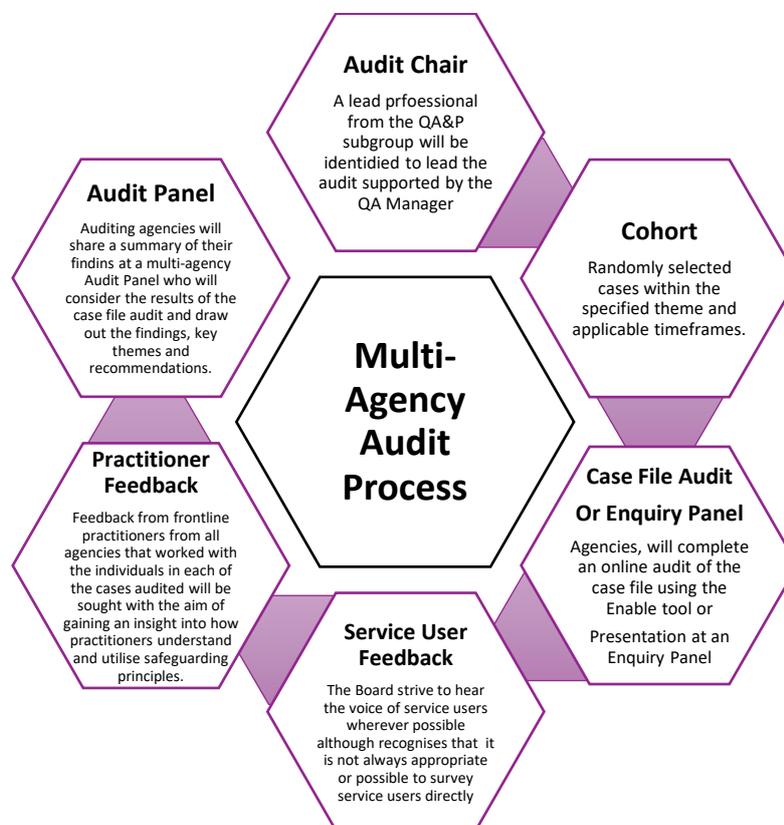
The CSAB is also responsible for co-ordinating the Care Act Compliance audit (biennial); this includes receiving the submissions, analysing the data, and producing a report that includes recommendations and/or actions for each agency.

The Quality Assurance Manager is responsible for collating and analysing the results from all audit activity and producing the final audit report which goes to the Audit Chair for sign-off. The report then goes to the QA&P Subgroup for their consideration and final amendments, and once agreed the final report is presented at the CSAB Board meeting.

4.2.1 Thematic Audit Process:

Thematic audits will follow the same general framework designed to encompass a multi-agency approach, allow for triangulation of data, review the effectiveness of practice, and capture the legal requirements of all agencies in supporting and protecting adults at risk.

Multi-Agency Audit Process:



All recommendations and actions are held in the QA&P audit action plan and tracked by the subgroup until completion.

4.2.2 Care Act Compliance

The statutory guidance issued to support the Care Act 2014 states *“Each SAB should...determine its arrangements for peer review and self-audit.”*

The Care Compliance Audit affords the CSAB with an overview of the safeguarding arrangements that are in place within partner agencies identifying:

- Strengths, in order that good practice can be shared
- Common areas for improvement where organisations can work together
- Single agency issues that need to be addressed
- Partnership issues that may need to be addressed by the CSAB
- Issues that need to inform the Board’s priorities and strategic plan

The CSAB completes this piece of multi-agency assurance work every 2 years, using the CSAB secure online audit tool, to understand agencies’ general compliance with the Care Act 2014. The audit was created (and is updated) by a regional group of Board representatives from across the Midlands area and this joined up working means that, after audits are completed across the region, comparative work can take place to identify any wider regional themes, share good practice and find collective solutions.

The audit assesses each organisation against standards based on the requirements of the Care Act 2014, and throughout the process consideration must be given to evidencing improved outcomes for adults as a result of the arrangements.

The Quality Assurance Manager will co-ordinate this audit and complete the report for the QA&P subgroup to approve before presenting the report at the CSAB Board meeting.

Agencies are also expected to report on progress of improvements to their safeguarding procedures during the previous 12 months.

4.3 Other Assurance Activity

The CSAB may decide to undertake an impromptu audit at any time; this would normally be the case following a Safeguarding Adults Review highlighting areas of concern, any identified policy or workforce development issues or following receipt of other other information indicating areas for quality assurance focus.

If such work is requested, the QA&P subgroup must consult the audit schedule document and decide on the priority area to be quality assured. Timings must be considered in relation to other audits being undertaken by the QA manager and partner agencies to ensure no clash of timings, and that staff are not being asked to complete too much audit activity simultaneously.

The Executive Group may request a report for any other area of concern which comes to light; this may stem from an emerging theme or Performance Scorecard data. The Quality Assurance Manager will undertake this work to a clear deadline, and with an understanding that any unpremeditated requests for information will be short and concise, with a focus on providing a broad spectrum approach rather than a ‘deep dive’ into information.

Should the Executive Group or QA&P decide more extensive information is required from any partner then the agency lead should take that request back and arrange for either:

- A report to be prepared ready for the next subgroup meeting, or
- For agency representative to attend the next meeting to give a presentation on their area and take questions from QA&P members.

The Executive Group or QA&P may make any other requests for quality assurance work within the parameters of the group scope and purpose, utilising the role of the Quality Assurance Manager and agency leads to ensure CSAB priorities are investigated, managed and met. An example of this is the Position Statements which were requested from partner agencies during the Covid-19 pandemic.

4.4 Recommendations, Actions and Learning

It is important that the CSAB uses performance data and outcomes of audits to learn, improve practice and assess the impact of changes resulting from audit findings on adults at risk in Coventry.

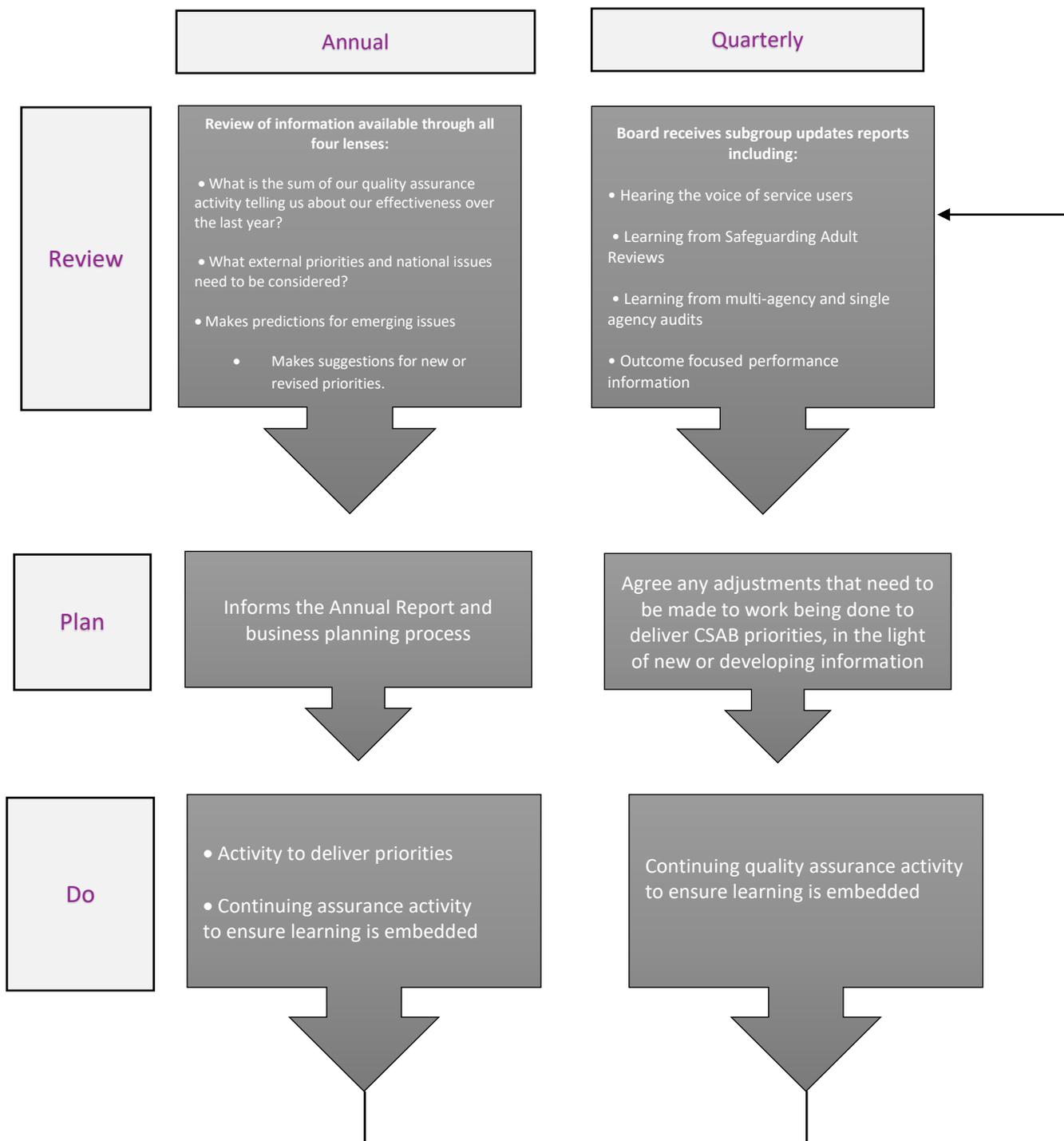
At the end of each audit or piece of quality assurance work, a set of concise and appropriate recommendations will be made that aim to drive improvement and influence future practice. The recommendations will be formulated into a SMART Action Plan and the implementation of this will be monitored by the QA&P Subgroup until completion.

The QA&P subgroup will also consider the most appropriate and effective ways for sharing the learning from each thematic audit across the partnership. This could include several approaches:

- Development of One Minute Guides
- Webinars
- Presentations at relevant forums
- CSAB newsletter, website and social media platforms
- Used to inform and update multi- agency safeguarding training
- Learning events

5. Continuous Improvement

The framework enables the CSAB to make informed decisions at a strategic level to ensure continual improvement in safeguarding practice. Regular review of learning will allow the Board to make informed plans for their activity which leads to things being done differently and better. This cycle of continuous improvement works on both an annual and a quarterly level and ensures that learning becomes embedded in front line practice. The table below outlines how the cycle works:





Coventry City Council

Briefing note

To: Health and Social Care Scrutiny Board (5)

Date: 02 November 2022

Subject: Adult Social Care and Keeping People Safe

1 Purpose of the Note

- 1.1 Keeping people safe is a fundamental element of the work of Adult Social Care and we recognise this as one of our key commitments in our Adult Social Care Offer. We want to ensure the safety and wellbeing of our most vulnerable people, helping people stay safe from harm and abuse, working alongside other organisations when we need to, and supporting people to make their own choices. This is central to everything we do, and it needs to be recognised that this is a challenging area as we are often involved in people's lives at a time of change, crisis, profound trauma, abuse.
- 1.2 This report is written to provide Health and Social Care Scrutiny Board (5) with information on the range of approaches and mechanisms in place to keep people safe and to provide the opportunity for scrutiny of our approaches for both assurance and contributions to how we might improve.

2 Recommendations

- 2.1 Scrutiny Board 5 is recommended to:

Review and comment on the work of Adult Social Care, to understand the approaches and mechanisms that are in place in line with our commitment to keep people safe and make suggestions and comments as to how this could be improved for consideration by the Cabinet Member for Adult Services.

3 Information/Background

- 3.1 When referring to keeping people safe we often use the term 'safeguarding'. This means protecting people's health, wellbeing and human rights and enabling people to live free from harm, abuse, and neglect. This is fundamental to high-quality health and social care.
- 3.2 In Adult Social Care we help to keep people safe and safeguard people in many ways by:
 - Ensuring we have processes and pathways in place for managing safeguarding concerns (alerts) and enquiries (investigations)

- Working with partners such as health agencies, police, fire services and other agencies and stakeholders
 - Ensuring we have monitoring and oversight arrangements for individual cases
 - Working with commissioned services and providers and acting if we find services do not have suitable arrangements to keep people safe
- 3.3 Adult safeguarding duties are not 'whole population' duties in that we are not required to keep every adult in Coventry free from abuse or harm. The extent to which safeguarding duties apply are described under the Care Act 2014 and apply to an adult, aged 18 or over, who, **has needs for care and support (whether or not the local authority is meeting any of those needs) and is experiencing, or at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.** Section 42 of the Care Act gives Local Authorities the primary duty to make, or cause to be made, whatever enquiries are necessary to enable the Local Authority to decide whether any action should be taken in the adult's case, and if so, what and by whom.

4 Summary and Key Issues

- 4.1 This report contains a significant amount of information and detail regarding the measures in place in Coventry City Council in order to protect adults with care and support needs from abuse. These measures cover our processes, our work with partners, the role of the Adult Safeguarding Board, training and support for staff, management of risk and working with providers of social care services. The report demonstrates the extent of the work and in the detailed content does identify the following key issues:
- 4.2 In summary terms the following key issues are identified:
- 4.3 Increased activity
- 4.4 As identified in the Adult Social Care Annual Report the levels of safeguarding activity, which include concerns received as well as requests for DoLS assessments have increased alongside an increased referral rate into Mental Health Services for formal assessment.
- 4.5 Safeguarding referrals are prioritised within Adult Social Care. This has an impact on other activity such as requests for assessment or review, where non-urgent requests and non-urgent activity such as annual reviews will have longer wait times before they are dealt with. A risk management approach is in place which enables this prioritisation.
- 4.6 Workforce impact
- 4.7 The increased demand from higher number of safeguarding concerns also impacts on the workforce who are dealing with complex situations and with people experiencing abuse, trauma and crisis.
- 4.8 Staff training and supervision helps with the mitigation of this, and we are increasingly undertaking programmes to support staff well-being including our well-being week commencing 28 November 2022.
- 4.9 Removing and mitigating risks
- 4.10 A significant amount of safeguarding work is intertwined with the Mental Capacity Act 2005 and it isn't always possible to remove all risks and ensure complete safety for someone with capacity who may chose to remain in an unsafe or risky situation due to a range of factors. In many situations, the nature of safeguarding work is

complex and multi-faceted, and we work with people over periods of time to reduce and mitigate risks wherever possible.

- 4.11 An example of this is our work with the partners and informal carers of people with care and support needs who have dementia and when distressed the person displays physical and verbal aggression towards the informal carer. The carer themselves may respond with aggressive acts and be reluctant to accept care and support into the home. In cases such as this our work involves balancing needs of both the person and their carers, seeking support from mental health services, establishing coping strategies, contingency plans, and support of carer services.

4.12 Perception of others

- 4.13 Our ability to keep people safe is dependent on several factors including the individual's right to self-determination and our ability to intervene using available powers and duties. For example, if the requirements of the Mental Health Act are not satisfied neighbours and others can feel their concerns for an individual are being dismissed and disregarded. The nature of the work undertaken means we are not always in a position to share the rationale in decision making with others and perceived and actual risk may continue. This can result in escalation and complaints into the service due to a perception that we have not acted.

5 **Adult Safeguarding processes and pathways**

- 5.1 Local Authorities have statutory responsibility for safeguarding. In partnership with health, we have a duty to promote wellbeing within local communities. Cooperate with each of its relevant partners in order to protect adults experiencing or at risk of abuse or neglect. The Care Act 2014 sets out a clear legal framework for how local authorities and other statutory agencies should protect adults with care and support needs at risk of abuse or neglect.
- 5.2 A detailed Multi-agency Policy and Procedure for the protection of adults with care and support needs is available in the West Midlands and this is complimented by local practice guidance. <https://www.coventry.gov.uk/downloads/file/31335/west-midlands-adult-safeguarding-policy-and-procedures>
- 5.3 A Safeguarding Adults Coordinator is in post to provide leadership and support to practitioners and managers undertaking safeguarding practice in Coventry. The Safeguarding Adults Coordinator will also lead on Position of Trust enquires, this being a similar role to that of the Local Authority Designated Officer (LADO) in children's services where the LADO works to address, advise, and manage allegations and concerns against staff, carers, and volunteers by addressing matters of safety and wellbeing of children and young people.
- 5.4 In undertaking safeguarding work, we focus on 'Making Safeguarding Personal' (MSP). MSP is based on what we now know about what makes safeguarding effective from the perspective of the person being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing, and safety. A Making Safeguarding Personal toolkit for Frontline Staff, Supervisors and Managers is in place to support the different stages of the safeguarding process, which includes tools and explanations of how to use them https://www.coventry.gov.uk/downloads/file/27394/making_safeguarding_personal_toolkit.
- 5.5 Safeguarding activity and performance is subject to monitoring and data collection which includes levels of concerns being reported, enquiries being undertaken,

outcomes of enquiries and duration of safeguarding episodes. Safeguarding activity and performance data is reported in the Annual Report (Local Account) for Adult Social Care (Health and Care Scrutiny Board (5) 14 September 2022). This data identified that in 2021/22 we received 5,858 safeguarding concerns (38% increase from the previous year), rate of concerns that led to an enquiry was 15% (up from 11% the previous year), 899 safeguarding enquiries (82% increase from previous year). Activity levels are now higher than pre COVID-19 and the main types of abuse are Neglect, Financial and Physical. Safeguarding activity and performance is also reported to the Coventry Safeguarding Adults Board (CSAB), which a multi-agency forum, independently chaired which holds organisations to account.

- 5.6 An increase in numbers of concerns received can be perceived as much as an indicator of improved awareness of safeguarding and how to report concerns as an indicator of a growing level of suspected abuse. Regardless of what lies behind the increase increasing level of concerns places additional pressure on Adult Social Care as decision making in relation to safeguarding concerns and immediate safety concerns needs to be made within 2 days, and in many circumstances a same day response is required. As all safeguarding referrals have to be taken with utmost seriousness these are prioritised which has an impact on other activity such as requests for assessment or review.
- 5.7 The Deprivation of Liberty Safeguards (DOLs) is also an area of safeguarding activity where the council is experiencing increased demand. Through DoLS the City Council can provide protection to people in hospitals and care homes. DoLS apply to people who have a mental disorder and who do not have mental capacity to decide whether they should be accommodated in the relevant care home or hospital to receive care or treatment. Care homes and hospitals must make requests to their Local Authority supervisory body for authorisation to deprive someone of their liberty if they believe it is in their best interests. DoLS activity and performance data is reported in the Annual Report (Local Account) for Adult Social Care. In 2021/22 we saw a 14% increase in the number of applications, from 2,237 in 2020/21 to 2,544 in 2021/22 and an increase in applications completed from 1,889 in 2020/21 to 2,075 in 2021/22. Comparator information will be published at the end of 2022 however we know last year, Coventry saw a higher proportion of applications compared to other regions that Coventry share similarities with. And a higher proportion of assessments than our comparators were completed.
- 5.8 For those individuals within their own homes the DoLS are applied differently with the Council making formal application to the Court of Protection.
- 5.9 Liberty Protection Safeguards (LPS) are due to replace DoLS for which the service is actively preparing for. A consultation regarding changes to the MCA Code of Practice and implementation of LPS has closed but no date for implementation has been set by central government.
- 5.10 Many of the ways in which we protect adults with care and support needs from abuse is connected with the Mental Capacity Act 2005. The principle in which people can make an unwise decision as part of Act, presents a challenge to those working within safeguarding legislation. The professional's wish to protect someone and keep them safe can, at times, be in conflict with someone's wishes to make an unwise decision. Thus, it isn't always possible to remove all risks and ensure complete safety for someone, especially for those who have capacity and wish to remain in an unsafe or risky situation. A similar situation can arise though the protection elements within the Mental Health Act particularly where thresholds for formal detention are not established.

- 5.11 In the context of adult safeguarding work, it is not always possible to eliminate all risks and in some cases an adult safeguarding plan is required. This captures the agreed set of actions and strategies that are designed to support and manage ongoing risk of abuse or neglect for an adult with care and support needs. The Local Authority will take responsibility for organising and coordinating the formulation of the adult safeguarding plan. Care Act statutory guidance does not specify who or which agency should be responsible for monitoring and reviewing adult safeguarding plans. However, for all adult safeguarding plans, a lead professional should be identified who will monitor and review the plan. In most cases this will be the allocated worker from the Local Authority.
- 5.12 The safeguarding process is supported by a range of information leaflets and posters about safeguarding adults and the process, including easy read https://www.coventry.gov.uk/downloads/download/4244/safeguarding_adults_information_leaflets_and_posters.
- 5.13 All staff working for Coventry City Council are expected to receive basic mandatory training with respect to awareness that abuse can take place and duty to report. More detailed awareness training, including training on recognition of abuse and responsibilities with respect to the procedures and specialist training for those undertaking safeguarding enquiries, is available to practitioners and managers involved in safeguarding work. Alongside this training is provided in relation to the application of the law in adult safeguarding, professional curiosity and working with people who self-neglect. A safeguarding practice forum chaired by the Safeguarding Adult's coordinator is in place to engage staff and focus on best practice in safeguarding work.
- 5.14 Alongside the provision of training work is undertaken to understand and where required improve the standard of our safeguarding work. Sample audits are and safeguarding practice is also subject to quality assurance activity including observation and case file reviews.
- 5.15 People's experience of safeguarding can be difficult to capture as people can be reluctant or unable to feedback on their experience. The 2021/22 survey of people with care and support needs in comparison to 2019/20 survey, identified an improvement in one indicator; services make people feel safe and a decline in the indicator of general feeling of safety. People are encouraged to provide feedback using a 'My Safeguarding Experience' process <https://www.coventry.gov.uk/safeguarding-adults-1/safeguarding-experience>. As part of Making Safeguarding personal, we ask people whether they feel their outcomes have been achieved. 97% of people reported fully achieved or partially achieved their outcomes in 2021/22 compared to 94% in the previous year.
- 5.16 The local authority will also respond to organisational failure and abuse, sometimes called 'Large Scale Investigations'. Large Scale Investigations take place where it is recognised that in a critical few cases where the service quality and safety issues are so great and pose a high risk to all users of that service that consideration of the duty of enquiry applying to all or groups of individuals may apply. However, such circumstances are rare.

6 Working with partners

- 6.1 The Care Act 2014 requires every Local Authority to establish a Safeguarding Adults Board (SAB) for its area. The SAB operates at a strategic level, helping and protecting adults in its area from abuse and neglect through co-ordinating and reviewing a multi-agency approach across all member organisations.

- 6.2 There are three core duties of the Board, publish an annual strategic/business plan, publish an annual report and conduct Safeguarding Adult Reviews (SAR) for any cases that meet the criteria. The Board has 3 primary subgroups Safeguarding Adults Review, Quality Assurance and Performance and Policy and Workforce Development.
- 6.3 The work of the Quality Assurance and Performance subgroup includes an annual audit plan with multiagency audits undertaken in relation to application of Care Act, mental capacity and working with people who self-neglect.
https://www.coventry.gov.uk/downloads/download/4631/safeguarding_adults_-_multi-agency_audits
- 6.4 The work of the Policy and Workforce Development group includes the maintenance and review of Board policies, a training quality assurance scheme and multi-agency learning events. Each year the Board holds a series of three multi-agency learning events on hot topics, identified by practitioners and related to Board priorities. Each event is led by subject matter experts. It is an opportunity for practitioners from all agencies to come together to learn about complex safeguarding issues and to improve their practice as a result. These events are increasingly well attended with over 200 people attending a virtual event in June 2022 regarding self-neglect and hoarding.
- 6.5 The purpose of the Safeguarding Adult Review (SAR) sub-group is to ensure that the Board undertakes safeguarding adult reviews when appropriate, that agreed processes are followed and that lessons are learned. Executive summaries from SARs where appropriate are published on the Board webpages. Recommendations from SARs are subject to action planning. The Board has produced a SAR toolkit to provide guidance in the process for a Safeguarding Adult Review. Two SARs are currently in progress in Coventry.
- 6.6 The Local Authority contributes to both MAPPA (Multi-Agency Public Protection Arrangements) and Multi-Agency Risk Assessment Conferences (MARAC). The purpose of the multi-agency public protection arrangements (MAPPA) framework is to reduce the risks posed by sexual and violent offenders in order to protect the public, including previous victims, from serious harm. The responsible authorities in respect of MAPPA are the Police, Prison and Probation Services who have a duty to ensure that MAPPA is established in each of their geographic areas and to undertake the risk assessment and management of all identified MAPPA offenders. A MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors.
- 6.7 Adult Social Care supports the Prevent statutory duty and chairing arrangements for Prevent Panels. Prevent is about safeguarding people and communities from the threat of terrorism. Prevent is part of CONTEST, the Government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism and violent extremism.
- 6.8 The duty to safeguard is not just enshrined in the Care Act 2014 and its functions but also the Mental Health Act 1983 (as amended by the Mental Health Act 2007). Duties under the Act can vary and include not just the individual, but risks posed to others by the actions and behaviours of those experiencing mental ill health. The Local Authority has a key function to ensure there is access to an Approved Mental Health Professional (AMHP) 24/7 and 365 days a year. Whilst mental health support to the Care Act is a delegated duty to Coventry and Warwickshire

Partnership NHS Trust (CWPT) under the formal arrangements in place (S75 agreement), the functions in relation to the Mental Health Act are not delegated.

- 6.9 This means that requests for detention are managed, processed and assessments conducted by the Mental Health Social Work Teams. Guardianship (Section 7 of the Mental Health Act) remains a discreet and important function delivered, ensuring arrangements are in place to support adults in need of a framework of support to prevent harm or readmission to hospital. Use of this is demonstrated by our work with an individual who had mental health problems which led to several admissions into hospital since 1989 under the Mental Health Act 1983. The person experienced a yearlong compulsory stay in a mental health hospital (under a section of the MHA 1983) and had appealed her stay under a section of the Act several times. Adult Social Care made use of a Guardianship Order enabling her to become more independent and less reliant on services by finding a specialist supported accommodation setting. The person has subsequently had the longest period out of hospital since she first came into contact with mental health services.

7 Monitoring and oversight for individual cases and management of risk

- 7.1 Those dealing with adults under the Care Act, Mental Capacity Act or Mental Health Act have the difficult task of understanding risk, assessing the level of risk for the individual and constructing a plan to manage this which works for the person concerned and is understood by those around them and reflects the least restrictive practices. This demands a sound grasp of the legal basis for their work, policies and procedures, the agency role and function, alongside professional judgement. It is work that also requires a high level of interpersonal skills and emotional intelligence in order to engage with individuals and achieve their support in taking the steps required to prevent abuse occurring.
- 7.2 Risk assessment is a significant component of many assessments and requires engagement and discussion with those impacted and often other agencies. All referrals to Adult Social Care are risk assessed and prioritised according to the situation and level of risk and this is recorded on our case management recording system with highest risk cases being prioritised for a same day response. This is also reflected in the arrangements in place with Coventry and Warwickshire Partnership NHS Trust (CWPT) where risk assessments form a key component of the triage and assessment process.
- 7.3 Escalation processes are in place to monitor level of risks and response times to ensure cases are appropriately risk assessed and allocated accordingly. Cases that are awaiting allocating to a worker are risk assessed and reviewed weekly by managers. For the AMHP activity twice daily handover meetings are in place to support the handover between shifts to ensure safe transfer of care.
- 7.4 Practitioners are supported in work with risk via training and in the form of guidance. This includes guidance concerning 'Positive risk taking'. Positive risk taking is an essential aspect of a strengths-based approach that aims to assist people to identify their desired outcomes and work to achieve these outcomes by utilising their own strengths and assets and those of people close to them and within their local communities. The main principle behind positive risk taking is that people have the right to live their lives to the full, in the way that they want as long as that does not stop others from doing the same. Risk is present in all aspects of our lives; we take risks every day with the intention of achieving positive gains.
- 7.5 Supervision is a key support mechanism for all front-line practitioners. Supervision is an opportunity to have protected time with a manager to talk through the impact

the work has a practitioner personally, as well as exploring decision making and ensuring this is values-based and person-centred. It is essential for practitioners' wellbeing and professional development, and most importantly, helps to achieve the best outcomes for the people we work for. The practice quality assurance framework includes a supervision audit which focuses on the nature, extent and quality of supervision carried out by any supervisor within the City Council's Adult Social Care Supervision Guidance. It ensures staff are guided and supported properly in relation to workload, casework and their personal professional development needs. In our Organisational Health Check survey undertaken in 2022, 92% of staff completely or to a greater extent satisfied with the support received from line managers/supervisors where they have complex cases.

- 7.6 Practitioners are supported when working with risk via the opportunity to attend a Risk Enablement Panel chaired by the Adults Principal Social Worker. Risk Enablement Panels are designed to support staff in developing care and support plans in cases where there is a significant or perceived substantial risk to the individual. The Panel will provide a clear process for discussion, and shared decision making to support both staff and individuals in considering potential consequences of any decisions. The Panel may provide advice and recommendations, but ultimate decision-making responsibility will continue to rest with the practitioner and their manager.
- 7.7 For AMHP's the process varies in that risk is shared across the system with medical staff with the AMHP carrying individual accountability for the decision in respect of detention. These decisions can be formally challenged by the person through a Tribunal process.
- 7.8 Practitioners have access to legal advice and a Legal Planning meeting. The remit of the Legal Planning meeting is broad covering the legal basis of duties under the three primary Acts (Care Act, Mental Capacity Act and Mental Health Act). This meeting provides a process for discussion, formal legal advice, and managerial consideration of whether an application to the Court of Protection is required. The process is designed to be supportive of practitioners to enable frank discussion to take place and consider alternative options for the person. As an application to the Court of Protection should be the last resort. The process will consider the following types of possible court applications i.e., disputes regarding mental capacity, determination of best interests and seeking authorisation of a 'community based' deprivation of liberty for anyone aged 16 or over and seeking the appointment of a Court appointed Deputy – personal welfare or property and financial affairs.
- 7.9 In addition, the Legal Planning meeting will consider the discharge of the nearest relative under the Mental Health Act to enable appropriate decision making in respect of an individual who is considered mentally unwell as well as situations where Guardianship and Deprivation of Liberty Safeguards (DoLS) may apply.
- 7.10 A process of investigation into a serious incident can be undertaken using an Individual Management Review (IMR), where the situation does not require a Safeguarding Adult Review. An IMR is a process which produces a report detailing, analysing, and reflecting on the actions, decisions, missed opportunities and areas of good practice within the individual organisation. The aim of IMR's should be to look openly and critically at individual and organisational practice and at the context within which people were working. The purpose of the IMR is to see whether the case indicates that changes could or should be made and, if so, to identify how those changes will be brought about.
- 7.11 This is an approach shared with CWPT for the delegated work undertaken as part

8 Working with providers of Adult Social Care

- 8.1 The Council's Adult Social Care Service remains committed to ensuring best value in its commissioning and procurement and requires on-going assurance that the quality standards for care and support outlined in its service specifications and contracts continue to be met. This includes requirements for individual outcomes to be delivered by providers working with service users and their representatives with dignity and respect being central to the quality of services (Health and Social Care Scrutiny Board (5) 6 July 2022).
- 8.2 The work to monitor and oversee the quality and safety of these services is led by the City Council as contractor. This is undertaken collaboratively by our Adult Commissioning Team, working with nurses employed through Coventry and Warwickshire Clinical Commissioning Group (CWCCG) who provide clinical input to the Quality Assurance function. We also work closely with colleagues at the Care Quality Commission (CQC).
- 8.3 The service applies a risk-based approach to quality assurance and a refreshed approach based on 4 levels of risk is now in place, from a lower level of risk for providers with concerns which are defined and / or single or time limited in cause (level 1) to persistent serious concerns where the provider is at risk of urgent closure or failure.
- 8.4 Oversight of level 3 and 4 provision is through the Provider Escalation Panel (PEP). This is a multi-agency panel led by the service on behalf of City Council that considers service provision which is causing the most serious quality concerns and ensures support and/or recommends contractual intervention. Level 2 provision is held at Quality Peer Support Group (QPSG) level. This group comprises a Quality Assurance Officer, contracts and commissioning officers and quality assurance nurses. Its remit is to oversee moderate level concerns putting in the necessary support and challenge. Level 1 concerns are those that are managed by individual contract officers and clinical nurses with oversight from their line managers. These processes support the management of safeguarding enquiries where concerns exist regarding provider quality.

Name and job title:

Andrew Errington
Adults Principal Social Worker

Service:

Adult Services

Tel and email contact:

Tel: 024 7683 1542

Email: andrew.errington@coventry.gov.uk

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Agenda Item 6

Health and Social Care Scrutiny Board Work Programme 2022/23

Last updated 18th October 2022

Please see page 2 onwards for background to items

6th July 2022
<ul style="list-style-type: none">- Adult Social Care Reforms- Adult Social Care Quality Assurance and Market Failure Plan
14th September 2022
<ul style="list-style-type: none">- Adult Social Care Annual Report and Key Areas of Improvement 2022/23 (Local Account)- Customer Experience
2nd November 2022
<ul style="list-style-type: none">- Adult Safeguarding Annual Report 2021/22- Keeping People Safe
7th December 2022
<ul style="list-style-type: none">- Integrated Care System (ICS)- Integrated Care Strategy and joint forward plan for Coventry and Warwickshire- Report back of the Autism Task and Finish Group
1st February 2023
<ul style="list-style-type: none">- Health Protection- Joint Forward Plan for Coventry and Warwickshire Health Care- Managing Demand for Adult Social Care
15th February 2023
<ul style="list-style-type: none">- GP Access
22nd March 2023
<ul style="list-style-type: none">- Director of Public Health and Wellbeing Annual Report- Pharmaceutical Needs Assessment
2022/23
<ul style="list-style-type: none">- Community Mental Health Transformation- Adult Social Care Safeguarding Board Annual Report 2022/23- All Age Autism Strategy 2021-2026 Implementation Update- Health Sector Skills Development- Child and Adolescent Mental Health (Joint with SB2)- West Midlands Ambulance Service- Preparing for Adult Social Care CQC Assurance- Modernising Sexual Health Services- Pet Therapy

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
6th July 2022	- Adult Social Care Reforms	The Board will receive information on Adult Social Care reforms which will be introduced in 2023.	Cllr M Mutton Pete Fahy Sally Caren
	- Adult Social Care Quality Assurance and Market Failure Plan	Scrutiny will scrutinise this report before it goes to Cabinet in July. The report focusses on the Council's commitment to ensuring best value in its commissioning and procurement and ensuring quality standards for care are met.	Cllr M Mutton Pete Fahy Jon Reading
14th September 2022	- Adult Social Care Annual Report and Key Areas of Improvement 2022/23 (Local Account)	To scrutinise the Adult Social Care Local Account 2020/21 and Adult Social Care Performance.	Cllr M Mutton/ Pete Fahy
	- Customer Experience	To scrutinise the experience those receiving Adult Social Care have.	Cllr M Mutton/ Pete Fahy
2nd November 2022	- Adult Safeguarding Annual Report 2021/22	To receive the Adult Annual Safeguarding Board Annual Report.	Cllr M Mutton/ Pete Fahy/ Rebekah Eaves
	- Keeping People Safe	To scrutinise how Adult Social Care work to keep people safe.	Cllr M Mutton/ Pete Fahy
7th December 2022	- Integrated Care System (ICS)	The NHS Long Term Plan has evolved into the development of ICS which was formally established on 1 st July 2022. ICSs are partnerships between the organisations that meet health and care needs across an area, to coordinate services and to plan in a way that improves population health and reduces inequalities between different groups. This item will review the first six months of operation of the ICS.	ICB
	- Integrated Care Strategy and joint	To include the process and how scrutiny can inform the plan.	ICB

Health and Social Care Scrutiny Board Work Programme 2022/23

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
	forward plan for Coventry and Warwickshire		
	- Report back of the Autism Task and Finish Group	SB2 and SB5 established a joint task and finish group in July 2021 to look at Autism and neurodiversity. This includes referral rates, support to families and the impact on education.	Victoria Castree
1st February 2023	- Health Protection	To look at the Health Protection arrangements at Coventry City Council.	Cllr K Caan Allison Duggall
	- Joint Forward Plan for Coventry and Warwickshire Health Care	To scrutinise the Joint Forward Plan for Coventry and Warwickshire Health Care (time critical).	ICB
	- Managing Demand for Adult Social Care	TO review how the demand for Adult Social Care is managed.	Cllr M Mutton Pete Fahy
15th February 2023	- GP Access	To include the challenges of GP access, the reset of services post Covid, GP numbers and capacity, recruitment and retention.	Kirston Nelson/ Integrated Care System
22nd March 2023	- Director of Public Health and Wellbeing Annual Report	To present the annual report for and feedback on progress from the previous report.	Cllr K Caan Allison Duggall
	- Pharmaceutical Needs Assessment	To consider the pharmaceutical needs assessment and the role of pharmacies in the system.	Cllr K Caan Allison Duggall
2022/23	- Community Mental Health Transformation	To scrutinise community based mental health and emotional well-being services for the adult population of Coventry with an emphasis on restoration and recovery from Covid-19.	Coventry and Warwickshire Partnership Trust
	- Adult Social Care Safeguarding Board Annual Report 2022/23	To receive the Adult Social Care Safeguarding Board annual report.	Cllr M Mutton Rebekah Eaves

Date	Title	Detail	Cabinet Member/ Lead Officer/ Organisation
	- All Age Autism Strategy 2021-2026 Implementation Update	This report was scrutinised by the Board prior to it being approved by Cabinet in February 2022. The Board welcomed the ambitious plans and requested an update on the delivery of the Year 1 action plan.	Cllr M Mutton Pete Fahy
	- Health Sector Skills Development	Identified at the meeting on 14.07.21, Members asked to scrutinise work in the City by partners, including Warwick and Coventry Universities to train and retain health professionals in Coventry.	Integrated Care System
	- Child and Adolescent Mental Health (Joint with SB2)	To include referral pathways, wait times, support whilst waiting for diagnosis and the impact of diagnosis on families and educators. To include wider children's mental health support.	Integrated Care System
	- West Midlands Ambulance Service	WMAS are experiencing operational challenges which are impacting on patient care. The Board would like to scrutinise the Ambulance Service and see how other partner agencies are supporting WMAS, including the Fire Service.	WMAS
	- Preparing for Adult Social Care CQC Assurance	To scrutinise the work being done in preparation for the reintroduction of CQC inspections of Adult Social Care from April 2023.	Cllr M Mutton Pete Fahy
	- Modernising Sexual Health Services	To consider the 'modernising sexual health services' agenda.	Cllr Caan Allison Duggall
	- Pet Therapy		

Frequently Used Health and Social Care Acronyms

- ASC – Adult Social Care
- C&WCCG – Coventry and Warwickshire Clinical Commissioning Group
- CQC – Care Quality Commission
- CWPT – Coventry and Warwickshire Partnership Trust
- CWS – Coventry Warwickshire Solihull
- DPH – Director of Public Health
- GEH – George Elliott Hospital
- JHOSC – Joint Health Overview and Scrutiny Committee
- H&WB – Health and Wellbeing
- H&WBB – Health and Wellbeing Board
- HOSC – Health Overview and Scrutiny
- ICB – Integrated Care Board
- ICP – Integrated Care Partnership
- ICS - Integrated Care System
- LMC – Local Medical Council
- PCN – Primary Care Network
- SWFT – South Warwickshire Foundation Trust
- UHCW – University Hospitals Coventry and Warwickshire
- WMAS – West Midlands Ambulance Service

