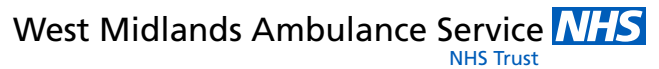


Coventry Safeguarding Adults Board Annual Report 2015/16





Board partners



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Message from the Chair

I am pleased to be writing my second introduction as Independent Chair of the Safeguarding Adults Board. It has been a busy year in which we have seen the changes of the Care Act in practice and monitored the impact of the Deprivation of Liberty Safeguards.

In my introduction last year I referred to the three reviews undertaken by the Board, which have now been published. In January we held a learning event to share the key learning from all three reports. Direct testimony from the families involved was very powerful in ensuring professionals understood the impact their work can have. The event was also an opportunity for West Midlands Fire Service to promote their Fire Safety Guidance for Professionals and Carers who work with Adults with Care & Support Needs. This represents a fundamental change in the way we support adults with care and support needs in the city. As Chair I am committed to ensuring that this change, and others arising from the reviews, make a real difference to adults in Coventry.

Over the last year we have focused on improving awareness with professionals. In the coming year we will focus on building awareness of safeguarding in communities and empower communities to be safe places for everyone to live.

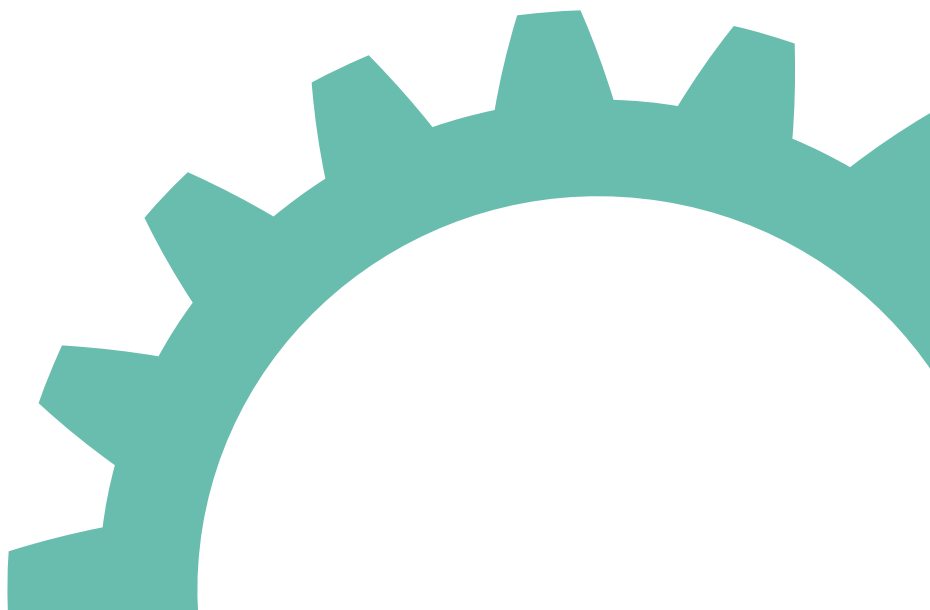
We have tried to make this report short and focused, if you would like more information on the Board then please contact the Board's Business Office on 024 7683 3523 or SafeguardingChildrenAndAdults@coventry.gov.uk.

[Alternatively you can visit our website](#)

I would like to thank Board Members and staff for their hard work this year, and look forward to continuing to work together.



Joan Beck
Independent Chair
Coventry Safeguarding Adults Board





About us

Who we are

Coventry Safeguarding Adults Board (CSAB) is a formal body made up of statutory and voluntary members, which oversees how adults are safeguarded in the city. The Care Act 2014 names partners on the Board as the Local Authority, Police and Clinical Commissioning Groups (CCG). We believe that safeguarding is everybody's responsibility, and we have a wide range of members including: Coventry Warwickshire Partnership Trust, West Midlands Fire Service, West Midlands Ambulance Service, University Hospital Coventry and Warwickshire, Community Rehabilitation Company, National Probation Service – West Midlands, NHS England, Healthwatch and Hereward College.

Although we meet as a Board four times a year, sub groups and task and finish groups carry out work on the Board's behalf throughout the year.

Who we help

Safeguarding duties apply to an adult who has care and support needs (whether or not the local authority is meeting any of those needs) and:

- is experiencing, or is 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.

What we do

We give leadership and guidance to agencies. We also check that arrangements are in place to deal effectively with allegations of abuse and neglect. We aim to enable the professionals who work with adults with care and support needs to act and keep people safe, while ensuring those accused of abusing or neglecting, are dealt with appropriately.



How we have made a difference

Our purpose is to promote partner agencies to work together, coordinate the work of partner agencies and assess the difference that we make to adults with care and support needs in Coventry. This section presents some highlights of the work agencies have done to deliver Board priorities. We have included some case studies that demonstrate how our work has improved the lives of adults with care and support needs in Coventry.

The Care Act drives improvement and is embedded in practice

Two Designated Adult Safeguarding Manager (DASM) meetings were held last year to share information and good practice concerning managing position of trust cases. These meetings will continue with agency safeguarding leads responsible for positions of trust.

We have agreed the West Midlands Position of Trust Guidance will be our framework for managing position of trust. We will align our work with Department of Health statutory guidance and publish it in 2016.

Our Policy & Procedures Subgroup has revised the Pressure Ulcer Policy and introduced Self-Neglect Guidance, to embed the proportionality principles and new abuse types within the Care Act 2014.

We have worked regionally to produce safeguarding policy and procedure across the West Midlands that is compliant with the requirements of the Care Act.

We have updated our website and in 2016/17 will continue to develop case studies to increase awareness of the changes heralded by the Care Act 2014.

We have reviewed our constitution and membership.

Our partners have reviewed their policies and procedures to ensure Care Act compliance and revised training programmes to embed staff awareness.

Coventry Warwickshire Partnership Trust, Coventry City Council and Warwickshire County Council have established a group to ensure that service delivery issues are Care Act compliant and provide a forum for the development and evaluation of safeguarding practices.

West Midlands Police have delivered a comprehensive and tailored training Care Act training programme aimed at a range of staff including: Adults at Risk Team, all front line staff, police recruits, Crime & Vulnerability Officers, contact centre staff and Adult Safeguarding Managers.

Stronger emphasis on carers has been reflected in CCG contracts with provider services and changes to key performance indicators, monitoring the effectiveness of staff to identify carers who need assessments.

Adults with care and support needs are assessed for transferable risk where their carers may also be subject to an enquiry where children are being protected as a result of changes made by Coventry City Council.

The Board engages with members of the public, voluntary sector and small providers

Together with Grapevine, we held an event on community powered safeguarding. This raised awareness of the actions we can all take in our communities to safeguard adults with care and support needs and provided us with valuable information to inform our work plan.

Board communications need to be developed further. We will produce a communication and engagement plan and make this a priority for the next two years.

We have started to improve our links into the voluntary sector through our relationships with Healthwatch and Grapevine. We recognise that this is an area we need to improve in the coming year.

Healthwatch are active members of our Board.

West Midlands Ambulance Service have published a **safeguarding guide** for people with learning disabilities.

Board partners have worked together to deliver training in relation to pressure ulcers, early detection of norovirus and falls prevention to 2,000 care home staff across the city. This led to a significant reduction in the prevalence of pressure ulcers and hospital admissions from care homes.

When we undertake a safeguarding adult review (SAR) we routinely work closely with families and shape the way we do our work as a result of what they tell us.



Case Study React to Red

React to Red is a joint initiative between Coventry City Council, health providers, Coventry University and Your Turn that aims to prevent pressure ulcers. It offers clinical training and support to care providers. Accreditation is available for care homes that demonstrate best practice in all areas of pressure ulcer prevention. We now have nine accredited care homes, with twelve more working towards accreditation. **Click here** to see what React to Red has meant for one care home and the adults living there.

The Board works effectively with key strategic boards

Our Board Chair has continued to meet with the Chairs of the Safeguarding Children's Board, Health & Wellbeing Board and the Police and Crime meeting. The Annual Report is presented to the Health Wellbeing Board.

We have presented the findings of reviews to the Scrutiny Committee at Coventry City Council.

We continue to learn from the experience of the Safeguarding Children's Board adopting parallel processes for audit, performance monitoring, safeguarding adult reviews and checking on the implementation of learning.

We are actively involved in working across the West Midlands region. This year we have developed regional policies and procedures for introduction in the coming year.

Our partners who have a region-wide responsibility provide regular updates to the Board about regional issues.



Case Study Safe and Well

Through their **Safe & Well** and **Contact & Connect** services, West Midlands Fire Service and Age UK work together with adults and their families to reduce the chances of a fire in their home. In Coventry, Andrew's story shows the impact this work can have.

Andrew lived alone and had not seen his daughters for a long time and struggled to make ends meet. He had no hot water, heating or smoke alarms. He was a heavy smoker and people were worried that the smoking might lead to a fire. A Vulnerable Persons Officer from the Fire Service and a Well-being Co-ordinator from Age UK worked with Andrew and over several months were able to reunite him with his daughters, fixed the central heating and installed smoke detectors. His daughters discovered that Andrew was being financially abused. Large sums of money had been taken from his account, but this is now been stopped and investigated by the police. Andrew is pleased that he can now enjoy living in a safe and warm home, supported by his family.

Transforming Care and Making Safeguarding Personal are put into practice

Transforming care is part of a national programme to improve services for people with a learning disability and/or autism and support them to lead more independent lives in the community. As a national fast track site and exemplar, we consider a progress report at every Board meeting.

It is easier to raise an adult safeguarding concern now that West Midlands Ambulance Service have embedded safeguarding reporting into the phased release of their new electronic patient records.

The University Hospital Coventry & Warwickshire were winners of the Dementia Friendly Hospital Award 2014-15 and have introduced an Enhanced Care Team that supports patients who express distressed behaviour.

More people with a learning disability or autistic spectrum condition are receiving care or treatment in more appropriate settings than hospital. This is because their preferences, and those of their family and carers, are considered in a Care and Treatment Review.

Participation of service users and their families in safeguarding conferences is routine practice, but Coventry City Council will be doing more to achieve the making safeguarding personal gold standard in the coming year.

West Midlands Fire Service carry out person-centred safe and well visits to adults with care and support needs.

Coventry and Warwickshire Partnership Trust continue to use a monthly learning alert system to share key learning resulting from concerns raised about the care of adults with care and support needs.

Vulnerable patients admitted to hospital are offered a Forget-Me-Not care bundle. These include 'getting to know me' forms which help staff to give more personalised care.

Together with health partners, Coventry City Council have launched a model for care outside hospital and established accommodation which can be used to avoid hospital admissions.



Performance information drives improvement

We regularly listen to the direct testimony of service users and their families and carers. Students from Hereward College spoke to us about the importance of feeling safe as they travel around the city and the necessity for accessible transport. When we hold learning events we also use direct testimony from people who have direct experience of our services.

We regularly consider the effectiveness of the Board using our performance dashboard. You can see our report for 2015/16 in Appendix 1.

Our performance information highlighted issues in relation to Deprivation of Liberty Safeguarding applications. The Council have taken a range of actions and increased investment resulting in there being no outstanding cases from 2014/15 and only a small number outstanding from 2015/16.

Our performance information showed that Coventry was a low outlier in the rates of concerns and enquiries in 2014/15. Systems and processes have been reviewed by the Council's adult safeguarding team and there has been a significant increase in activity. Coventry & Warwickshire Partnership Trust and West Midlands Fire Service have contributed to improved referral rates with an increase in awareness training.

We have developed a Safeguarding Adult Review (SAR) toolkit and held learning events when reviews are completed. After a review has been published we check the progress of any required changes in policy or practice at regular intervals. This is reflected by partner agencies who have established processes for checking the progress of change internally and with commissioned providers.

Care homes that need to improve the quality of their provision are more easily identified because the Clinical Commissioning Group monitor the number of safeguarding incidents and use this to inform the risk assessment for providers. Following identification care homes are supported with clinical expertise from both the CCG and primary care.

Following learning from a safeguarding adult review Coventry and Warwickshire Partnership Trust have designed and introduced a new staff training programme to improve communication with individuals who have care and support needs which are not easily communicated or are suppressed, or might be described as hard to reach.

Offender managers from the National Probation Service routinely discuss potential vulnerabilities with offenders under their supervision, so that their needs can be met.

A provider of probation services in Coventry, the Community Rehabilitation Company has created service user councils to improve their service as a result of service user feedback.

Case Study Safe Places Scheme

The **Coventry Safe Places Scheme** is run by Grapevine. The scheme helps people with learning disabilities to feel safe using shops, pubs, cafés, entertainment venues and public transport. If someone with a learning disability or autism is lost, being harassed or in need of assistance in the city centre, they can use their safe places card or key ring to get help at a safe place. This year 83 people with learning disabilities and/or autism were trained how to use the scheme in the city centre. Local businesses and organisations sign up as safe places and their staff receive learning disability and autism awareness training. They can then help anyone that presents them with a card or keyring. Safe places are easily identifiable by a sticker in the window. There are eight safe places in the City Centre including the Coventry Building Society, Coventry City Council Customer Service Centre and Drapers Bar.



Safeguarding Adult Reviews

What is a safeguarding adult review?

Safeguarding Adults Reviews (SARs) are opportunities to review practice and improve the way agencies work. Until the Care Act came into place, we referred to them as Serious Case Reviews and used a range of different methods depending on the case. Within the period of this annual report three reviews, which had been started before the Care Act introduced SARs, were published.

All reviews are published on the Safeguarding Adults Board website. You can view these by [clicking here](#).

We have developed a toolkit for conducting SARs, introduced by the Care Act. This will ensure that there is consistency in practice for all reviews we undertake and that all reviews are conducted to a high standard.

Learning from reviews

When we publish a review we also publish an action plan, which outlines the improvements that need to be made by the partners of the Board. We regularly check progress to implement these improvements and plan audits to measure the impact of changes.

We are committed to ensuring that all professionals have an opportunity to learn from the review process. In January we held a learning event to share the key learning from all three published reports. Direct testimony from the families involved was very powerful in ensuring professionals understood the impact their work can have. All professionals attending were asked to submit a pledge of what changes they would make following the event and we will check their progress in the coming year.

Looking Forward – 2016/17 Priorities

Boards are required to publish a strategy, ours is outlined below. We will develop this into a more detailed business plan that will be owned and delivered by board members and their organisation, who will be responsible for making the plan a reality.

Through the year, we will add to the business plan, as we respond to things we learn and do.

The Care Act drives improvement and is embedded in practice	We will...
	check that agencies have completed their actions arising from safeguarding adult reviews and check the impact of those
	carry out a Multi-Agency Care Act Compliance Audit
	have learning events with providers sharing the lessons of safeguarding adult reviews
	hold regular meetings between agency safeguarding leads responsible for positions of trust
	develop case studies to increase the awareness of changes brought about via the Care Act and will publish these on our website.
Why? To ensure that board members work together to protect an adults right to live in safety, free from abuse and neglect.	

The Board engages with members of the public, voluntary sector and small providers	We will...
	produce a communication and engagement plan
	establish ways of communicating with the voluntary sector
	build awareness of safeguarding in communities and empower communities to be safe places for everyone to live
	improve our understanding of carers and how we can improve their wellbeing.
Why? So that people feel well informed about safeguarding and the route to take to resolve their issues.	

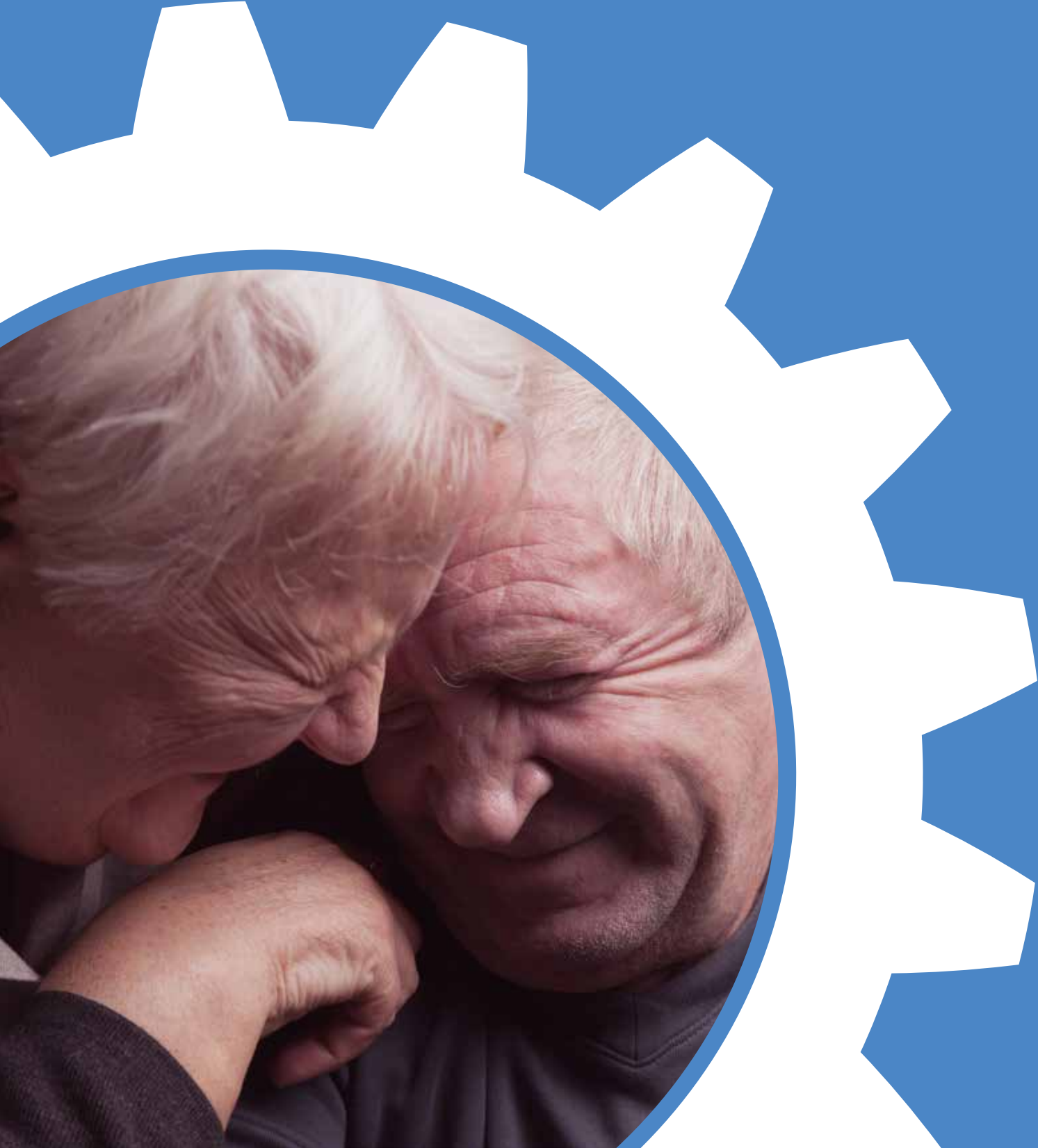
The Board works effectively with key strategic boards	We will...
	continue to meet with the chairs of other strategic boards.
Why? So that we can influence others to take account of adults with care and support needs.	

Transforming Care and Making Safeguarding Personal are put into practice	We will...
	continue to champion the delivery of the transforming care agenda and making safeguarding personal.
Why? So that people are able to express their situation and professionals work with them in a way that respects this.	

Performance information drives improvement	We will...
	continue to review the impact of action plans arising from SARs and audits
	carry out a programme of audit that helps to understand how safeguarding can be improved
	revise how we report the difference we make to people with care and support needs, by further developing our performance dashboard to focus on outcomes.
Why? To help us understand where performance needs to be improved and to challenge board members to make those improvements.	

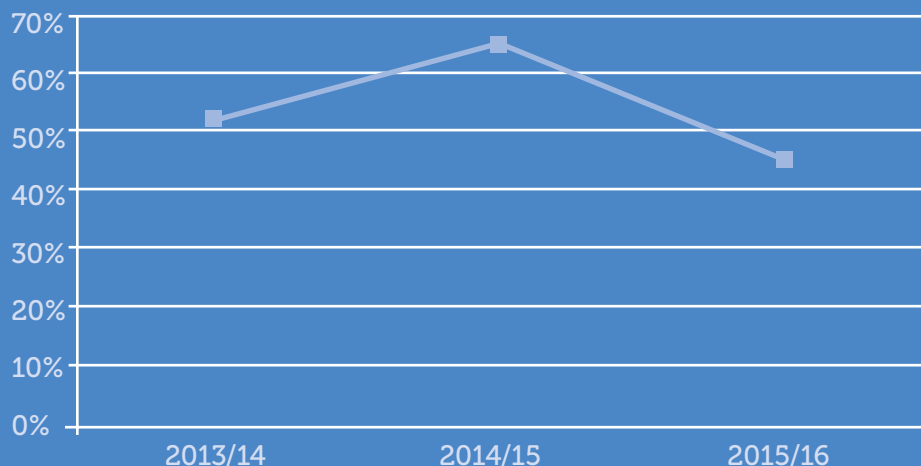


Performance Dashboard



Empowerment - Presumption of person-led decisions and informed consent

Percentage of adults at risk supported by an advocate



Proportion of people who use services who say those services have made them feel safe and secure (ASCOF 4B)

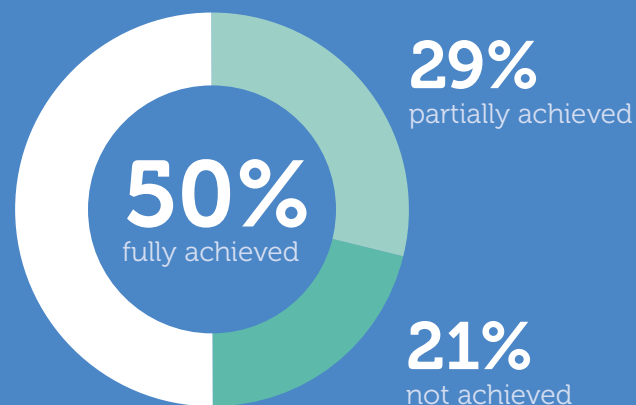
Coventry 2015/16		Trend	Coventry 2014/15	Comparator 2014/15	West Mids 2014/15	England 2014/15
Target	Provisional					
85.6	86	↑	85.6	83.3	86.4	84.5

Annual Indicator – this is new data for June 2016. Next reporting date June 2017.

Proportion of people who use services who feel safe (ASCOF 4A)

Coventry 2015/16		Trend	Coventry 2014/15	Comparator 2014/15	West Mids 2014/15	England 2014/15
Target	Provisional					
75.8	70	↓	75.8	68.6	70.9	68.5

Engagement of the adult in the process – outcomes achieved



Note: This figure only represents the outcomes of 16% of safeguarding enquiries as data collection was implemented in November. This provides early indication that a good percentage of outcomes, described by vulnerable adults at the start of a safeguarding enquiry, are being achieved by the conclusion of the process.

Prevention - It is better to take action before harm occurs

Provision of awareness training by statutory partners



Coventry City Council
% of staff attending basic adult safeguarding training in the last two years



West Midlands Fire Service staff in the city attended basic adult awareness training between October and December 2015



Current **UHCW** staff have been trained to Level 1 in adult safeguarding in the last three years



West Midlands Fire Service staff in the city attended basic adult awareness training between February and March 2015



Current **CCG** staff received basic adult awareness training in the last three years



West Midlands Fire Service staff in the city attended basic adult awareness training between October and December 2014



Current **CWPT** staff have been trained to Level 1 in safeguarding adults in the last year

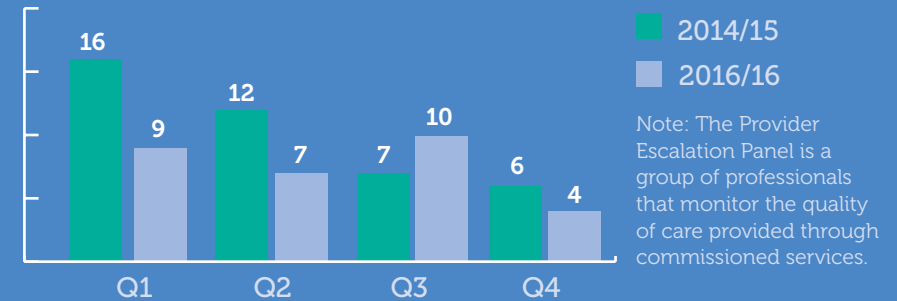
The **National Probation Service** are in the process of developing nationwide adult safeguarding awareness training

Note: We are still developing the recording and reporting of adult safeguarding training. Therefore comparisons cannot be made between agencies.

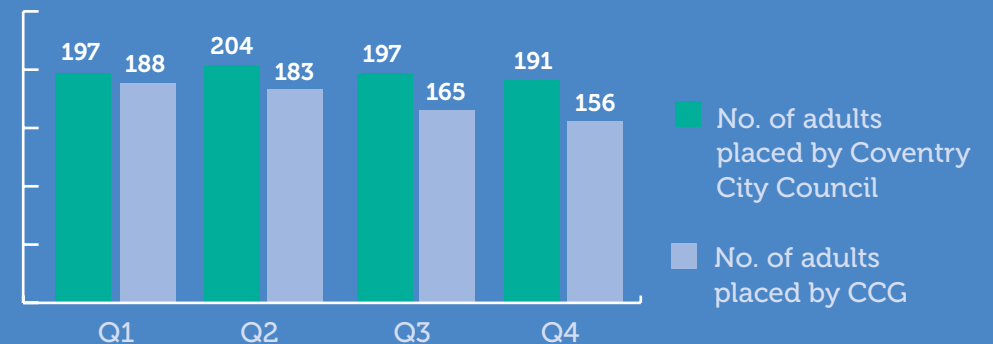
Current large scale investigations underway

There are no large scale investigations currently underway.

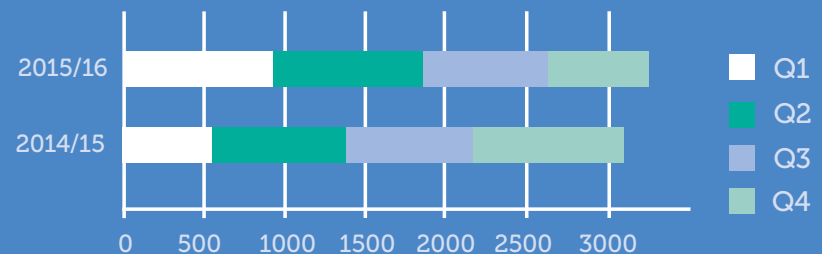
Number of providers in Provider Escalation Panel (PEP) process



Number of adults placed out of city

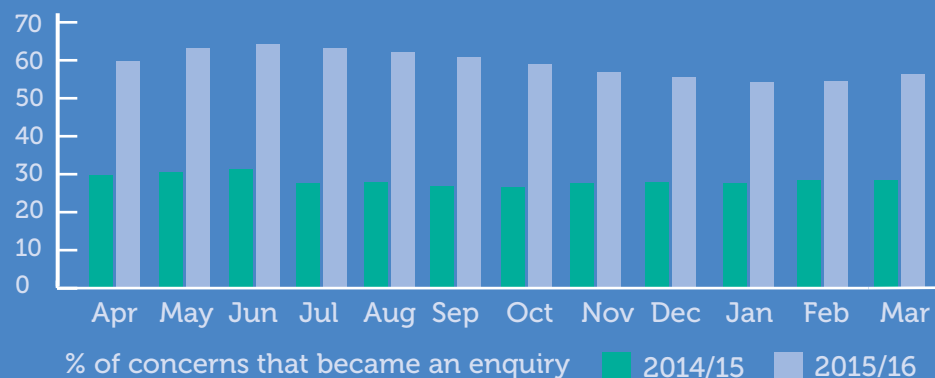


Safe and Well Visits

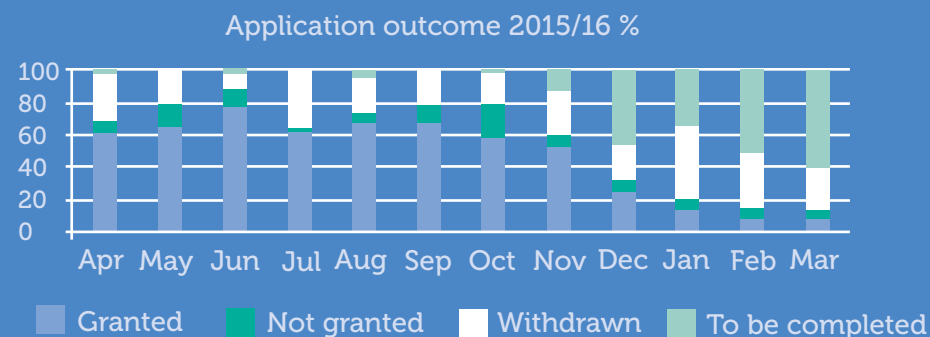


Proportionality - Proportionate and least intrusive response appropriate to the risk presented

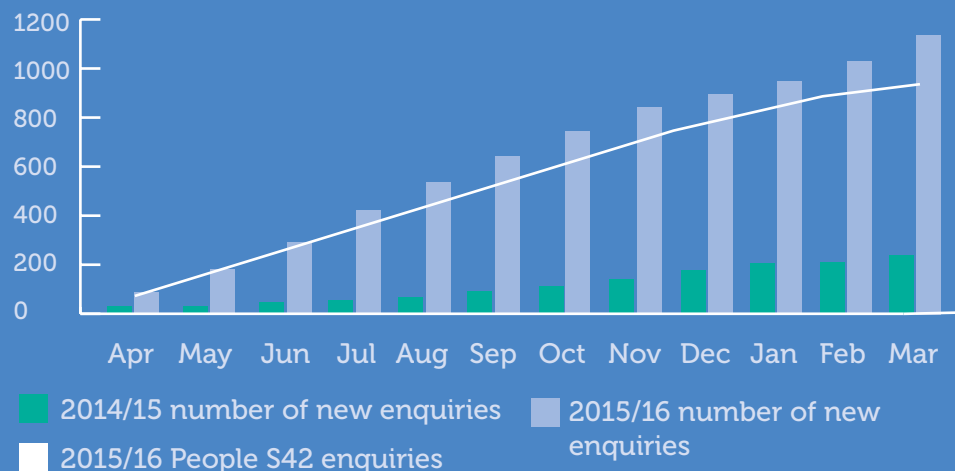
Concerns and enquiries



Deprivation of Liberties (DoLs) requested / granted



Number of people and number of new enquiries

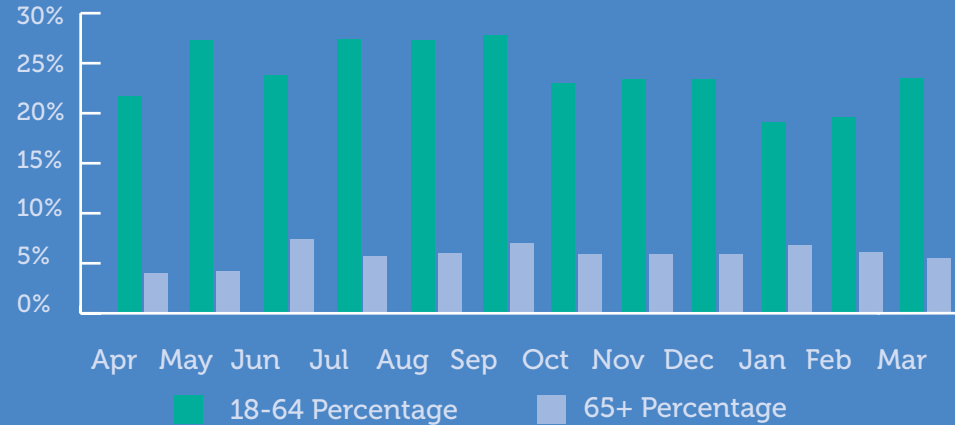


Note: There is a significant continuing rise in the number of new enquiries and in the number of people subject to an enquiry. The number of concerns that become an enquiry is broadly static.

Proportionality continued

BME concerns reporting

% Safeguarding concerns from the BME community



Note: The level of BME concerns reporting is below the level expected given the overall BME population in Coventry.

Data 2015/16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
18-64 No.	5	9	10	17	21	25	27	29	29	35	43	57
18-64 %	21.7	27.3	23.8	27.4	27.3	27.8	23	23.4	23.4	19.1	19.6	23.5
65+ No.	2	5	15	16	21	33	32	35	35	53	55	71
65+ %	4.1	4.3	7.5	5.8	6.1	7.1	6	6	6	6.9	6.2	5.6

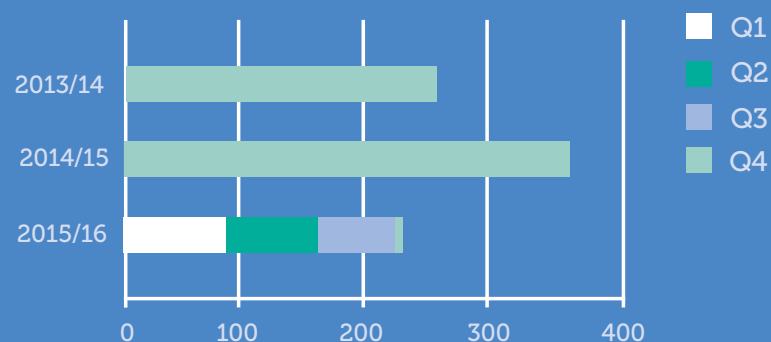
Timescales



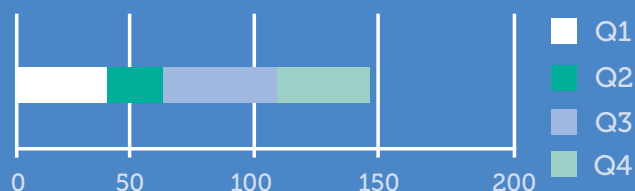
Data 2015/16	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Initial decision made in 2 days	100	198	321	456	582	677	798	850	851	1093	1197	1301
%	96.2	96.6	97.3	97	97.2	96.9	97	97.1	97.1	97.1	96.9	96.9
Initial risk assessment / plan within 5 days	68	40	235	328	414	496	577	640	675	711	782	836
%	75.6	76.9	80.5	78.3	78	77.4	77.9	76.9	76	75.7	76.1	75.5

Protection - Support and representation for those in greatest need

Number of pressure ulcers (due to neglect) reported - Coventry City Council



- Clinical Commissioning Group



Results of action at enquiry conclusion

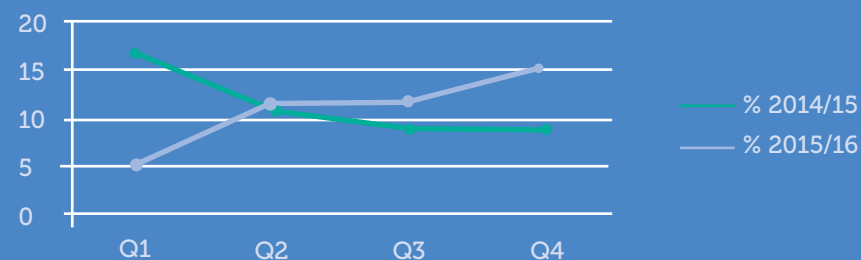
2015/16 Concluded enquiries	Number	%
No action taken	732	85
Action taken and risk remains	5	1
Action taken and risk reduced	81	9
Action taken and risk removed	42	5

Note: This information is available for the first time. The Board will now work to understand the reported figure.

Domestic violence incidents reported to Police

Note: This information is not currently available.

% of repeat safeguarding enquiries

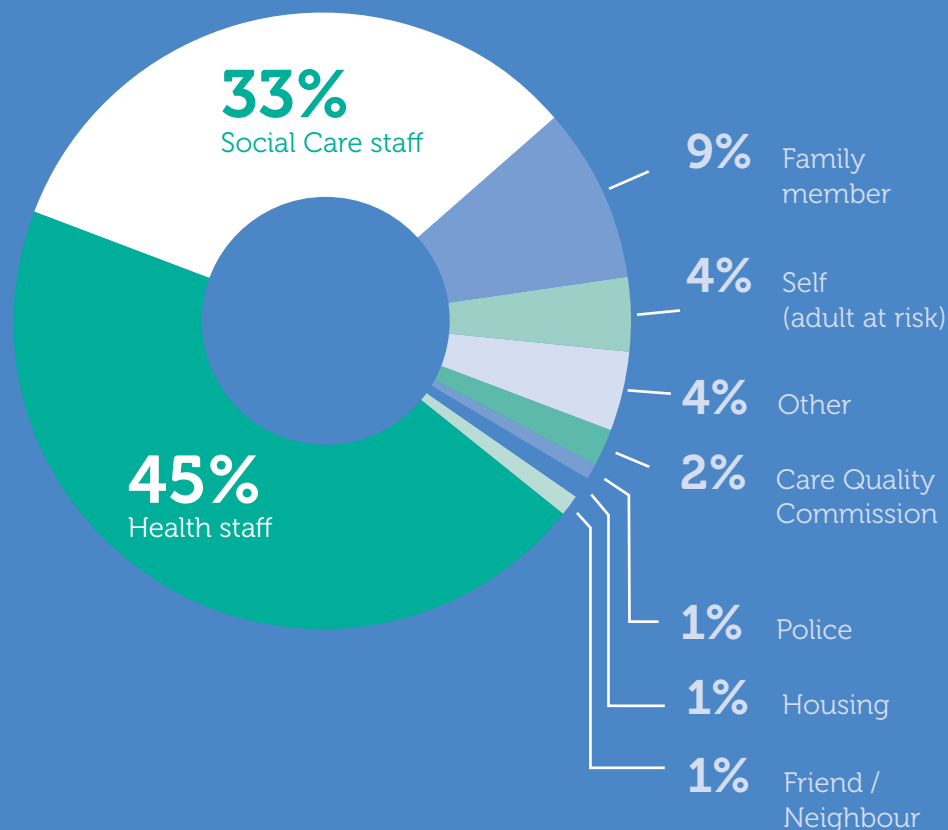


Safeguarding activity by type of abuse and location

Source of abuse (completed enquiries)	2013/14		2014/15		2015/16	
	No	%	No	%	No	%
Domestic Abuse					10	1
Financial and material	41	16	62	16	127	13.1
Organisational	7	3	8	2	12	1.2
Neglect and acts of omission	107	42	142	37	471	48.6
Physical	54	21	89	23	209	21.5
Psychological/emotional	27	11	60	16	87	9
Self-neglect					30	3.1
Sexual	16	6	17	4	20	2.1
Discriminatory	2	1	1	0	2	0.2
Modern slavery					2	0.2
Location of abuse (completed enquiries)	2013/14		2014/15		2015/16	
	No	%	No	%	No	%
Care Home	69	35	104	36	318	37
Hospital	23	12	24	8	80	9.3
Own Home	73	37	129	45	409	47.6
Service within community	3	2	2	1	3	0.3
Other	27	14	27	9	50	5.8

Partnership - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse

Source of enquiry



Attendance at Board meetings

Organisation	Meetings attended	Attendance expectation	% attendance
Independent Chair	5	5	100
Coventry and Rugby CCG	4	4	100
GPs	2	2	100
CWPT Partnership Trust, NHS	5	5	100
UHCW	4	4	100
NHS England	2	2	100
Public Health	1	3	33
Health Watch	2	2	100
West Midlands Police	3	3	100
Coventry City Council	5	5	100
Hereward College	2	3	67
CRC Probation	0	5	0
National Probation Service	1	4	25
West Midlands Fire Service	5	5	100
West Midlands Ambulance Services	3	5	60
Legal Services	3	5	60

Note: Data covers March 2014 to March 2015


Accountability - Accountability and transparency in delivering safeguarding

Audits undertaken

No audits completed this quarter.

Timelines and progress of SARs

Name of review	Start Date	Completed
Mrs E	29 April 2014	Yes
Mrs F	11 April 2014	Yes
Miss G	4 April 2014	Yes



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

024 7683 3003

or

ascdirect@coventry.gov.uk

Adult Social Care Direct is based at
Broadgate House,
Broadgate, 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 3523

www.coventry.gov.uk/safeguardingadults

Email: SafeguardingChildrenAndAdults@coventry.gov.uk