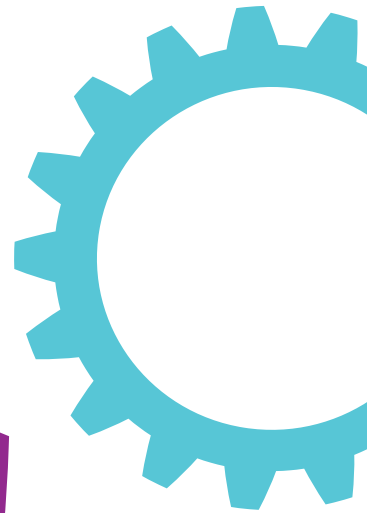
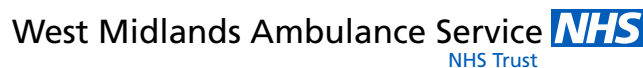


**Coventry Safeguarding
Adults Board**
Annual Report 2016/17





Board partners



Contents

Message from the Chair	4
About Us	5
Who we help	5
What we do	5
How we have made a difference	6
Safeguarding Adult Reviews	12
What is a Safeguarding Adult Review?	12
Learning from reviews	12
Looking Forward – 2017/18 Priorities	13
Appendix 1	15



Message from the Chair

I am pleased to be writing my third introduction as Independent Chair of the Safeguarding Adults Board.

It has been a busy year in which we have embedded the principles of the Care Act in practice and improved the way in which we safeguard people in a personalised way. We continue to learn from reviews of practice and have taken steps to ensure that this learning extends to providers who are contracted to provide services on our behalf. We have renewed our focus on listening to members of the public through a new engagement plan, but recognise that there is more that we can do in this area. Over the next year we will focus on responding to what members of the public tell us about their experiences of safeguarding issues. By doing this, we hope to build awareness of safeguarding in communities and empower communities to be safe places for everyone to live.

Towards the end of this report we have outlined our new strategy for 2017/18. Over the last two years, the Board has matured and developed. We felt the time was right to review our strategy and become more outwardly focused. This will enable us to ensure that adults with care and support needs in Coventry receive the very best safeguarding service from agencies across the city.

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 2568 or e-mail: CoventrySAB@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 and Healthwatch.

Although we meet as a Board four times a year, sub-groups and task and finish groups carry on 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 abuse or neglect, are dealt with appropriately.



How we have made a difference

Our purpose is to promote partner agencies to work together, co-ordinate 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 real life stories 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

The local authority has developed a quality assurance framework to be introduced in April 2017. The framework focuses on improving and maintaining quality of practice and will demonstrate how the principles of the Care Act 2014 and the Mental Capacity Act 2005 are embedded in practice.

In September 2016 an Adult Safeguarding Champions Forum was held to share lessons learned from Safeguarding Adult Reviews with practitioners in the statutory, voluntary and independent sectors.

Positions of Trust Policy and Best Practice Guidance were approved and published **(to read a copy click here)**.

The safeguarding co-ordinator within the local authority works closely with the Local Authority Designated Officer (LADO) on cases where there is the potential for transferable risk between child protection and regulated adult workers.

The Community Rehabilitation Company (CRC) has embedded learning from safeguarding adult reviews by ensuring that a clear adult safeguarding policy is available for all frontline workers to use.

The Clinical Commissioning Group (CCG) has amended contracts to reflect learning from Safeguarding Adult Reviews, to ensure that there are contractual levers to drive quality and maintain safety. The CCG monitors progress at monthly Clinical Quality and Performance Meetings.

University Hospital Coventry & Warwickshire (UHCW) has introduced a newsletter and revised training to inform staff of key adult safeguarding issues, including lessons learned from Safeguarding Adult Reviews.

West Midlands Police have appointed two members of staff to review continuous professional development training (CPD) and ensure that lessons learned from Safeguarding Adult Reviews are appropriately embedded in training.

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

We have produced a communication and engagement plan which will continue to shape the way in which we speak with, and listen to, members of the public, voluntary sector and small providers.

Safeguarding awareness within communities and small providers has been raised through work with the Interfaith Forum, Voluntary Action Coventry and the Providers Forum.

Practitioners from across our partners attend Adult Safeguarding Champions Seminars throughout the year – exploring a range of safeguarding issues, including modern slavery, female genital mutilation and making referrals.

University Hospital Coventry & Warwickshire has started to visit families involved in safeguarding enquiries to understand their experience of the process.

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.

We launched our newsletter, aimed at professionals and the public, which is available on our website.



Real life story Enhanced Care Team

The **Enhanced Care Team** at University Hospital Coventry & Warwickshire has received national recognition from NHS Improvement for its work to support the most vulnerable patients in the hospital who are expressing distress. The team is made up of staff with backgrounds in mental health, learning disability, care of people with dementia and intensive care. Patients and families benefit from having ECT workers who build up a consistent and meaningful relationship with the person they are caring for.

Read more about the project and the outcomes it has achieved.

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 Board. The Annual Report is presented to the Health Wellbeing Board.

We have reported the impact of practice improvements following Safeguarding Adult 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 continue to be actively involved in working across the West Midlands region, particularly in the development of policy and procedure and in developing effective partnership working with organisations who have responsibility across multiple safeguarding adult boards.

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



Real life story Say No To Infection

Say No To Infection is one of the quality improvement campaigns introduced across the care providers in Coventry and Rugby, by Coventry City Council and the Coventry and Rugby Clinical Commissioning Group. The campaign helps care staff understand the principles of minimising the spread of infection. The campaign has a range of supporting information and documents that providers can download and use. Providers who meet the best practice criteria can gain an accreditation to demonstrate their commitment to improving outcomes for residents within their care.

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.

The local authority has developed a toolkit to assist the delivery of Making Safeguarding Personal and trained over 20 staff. Key principles include: working with adults to achieve what is important to them; adults are given the opportunity to feedback on their safeguarding experience; and ensuring adults who have substantial difficulty in participating in their safeguarding have a representative or advocate. An evaluation of the project is underway and will be published in the coming months.

Inspired by the work of the local authority, we have challenged all partners to develop a Making Safeguarding Personal action plan for their own organisations.

We have developed our performance dashboard to be more outcome focused, including several measures to monitor how well partners are doing in their efforts to make safeguarding personal.

The work of the Enhanced Care Team at University Hospital Coventry & Warwickshire continues to support patients who express distress in their behaviour and has improved ability to provide person-centred care through seeking guidance from both the learning disability and dementia teams.

The Forget-me-not Care Bundle, introduced to support people with dementia admitted to University Hospital Coventry & Warwickshire, now captures more person-centred information on the 'getting to know me' form.



Performance information drives improvement

When we hold learning events following Safeguarding Adult Reviews, wherever possible, we use direct testimony from people who have direct experience of our services.

After a Safeguarding Adult 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.

We regularly consider the effectiveness of the Board using our performance dashboard. You can see our report for 2016/17 in **Appendix 1**. We have developed a new, more outcome focused performance dashboard which we have used from April 2017.

We have completed a multi-agency audit, focusing on how effectively information about an individual's care and support needs are shared between partners, as the lead for their care and support changes.

Following learning from a multi-agency audit, University Hospital Coventry & Warwickshire has developed a new discharge policy to ensure that important information about a patient's care and support needs leaves hospital with them.

Coventry City Council has conducted a Making Safeguarding Personal Thematic Review. This has led to a review of the process for gathering feedback on the individual's experience of safeguarding, greater promotion of independent advocacy and establishing a risk enablement panel to support positive risk taking.

The Clinical Commissioning Group has led on improving quality of safeguarding practice across primary care. As a result there is a significant increase in engagement between GP Practices and the safeguarding system, with improved information sharing, risk assessment, multi professional communication and enhanced knowledge.

Real life story Wave Rave

Wave Rave. Think swimming and then make it fun with music, lights and splashing around rather than ploughing up and down, and that's Wave Rave. It's an after-hours disco with a child DJ.

This came about from a combination of community passion alongside Grapevine Coventry and Warwickshire, Coventry Sports Network and Public Health to think about how swimming could be more inclusive in the city. The last Wave Rave saw over 100 people take part, with ages varying from babies to people in their 70s. Wheelchair users have attended with others commenting on how they are surprised how easy it is to use a hoist to facilitate them getting into the pool and having a good time alongside everyone else. The event sees people with a variety of abilities attending but with the community involvement and casual environment, everyone feels comfortable and has a good time. Equal provision is made for those who don't swim (the hope is that they might) provided in the form of socialising around the pool and taking part in eating and socialising together afterwards. The project not only now has backing to create a year-long programme at various swimming pools in the city, but has enabled a successful bid to Sport England to expand our swimming offer more widely.

[Click here to find out more.](#)



Safeguarding Adult Reviews

What is a Safeguarding Adult Review?

Safeguarding Adult 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 no Safeguarding Adult Reviews were published.

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

Last year we developed a toolkit for conducting SARs, introduced by the Care Act. This is still used as a basis for our work and 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.

The learning from previous reviews is now well embedded and the Board is assured that significant improvement has been made. In particular, this annual report has described how partners are working to ensure that safeguarding services are delivered in a more person-centred way and that hospital discharge procedures are reviewed and improved.

There is more that we can do to ensure that the learning from previous reviews has been embedded, particularly around ensuring the quality and consistency of safeguarding training. This work is being led by the Workforce Development Sub-group of the Board and will be completed in the coming year. The development of a multi-agency quality assurance programme will also provide us with evidence of the extent to which learning has been embedded into practice.

Looking Forward – 2017/18 Priorities

Boards are required to publish a strategy. We have refreshed our strategy for 2017/18, to reflect our developing maturity as a Board. The outline below is supported by 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 Board ensures that complex safeguarding issues, such as self-neglect, modern day slavery, Child Sexual Exploitation and transitions, and domestic violence are understood	We will...
	Carry out a multi-agency audit to ensure that all partners are compliant with the requirements of the Care Act 2014 in respect of their safeguarding arrangements
	Develop a series of real life stories to raise awareness of complex safeguarding issues
Why? To ensure that outcomes improve for people with care and support needs because professionals that support them understand these safeguarding risks.	

The Board communicates and engages with members of the public, third sector and small independent providers, including raising awareness of safeguarding	We will...
	Publish a communication and engagement plan
	Work with existing carer and service user groups to help people with care and support needs, and their carers, to influence the safeguarding agenda
	Make improvements to our website
Why? To help people be better informed about safeguarding and the route to take to resolve any issues in relation to safeguarding.	

<p>The Board ensures that the Making Safeguarding Personal agenda is championed and improves outcomes for people with care and support needs and carers</p>	<p>We will...</p>
	<p>Agree minimum standards for training in relation to Making Safeguarding Personal</p>
	<p>Ensure that all relevant professionals across the partnership understand and can apply the principles of Making Safeguarding Personal through appropriate workforce development</p>
<p>Why? So that safeguarding is tailored to individual needs and outcomes improve as a result.</p>	

<p>The Board to ensure that the city's learning and development offer is sufficient to ensure the workforce is suitably skilled and equipped to safeguard people with care and support needs in Coventry</p>	<p>We will...</p>
	<p>Create a multi-agency workforce strategy</p>
	<p>Develop a multi-agency training plan</p>
	<p>Agree minimum standards for safeguarding awareness training</p>
	<p>Improve the way in which we quality assure our training</p>
<p>Why? So that the workforce across the city is suitably skilled.</p>	

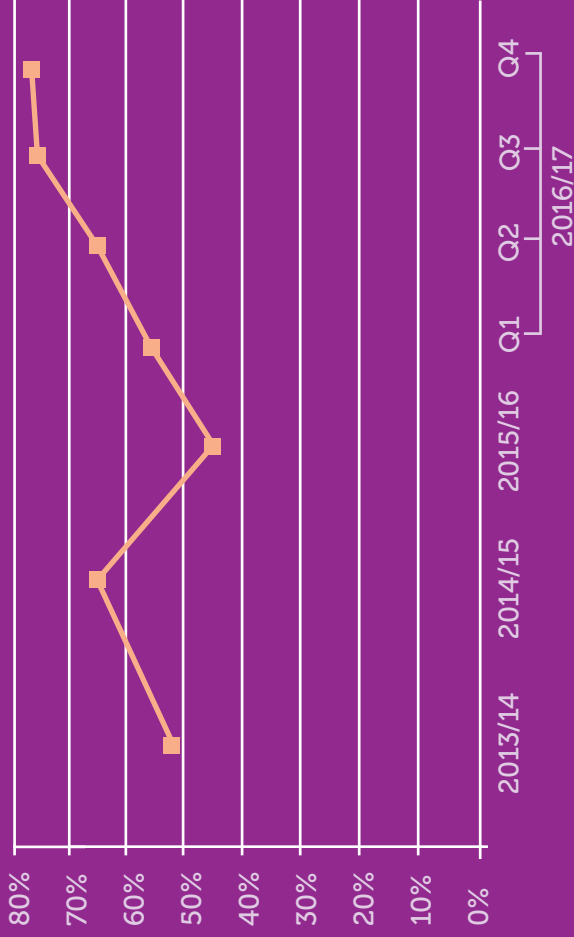


Appendix 1
Performance Dashboard



Empowerment - Presumption of person-led decisions and informed consent

Percentage of adults with concluded safeguarding enquiries who lack capacity who were supported by an advocate



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

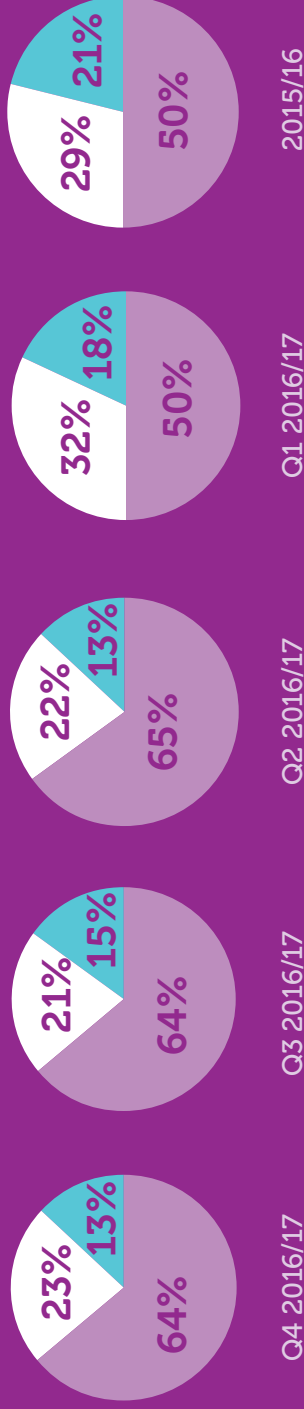
2014/15	Coventry		Trend	Comparator 2015/16 Average	England 2015/16 Average
	2015/16	2016/17 Target			
75.8	70	68.6	▲	68.7	68.8

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

2014/15	Coventry		Trend	Comparator 2015/16 Average	England 2015/16 Average
	2015/16	2016/17 Target			
85.6	86	84.1	▲	84.2	85.2

Engagement of the adult in the process – outcomes achieved

■ Fully achieved ■ Partially achieved ■ Not achieved



Safeguarding - MSP Wishes		As at end of month
Number of concluded enquiries (YTD)		965
Number of wishes recorded		663
% of wishes recorded		68.7%

Prevention - It is better to take action before harm occurs

Provision of awareness training by statutory partners



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



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



Current **CWPT** staff have been trained to Level 1 in Safeguarding Adults in the last three years



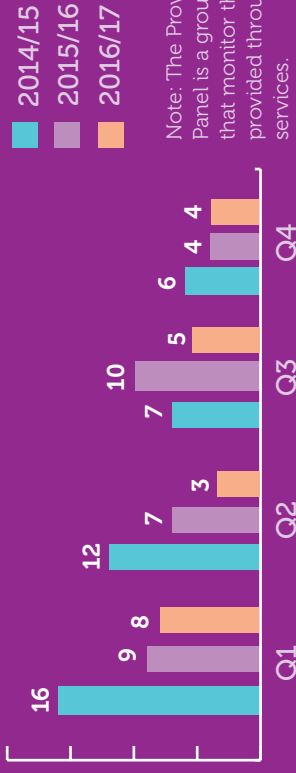
Coventry City Council staff received basic adult safeguarding awareness training in the last two years

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

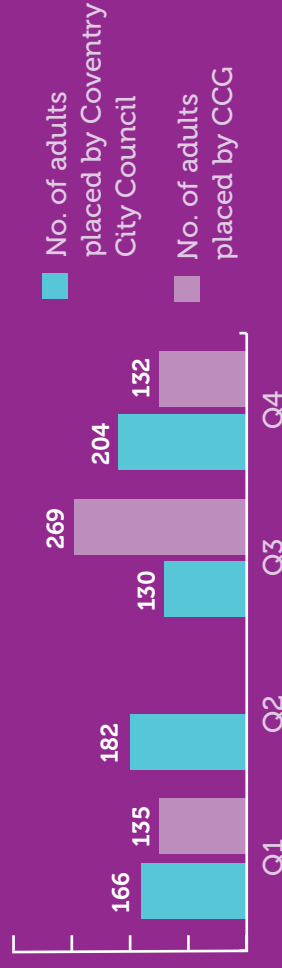
There are no large scale investigations currently underway.

Number of providers in PEP process



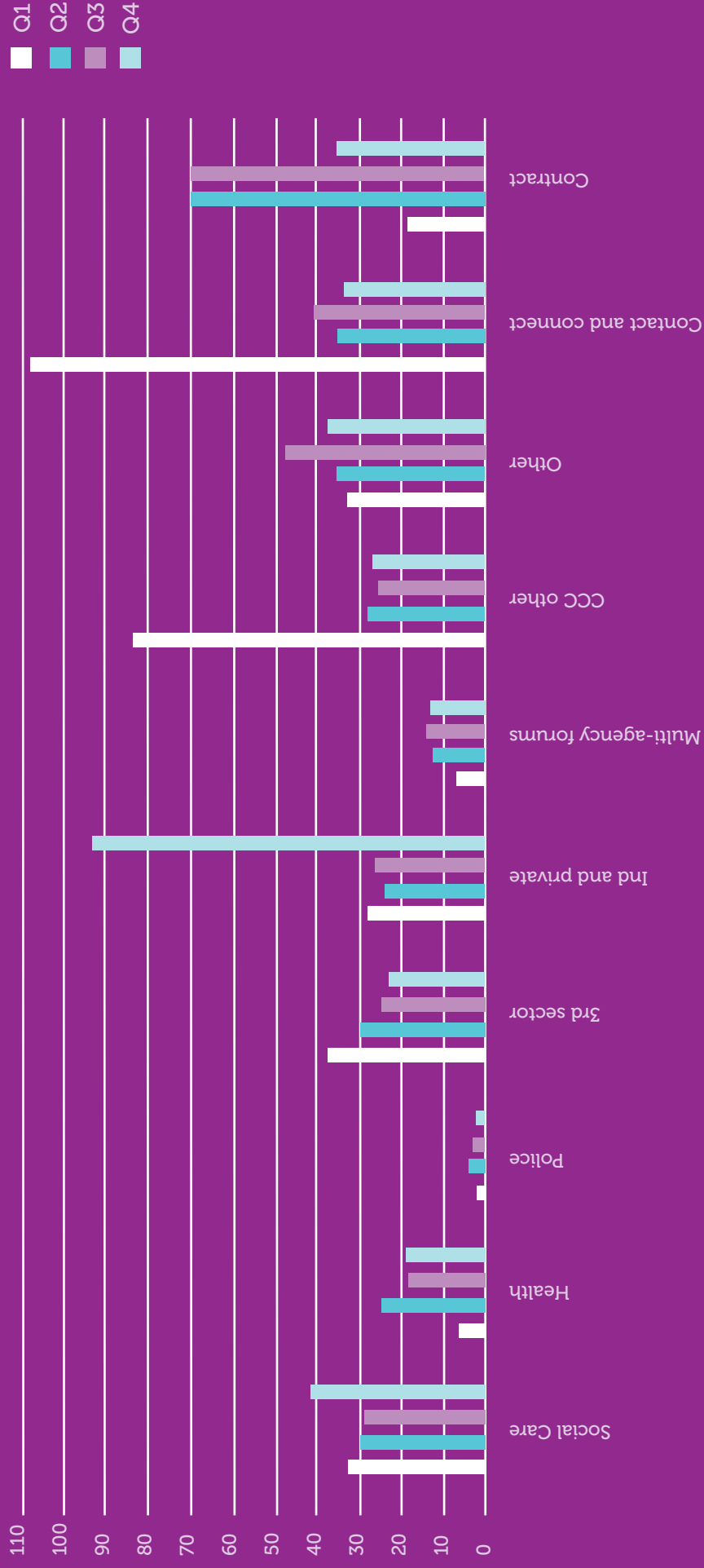
Note: The Provider Escalation Panel is a group of professionals that monitor the quality of care provided through commissioned services.

Number of adults placed out of city



Prevention - It is better to take action before harm occurs

Safe and Well Visits

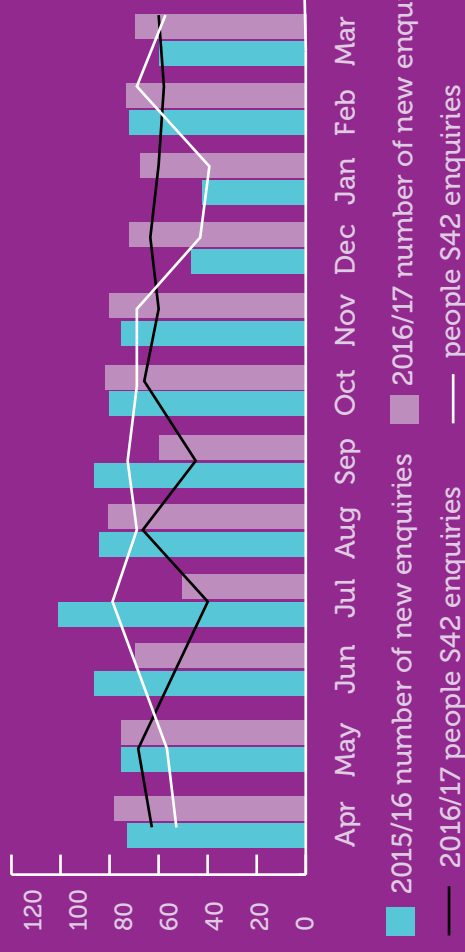


Proportionality - Proportionate and least intrusive response appropriate to the risk presented

Concerns and enquiries

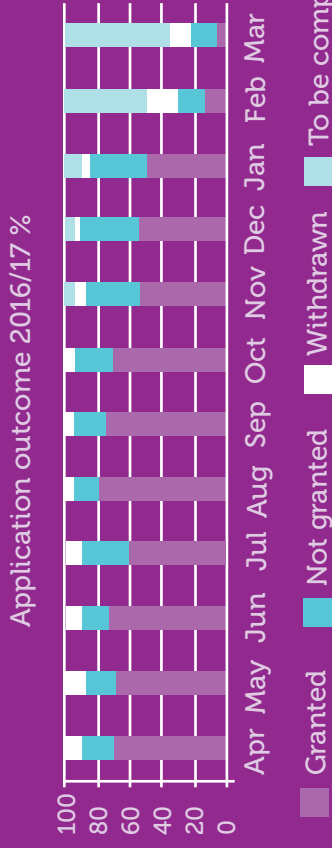


Number of people and number of new enquiries



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.

Deprivation of Liberties (DoLs) requested / granted



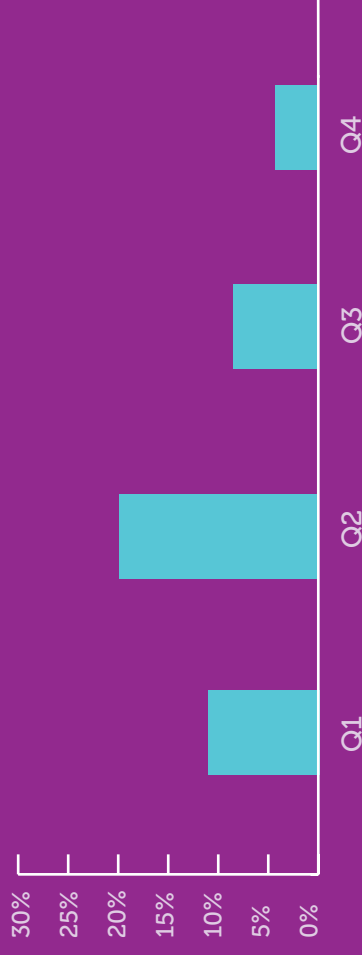
Deprivation of Liberties applications

	Applications granted within 3 months of being received	Applications granted after 3-6 months of being received	Applications granted after 6 months of being received	Total
15-16	125	315	310	750
15-16 carried over	32	246	68	344
16-17	514	221	0	735
Total 16-17	546	467	66	1079
	50.6%	43.3%	6.1%	

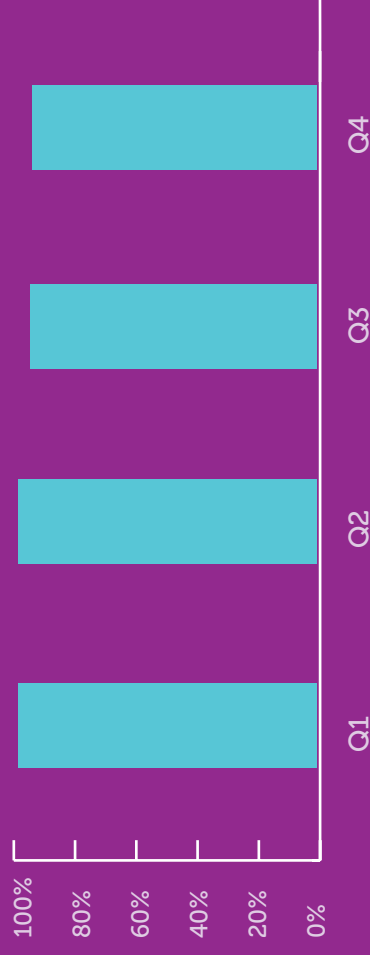
Proportionality continued

BME concerns reporting

% Safeguarding concerns from the BME community

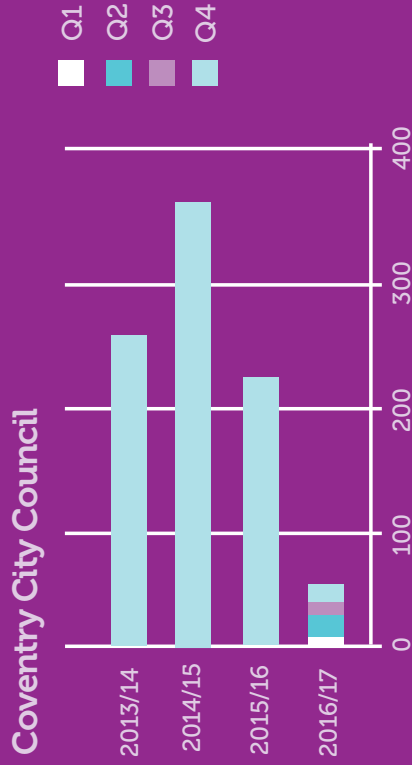


% safeguarding concerns with an initial decision made within 2 days



Protection - Support and representation for those in greatest need

Number of pressure ulcers (due to neglect) reported



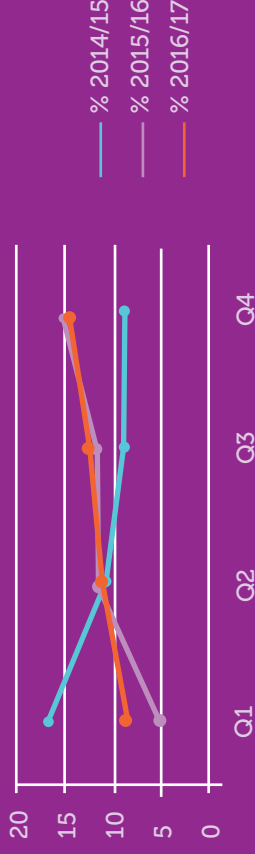
Clinical Commissioning Group



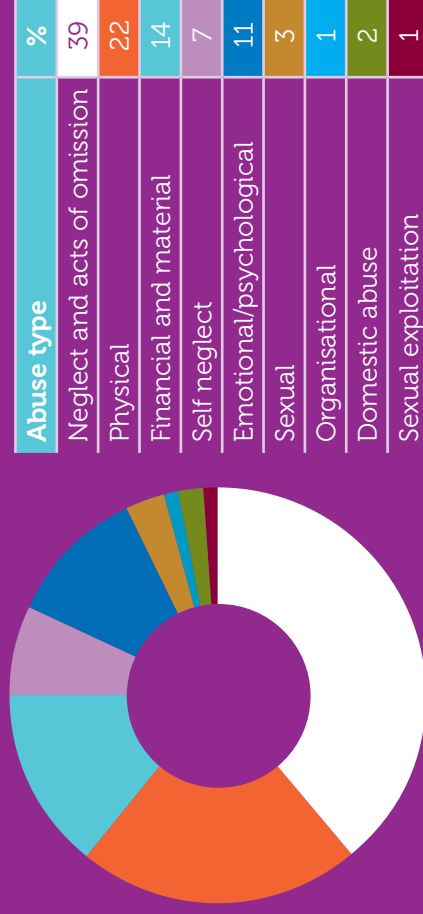
Results of action at enquiry conclusion

Concluded where harm/abuse identified	2016/17 YTD	
	Number	%
Risk remains	41	9%
Risk reduced	264	59%
Risk removed	143	32%

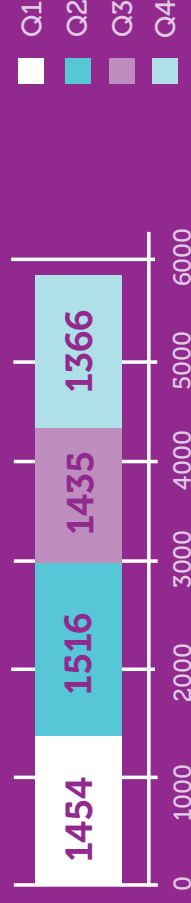
% of repeat safeguarding enquiries



Safeguarding activity by type of abuse



Domestic violence incidents reported to Police 2016/17



Note: Total offences reported are 3.4% lower than the previous year

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

Enquiry Source	No. of concluded enquiries
Residential Care	190
Ambulance Service	117
Hospital Ward Staff	97
Family Member	69
Nursing Home	62
Domiciliary Care	55
Nurse (non-hospital)	49
Extra Care Housing	47
Not Listed	38
Self (Adult at Risk)	32
Social Worker/Care Manager	18
Community Based Professional Allied to Medicine	19
A&E Hospital	17
Anonymous	16
Mental Health Staff - Joint Teams	16
Other Hospital Staff	14
Care Quality Commission	12
Supporting People Accommodation	12
Friend/Neighbour	11
Other Social Care Staff	10
GP	10
Police	9
Education/Training/Work Place Establishment	9
Day Care	8
Advocate	7
Member of the Public	6
Acute PCT	6
Housing	4
Voluntary Organisation	3
Volunteer/Befriender	2
Partner/Ex- Partner	1
Grand Total	965

Attendance at Board meetings

Organisation	Meetings attended	Attendance expectation	% attendance
Independent Chair	4	4	100
Coventry & Rugby CCG	4	4	100
CWPT	4	4	100
UHCW	4	4	100
Coventry City Council	4	4	100
Public Health	3	4	75
Health Watch	3	4	75
West Midlands Fire Service	3	4	75
West Midlands Police	2	4	50
Hereward College	2	3	67
GPs	1	1	100
Housing	1	1	100
NHS England	0	4	0
CRC Probation	0	4	0
National Probation Service	0	4	0
West Midlands Ambulance Service	0	1	0

Note: Data covers 1 April 2016 to 31 March 2017



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,
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 2568

www.coventry.gov.uk/csab

E-mail: CoventrySAB@coventry.gov.uk