Coventry Safeguarding Adults Board

Coventry Safeguarding Adults Board
Annual Report 2018/19

Board partners

Coventry and Warwickshire Partnership NHS Trust

West Midlands Ambulance Service NHS Trust

University Hospitals Coventry and Warwickshire NHS Trust

NHS
Coventry and Rugby Clinical Commissioning Group

healthwatch Coventry

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

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Message from the Chair

This is my fifth and final introduction to the Adults Safeguarding Board's Annual Report as I am stepping down as chair after 5 years.

It has been a pleasure to serve the citizens of Coventry in the role of Independent Chair of the Adults Safeguarding Board, but I am also very pleased that the Council has taken the decision to have a joint chair of the Children's Safeguarding Partnership and the Safeguarding Adults Board. I wish the new chair well in continuing to ensure that the learning from one Board can be taken on as appropriate to the other Board and in lifting the profile of the Adult Board in new venues.

This past year has been a year of consolidation as we have continued to develop the Quality and Assurance dashboard, made determined efforts to ensure appropriate staff get the training necessary for their roles and reviewed and revised policies. I am grateful to the chairs of the various subcommittees for their attention to detail in their respective areas and ensuring that action plans continue to be implemented. I am also grateful to Board members who have continued to take an active interest in the development of a robust safeguarding partnership in Coventry.

I could not leave the role of Chair without paying tribute to the team that support the Board for their support and wishing them well in their roles.

Joan Beck
Independent Chair
Coventry Safeguarding Adults Board

The Coventry Safeguarding Adults Board (SAB) 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 people from abuse and neglect. This includes senior representatives from the Local Authority, Police and NHS Clinical Commissioning Groups (CCGs), as well as other statutory organisations, Healthwatch, the voluntary sector and citizen representatives.

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 member organisations is included at appendix 1.

What we do?

The Care Act 2014 requires that each local authority must establish a Safeguarding Adults Board for its area. The objective of a Safeguarding Adult Board is to help and 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 agency does.

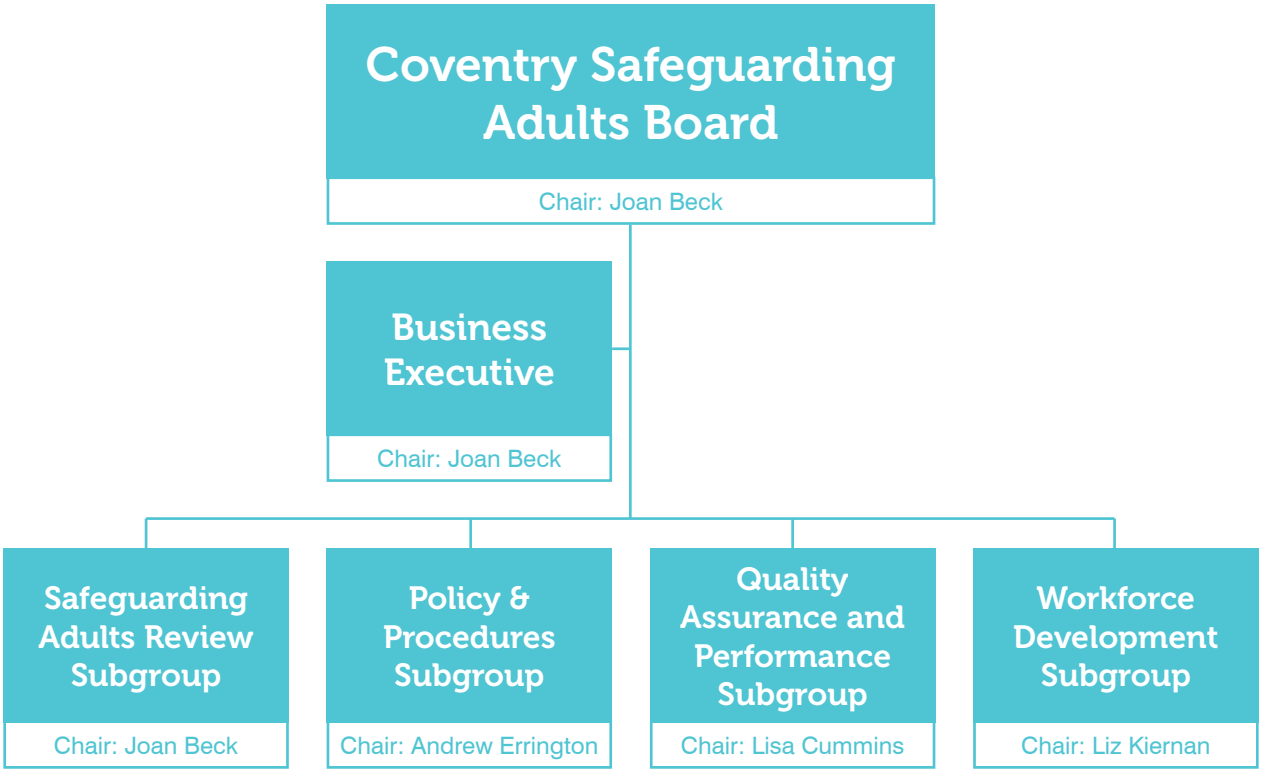
Each Safeguarding Adult Board has three core duties which are to:

- conduct any safeguarding adults review 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 adults 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 plan for 2019/2020 can be found at appendix 2.

Governance arrangements

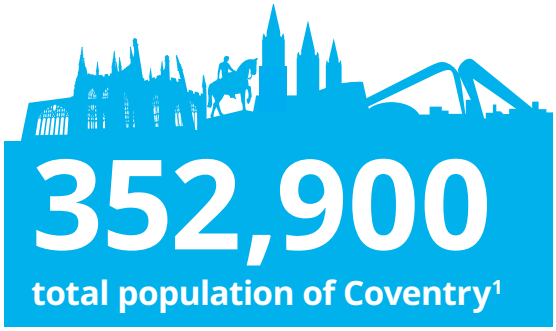
The Board is a multi-agency statutory body which makes decisions about the strategic direction of safeguarding in Coventry.

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:

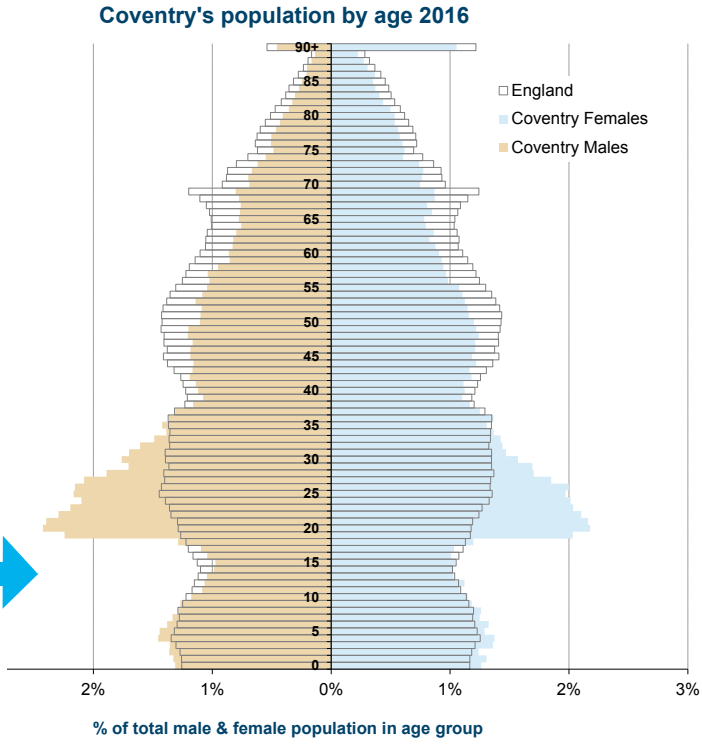


Coventry's population

Coventry population



The average citizen age is **33 years**, lower than the England average of 40 years as seen in the population pyramid opposite:



The **year on year** population **increase** is approximately **2.18%**, meaning Coventry's growth rate is slightly **higher than the national average**.

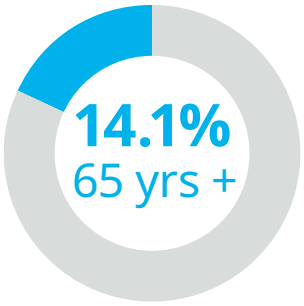
51.8% of adult social care users

are reported to have as much social contact as they would like. This is higher than reported rates in the West Midlands **46.1%** and England **45.4%**.

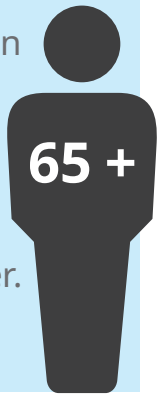
33.4% of Coventry residents

are from black and minority ethnic communities, compared to the **14.6%** average across England. This means that agencies will need to ensure that diversity is given careful consideration when their services are designed.

49,595 Coventry residents are aged 65 and over, this is **14.1%** of the total population.



This is relatively static from **2018** when **49,500** Coventry residents were aged 65 and over.



Deprivation

When English local authorities are ranked in terms of 'how deprived' the most deprived **10%** of the local population are, Coventry is ranked as **38th most deprived**.

When considering the proportion of small neighbourhoods that are identified as the most deprived **10%** in the England, Coventry is the **46th most deprived** local authority.

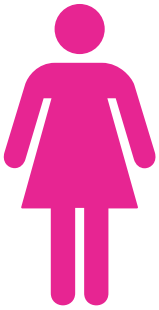
Care

In 2011, **31,900** Coventry residents provided some unpaid care. This is **10%** of all Coventry residents. Of those providing unpaid care, **6500** were aged 65 and above. This is **14%** of all residents **aged 65** and above.

Life expectancy

At birth
78.4
Coventry

Healthy life expectancy
62.9
Coventry



At birth
82.3
Coventry

Healthy life expectancy
63.8
Coventry

This gap between healthy life expectancy and life expectancy represents a significant challenge for agencies.

Demand for Care

There has been a **4%** increase in new requests for adult social care support.

30% of the total Local Authority budget is spent on adult social care.

56,274 people of all ages have their everyday activities limited by a long term health problem or disability.

Health

In 2011, **18%** of Coventry residents aged 65+ were in bad or very bad health compared to **14%** across England overall.

Within the Coventry and Rugby CCG area, **4890** people have dementia. **60%** of these will have a formal diagnosis (**national target 67%**).

1 in **6** people in Coventry are estimated to be affected by a common mental health condition, in the Coventry population aged between **16-74 years** that's **67,000** adults.

Public Health England estimates that in 2016, the prevalence of adult smokers in Coventry was **16.3%**. Smoking related hospital admission rates in Coventry in 2015/2016 were **1647** per **100,000** which is lower than the West Midlands **1741** per **100,000**.

In 2015/2016 there were **2348** alcohol related hospital admissions in Coventry, that's **767** per **100,000**. This is significantly higher than in the West Midlands (**697** per **100,000**) and England (**641** per **100,000**).

In 2015/2016 **64%** of adults in Coventry had excess weight, this is higher than the regional average of **63.9%** and the national average of **61.3%**.

76.3% of adults with a learning disability live in a stable and appropriate accommodation. This is higher than the England average of **75.30%**.

In 2011, of Coventry's residents aged 65 and over.

15,353
lived alone

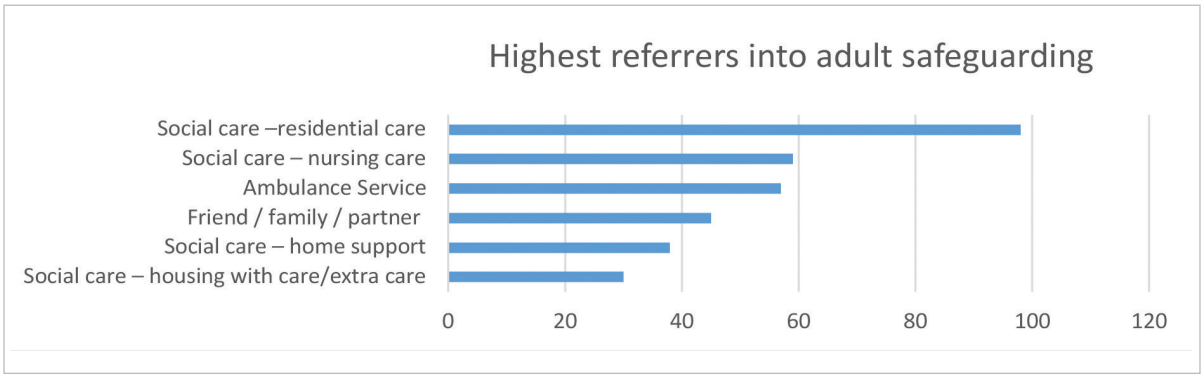
1,300
lived in residential homes

Outcomes for Coventry adults

Referrals and Safeguarding Enquiries

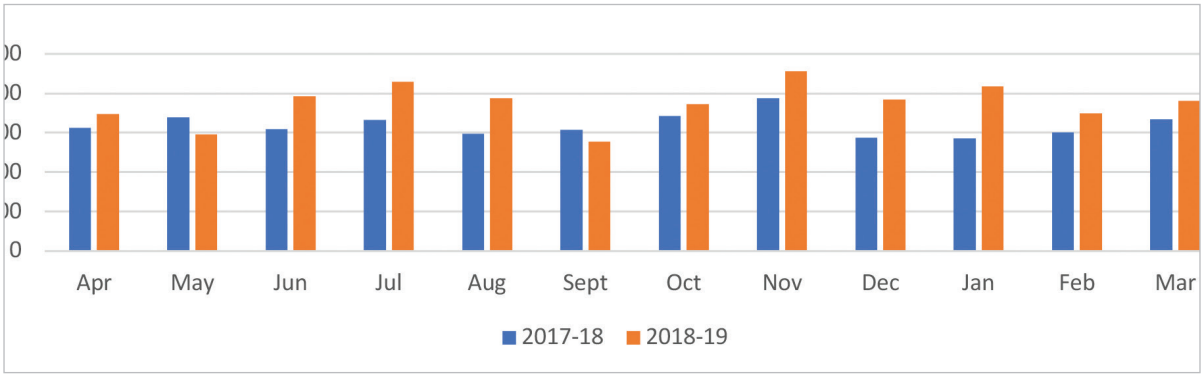
Each year Coventry City Council carries out approximately 300 safeguarding enquiries as a result of concerns. Concerns come from a variety of sources including professionals, the person themselves, and the family and friends of those who may be in need of care and support to keep themselves well and safe. The table below shows the agencies who submitted the most safeguarding concerns across 2018/19:

Figure 1: Breakdown of referrals into adult services



The 2018-19 referral rate showed no statistically significant peaks and troughs throughout the year but was, overall, slightly higher than the previous year's rate.

Figure 2: Comparative safeguarding referral rates over the last 2 years

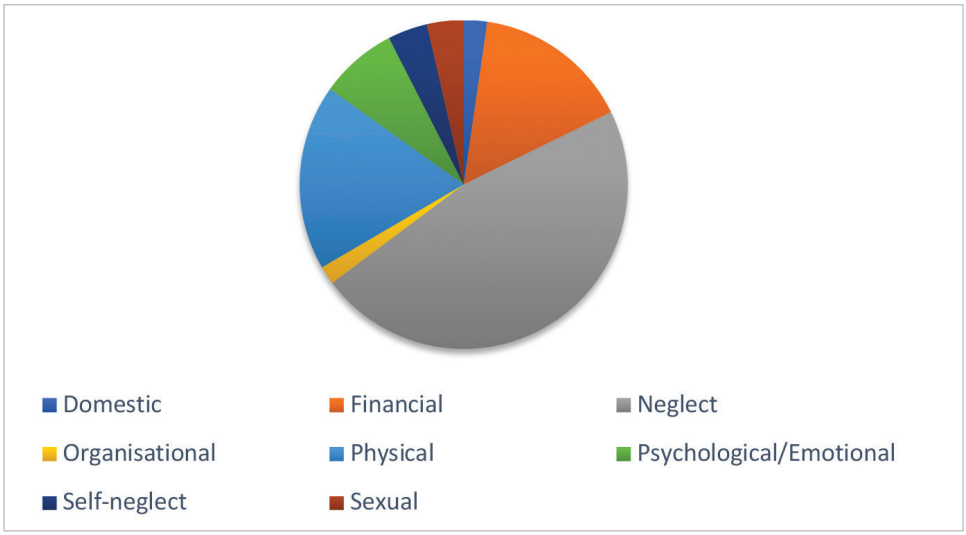


Roughly 15% of received referrals went on to become enquiries, slightly down from 17% in 2017. Approximately 83.5% of all referrals across the year were processed within 2 days, meaning the majority of adults with care and support needs received a timely response to the referral.

Types of Abuse

The main category of abuse for adults in Coventry this year was neglect, with physical and financial abuse the second and third most prevalent categories. This accords with 2017/18 data which showed the same results.

Figure 3: Types of abuse



This continues to evidence that supportive measures in relation to these specific areas are required within the City to help individuals manage the risk posed to them by others, and to support them in living happy and safe lives. Coventry has an increasingly ageing population with over 14% of the population aged 65 or over. This means there are an increased number of individuals who may have or develop care and support needs and this may, in turn, lead to increased demand for residential care. Coventry needs to, in conjunction with the CQC, focus on assuring good quality residential care home placements to evidence to the Board that individuals are safe, have a good quality of life and are being cared for with dignity.

Making People Safer

Across the year 10% of referrals were individuals already known to the Local Authority, meaning that in the vast majority of cases the initial help and support received by the service user reduced their risk appropriately. By Quarter 4 in 91% of all cases the risk to the individual was either reduced or completely removed by the end of their safeguarding enquiry. In 7% of cases the risk was judged to remain, and this relates to adults with capacity making decisions that are risky for them but are within their remit to make. A difficult aspect of safeguarding work is ensuring that adults with capacity, despite their care and support needs, have their wishes respected even if this increases the risk of harm or abuse to them.

Each year the Adult Social Care Outcomes Framework (ASCOF) requires areas to report on the proportion of people who use services who feel safer as a result of receiving those services. The early figure for Coventry has fallen this year, meaning it is now lower than the average for both West Midlands and England as a whole. NHS Digital publish the formal annual figures in October 2019, meaning it would be prudent for Coventry to wait for receipt of these formal values before drawing conclusions which may affect policy or practice.

Figure 4: The proportion of people who use services who feel safe

	2016/17	2017/18	2018/19 Target	Trend	West Midlands 2017/18 Average	England 2017/18 Average
Proportion of people who use services who feel safe	75	71.7	69.7	↓	71.3	69.9

Making Safeguarding Personal

Making safeguarding personal has been a key focus for all Coventry partners across the year and formed the basis of the adult Board's development day in March. Where possible, we want people to express their wishes and ensure all work strives to achieve them. Risk will always be the primary driving factor in work with individuals but recognising and respecting their desires is important in helping people to obtain and maintain a good, happy quality of life.

Figure 5: Achieving the wishes of adults with care and support needs in 2018

	Fully Achieved	Partially achieved	Not Achieved	Asked but not expressed	Person not asked	Blanks/ don't know
Q1	29%	24%	6%	28%	8%	5%
Q2	28%	20%	4%	32%	10%	6%
Q3	33%	20%	5%	30%	9%	3%
Q4	30%	20%	4%	35%	10%	2%

In 2018-19 the wishes of service users were either achieved or partially achieved in the majority of cases. Some individuals did not express a wish, and some wishes were not captured which is an area for partners to seek to improve across the next year. Although it may not be possible in some cases to align outcomes with the wishes of an individual (for example if someone expresses a wish to live alone and it is not safe for them to do so) all service users should be asked for their preferred outcome and efforts made to align this with the work undertaken by the partners.

Advocacy Support

Advocacy services in Coventry were provided by Voiceability over the last year. Advocacy ensures that adults with care and support needs requiring representation get a timely, fair and high quality service.

Figure 6: Advocacy survey outcomes

VOICE outcomes	Got a lot better	Got better	Got worse	Got a lot worse
I am involved in decisions about my life	4	66	1	0
I understand my rights and entitlements	6	28	0	0
I can speak up for myself more	4	38	0	0
Have better support (quality)	2	28	0	0
I understand the support options available	5	20	0	0
I have more choice	2	14	0	0
I am able to live more independently	2	5	3	0
I understand how to keep myself safe	0	5	0	0
I feel more confident to keep myself safe	0	4	0	0
I would know who to tell if some-one was hurting me	0	7	0	0

Feedback from Voiceability services users included:

Over the year Voiceability had a high demand for their advocacy service and exceeded their allotted hours to ensure that services were delivered to all those who required them. Additional funding has been agreed for the forthcoming year to help manage demand and ensure adults with care and support needs in Coventry are appropriately assisted.

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguard (DoLS) are part of the Mental Capacity Act 2005. The safeguards aim to ensure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.

Figure 6: DoLS status table 2013-2019

Status	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14
Granted	1143	1033	1041	751	219	74
Not Granted	902	710	490	451	68	48
In Due process	270	314	205	354	394	0
Total	2315	2057	1736	1556	681	122

There were 1143 DoLS granted in 2018-2019, 735 were granted within 90 days and 36 applications were granted over 180 days (6+ months) after they were received. The primary reason that a DoLS is not granted relates to a change in circumstance, for example a person moves to an alternative home, makes a recovery and the deprivation is no longer required

Board members have observed that:

- The number of DoLS referrals is still increasing, this is an observed trend over the past 6 years
- The number of granted DoLS remains consistent year on year over the past 3 years
- The number of Not Granted DoLS has increased year on year over the past 6 years
- The number of DoLS in due process has remained low over the past 3 years

This represents a positive step for safeguarding across the City as the number of applications is increasing, and agencies are responding well to this increase. The DoLS Team have adopted the ADASS guidelines to assess the priority of application but have reduced the applications relating to patients in UHCW with a fewer than 14 day stay. The authorisation process has been revised and stands separately to the ADASS guidance and is legally secure. The eradication of non- value added elements has enabled a robust and streamlined application, resulting in the service's ability to keep pace and improve performance.

Conclusion

Work with adults with care and support needs across Coventry in 2018-19 has been person centred and high achieving, as evidenced by the number of service users who say that their desired outcomes from the safeguarding process were met.

The Safeguarding Adults Board continually seek to improve practice and increase the number of service users able to live full, safe lives and in 2019 the areas for focus to achieve this are likely to be around continuing to make safeguarding as person centred as possible, and understanding and working with wider, contextual safeguarding issues.

We also need to ensure practitioners feel confident in empowering adults with care and support needs with capacity in risk enablement as this is a constant challenge to our commitment to carry out our safeguarding responsibilities. Risk enablement recognises that taking carefully considered risks can enable individuals to help improve their well being. Over the last year the Board has grown in confidence that partners involved in safeguarding adults with care and support needs which work with the Board are efficient, effective and in line with the legislative responsibilities of the Care Act. Quality assurance outcomes and data indicate that practitioners are committed to their work and seek to see every service user as an individual, embracing the 6 principles of adult safeguarding and working collaboratively with them to ensure any risk they face is reduced as far as possible.

Coventry data tells us that an increased demand for care services is likely to persist as the city's aged 65+ population continues to grow; as a result, it is important that Coventry is in a position to be able to not only meet this demand but continue to deliver quality services which keep people safe. This year's data confirms that neglect continues to be the most prevalent form of abuse, followed by physical and financial abuse and we need to ensure that practitioners are enabled to identify and respond to these abuse types appropriately. There is also work to be done to ensure that third sector organisations and Coventry local communities are able to participate in keeping people safe from harm, and for the Board to receive continued assurance that partners across the city understand and fulfil their safeguarding responsibilities.

Coventry Safeguarding Adult Board Priorities:

The Coventry Safeguarding Adult Board had 4 priorities for 2018/2019:

- The Board to ensure that complex safeguarding issues, such as self-neglect, modern day slavery, child sexual exploitation and transitions, and domestic violence are understood
- The Board communicates and engages with members of the public, third sector and small independent providers, including raising awareness of safeguarding
- The Board to ensure that the Making Safeguarding Personal agenda is championed and improves outcomes for people with care and support needs and carers
- 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 in relation to Safeguarding Adults

How have we made a difference?

Our purpose is to encourage partner agencies in working together, co-ordinate the work of partners and assess the difference that we make to adults with care and support needs in Coventry. This section represents some of the highlights of the work agencies have done to deliver Board priorities:

Understanding complex safeguarding issues

Real life stories - The Board has developed a series of real life stories to raise awareness of complex safeguarding issues which are available on the website for both practitioners and members of the public.

Story 1	**In 2011 Malcolm Beardon, aged 79 killed his wife Margaret who was suffering from dementia. Mr Beardon was reported to have 'snapped' after caring for his wife for many years. Mr Beardon was said to have 'lost control' and was supported by his family throughout his trial.**
Story 2	**In 2009 Kenneth Mann, 81, killed his wife Doreen with 2 knives and a hammer – he was reported to be suffering with depression after struggling to adapt to retirement. Mr Mann was being treated for clinical depression and Mrs Mann had said to others that she feared he may harm her – but despite being urged did not leave the relationship. After attacking his wife, who died from her injuries, Mr Mann drowned himself in the bath. The bodies were found by a psychiatric worker who alerted police after being unable to get a reply at the front door for 2 days. The deaths were described by professionals as a "double tragedy" and Mr Mann's mind as "having a disturbed balance at the time of his death".**
	Domestic abuse in older people is often characterised as 'out of character' or 'sudden', and often framed in the context of illness or caring for another. However, research around domestic abuse across all generations shows that a victim is abused on average 37 times before they tell anyone, meaning the sudden loss of control theory is unlikely to be the truth.
	The director of Women's Aid says "The abuse, whether physical or psychological, is often very long-term, perhaps throughout a 40-year marriage. The abuser can often present as very frail: if the woman has a disability or is in failing health it can add to her vulnerability. Older women often tell us that they don't think they will be believed when they go to agencies for help.

Child sexual exploitation and transition

A six month piece of work has been undertaken to identify the current demand for additional services as well as to scope transition services. The project has considered national and regional practice and developments and has consulted with a number of young people affected by CSE. A workshop was held to obtain the views of professionals. As a result of this piece of work the Board has a greater understanding of the issues affecting young adults affected by sexual exploitation. The next step for the Board is to work with colleagues from the Safeguarding Children Partnership, the Police and Crime Board and the Health and Well-being Board to look at who is best placed to fill the gaps in service provision.

The City has a strategic statement on sexual violence which sits with the Police and Crime Board and a new service has just been commissioned, the model of which is focused on helping victims cope and recover.

IRIS - The CCG has commissioned the IRIS programme which delivers training on modern day slavery, so called honour-based violence, domestic abuse and female genital mutilation to primary care. This is a training support and referral programme for GP practices which promotes clinical enquiry, increases practitioner confidence to record disclosures and recognise risk factors.

Self-neglect - The CCG has delivered self-neglect training to all GP practices. A new and responsive suite of adult safeguarding training for practitioners and managers including 'Working with People who Self Neglect and Safeguarding and the Law' has been introduced in 2018/2019 by the Local Authority.

Modern Day Slavery - The Local Authority Safeguarding Adults Co-ordinator received training in modern day slavery and this will be cascaded throughout 2019-2020.

West Midlands Fire Service have a mandatory e-learning package for modern slavery.

Domestic Abuse - Public Health launched a new strategy around domestic abuse last year and this is being delivered through a supporting action plan and a range of newly commissioned services to support groups who face additional barriers to access services. Extensive consultation was undertaken in the lead up to writing the strategy. The strategy is available at: www.coventry.gov.uk/downloads/file/27376/domestic_abuse_strategy_2018-2023

Coventry raised awareness of Domestic Abuse via the Home Office campaign '16 Days of Action against Domestic Abuse' between the 25 November and 10 December 2018. An article covering this event can be found at: www.coventry.gov.uk/news/article/2713/16_days_of_action

West Midlands Fire Service have updated their domestic abuse policy, and this has been cascaded to all staff.

Hoarding - Coventry City Council and the CCG have commissioned a hoarding service 'Enabling Spaces'. Enabling Spaces is a community interest company (CIC) which has been established to work directly with individuals who are affected by Hoarding Disorder and, in addition, self-neglect and domestic squalor. Enabling spaces provide a specialist Occupational Therapy led service, providing holistic assessments, interventions, and practical and psychological support to individuals who compulsively hoard. Since April 2018 they have received 84 referrals into the service and they are currently supporting 18 complex hoarding cases and have a waiting list in operation.

The Safeguarding Adults Board has developed a Hoarding Best Practice Framework and Guidance to be used by partners to work in partnership using an outcome focused, solution based model to work with people who hoard and self-neglect.

Operational housing teams from Whitefriars Housing have been working with Coventry City Council where there are cases identified that need their support.

West Midlands Police are developing their understanding of threat, risk and harm of adults with care and support needs in conjunction with Adult Safeguarding Managers across the West Midlands Police Force area. There has been the introduction of a marker for WMP CRIMESsystems and refinement of the WMP quarterly performance return. Once this understanding isdeveloped activity will be prioritised based on clear Partnership Strategic Priorities.

The Safeguarding Adults Board have developed a series of One Minute Guides which are short, easy to read guides aimed at equipping front line practitioners with the knowledge and skills that they need in respect of a particular subject matter. In 2018-2019 the following One Minutes Guides have been added to the website suite of resources:

- Gender identity
- Claire's Law
- Learning from a recent Safeguarding Adults Review

The Guides can be accessed at:
www.coventry.gov.uk/downloads/download/5566/safeguarding_adults_-_one_minute_guides

The Safeguarding Adult Board undertook a thematic case file audit focused on self-neglect in the Autumn 2018. All key agencies within the City took part, and a focus group and audit panel were held to support discussions around audit findings.

Conclusion

There has been significant work done across the city to raise awareness of complex safeguarding issues in 2018-19. The Board has also seen some evidence within a learning review that practitioners and members of the public have increased confidence in identifying and responding to complex safeguarding issues. The Board has a good understanding of these complex issues and recognises that in order to best respond to these areas of work there is a need to look for new and creative ways of working and as such, a priority for the coming year will be to work closely with other local strategic boards to understand the range of support available in relation to these issues across the continuum of need.

The findings from the self-neglect audit were overwhelmingly positive: Coventry agencies evidenced that they identify and manage issues of self-neglect in adults quickly and thoroughly, and with compassion. There was excellent evidence of the building of positive relationships and working at a responsive pace. Areas for development included ensuring regular supervision for practitioners and improved case recording, both of which are on an action plan being managed by the Board's performance subgroup.

Communication and engagement

The Board communicates and engages with members of the public, third sector and small independent providers, including raising awareness of safeguarding.

Whitefriars Housing ensure that wider safeguarding training is undertaken by Operational teams.

The Safeguarding Adults Board supported the National Safeguarding Adults week in 2018. Partners visited different locations of the City throughout the week and engaged with members of the public to talk about and raise awareness of the abuse and neglect of adults.
www.coventry.gov.uk/info/233/coventry_safegaurding_adults_board/3272/safeguarding_adults_awareness_week

The City Council have updated their suite of public information which has been designed to provide information on the safeguarding process for those involved in safeguarding activity including opportunities to capture the experience of people.

www.coventry.gov.uk/downloads/4244/safegaurding_adults_information_leaflets_and_posters

A number of Public Health commissioned services, for example, Coventry Rape and Sexual Assault Centre provide training and do proactive outreach with partners across the city to raise awareness of safeguarding.

Following recommendations from serious incident reviews, West Midlands Fire Service Staff have delivered 'Reducing Future Fire Deaths' awareness sessions for agencies including dementia charities, Adult Social Care and NHS staff highlighting the risk between fire risk and safeguarding particularly in relation to self-neglect.

The Safeguarding Adults Board support team has maintained a high profile on social media and has supported campaigns including: 16 Days of Action, National Safeguarding Awareness week, Operation Sceptre (a police anti knife campaign), Anti-Slavery Day, Human Trafficking Awareness Day, and Sexual Abuse and Sexual Violence Week 2019.

The Board ensures that audit and quality assurance work findings are summarised and put onto the website to ensure that anyone can access and understand the assurance work being undertaken in the city.

Conclusion

Over the last 12 months there has been some successful work done in this area. The activity that took place in respect of the national Safeguarding Awareness Week was recognised by national organisations as a positive step forward in raising the profile of adult safeguarding across the city. Members of the public were surveyed to test their understanding of adult safeguarding and of those surveyed 72% demonstrated an awareness of adult safeguarding, with 79% knowing how to refer any safeguarding concerns. This is clearly a positive result, but the Board recognises that they have a role in continuing to raise the profile of adult safeguarding and to ensure that members of the public know how to share a concern if they are worried.

It is clear that there are a large bank of resources for practitioners and members of the public to access, and the Board will continue to signpost and add to these.

The development of One Minute Guides has been a positive step, allowing practitioners to receive a quick, easy to read guide on a given subject matter. There is work to be done to raise awareness of the guides to increase the impact of them onto frontline practice.

The Board have also developed a strong social media presence over the year and this will continue to be progressed during 2019-20. Those surveyed as part of the awareness week were less able to identify self-neglect and discriminatory abuse and the Board will ensure that this is considered in social media campaigns for the coming year.

Making Safeguarding Personal

The Board will ensure that the Making Safeguarding Personal agenda is championed and improves outcomes for people with care and support needs and carers.

The CCG have included Making Safeguarding Personal in all level 1 training for staff.

For West Midlands Police Making Safeguarding Personal Principles are mirrored in their statutory obligations under the 'Victims Code'. Under these obligations, victim wishes and feelings are at the centre of the investigation with victim preferred outcomes at the forefront.

West Midlands Housing Group (Whitefriars) have focused, internal training programmes for staff which include Making Safeguarding Personal.

Coventry City Council is leading the development of strengths based approaches, including motivational interviewing, the Risk Enablement Panel and Family Group Conferencing (FGC) pilots. In 2018 the City Council held 7 in-depth Risk Enablement Panel discussions.

Coventry City Council has developed and implemented a new Practice Quality Assurance Framework for adult social care. This includes observation of practice and practice and supervision audits. The audits consider the quality of safeguarding interventions and practice.

West Midlands Fire Service are currently developing new systems that will give them the opportunity to capture the customer journey in an improved way. This will offer more opportunity to embed the Making Safeguarding Personal agenda.

The Safeguarding Adults Board has given full consideration of Making Safeguarding Personal when carrying out reviews.

Practitioners highlighted elements of Making Safeguarding Personal when interacting with members of the public during safeguarding awareness week.

Risk enablement panel enabled us to share crucial information and get a better understanding from other agencies perspectives, and also learn of the issues they are/ were experiencing .... able to respond quicker to potential safeguarding issues, as information is now shared, which was not necessarily shared before'

(Practitioner feedback)

Conclusion

We have been encouraging practitioners to use the MSP approach across the city. The Board has seen progress in this area but recognises that that MSP can be challenging as not all vulnerable people have the capacity to decide what is in their best interests and may need assistance to do so. In addition, many safeguarding situations are complex and can involve high levels of risk.

The MSP agenda is always incorporated into quality assurance work. No matter the theme, partners are asked to consider how they have responded personally to individuals and are asked to evidence proportionality and responsivity in their work. MSP is also included within the quarterly performance dashboard data set and any trends are monitored and responded to across the year. Overall, this year's data evidences a generally positive trend of listening to service user voices and working with individuals to achieve the desired outcomes.

Learning and Development

The CCG's learning and development offer has been matched to the safeguarding intercollegiate document for adult safeguarding.

The named GP delivers training directly to named safeguarding professionals and GPs.

The creation of the Emergency Services/ SAB Managers Regional (Metropolitan) Group, which is the bringing together of Emergency Service Representatives and the Adult Safeguarding Board Managers has been significant in looking at workforce development over a wider area. A consistent and co-ordinated Training and Development plan is being developed across the West Midlands Metropolitan area along with a training framework which brings together training levels from each organisation, allowing for a common language in this area.

Safeguarding training is a mandatory training requirement of new employee induction for West Midlands Housing Group (Whitefriars).

Coventry City Council has developed a new and responsive suite of Adult Safeguarding Training for practitioners and managers including 'Working with People who self-neglect and Safeguarding and the Law'.

Coventry City Council hosts an annual practice week providing access to a week of practice focussed events from a range of leading academics and guest speakers aimed at improving outcomes for adults.

Coventry City Council is ensuring practice informed by evidence and curiosity, raising the profile of our subscription to Research in Practice for Adults, promoting the use of webinars for example 'Criminal Exploitation: County Lines and the impact on adults'. In 2018 access has been gained to a further resource 'Care knowledge', helping staff to stay up to date on the latest expert information and legislation to help day to day practice.

Coventry City Council has recruited new practice development social workers, responsible for ensuring that practice improvements are fully embedded. One of these social workers has been concentrating on Making Every Contact Count initiatives.
www.coventry.gov.uk/info/190/health_and_wellbeing/2051/making_every_contact_count_mecc

Public Health, as part of their Domestic Abuse Strategy, are developing a bespoke online training package that will be accessible as part of the 'Melearning' platform. There will be different training available dependent on job role. Public health has also published a document with all available training which can be accessed at:
www.coventry.gov.uk/info/190/health_and_wellbeing/3283/public_health_services

The Safeguarding Adults Board has organised three learning events across 2018-2019: coercive control, modern day slavery and human trafficking and hoarding. Across all three events 89% of attendees rated them events were useful or very useful.

Partners have reported their Mandatory safeguarding training figures as shown below:

Statutory Agency	Compliance AT Q1	Compliance AT Q2	Compliance AT Q3	Compliance AT Q4	CAVEAT
COVENTRY CC	72%	71%	70%	72%	Calculated at 3 years (employer requirement)
UHCW	88%	87%	95.82%	94.02%	Calculated at 3 year (employer requirement)
CCG	61.22%	79.38%	84.01%	86.36%	Calculated at 3 year (employer requirement)
CWPT	97.3%	96.19%	95.99%	96.21%	Calculated annually (employer requirement)
CRC	Not received	Not received	Not received	Not received	Calculated at 3 year (employer requirement)
NPS	100%	Not received	78%	Not received	Calculated at 3 year (employer requirement)

The Board has a current target of 80% of all staff in agencies trained in basic safeguarding awareness, and these figures demonstrate a positive trend towards achieving that figure. The Board will continue to monitor these figures over 2019-2020.

Conclusion

The Board is assured that there is a high level of safeguarding training in place across the City which is supporting practitioner to identify and respond to safeguarding concerns.

Audit work does occasionally identify areas for development in terms of learning and training for staff across the partnership. These findings are always shared with the Workforce Development subgroup who look at how the gap can best be addressed.

Safeguarding Adults Review

What is a safeguarding adult review?

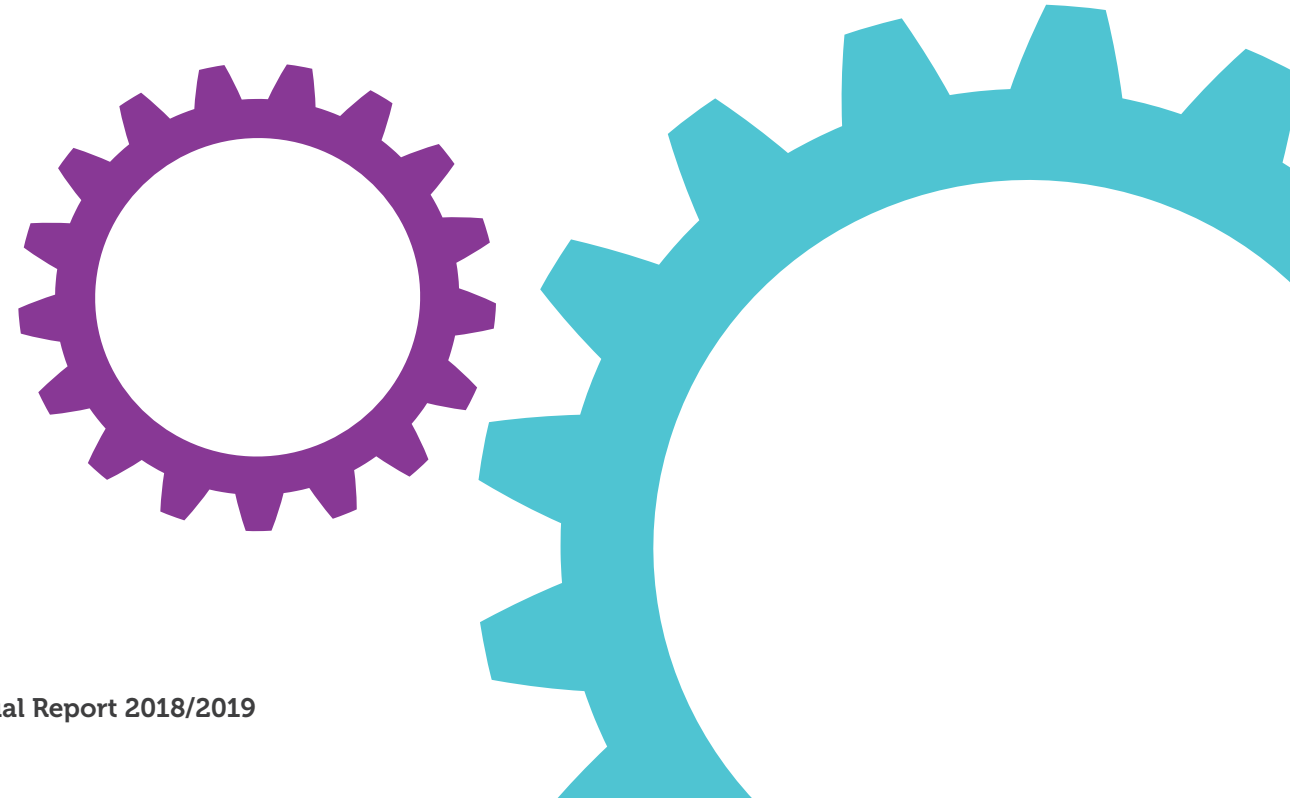
The Care Act 2014 states that Safeguarding Adult Boards must arrange a Safeguarding Adult Review (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult. 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 learnt are shared to maximise the opportunity to better safeguard adults with care and support needs who are or may be at risk of abuse or neglect. The Care Act 2014 requires that lessons learnt are published in the Annual Report following the conclusion of the review.

This year the Coventry Safeguarding Adult Board undertook a Safeguarding Adult Review in respect of 'Robert and Stuart'. Robert had been subject to a series of serious assaults perpetrated by Stuart (for which he was subsequently convicted and is now detained) whilst they were both resident in a specialist further education college which provided training for young adults with a learning disability. The college had not been made aware, during the admissions process nor subsequently of Stuart's previous behaviours which were the same or similar to those of which Robert became the victim, leaving him traumatised; trauma which will continue for some time to come. The full learning brief can be found here www.coventry.gov.uk/downloads/download/4367/coventry_safeguarding_adults_board_-_annual_reports



As a result of the Safeguarding Adult review:

- The full report has been shared with the other Local Authorities involved in the case together with their Safeguarding Adult and Children Boards. Coventry Safeguarding Adult Board has sought assurance that they have addressed any learning
- The Safeguarding Board has met with representatives from all of the further education colleges in the City to examine best practice in terms of admissions policies and supervision for Designated Safeguarding Leads, and has sought assurance that this good practice is implemented
- Adult Social Care teams are examining ways to improve transition pathways from Children's Social Care
- The Safeguarding Adult Board has sought assurance from education, health, and care plan teams that plans reviewed at year 9 and thereafter include a focus on preparing for adulthood
- The Safeguarding Adult Board has sought assurance from Coventry and Warwickshire Partnership Trust, the provider for the Mental Health and Learning Disability Service, that the 'was not brought' policy is being complied with
- Partners have identified other relevant learning from the review and this has been disseminated in the form of a Learning Brief

Looking forward 2019-2021

The Coventry Safeguarding Adult Board has identified our strategy for 2019-2021. The Board members have opted for a 2 year plan to ensure that areas can be covered in greater depth. The strategy for the CSAB is outlined below:

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.	We will...
	Seek assurance that organisations are committed to MSP and that it is working well in practice by carrying out 2 case file audits and also an enquiry panel.
	The Board will ensure that MSP is promoted at Board level by; monitoring Local Authority MSP returns to NHS Digital, by board members receiving a presentation on MSP, by developing a network of MSP critical friends and amending sub group Chairs highlight reports to ask them how they have considered MSP.
	A suite of resources will be developed to inform practitioners and stakeholders in respect of the principles of MSP. This suite will include information for practitioners, the service user and family and carers. These will be available on both the Board and partner agency websites.
	To review the current performance dashboard to ensure that a mechanism exists for providing assurance in respect of MSP.
	A Mental Capacity Act event will be organised and will be targeted at those agencies which were highlighted as weaker in the MCA audit.
Why? **To ensure that safeguarding is tailored to individual's needs and outcomes improve as a result.**	
How will we know we've made a difference? • Improved performance between the first and second audit • Agencies are able to articulate an example of when MSP has improved outcomes • Number of attendees at MCA event • Number of website hits to MSP webinar • An increase in safeguarding enquiries where wishes are met or partially met	

To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.	We will…
	Produce a suite of resources aimed at highlighting the different types of abuse and how to report concern. These resources to be used in electronic campaigns across partner agencies.
	Work with LA/ CCG commissioners to obtain assurance around how standards, policies and professionals are being applied and to develop a best practice model/ accreditation for adult safeguarding with care providers. To refresh the CSAB workforce development strategy and deliver the second year of learning events and training quality assurance.
	To be assured that learning is having a demonstrable effect on frontline practice by seeking out ways to ensure that information is reaching frontline practitioners, creating networks of safeguarding champions and developing One Minute Guides and newsletter to keep staff up to date.
	Be assured about action being taken in respect of safeguarding gaps in agencies current CQC statements.
	Work with regional colleagues to ensure that the Care Act compliance self assessment tool includes questions in respect of training, supervision policies, whistleblowing procedures, commitment to the SAR process and MSP. This self assessment to be completed with Board members and the gaps identified will be translated into an action plan of remedial action.
	All agencies to be asked to nominate frontline safeguarding champions and these individuals will be invited to learning events and will also be sent copies of new policies, procedures and literature for dissemination within their agency.
	To monitor developments in relation to Liberty Protection Safeguards andwork with Board partners to implement.

Why?
To ensure that safeguarding knowledge, skills and expertise is effective across the system to ensure that outcomes are improved for service users.

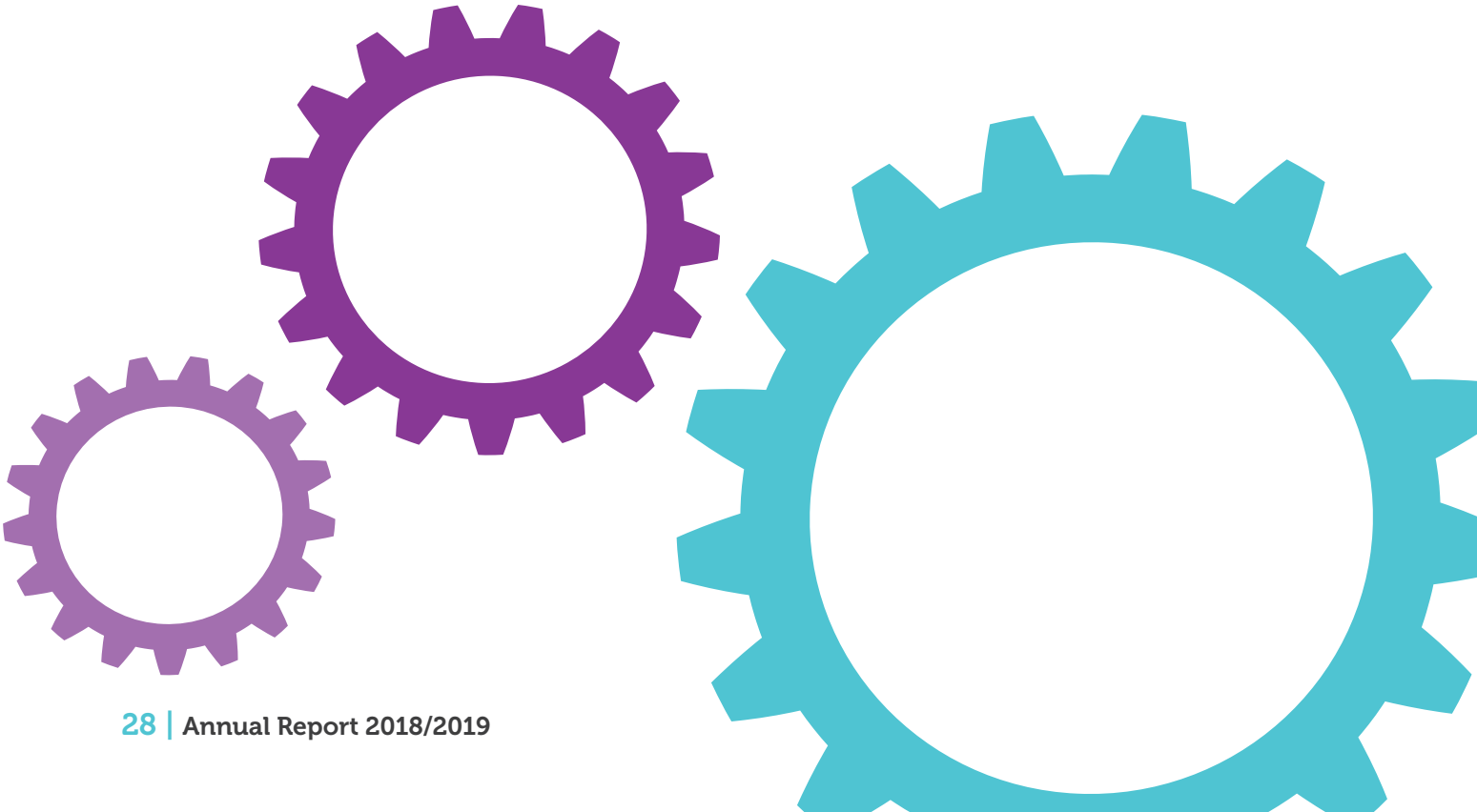
How will we know we've made a difference?

- **More safeguarding enquiries where wishes are met or partially met**
- **Self-assessment demonstrates positive results**
- **Number of attendees at events**
- **Number of agencies involved in electronic campaigns**
- **Number of accredited care homes**
- **Number of individuals signing up for the newsletter**

To be assured in respect of issues that are complex, but do not meet the threshold for statutory intervention,that agencies and organisations are working effectively together to prevent abuse / support people with a range of vulnerabilities	We will…
	Year 1
	Identify the types of complex issues that agencies are being faced with on a regular basis but that yet sit outside of adult safeguarding.
	To work closely with other strategic boards to understand the range of support available in relation to complex safeguarding across the continuum of needs.
	Undertake an enquiry panel looking at how agencies respond to these groups and whether there are any referral pathways or whether locally there is a gap.
	Year 2
	Develop a series of case studies to highlight why, despite having complex needs, that individuals do not meet the threshold for safeguarding, create a directory of services that can support these individuals and raise awareness of the referral path ways with practitioners.
	Undertake any the remedial action identified in Year 1.
	Survey staff to ascertain if there is increased confidence in signposting to sources of support.

Why?
To seek assurance that services are in place to support people who do not meet the criteria for safeguarding and to assist agencies to signpost to these sources of support.

How will we know we've made a difference?
- **Number of attendees at events**
- **Staff report increased confidence in signposting to alternative sources of support**
- **Number of individuals signing up for the newsletter**



Appendix 1

Name	Title and Agency	Role
Joan Beck	Independent Chair, Coventry Safeguarding Adults Board	Core Chair
Andrea Simmonds	Partnership Officer – Coventry & Solihull, West Midlands Fire Service (WMFS)	Core Vice Chair
Jo Galloway	Deputy Director of Nursing, Coventry & Rugby CCG	Core
Gail Quinton	Executive Director - People, Coventry City Council	Core
Eira Hale	Safeguarding Boards Business Manager	Core
Andy Wade	Head of Services, West Midlands, National Probation Service	Core
Kobina Hall	Head of Coventry & Solihull, The Community Rehabilitation Company	Core
Mike O'Hara	Chief Superintendent, West Midlands Police	Core
Lisa Cummins	Deputy Director of Governance, Coventry & Warwickshire Partnership Trust (CWPT)	Core
Alison Talbot	Associate Director of Nursing for Women, Children and Safeguarding. University Hospitals Coventry and Warwickshire NHS Trust (UHCW)	Core
Carly Manning	Head of Safeguarding, West Midlands Ambulance Service (WMAS)	Core
Kamaljit Toor-Bajwa	Safeguarding Lead, NHS England	Core
Pete Fahy	Director of Adult Social Care, Coventry City Council	Core
Amanda Lyndon	Compliance Manager (Coventry & Solihull), Care Quality Commission (CQC)	Link
Cllr Faye Abbott	Elected Member, Coventry City Council	Observer
Des Patalong	Health Watch Coventry	Professional Advisor
Andrew Errington	Head of Safeguarding Adults, Coventry City Council	Professional Advisor
Belinda Kirk	Safeguarding Adults Coordinator, Coventry City Council	Professional Advisor
Jayne Phelps	Lead Nurse for Safeguarding Adults, Coventry & Rugby CCG	Professional Advisor
Liz Kiernan	Lead Nurse for Safeguarding Adults, University Hospitals Coventry and Warwickshire NHS Trust (UHCW)	Professional Advisor
Janice White	Legal Advisor, Coventry City Council	Professional Advisor
James Burden (Dr)	GP, CCG	Professional Advisor
Liz Gaulton	Director of Public Health, Coventry City Council	Professional Advisor
Catherine Collis	Assistant Director Specialist Housing, Whitefriars Housing Coventry	Professional Advisor
Lillian Ferraro	Admin Support, Safeguarding Board Team	Admin

Appendix 2

Coventry Safeguarding Adult Board Business Plan 2019-21	
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	• **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 attendees at MCA event** • **Number of hits to MSP webinar** • **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**	**Update**
Seek assurance that organisations are committed to MSP and that it is working well in practice by carrying out 2 case file audits and also a enquiry panel.	Chair, Quality Assurance and Performance Subgroup.	Case file audits – December 2019 and January 2021. Enquiry Panel – June 2020.	
The Board will ensure that MSP is promoted at Board level by: monitoring Local Authority MSP returns to NHS Digital, by board members receiving a presentation on MS, by developing a network of MSP critical friends and amending sub group chairs highlight reports to ask them how they have considered MSP.	MSP Task and Finish Group.	December 2019.	
A suite of resources will be developed to inform practitioners and stakeholders in respect of the principles of MSP. This suite will include information for practitioners, the service user and family and carers. These will be available on both the Board and partner agency websites.	MSP Task and Finish Group.	March 2020.	
To review the current performance dashboard to ensure that a mechanism exists for providing assurance in respect of MSP..	Chair, Quality Assurance and Performance Subgroup.	October 2020.	
A Mental Capacity Act event will be organised and will be targeted at those agencies which were highlighted as weaker in the MCA audit.	Event Planning group.	October 2020.	

To be assured that services and agencies have appropriate systems, processes and training in place to support and safeguard adults effectively.	
Why?	• To ensure that practitioner are skilled to identify safeguarding needs and to respond to them effectively
Measures of success	• More safeguarding enquiries where wishes are met or partially met • Self-assessment demonstrates positive results • Number of attendees at events • Number of agencies involved in electronic campaigns • Number of accredited care homes • Number of individuals signing up for the newsletter
Outcomes	Individual safeguarding cases will be quickly identified and responded to.

Action tracker

Action	Responsibility	Timescale	Update
Produce a suite of resources aimed at highlighting the different types of abuse and how to report concern. These resources to be used in electronic campaigns across partner agencies.	Board Manager.	March 2020.	
Work with LA/ CCG commissioners to obtain assurance around how standards, policies and professionals are being applied and to develop a best practice model/ accreditation for adult safeguarding with care providers.	Task and finish group.	March 2021.	
To refresh the CSAB workforce development strategy and deliver the second year of learning events and training quality assurance.	Workforce Development Sub group.	March 2021.	
To be assured that learning is having a demonstrable effect on frontline practice by seeking out ways to ensure that information is reaching frontline practitioners, creating networks of safeguarding champions and developing One Minute Guides and newsletter to keep staff up to date.	Workforce Development Sub Group.	March 2021.	
Be assured about action being taken in respect of safeguarding gaps in agencies current CQC statements.	CSAB Board.	March 2021.	
Work with regional colleagues to ensure that the Care Act compliance self assessment tool includes questions in respect of training, supervision policies, whistleblowing procedures, commitment to the SAR process and MSP. This self assessment to be completed with Board members and the gaps identified will be translated into an action plan of remedial action.	Quality and Assurance Manager.	March 2021.	
To monitor developments in relation to Liberty protection safeguards and work with Board partners to implement.	Policies and Procedures sub group.	March 2020.	

To be assured in respect of issues that are complex, but do not meet the threshold for statutory intervention, that agencies and organisations are working effectively together to prevent abuse /support people with a range of vulnerabilities	
Why?	• To seek assurance that services are in place to support people who do not meet the criteria for safeguarding and to assist agencies to signpost to these sources of support.
Measures of success	• Number of attendees at events • Staff report increased confidence in signposting to alternative sources of support • Number of individuals signing up for the newsletter
Outcomes	To ensure that individuals affected by these issues receive the support that they need.

Action tracker

Action	Responsibility	Timescale	Update
Identify the types of complex issues that agencies are being faced with on a regular basis but that yet sit outside of adult safeguarding	Complex issues task and finish group.	December 2019.	
Work with the strategic Chairs group to identify how support for the identified areas can be developed across Board.	Independent Chair.	March 2020.	
Undertake an enquiry panel looking at how agencies respond to these groups and whether there are any referral pathways or whether locally there is a gap.	Chair of Quality, assurance and performance.	March 2020.	
Develop a series of case studies to highlight why, despite having complex needs, that individuals do not meet the threshold for safeguarding, create a directory of services that can support these individuals and raise awareness of the referral path ways with practitioners.	Complex issues task and finish group.	March 2020.	
Undertake any the remedial action identified in Year 1.		March 2021.	
Survey staff to ascertain if there is increased confidence in signposting to sources of support.	Workforce Development sub group.	March 2021.	

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