

The Annual Report of the Wiltshire Local Safeguarding Adults' Board

2008-2009



This page has been left blank

Introduction by the Chairman of the Wiltshire Local Safeguarding Adults' Board

I have great pleasure in introducing the 2008 /2009 annual report of the Wiltshire Local Safeguarding Adults' Board (LSAB).

Last year 528 safeguarding adults' investigations were carried out in Wiltshire, which is a 20% increase over the previous year. This represents a real commitment by a wide variety of agencies to work together to ensure that vulnerable people in Wiltshire are safe.

In the past year 42,000 copies of the keeping people safe booklet have been made available to the public. Joint initiatives with Wiltshire Council's safer communities and trading standards' teams have helped us to reach more people who may be at risk of being exploited and has helped to ensure that safeguarding adults' work is seen as part of the wider safer Wiltshire agenda.

This year has also offered the opportunity for the LSAB to reflect on ways in which it could improve the quality and consistency of safeguarding adults' work in Wiltshire.

A very successful LSAB away-day was held in April 2009 and this has enabled us to identify several areas where improvements in safeguarding adults' work could be made.

We look forward to developing more opportunities to work closely with users and carers and to continue to support service providers to provide safe and high quality services.

We will continue to work with the Swindon Local Safeguarding Adults' Board to ensure that our safeguarding adults' policy and procedures are fit for purpose.

The formation of a department of community services' safeguarding vulnerable adults' team and the appointment of a safeguarding nurse within NHS Wiltshire will support the improvement of good practice in safeguarding adults' work.

The formation of a quality assurance sub-group will enable us to monitor and audit safeguarding work in order to ensure that our response to safeguarding concerns is effective. The new staff development and training sub-group will offer opportunities to provide a more comprehensive approach to providing safeguarding adults' training in Wiltshire.

The work being undertaken by the Department of Health and the ADASS throughout the south west region and the recent publication of the feedback from the "No Secrets" review will also help to continue to ensure that safeguarding adults' work is integrated into the national agenda for transforming adult social care.

James Cawley

Service Director (Strategy and Commissioning)
Department of Community Services
Wiltshire Council

This page has been left blank

Contents	
Introduction by the Chairman of the Wiltshire Local Safeguarding Adults' Board	Page 3
Section 1: A summary of the key achievements in safeguarding adults' work in Wiltshire 2008-2009	Page 9
Section 2: The work of the Wiltshire Local Safeguarding Adults' Board 2008-2009	Page 10
Meetings of the LSAB	Page 10
Serious case reviews	Page 10
The LSAB away day	Page 10
Summary of the Wiltshire Local Safeguarding Adults' Board improvement plan for safeguarding adults' work : 2009-2010	Page 11
The work of the LSAB sub-groups	Page 11
Section 3: Investigations carried out using the safeguarding adults' procedures	Page 13
Section 4: Providing information on safeguarding adults	Page 15
Information for the public	Page 15
Information for service providers	Page 15
Information for councillors	Page 16
Improving information on the internet	Page 16
Section 5: Keeping people safe in Wiltshire : Cross cutting issues	Page 17
Safeguarding children	Page 17
The work of the Court of Protection team	Page 17
Domestic abuse	Page 18
The Wiltshire alcohol strategy	Page 18
Distraction offences and rogue trading	Page 19
The Victim Support hate crime project	Page 19

Section 6: Responding to Legislation, National Guidance and Research	Page 20
South west region ADASS safeguarding adults' network	Page 20
The "No Secrets" review	Page 20
The Safeguarding Vulnerable Groups Act (2006)	Page 20
Transforming adult social care	Page 21
The Mental Capacity Act 2005	Page 22
The Mental Capacity Act Deprivation of Liberty Safeguards	Page 23
The Hounslow Judgement	Page 23
Section 7: Safeguarding adults' work undertaken by Wiltshire LSAB partner agencies	Page 24
Avon and Wiltshire Partnership NHS Trust	Page 24
Care Quality Commission	Page 24
Great Western NHS Foundation Trust	Page 25
NHS Wiltshire	Page 25
Royal United Hospital Bath NHS Trust	Page 26
Salisbury NHS Foundation Trust	Page 26
Wiltshire Probation Area	Page 26
Wiltshire Council: Department of community services: adult social care	Page 27
Wiltshire Council: Department of community services: safer communities team	Page 29
Wiltshire Police	Page 30
Section 8: Safeguarding adults' learning and development activities	Page 31
Avon and Wiltshire Partnership NHS Trust	Page 31
Great Western Hospital NHS Foundation Trust	Page 31
NHS Wiltshire	Page 32
Royal United Hospital Bath NHS Trust	Page 32

Salisbury NHS Foundation Trust	Page 32
Wiltshire Council: Department of community services: adult social care	Page 32
Wiltshire Council: Department of community services: safer communities team	Page 36
Wiltshire Police	Page 36
Appendix 1: Membership and terms of reference of the Wiltshire LSAB and its sub-groups	Page 37
Membership of the Wiltshire LSAB	Page 37
Wiltshire LSAB terms of reference	Page 37
Policy, practice and procedures sub-group terms of reference	Page 43
Learning and development subgroup terms of reference	Page 43
Safeguarding Quality assurance sub-group terms of reference	Page 44
Appendix 2: Wiltshire Local Safeguarding Adults' Board improvement plan for safeguarding adults' work : 2009-2010	Page 46
Appendix 3: Management information report on safeguarding adults' investigations, drug related deaths and domestic abuse homicides 1 April 2008 -31 March 2009	Page 49
Appendix 4: Wiltshire Council learning and development leaflet: Safeguarding adults from abuse	Page 57
Acknowledgements	Page 59

This page has been left blank

Section 1:

A summary of the key achievements in safeguarding adults' work in Wiltshire 2008-2009

- 528 joint investigations into allegations of abuse have been carried out using the "Policy and procedure for safeguarding vulnerable adults in Swindon and Wiltshire".
- An audit of safeguarding adults' case work has been carried out and an action plan has been drawn up based on the findings of that audit.
- A successful away day for members of the LSAB and users and carers' groups was held. It identified key priorities for improvement during the coming year, including improvements in the governance of the LSAB.
- Work has been undertaken towards the setting up of an operational safeguarding vulnerable adults' team.
- Work has been undertaken to ensure that safeguarding adults is addressed in the local agenda for the transformation of adult social care.
- Comprehensive information on safeguarding adults' investigations in Wiltshire has been collected and this information is beginning to inform service development.
- 42, 000 copies of the "Keeping people safe in Wiltshire" booklet were made available to the public.
- 12,500 copies of the "No secrets in Swindon and Wiltshire" booklets have been made available to service providers.
- Work has been undertaken with service providers to assist them to review and improve their safeguarding arrangements in preparation for the introduction of the Safeguarding Vulnerable Groups Act (2006).
- Improvements have been made to the availability of electronic information on adult abuse.
- A comprehensive programme of training to support work on safeguarding adults has been provided and a LSAB staff development and training sub-group has been set up.
- Organisations in Wiltshire were involved in developing a response to the "No Secrets" review

Section 2:

The work of the Wiltshire Local Safeguarding Adults' Board (LSAB) 2008-2009

Meetings of the LSAB

The Wiltshire LSAB has met quarterly and has discussed the following topics:

- The governance arrangements for the LSAB
- The collection and utilisation of data from safeguarding investigations
- The implications of the Safeguarding Vulnerable Groups Act (2006)
- The "No Secrets" review
- The implications for Wiltshire of the Hounslow Judgement
- The implications for Wiltshire of the death of Steven Hoskin
- Developing a quality assurance framework
- Developing a training-sub-group
- The involvement of users and carers
- Information sharing
- The social care personalisation and transformation agenda
- The CSCI (CQC) report on "Safeguarding adults' inspections"

Serious case reviews

There have been no serious case reviews during the past year

The LSAB away day

In April 2009 an away day was held to enable the Wiltshire LSAB to reflect on its work and to identify key priorities for improvement during the coming year. The meeting was also attended by representatives of service user and carers' groups.

Sue Fiennes, a former ADASS lead director for safeguarding adults, began the day by identifying key issues on the national agenda which were likely to be reflected in the "No Secrets" review.

The participants then broke into groups to discuss the governance and structure of the LSAB. In the afternoon time was spent identifying other key priorities for action.

These priorities have been included in the Wiltshire Local Safeguarding Adults' Board improvement plan for safeguarding adults' work: 2009-2010 (See below and **Appendix 2**)

Summary of the Wiltshire Local Safeguarding Adults' Board improvement plan for safeguarding adults' work: 2009-2010

The following areas for improvement have been identified by the Wiltshire LSAB and a detailed improvement plan has been developed which will be monitored quarterly by the LSAB (See **Appendix 2**)

- A. Improving awareness of safeguarding
- B. Improving the operational management of safeguarding
- C. Increasing the involvement of people who use services and support for victims and families
- D. Commissioning safe services to prevent abuse
- E. Improving the collection, collation and utilisation of information on safeguarding investigations
- F. Developing a safeguarding adults' staff development strategy
- G. Strengthening the structure and governance of the LSAB
- H. Responding to national guidance and legislation

Work undertaken by the LSAB sub-groups

See **Appendix 1** for the terms of reference of the LSAB and the LSAB sub-groups

➤ **Policy, practice and procedures sub-group**

The joint Swindon and Wiltshire policy, practice and procedures sub-group meets quarterly and is chaired by Swindon Borough Council's safeguarding adults' manager.

Meetings are held alternately in Swindon and Wiltshire and the sub-group provides the main opportunity for representatives of the main statutory services in the two authorities to meet and discuss policy, practice and procedural issues in respect of safeguarding adults.

The policy, practice and procedures sub-group is also responsible for any revisions or amendments to the safeguarding adults' procedures. Members of the sub-group have recognised the need to revise the joint "Policy and procedures for safeguarding vulnerable adults in Swindon and Wiltshire" but have deferred this work until after the publication of the recommendations following the "No Secrets" review.

However, following a recommendation from the Wiltshire investigating managers' meeting a short term task group has been set up to develop guidance on conducting larger scale investigations

Issues covered by the policy, practice and procedures sub-committee in the past year include:

- The "No Secrets" review
- Service user involvement / monitoring outcomes with service users

- The Safeguarding Vulnerable Groups Act (2006)
- Safeguarding vulnerable people who are refugees
- The social care personalisation agenda
- Data collection and monitoring

➤ **Safeguarding Quality assurance sub-group**

The safeguarding quality assurance sub-group is being developed in partnership with Swindon Borough Council.

A file audit of safeguarding investigations has been carried out within Wiltshire Council and the Avon and Wiltshire Partnership NHS Trust and a work plan is being developed to address the issues raised by that audit. This will include the production of revised recording standards and a model case file.

➤ **Staff development and training sub-group**

The staff development and training sub-group was formed in early 2009. Members are from organisations that are represented on the Wiltshire LSAB.

Our first activity is to map current learning and development provision against the ADASS framework for safeguarding. The areas of work to be undertaken by the sub-group in 2009 /2010 includes, to:

- Write the learning and development strategy for safeguarding for all staff in Wiltshire, to be signed off by LSAB
- Monitor the implementation and effectiveness of the learning and development strategy for safeguarding
- Assist the LSAB in producing the training section of an annual report on safeguarding adults' work in Wiltshire
- Develop mechanisms to quality assure the delivery of safeguarding adults' learning and development

Section 3:

Investigations carried out using the safeguarding adults' procedures

See **Appendix 3** for more detailed information on department of community services' investigations

Between 1 April 2008 and 31 March 2008 a total of **528** joint investigations into allegations of abuse against vulnerable adults were carried out in Wiltshire. This represents a growth of 20% over the previous year.

400 of these were led by managers working in the department of community services' adult services and **128** investigations were led by managers working within the Avon and Wiltshire Partnership NHS Trust (AWP).

Collection and collation of information

The excel spreadsheet system within Wiltshire Council's department of community services was only intended as a short term measure to collect information on safeguarding investigations until the care assess system was able to collect the information. This year, work has been undertaken to move towards utilising the care assess system as the main source of information on safeguarding cases but this has met with some difficulties which it is hoped will be resolved during the coming year.

The Avon and Wiltshire Partnership NHS Trust (AWP) does not use the excel spreadsheet or care assess systems but has undertaken some work towards developing their own system to collect information on safeguarding adults' cases.

The information below and in Appendix 3 is based on information collected in safeguarding cases managed within the department of community services.

Utilising information to inform safeguarding practice

Quarterly reports on safeguarding investigations are made available to the LSAB. They are also made available to the department of community services' safeguarding development group which has contributed to the audit of case files.

The development of a safeguarding vulnerable adults' team (SVAT) will mean that a system of case monitoring will be developed. The SVAT will support improvements to recording practice to ensure that a complete and accurate data set is achieved. The additional support provided by the SVAT should lead to an improvement in all aspects of recording information on investigations. It will also offer the opportunity to be more responsive to identified trends and this will be able to inform practice in a more timely fashion.

Information about the referrals (alerts)

Wiltshire Council receives on average **33** referrals about allegations of abuse each month. Of these, **12%** did not proceed to an early strategy meeting indicating that the referral was more appropriately dealt with other than through safeguarding. As there is more awareness about adult abuse, this number may rise as people are encouraged to phone in their concerns even if they are unsure that abuse has taken place.

8% of the referrals involved situations that had already caused concern in the previous six months.

There is an inconsistency in the numbers of referrals from different areas and this is one of the issues that the new SVAT will be able to address within the new case monitoring system.

Safeguarding referrals in respect of people with a learning disability have dropped by 60% following a review of thresholds by operational managers. This will need to be monitored to ensure that cases which should be dealt with under the safeguarding procedures are not being missed.

The main sources of the referrals were the police and health and social care agencies (**71%** of cases where the source of referral was recorded). **12%** of referrals came from family or friends but only **4%** (15) from the alleged victim themselves. Only **0.6 %** (2) came from the public despite a huge increase in the provision of information about adult abuse.

This will need to be addressed during the coming year and re-enforces the need to increase the awareness about abuse among people who may be vulnerable to abuse, their informal carers and the public.

Information about the investigations

A wide variety of agencies were involved in investigating abuse, with Wiltshire Police being the most common.

The two most common types of abuse referred were physical and financial abuse. **11%** of cases involved more than one type of abuse.

Of the 320 cases where the location was recorded, **57 %** of the abuse took place in private households as opposed to **38%** in care homes, hospital or day care services.

63% of the alleged victims were over 65.

Of the investigations undertaken by the department of community services, **23.8%** were substantiated, **25.8 %** not substantiated and **19.5 %** inconclusive. In **31%** of the cases the case was on-going or the outcome not recorded.

Section 4: Providing information on safeguarding adults

Information for the public

“Keeping people safe in Wiltshire” was published in June 2008. It was developed in partnership with Wiltshire People First and Wiltshire and Swindon Users’ Network and is easy to read. Since its publication in May 2008, **42,000** copies have been sent out.

“Keeping people safe in Wiltshire” has been promoted at all the main health and social care events across the authority. Work has been undertaken with social care and housing providers and the voluntary sector to encourage organisations to make the booklet available to their service users.

A copy of the “Keeping people safe in Wiltshire” booklet is also included in information packs made available to people in receipt of direct payments and individual budgets and in the distraction offences’ information packs.

Guidance on how a safeguarding investigation is carried out is currently being developed in a similar easy to read format and should be available by autumn 2009.

Information on safeguarding adults has also been included in other Wiltshire Council publications, for example in The Care Services Directory 2009/10 and an information booklet being produced for older people.

Information for service providers

The “No secrets in Swindon and Wiltshire” booklet is intended for staff in organisations providing health, education, social care and housing services. It describes what is meant by abuse, how abuse might be recognised and what staff should do if they suspect that someone is being abused. Organisations providing health, housing and social care services in Wiltshire are encouraged to make a copy of the booklet available to all staff and volunteers.

Between June 2008 and March 2009, **12,500** copies of “No secrets in Swindon and Wiltshire” were sent to service providers.

The “No secrets in Swindon and Wiltshire” booklet is also included in information packs for personal assistants of people in receipt of direct payments or personal budgets.

Wiltshire Council worked in collaboration with Dorset County Council to provide information on safeguarding adults for a conference run by Salisbury Diocese for clergy, licensed lay ministers and pastoral assistants.

Several briefing sessions on safeguarding adults have been undertaken with care home, domiciliary care and learning disability service providers as well as workshops for the voluntary sector. This included the development of a “Safeguarding adults’ MOT” checklist to enable service providers to audit their safeguarding arrangements.

Information for councillors

Information on safeguarding adults was included in the Wiltshire Council information induction pack for councillors. The director of community services and director of children and education gave a joint presentation on safeguarding to councillors on day one of the new council.

A “market place” event for newly elected councillors also provided an opportunity to inform them about safeguarding adults’ work, the work of the Court of Protection team and the work of the safer communities’ team.

Providing information on the internet

Work is currently being undertaken to improve the safeguarding adults’ section of the Wiltshire Council website. This will include:

- Information on how to report a concern about someone being abused
- Information on what is meant by abuse
- Links to key documents such as the “Keeping people safe in Wiltshire” booklet
- Information for service providers to enable them to understand their responsibilities in respect of safeguarding, to audit their safeguarding arrangements and advice on how to develop their own internal safeguarding procedures
- Information on national organisations that can offer help and advice if there are concerns about someone being abused
- Links to related topics such as domestic abuse and the Mental Capacity Act (2006).

A link to information on safeguarding will be available on the council’s Wiltshire accessible website.

LSAB partner agencies and some voluntary sector agencies also have information about safeguarding adults on their websites.

Section 5:

Keeping people safe in Wiltshire: Cross cutting issues

Safeguarding children

➤ **Wiltshire Local Safeguarding Children's Board**

The chairman of the Wiltshire LSAB is also a member of the Wiltshire Local Safeguarding Children's Board. Wiltshire Council's department of community services and department for children and education have worked together on cross cutting issues such as the introduction of the Safeguarding Vulnerable Groups Act (2006) and safer recruitment.

Wiltshire multi-agency transitions protocol

Guidance on safeguarding adults has been included in the "Wiltshire multi-agency protocol for people requiring extra support with their transition from age 14 (year 9) to adulthood". This is in order to try to ensure that young people, about whom there are safeguarding concerns, are identified as they move into adult services.

The protocol also addresses the need to identify young people whose behaviour may constitute a risk to the safety and well-being of staff and service users when they enter adult services.

The protocol includes guidance on young people who do not have the capacity to manage their own affairs and the use of the Mental Capacity Act 2006 to determine whether a young person can make a particular decision.

➤ **Guidance for children's procedures**

Work is currently being undertaken to develop guidance on safeguarding adults, which will be included in the local safeguarding children's procedures. Guidance on safeguarding children is already included in the safeguarding adults' procedures

The work of the Court of Protection team

Wiltshire Council takes a proactive approach in helping vulnerable adults to safeguard their personal finances.

A dedicated team with established working relationships with Wiltshire Police's vulnerable adults' unit (VAU) and the Avon and Wiltshire Mental Health NHS Trust provides a referral based service to support fieldworkers across Wiltshire from all areas including adult care, mental health and learning disability.

Early intervention is key and the Court of Protection team is involved at the outset of concerns raised at the safeguarding adults' early strategy meetings.

In addition to providing support for the service user, the council also offers an expert advice service as part of the joint working safeguarding adults' procedures with the Wiltshire Police. A member of the Court of Protection team is available to provide advice and guidance on all aspects of the service and the

regulations and laws involved, from the conception stage of an investigation through to its outcome.

In 2008 alone, 26 safeguarding adult cases were supported by the team; 15 of these cases were taken by the team as deputyship and 11 cases were supported through the team's advice and guidance service.

The benefits to clients resulting from the Court of Protection team's support in safeguarding adults' cases have been considerable. Hundreds of thousands of pounds have been recovered for clients, which has ensured that their quality of life has been preserved.

The Court of Protection team has also been successful in securing the ownership of three properties and have a further two property cases which they are dealing with. Currently the team has three civil prosecutions pending and three cases have been taken by the Crown Prosecution Service.

Domestic abuse

In May 2009 the Wiltshire Domestic Abuse Strategy (2009-2011) was launched. The strategy is designed to ensure that there is a coordinated and joint response from agencies and organisations, who have all committed to reduce the incidence of domestic abuse and its impact on communities and individuals in Wiltshire.

The LSAB was represented in the consultation process which informed the development of the strategy and opportunities will continue to be sought to ensure that the needs of vulnerable people and carers, who experience domestic abuse, are addressed.

3,618 domestic abuse incidents were reported to Wiltshire Police in 2007/8. The police's vulnerable adults' unit and domestic abuse unit work closely together to ensure that any incident of domestic abuse which involves older people, people with disabilities or carers are dealt with in the most appropriate way and by the most appropriate police unit.

Of the 247 safeguarding adults' investigations where the relationship of the alleged perpetrator was recorded, 47% (117) involved alleged abuse by partners or family.

This is an area that will benefit from improved monitoring to ensure that domestic abuse, which is dealt with under the safeguarding adults' procedures, is recognised as such and becomes part of the joint response to reduce domestic abuse in Wiltshire.

The Wiltshire alcohol strategy

The Wiltshire LSAB was represented at a consultation event in respect of the development of an alcohol strategy for Wiltshire and contributed to the research being undertaken to inform that strategy.

Distraction offences and rogue trading

It is recognised that the people most at risk of being victims of distraction offences and rogue trading are the vulnerable and elderly.

Trading standards, the safer communities' team and the police in Wiltshire have been delivering joint training throughout 2008-9 to front line staff who can be 'eyes and ears' in the community in order to safe guard those who are most at risk. So far this has been delivered to the domiciliary care providers' forum, and to all area parish stewards, with more staff to follow over the next few months.

The training includes victim and offender profiles, key messages to be given to those who could be at risk and routes for reporting anything which could be linked to these offences.

Copies of the "Keeping People Safe in Wiltshire" booklet is included in the information pack for these training events, providing a link between safeguarding adults' work and the wider community safety agenda.

The Victim Support hate crime project

The north Wiltshire action group, as a sub-group of the Wiltshire Learning Disability Partnership Board, is working with the Victim Support Wiltshire area office to raise awareness and recognition of disability hate crime.

They are doing this by developing information on what constitutes a hate crime, supporting people to understand their rights, making it easier to report a crime and providing information to help reduce anxieties following a crime report.

They also intend to provide hate -crime awareness training for professionals which will be facilitated by people with a learning disability.

Section 6: Responding to legislation, national guidance and research

South west region ADASS safeguarding adults' network

The Wiltshire LSAB is represented on the south west region ADASS safeguarding adults' network. Through this network, LSAB has been able to respond and contribute to consultation documents that have an impact on work undertaken nationally to safeguard adults.

Along with the Department of Health's care network, the ADASS network also offers an opportunity to share good practice in safeguarding adults' work and to develop a more consistent approach across the south west region.

The "No Secrets" review

"No Secrets" was published in 2000 as guidance under Section 7 of the Social Services Act 1970. The guidance required local authorities to take the lead in developing an interagency approach to the protection of vulnerable adults. In 2008 the Department of Health undertook a review of the "No Secrets" guidance.

In response to this review, copies of the consultation document were sent out to organisations throughout Wiltshire. A workshop was held to develop a response to the review and this was sent to the Department of Health along with the response of Wiltshire and Swindon Users' Network which was developed independently.

A response to the review of "No Secrets" was published in July 2009 and the Wiltshire LSAB will ensure the areas highlighted by the "No Secrets" review are incorporated into the 2009/2010 LSAB strategic work plan.

The Safeguarding Vulnerable Groups Act 2006

The *Safeguarding Vulnerable Groups Act* (2006) has led to the setting up of the Independent Safeguarding Authority (ISA). The ISA will be responsible for the vetting and barring scheme to which new staff and volunteers who work with children and vulnerable adults will be required to join from July 2010. From October 2009 the ISA will also manage the lists of people barred from working with children and vulnerable adults.

Opportunities have been taken to publicise the introduction of the *Safeguarding Vulnerable Groups Act* (2006). A workshop was held for managers from Wiltshire Council and as a result of this, the Act was placed on the Wiltshire Council risk register.

Workshops have also been held for social care service providers, supporting people providers and the voluntary sector to help them prepare for the introduction of the Act. These workshops have also provided an opportunity to encourage organisations to review their current arrangements for safeguarding adults, including ensuring that they have safe recruitment practices.

Transforming adult social care

In January 2008, the Department of Health issued a local authority circular on "Transforming adult social care". This supported the recommendations set out in the Department of Health's social care Green Paper, "Independence, well-being and choice" (2005) and reinforced in the White Paper, "Our health, our care, our say: a new direction for community services" (2006).

The transformation of adult social care places an emphasis on people having the support that they need to enable them to control their own lives. This needs to be balanced with the right for people to live lives that are safe and free from abuse and exploitation and is one of the themes in the publication following the "No Secrets" review.

This is an area that is being addressed as part of the Wiltshire Council transformation agenda and delivered operationally through the FOCUS project ensuring that the council is better able to meet the needs in a more streamlined way. FOCUS is being introduced across Wiltshire between July and December 2009.

Self-directed support

Self-directed support provides a system for organising the delivery of support services so that they really fit the needs and capabilities of the individual. An important aspect of this is people receiving individual budgets to purchase services to meet their care needs. Although there are many aspects of the personalisation agenda which will make people safer there are concerns that without the necessary risk management systems in place, personalisation may leave some people vulnerable to abuse and exploitation.

The south west region ADASS safeguarding adults' network is working within the regional personalisation programme to ensure that safeguarding is integrated into the personalisation agenda. A project has been set up to support this and it is initially looking at the development of risk assessments. An officer from Wiltshire Police is representing the Wiltshire LSAB on the project working group

Work has been undertaken in conjunction with Compass Disability Services to raise awareness of safeguarding and ensure that that information about safeguarding is included in information packs, which they provide for people currently in receipt of direct payments. Keeping safe was also discussed at a meeting of the Wiltshire personalisation group which included people in receipt of direct payments

Commissioning safe services

Commissioning is seen by the Department of Health as one of the key factors in developing person centred services. Work is on-going to ensure that all commissioning documents and contracts developed by partner agencies in the LSAB address safeguarding.

A pro-forma has been developed within Wiltshire Council's department of community services which addresses the key safeguarding requirements which must be met by service providers.

Contracts' team managers are informed when there are safeguarding concerns about the way in which a service is being delivered.

Improving service quality

As part of the re-organisation of the department of community services' operational teams, a care quality team (CQT) will be set up. The main focus of the CQT will be quality improvement and support, working in partnership with care providers.

The overall objective of the CQT will be to work with services to support the adult care objective that by 2011 all services are rated as "good" or "excellent". By 2011, the council will commission only those care home and domiciliary care providers that are rated "good" or "excellent".

The CQT will provide a core function of commissioning with the manager reporting to the head of policy, who will work with commissioning heads of service to ensure that the work of the CQT is integrated into the commissioning process across all service areas.

The Mental Capacity Act (2005)

Mental Capacity Act (2005)

The Mental Capacity Act (2005) provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. The Act also sets out the role of independent mental capacity advocates (IMCAs) who can be involved in certain decisions where someone does not have someone to represent their best interests.

The Mental Capacity Act expansion regulations extends the engagement of an IMCA to safeguarding adults' cases where someone is:

- assessed to lack capacity to make a decision that is pertinent to the investigation and there is no one to represent and support the person in his or her decision.
 - is assessed to lack capacity to make a decision that is pertinent to the investigation and although they have family or friends there is evidence to suggest that there is no one who would be capable, appropriate or willing to act in the person's best interest.
- and
- a request to the IMCA service would be of particular benefit to the person assessed as lacking in capacity.

IMCAs and safeguarding adults' investigations in Wiltshire

The following information has been provided by SWAN Advocacy Network:

The involvement of an IMCA in safeguarding cases is at the discretion of the investigating manager and is not mandatory, unlike the change of accommodation and serious medical treatment cases. In safeguarding cases, the IMCA may be asked to support the person who has been the subject of abuse, or the perpetrator, if that person lacks the capacity to understand the protective measures that are being put in place.

During the six months between 1 December 2008 and 31 May 2009 SWAN Advocacy Network had 40 active IMCA cases. Although safeguarding cases

accounted for 32% of referrals (13 cases), the hours spent on these cases accounted for around 56% of the total IMCA hours for this period. One extremely complex ongoing case has already accounted for more than 12 times the time within which we are expected to complete an IMCA case.

The above statistics clearly show that IMCA involvement in safeguarding cases is time consuming. Such cases are complex and often come to us without a clearly defined role for the IMCA other than to ensure that our client's wishes, where possible to ascertain them, are being protected along with their best interests throughout the safeguarding process.

Above all, the perception of IMCAs, which is validated by the SWAN evaluation process, is that the input of an IMCA in safeguarding cases has a clear and positive effect on decision-making for the person who lacks capacity.

The Mental Capacity Act Deprivation of Liberty Safeguards (DoLS)

The Mental Capacity Act's deprivation of liberty safeguards (DoLS) were introduced into the Mental Capacity Act 2005 through the Mental Health Act 2007. The DoL safeguards apply to anyone aged 18 who is a patient in a hospital or lives in a care home registered under the Care Standards Act 2000, whether placed under public or private arrangements and who;

- suffers from a mental disorder or disability of the mind such as dementia or a profound learning disability and
- also lacks the capacity to give informed consent to the arrangements made for their care and / or treatment. and for whom
- deprivation of liberty (within the meaning of Article 5 of the ECHR) is considered after an independent assessment to be necessary in their best interests to protect them from harm.

There has been an on-going dialogue to ensure that any issues that involve the interface between DoLS and safeguarding adults' work are addressed. On-going case monitoring will act as a means to learn from practical experience and help to develop good practice in the future. Staff within the new department of community services' safeguarding vulnerable adults' team will be trained as 'best interest assessors'. The interface between the Mental Capacity Act 2005, deprivation of liberty safeguards and safeguarding adults work is also being monitored by the South West Regional Care Network.

The Hounslow Judgement (2008)

In May 2008 the High Court ruled that Hounslow Council should be regarded as a single entity in its duty of care to safeguard vulnerable adults. This was overturned in April 2009. However, this judgement and the report on the death of Steven Hoskin in Cornwall, particularly highlighted the lack of understanding of safeguarding adults' issues by housing providers. A meeting was held with Wiltshire Council's housing managers to highlight this issue.

This led to briefing sessions on safeguarding adults being held with supporting people providers and housing managers in Wiltshire. It is intended to extend this work with housing providers in 2009 /2010.

Section 7:

Safeguarding adults' work undertaken by Wiltshire LSAB partner agencies

Agencies represented on the LSAB are committed to working together to safeguard vulnerable adults in Wiltshire. The following information has been provided by these agencies and describes the work that has been undertaken within the respective agencies to improve their safeguarding adults' work.

Avon and Wiltshire Partnership (AWP) NHS Trust

AWP achievements 2008 /2009

Public protection safeguarding team:

- Avon and Wiltshire Partnership Mental Health Trust commissioned a public protection safeguarding team from June 2008, with a dedicated safeguarding manager for the Wiltshire area.
- The team provides public protection and safeguarding policy and advice to trust employees, works with strategic safeguarding partnerships working and ensures safeguarding is given a raised profile within teams by working directly with AWP on safeguarding issues.
- The team also covers domestic abuse and violence, multi-agency public protection safeguarding arrangements and safeguarding children.

Performance management:

- The trust is also working to develop and launch adequate reporting and performance management data gathering in line with partnership requirements, to bridge the previous gap in effective monitoring and management of reporting, analysis and performance management.

Audit:

- The trust was an active participant in the recent audit and is planning for the Care Quality Commission service inspection review in Wiltshire later in 2009.

AWP objectives for 2009/10

Further actions to develop and improve safeguarding adult practice have been identified and are embedded in the 2009/2012 AWP Trust public protection and safeguarding action plan and 2009 AWP Wiltshire public protection and safeguarding action plan to meet the commitment to continue to improve practice and outcomes in safeguarding adults in Wiltshire.

Care Quality Commission

In 2008/09 the Commission for Social Care Inspection (CSCI) published a safeguarding study on what CSCI considers needs to be in place both strategically and operationally to ensure effective safeguarding. This report considered the safeguarding arrangements in both councils and regulated services across the country.

The report found best councils listened to the views of service users. To make sure all people are safeguarded there must be systematic listening to people

using services and their engagement in developing services. Best councils had a wide 'menu' of short term and long term support to meet individual needs after experiencing abuse. The findings of the report were presented to the safeguarding board.

In April 2009 the Care Quality Commission integrated the regulatory functions of CSCI, the Health Care Commission and the Mental Health Act Commission. The Care Quality Commission is the independent regulator of health and social care in England. Our aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere.

CQC regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations. CQC protects the rights of people detained under the Mental Health Act

Great Western NHS Foundation Trust

GWH achievements 2008 /2009

- The trust has continued to work in close partnership with partner agencies, actively supporting the work of the LSAB and specifically participating in the policy, practice and procedures sub group
- The trust has continued to make high levels of alerts, demonstrating a high level of understanding of the safeguarding procedures and therefore effective training.
- A Mental Capacity Act awareness campaign has utilised a range of methods that has ensured that all staff have received information of the key aspects of the Act.

GWH objectives for 2009/10

- To involve the people who would use the service through the improvement of advocacy by raising awareness of IMCA involvement through training, improved relationships and networking.
- To work with the LSCB to scope the needs and existing services for 16-25 year olds who are vulnerable.
- To develop a GWH policy and procedure on the MCA and DoLS with clear processes included with regards to assessment, action and referral. Progress is internally reported to the Mental Health Committee chaired by the Chairman of the Trust. Membership includes partners across Health and Social Care.

NHS Wiltshire

NHS Wiltshire achievements 2008 /2009

- PCT safeguarding forum set up to monitor activity and development within PCT / Wiltshire Community Health Service. This will ensure robust governance framework in place.
- Wiltshire PCT policy ratified and praised by National Health Service Litigation Authority assessor.
- Action plan in place to take forward learning from safeguarding adults' investigations and actions to ensure compliance with national reports.

- Safeguarding report sent to governance and risk committee and provider services committee quarterly.
- Safeguarding objectives incorporated into corporate business plan and directorate plans.

Royal United Hospital Bath NHS Trust

RUH achievements 2008 /2009

- A well established multi-agency operational group that met regularly throughout 2008/09
- Designing a flowchart and body map form to facilitate easy referrals which has facilitated a marked increase in staff awareness and subsequent number of referrals.

RUH objectives for 2009/10

- A database for referrals with administrative support
- There are plans for measuring the outcomes in safeguarding adult cases

Salisbury NHS Foundation Trust

Salisbury NHS Foundation Trust achievements 2008/9

Salisbury NHS Foundation Trust continues its commitment to being an active member of the LSAB, supporting the process to ensure sound governance is in place across the locality. There have been 20 alerts raised during the reporting period, which is an increase on previous activity.

- Promotion of the e-learning package which is mandatory for all clinical staff
- Formation of a trust-wide safeguarding group including e.g. the named nurse for safeguarding children, with the aim of aligning processes for adults and children, sharing information and promoting best practice
- Regular joint reviews of ongoing work with social services, Wiltshire Police vulnerable adults' unit and trust representatives.

Salisbury NHS Foundation Trust objectives for 2009/ 2010

- Increasing the uptake of the e-learning package
- The roll-out of domestic abuse guidelines for:
 - a) Staff who are experiencing domestic abuse
 - b) Patients suffering from domestic abuse

Wiltshire Probation Area

Wiltshire Probation Area is committed to ensuring that it participates in safeguarding vulnerable adults in Wiltshire both as a deliverer of services and as a member of the LSAB. To this end we are striving to embed safeguarding into our every day practice and our strategic planning.

Wiltshire Probation Area achievements 2008/9

- We have restructured, forming two delivery units that mirror the two local authorities in our area. This will allow us to engage in the safeguarding

- Whilst this structure embeds, we have given the safeguarding agenda to our pathways development manager to champion so that the organisation is involved in and contributes at a strategic level in the development of services and inter agency relationships;
- We have maintained regular attendance at MARACs and contributed our expertise in risk assessment to ensure that people at risk from other family members are appropriately supported.
- We have improved our links with local mental health services to assist us in working with those offenders with mental health issues.

Wiltshire Probation Area objectives for 2009/ 2010

- With the local safeguarding adults' programme leads we will explore safeguarding issues for those offenders who are vulnerable adults
- We will work with the programme leads to deliver an input on safeguarding adults at a staff development hour in each of our offices in Wiltshire (Trowbridge, Chippenham and Salisbury);
- We will maintain our presence and contributions to MARACs as we see these as one of the avenues through which we can most readily contribute to this agenda.

Wiltshire Council: Adult social care

Adult social care achievements 2008 /2009

Department of community services' safeguarding development group

The safeguarding development group was established as a task-and-finish group in April 2008 by operational adult services. . It has the following objectives:

- To take an overview of practice, policy and initiatives across operational services.
- To ensure links are made between strategic planning, commissioning and operations in relation to safeguarding of vulnerable adults
- To highlight gaps in service and identify ways of sharing good practice and developing a systematic model to address gaps

The group is chaired by the service director (operations) and attended by managers and key staff from operations, strategy and commissioning as well as staff from the DCS learning and development team. The group has undertaken a number of tasks in order to improve practice across adult services, including:

- Instigation of an audit of case records, to assess quality of practice and recording
- Undertaking a survey of operational teams to identify and share examples of learning from casework
- Reviewing performance information in relation to safeguarding, including follow-up of gaps and/or inconsistencies in recording

- Promoting and monitoring the take up of safeguarding training
- Reviewing the proposal for an operational safeguarding vulnerable adults' team and agreeing the various protocols to be implemented for that team.

Quality assurance

- Within the department of community services, the safeguarding development group has worked to improve the quality and consistency of safeguarding investigations.
- The investigating managers' meeting has also presented the opportunity to reflect and learn from practice and where necessary take issues to the policy and procedures sub-group.

Department of community services' commissioning, contracts and service level agreements

Work has been undertaken to ensure that all department of community services' commissioning documents, contracts and service level agreements have a consistent approach to the requirements in respect of safeguarding adults. Organisations from whom the council commissions services are expected to:

- Have a zero tolerance of abuse
- Operate robust recruitment practices including the taking up of references and CRB checks
- Provide training on abuse as part of induction and on-going training for staff and volunteers.
- Make staff and volunteers aware of their responsibilities to report abuse.
- Develop internal guidance on abuse in place which complies with the "No Secrets" guidance and links to the local safeguarding adults' procedures.
- Refer any safeguarding concerns.
- Deal with allegations against staff and volunteers in line with section T of the safeguarding adults' procedures
- Inform the contracts' team and the appropriate registering authority of any safeguarding allegations.

Department of community services' adult social care objectives for 2009/2010

Safeguarding vulnerable adults' team

As part of the re-organisation of operational adult social care provision a safeguarding vulnerable adults' team (SVAT) has been established in August 2009.

The team will have the following functions:

- A coordinating role for safeguarding referrals

- The investigation and management of highly complex and/or sensitive cases
- Build on strong operational links with Wiltshire Police and a multi-agency approach to complex cases
- Share and support good practice and decision-making
- Provide a single investigating manager for any large-scale/institutional investigations, to provide a single point of contact for service users and their families, the contracts' team and Care Quality Commission
- Working with the DCS care quality team, undertake a quality assurance role for all safeguarding vulnerable adults cases
- The SVAT will work within the existing safeguarding adults' policy and procedures. Safeguarding alerts will be channelled initially to customer advisors, and then routed to the relevant team manager who will take on responsibility for the investigation. Only if the case is likely to be (or later becomes) complex, sensitive or high risk, the team manager will discuss with the safeguarding vulnerable adults' team manager and they will make a joint decision as to whether the case will transfer to the SVAT or remain with the local team.
- The SVAT manager will meet regularly with the programme lead (safeguarding) to monitor progress on adult care aspects of the LSAB action plan, interpret performance and trend information, coordinate adult care input into the LSAB and agree agenda items for the investigating managers' meeting.
- Opportunities will be sought to further strengthen working relationships and information flows with the Wiltshire Police's vulnerable adults unit, including possibilities for sharing desk space within each other's offices.

Improving quality assurance

- The new department of community services' safeguarding vulnerable adults' team (SVAT) will have responsibility for monitoring and auditing safeguarding investigations.
- The proposed department of community services care quality team (CQT) will be responsible for undertaking case file sampling across adult care and this will include safeguarding investigations.

Working more closely with users and carers

Additional staff resources have been available to work more closely with users and carers to ensure that their views are reflected in the management of safeguarding investigations

Wiltshire Council: Safer communities team

- See: Distraction offences and domestic abuse (pages 18-19)

Wiltshire Police

Wiltshire Police achievements 2008 /2009

- Wiltshire Police has made, and continues, to make good progress in respect of safeguarding adults with a team of specialist staff committed to this business area. Many other police forces do not have this capability. Over the past year we have achieved the following;
- Increased the resources within our vulnerable adults' team and appointed civilian investigators who have previously worked within our team as police officers retaining their skills and experience.
- Appointed a supervisor with sole responsibility for 'vulnerable adult' supervision instead of the previous shared areas of responsibility.
- Managed an increase of 10% of referrals to the vulnerable adult unit within Wiltshire.

Wiltshire Police objectives for 2009/10

- The development and implementation of a central referral point for our partner agencies to refer cases into. This will ensure consistency of practice and common standards in respect of investigations that require police action and improved monitoring of incidents and trends.
- To implement a robust vulnerable adult unit providing greater resilience covering the whole of Swindon and Wiltshire. This will be achieved by developing a central office based in Devizes.
- The office will be the 'hub' for the vulnerable adults' team, managed by a detective sergeant and supported by an administrator. There will continue to be satellite staff in Salisbury and Swindon.
- The advantages of this structure are that it will allow a more mobile team, able to support each other and deliver a quality service to Wiltshire resident. It will delivering safe, satisfied and confident communities, by responding to priority and high risk incidents in an appropriate time frame and with appropriate resources.
- Identify ways to further integrate with our partners to maximise the efficiency of sharing information and effectiveness of service delivery, including full commitment at all levels within the LSAB

Section 8:

Safeguarding adults' learning and development activities

See also:

Appendix 1: Safeguarding adults' learning and development sub-group terms of reference

Appendix 4: Wiltshire Council information leaflet on "Learning and Development: Safeguarding Adults from Abuse"

The following information has been provided by organisations that are members of the Wiltshire LSAB.

Safeguarding training in Wiltshire

The formation of a learning and development sub group of the Wiltshire LSAB will provide an opportunity to develop a single learning and development strategy for safeguarding adults for all staff in Wiltshire, encompassing all partner organisations.

The reports on the provision of safeguarding adults' training have been provided by the members of the Wiltshire LSAB. Many organisations providing health, social care and housing in Wiltshire also provide training on safeguarding adults for their staff and service users. Some of this is undertaken within the organisation, some is provided by external trainers and some organisations will send staff on training provided by the department of community services. It is a requirement for services commissioned by department of community services to provide training on safeguarding to their staff.

Avon and Wiltshire Partnership NHS Trust

An updated training and induction strategy has been developed including clear processes, systems, roles and responsibilities for all teams, and includes annual update core training, e-learning for all professional staff, and the development of safeguarding training plans for multi agency staff in each team.

Five Mental Capacity Act training courses were delivered in the last year. Each course had an average of 28 people attending from a wide range of professional backgrounds. These courses were jointly funded by Wiltshire Council, Swindon Borough Council and South Gloucestershire Council.

Great Western Hospital NHS Foundation Trust

In 2008/09 the trust delivered safeguarding vulnerable adults' awareness training to 672 staff in the following ways;

- At induction
- In three-hour workshops (now ceased due to change in policy below)
- Via e-learning
- Via workbook

Following discussions at the LSAB training sub-group, the trust has now agreed that training should be received by all staff (rather than just clinical staff as before) and that it should be updated annually (as opposed to one-off training

previously). We also felt that a more in-depth level of training was required by ward managers than is covered by awareness sessions.

Training also covers Mental Capacity Act, deprivation of liberties safeguards, learning disabilities and domestic abuse

The GWH training actions for 2009/10 are:

- To include on the clinical and non-clinical mandatory training up-date days
- To deliver managers' training via interactive workshops
- To conduct six monthly post-course evaluations following managers' training to ensure effectiveness in practice

NHS Wiltshire

- Health related safeguarding adults' training / Mental Capacity Act training taking place on a monthly basis with 240 staff trained 2008/2008.
- Approx 60 staff trained so far this year with targeted training for senior managers planned for summer 2009.

Royal United Hospital Bath NHS Trust

- Incorporating safeguarding adults training into core skills training and induction for all staff throughout the year
- Mandatory training for all junior sisters across the trust

Salisbury NHS Foundation Trust

The trust has an excellent adult protection e-learning package available to all staff via the managed learning environment. The package addresses what abuse is, how to recognise it, risk factors, what to do if abuse is suspected, recording requirements, referral, the interagency approach and good practice.

In our bid to develop a 'high quality workforce', with the support of the SHA, the trust is intending to enhance support to newly qualified staff in their first post with a focus on 'improving understanding about the role of the professional in safeguarding both children and vulnerable adults.

Wiltshire Council: Department of community services' adult social care

Training and staff development initiatives have included:

- An audit of training undertaken by all operational staff and set an action plan in place to understand and address gaps in training. This work will be followed up with further monitoring in July 2009.
- Producing a set of guidelines for safeguarding learning and development, reinforcing baseline standards for all staff and other requirements for different staff groups (see Appendix 4).
- Promoting the take-up of computer based training on safeguarding vulnerable adults with independent service providers and the third sector and newly elected councillors.

- Developing a DVD as a resource for investigating managers and staff, working through the process for undertaking safeguarding adults' investigations - with dramatised examples of good practice in running meetings, developing action plans and recording decisions.

Investigating managers' meetings

A quarterly half-day meeting is held for adult care and mental health team managers who hold the investigating manager role within the Swindon and Wiltshire multi-agency procedures. They are also open to police officers from the vulnerable adults' units in Wiltshire and to staff from CQC.

A total of four workshops were held during this annual report year with a total of 107 people attending.

The purpose of the meeting is to:

- improve good practice in respect of safeguarding
- update those attending on new guidance and legislation
- to inform managers of service that can support safeguarding
- to learn lessons from safeguarding cases
- provide an opportunity for operational managers to raise issues to be considered by the LSAB or one of the sub-groups to consider

Topics covered in the past year include:

- Information sharing in safeguarding cases
- Managing larger scale investigations
- Improving recording on care assess
- The use of intermediates in the criminal justice system
- The deprivation of liberty safeguards
- The Safeguarding Vulnerable Groups Act (2006)

Safeguarding children and adults from abuse - awareness workshops

- These workshops are organised and run by training specialists and experienced practitioners from the department of community services and the department for children and education
- The workshops are for up to 28 participants each time and last from 9.30 am to 3.30 pm. Places are available to children's services, children's health services, voluntary, independent and private sector, mental health and adult services.
- Grant funding from the Wiltshire Care Sector Group supports these sessions by funding venues and refreshments.
- A total of 10 workshops were held during this annual report year.

Safeguarding adults from abuse awareness training

- This introductory awareness training is for adult care staff.
- Some of the training sessions were scheduled and some taken to teams on request. Flyers for scheduled training offer teams the opportunity to request the training in their workplace.

- The sessions last three hours and accommodated between six and 19 people each time and a total of five sessions were held during this annual report year.

Learning materials

- Two e-learning packages have been commissioned for staff in social care and health organisations in Wiltshire. One is on safeguarding adults and the other on the Mental Capacity Act. Adult care staff are expected to complete this e-learning at least annually.
- An induction pack containing suggestions for individual study is available. It is a list of materials and activities designed to help induct new staff who expect to hold the role of investigating officer or investigating manager.

Safeguarding adults from abuse awareness training for department of community services' staff in the reablement service

- Four sessions of this training were delivered when the new reablement service started.
- A total of approximately 60 staff attended a session.

Joint investigation of allegations of adult abuse

- This six-day course (seven days for police officers) is run by Wiltshire Police, Wiltshire Council and Swindon Borough Council.
- The course is for social workers, community nurses, police officers, Care Quality Commission (CQC) inspectors who have the investigating officer role within the Swindon and Wiltshire multi-agency procedures.
- Three courses were held during this annual report year with 16 places available on each of them.

Learning disability qualification (LDQ)

- This qualification is for new people in the learning disability provider services and includes a module on safeguarding vulnerable adults from abuse.
- Locally it is open to staff from the department of community services and to members of the Wiltshire Partnership.
- A total of 11 workshops and 11 tutorials were held this annual report year. A total of 147 people attended.

Prevention of abuse of vulnerable adults

- This introductory awareness session was delivered to the department of community services' relief bank and respite staff working with people with learning disabilities.
- A total of three sessions were held during this annual report year. A total of 50 staff attended.
- In addition, 11 of the staff who attended the previously mentioned safeguarding adults from abuse awareness training were other members of the relief bank.

National Vocational Qualification (NVQ) in health and social care

- Each NVQ qualification has a core unit on recognising and responding to abuse.
- Approximately 45 adult care staff have provided evidence of competence in this area during this annual report year. In addition, approximately 50 staff from outside the department have done the same.

PACE training (on the role of the appropriate adult under the Police Criminal Evidence Act)

- This one-day training is for staff from health and social care teams, community teams for people with learning disabilities and other services for adults with learning disabilities who may be called upon by the police to attend when they interview a vulnerable person suspected of a crime.
- A total of three training days were held during this annual report year. A total of 121 people attended.

Working with adult survivors

- This three-day training is for staff with a role in supporting service users who have been abused.
- There were two courses this annual report year. A total of 33 people attended.

Mental Capacity Act (MCA) and deprivation of liberty safeguards (DoLS)

- A Mental Capacity Act programme lead has been in post in the department of community services from the beginning of November 2008. In the period beginning of January 2009 –to the end of March 2009 the programme lead delivered 24 workshops/presentations on MCA/DoLS.
- The workshops/presentations were delivered to a total of 343 people from a variety of agencies, including Wiltshire Council, NHS staff and people from the voluntary, independent and private sector.

Safety Matters: developing practice in safeguarding adults – a pilot practitioners' guide and handbook – by Research in Practice For Adults (ripfa)

- On 8 October 2008 a few members of adult care staff attended a ripfa regional pilot workshop in Bristol.
- The guide and handbook are the result of a change project process. They incorporate learning from research evidence and practice wisdom.
- The adult care staff were able to learn about the documents in the workshop. They were also able to contribute ideas for the final documents which, when launched, will potentially be used by many local authorities and other agencies.

Wiltshire Council: Department of community services - safer communities' team

Training on domestic abuse

- MARAC (Multi Agency Risk Assessment Conference) training was delivered by CAADA (Co-ordinated Action Against Domestic Abuse) to practitioners who attend the MARAC, including from Wiltshire Council, in May 2009.
- This was arranged by the domestic abuse reduction co-ordinator and DAR support officer, who are hosted by the safer communities' team for the Wiltshire Community Safety Partnership.
- The training includes context, the referral process to MARAC, what individual agencies can bring to the process.
- The MARAC process enables the identification of victims who are vulnerable adults under the definition, and appropriate assessments will be actioned.

Wiltshire Police

Officers in the Wiltshire Police vulnerable adults' units (VAUs) have continued to build on their knowledge and skills – for example undertaking training on interviewing sex offenders.

The Wiltshire Police vulnerable adults' units have also provided the following safeguarding adults' training:

- Monthly workshops have been held at Salisbury police station where partners, care staff and other professionals have been invited to a two hour presentation on "No Secrets" and their role in reporting abuse. Approximately 50 people attended each event.
- Workshops have been held at five care homes for staff.
- A workshop was held for 25 West Lea Housing Association staff.

Approximately five information events have been held at the Melksham VAU office to give professionals' an insight into work of the VAU.

Appendix 1:

Membership and terms of reference of the Wiltshire LSAB and its sub-groups

Membership of the Wiltshire LSAB

- Avon and Wiltshire Partnership NHS Trust (AWP)
- Care Quality Commission (CQC)
- NHS Wiltshire
- Royal United Hospital Bath NHS Trust (RUH)
- Salisbury NHS Foundation Trust
- Great Western Hospital NHS Foundation Trust
- Wiltshire Council: Department of community services
- Wiltshire Police
- Wiltshire Probation Area

Wiltshire Local Safeguarding Adults' Board terms of reference

The following Wiltshire LSAB terms of reference are to be presented to Wiltshire Council's scrutiny committee for ratification in September 2009

1. Statement of purpose

The purpose of the Wiltshire Local Safeguarding Adults' Board (LSAB) is to ensure that all agencies work together to minimise the risk of abuse to vulnerable adults and to protect vulnerable adults effectively when abuse has occurred or may have occurred.

The LSAB aims to fulfil its purpose by:

- Maintaining and developing interagency frameworks for safeguarding adults within Wiltshire
- Coordinating the safeguarding adults' work undertaken by those organisations represented on the LSAB

The LSAB will closely follow government advice set out in the 'No Secrets' multi-agency guidance published in 2000, the "Safeguarding adults" standards published by the Association of Directors of Adult Services in October 2005 and any subsequent guidance or legislation issued by central government.

2. Underpinning principles

- a. The LSAB supports the rights of all adults to equality of opportunity, to retain their independence, wellbeing and choice and to be able to live their lives free from abuse, neglect and discrimination.
- b. The LSAB values diversity and will seek to promote equal access and equal opportunities irrespective of race, culture, gender, sexuality, disability, age and religion.

- c. Each organisation represented at the LSAB agrees to contribute to the achievement of safeguarding objectives and to support the principles of operating effective safeguarding adults' policies and procedures within their organisation.
- d. Resourcing of the operation of the LSAB will be shared appropriately between agencies consistent with the lead role of the local authority and the shared responsibility of all agencies to work towards effective safeguarding of adults.
- e. The delivery of training to all workers in all sectors who have contact with vulnerable adults, in understanding, recognising and responding to abuse and neglect is accepted and pursued as a cornerstone to effective safeguarding of adults.

3. Policy statement

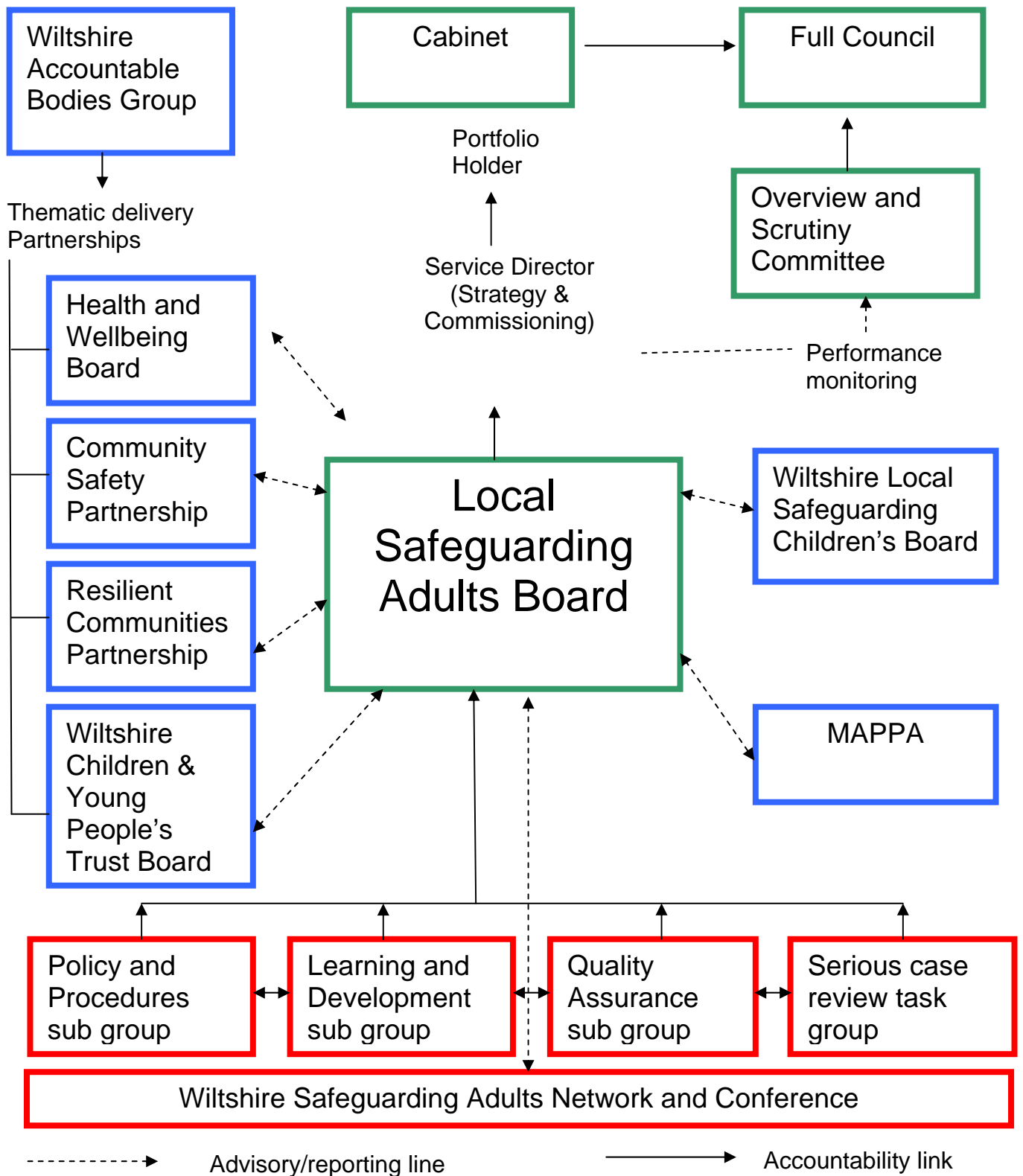
The LSAB will act within the framework of the law, statutory guidance and government advice. The prime consideration of the LSAB will be to oversee multi-agency responsibilities in line with the requirements made in the policy guidance "No Secrets: guidance on developing and implementing multi-agency policy and procedures to protect vulnerable adults from abuse" (DoH /Home Office, 2000).

The LSAB endorses the national policy shift towards "safeguarding adults", reflecting all the work which enables vulnerable adults to retain independence, wellbeing and choice, and to access their human right to live a life free from abuse and neglect.

4. Reporting and accountability framework

The organisational arrangements for the partnership have been designed within the Local Area Agreement/Local Agreement for Wiltshire (LAW) governance framework and with statutory responsibilities and guidance for safeguarding in mind. The LSAB is located as follows:

Wiltshire Safeguarding Adults Reporting and accountability framework



5. Membership and chairmanship

The membership of the LSAB is made up of nominated lead officers from key organisations within Wiltshire. It includes those organisations that have responsibilities in promoting the welfare of adults and protecting those adults whose independence is placed at risk by abuse and neglect.

The LSAB will be chaired by Wiltshire Council's service director (strategy and commissioning). The aim will be to work towards appointing an independent chair by 2010.

The membership of the LSAB will comprise senior representatives from the following agencies.

- a. Wiltshire Council's adult care services (operations and strategy and commissioning)
- b. Wiltshire Council's housing services
- c. Wiltshire Council's safer communities team
- d. NHS Wiltshire (commissioning and provider services)
- e. Avon and Wiltshire Partnership NHS Trust
- f. Salisbury NHS Foundation Trust
- g. Great Western Hospital NHS Foundation Trust
- h. Royal United Hospital NHS Trust
- i. Wiltshire and Swindon Users' Network
- j. Wiltshire Police
- k. Wiltshire Probation Area
- l. Care Quality Commission

The LSAB needs to have at least three members present from three different agencies to be regarded as quorate.

Nominated deputies may attend in place of the LSAB member, but if this is for more than two consecutive meetings, a review of the nominated membership of the LSAB will be triggered.

Lack of attendance by any organisation will seriously hinder the strategic development of the inter-agency arrangements for safeguarding adults and for this reason non-attendance is viewed as unacceptable. A register of attendance will be kept and will form part of the annual report.

6. Remit

The LSAB will be accountable for the following:

- Preparing and securing approval and resources from member organisations for a strategic action plan
- Producing an annual report on safeguarding adults, which reviews progress in delivery on the strategic action plan.
- Leading on the development, approval, monitoring and review of multi-agency safeguarding policies, procedures and practice and ensuring that

policy and procedures reflect the needs of all communities in Wiltshire, and the needs of all members of those communities

- Overseeing safeguarding activities by agencies, including reviewing progress in the recognition, reporting and response to abuse
- Promoting quality assurance and audits to validate the effectiveness of joint and single agency policy, procedures and practice
- Involving patients, service users and carers and adopting an inclusive approach to the role of the LSAB
- Ensuring effective engagement of safeguarding adults' work with the safeguarding of children, domestic violence, bullying, hate crime, MAPPA process and the wider work on safer communities/crime and disorder reduction
- Preparing, monitoring and keeping under review protocols for serious case reviews, domestic homicide reviews and drug related deaths in Wiltshire and commissioning those reviews
- Receiving and considering outcomes of serious case reviews, domestic homicides and drug related deaths and promoting opportunities to share learning
- Encouraging joint and single agency training
- Disseminating accessible information about the work of the LSAB, how to prevent abuse and how to recognise and report concerns.

7. Accountability and reporting

The LSAB is accountable for its work to its constituent organisations. LSAB members are accountable to their own organisations, and to the LSAB within the remit of the stated roles and responsibilities, as described below.

The LSAB will produce an annual report detailing the work of the LSAB. The annual report will be made available for the general public and will be presented on behalf of the LSAB to Wiltshire Council's Cabinet.

LSAB members will be responsible for feeding back into their own organisations through appropriate reporting lines, and will undertake to report annually to their own organisation's executive body, which will include presentation of the LSAB's annual report.

8. Roles and responsibilities of LSAB members

Members of the LSAB will:

- a) Share responsibility for LSAB effectiveness
- b) Lead and remain accountable for safeguarding activity within their organisation

- c) Possess sufficient seniority and authority to speak on behalf of their organisation, sustain strategic direction and be able to commit resources or directly feed into decision-making that can commit resources as appropriate
- d) Have responsibility for dissemination of information to their own organisations and to related agencies
- e) Share responsibility for further development of policy and procedures
- f) Participate in development, training and learning activities
- g) Provide an annual statement for the annual report outlining the contribution of their organisation in respect of safeguarding adults and, specifically, their contribution to the strategic action plan.

9. Frequency of meetings

The LSAB will meet not less than four times per year, with additional meetings as necessary.

Each year the LSAB will set time aside for a half-day workshop to review its achievements; assess performance and effectiveness and consider future priorities.

10. Role of the stakeholder network

The stakeholder network will be made up of people from relevant local groups (e.g. carers' organisations, advocacy groups, Age Concern, Wiltshire and Swindon Users' Network, Wiltshire People First, Wiltshire Centre for Independent Living, provider forums, LInK). It is to be expected that the composition of membership of this network will vary over time.

This network would be an informal but important sounding board, and will offer opportunities for informal exchange and awareness raising about safeguarding adults issues. The role would be to:

- Help raise the profile of safeguarding adults issues
- Offer opportunities for service user and carer involvement
- Provide a sounding board on information needs, work plans and priorities
- Encourage prevention and risk reduction within care services and settings
- Support a learning culture and opportunities for feedback.

There would be an annual conference to discuss local and national issues, evidence around effective safeguarding and current key issues and likely changes for the year ahead.

Policy, practice and procedures sub-group's terms of reference

Functions

- To produce required procedures and protocols as commissioned by Swindon and Wiltshire Local Safeguarding Adults' Boards
- To identify and disseminate examples of good practice and learning following serious case reviews and complaints.
- To respond to the learning from enquiries on investigations following complaints of poor practice, non-compliance with agreed procedures or cases where there is serious cause for concern
- Maintain, develop and review inter-agency safeguarding adults' procedures
- To comment and advise upon practice developments arising from legislation, government reports and research findings.
- Create practice links with both the Swindon and Wiltshire Local Safeguarding Adults' Boards
- As and when necessary, report to both the Swindon and Wiltshire Local Safeguarding Adults' Boards

Membership

- Nominated representatives should be from key statutory and voluntary agencies involved in development and complementation of procedures that relates to the protection of vulnerable adults from abuse.
- Nominated representatives agree to attend 75% of meetings and brief deputising representatives of meeting's purpose and action required.
- The chairman should be advised of any changes to agency representation so membership database /mailing lists can be updated.

Safeguarding adults learning and development sub-group's terms of reference

1. Purpose:

- To broaden ownership of best practice in safeguarding adults through monitoring the design and delivery of good quality learning and development provided across Wiltshire.

2. Membership:

- Membership will be made up of a learning and development specialist from each agency represented on the Wiltshire Safeguarding Adults' Board:
- Wiltshire Council
- NHS Wiltshire
- Salisbury NHS Foundation Trust
- Avon and Wiltshire Partnership Trust
- Wiltshire Police
- Wiltshire and Swindon Care Skills Partnership

- In addition the safeguarding adults' lead from Wiltshire Council will be a member of the group and will provide the link to the LSAB..
3. Activities ~ group
- Write the learning and development strategy for safeguarding for all staff in Wiltshire, to be signed off by LSAB
 - Monitor the implementation and effectiveness of the learning and development strategy for safeguarding
 - Assist the LSAB in producing the training section of an annual report on safeguarding adults' work in Wiltshire
 - Develop mechanisms to quality assure the delivery of safeguarding adults' learning and development
4. Activities ~ individual members: Agency representatives on the sub-group will be responsible for:
- Monitoring within their agency the plan and activity for learning and development and reporting the results to the sub-group.
 - Ensuring the completion of learning and development needs analysis and audits for their agencies.
5. Frequency of meetings
- The learning and development sub-group will meet quarterly
6. Reporting
- The safeguarding adults' learning and development sub-group will report to and support the work of the LSAB
 - The LSAB will direct the work of the learning and development sub-group.
 - The sub-group will report to every meeting of the LSAB.

Safeguarding quality assurance sub-group's terms of reference

It is intended that this sub-group will operate across both Swindon and Wiltshire

Core principles

The safeguarding quality assurance sub-group will adopt as its core principles relevant dimensions from the Care Quality Commissions' 'assessment of quality in health and social care'. The relevant dimensions are:

Safe

- Safeguarding people when they are vulnerable.

A good experience for people

- Ensuring dignity and respect
- Empowering people to exercise choice and control

Improving outcomes for people

- Ensuring care is effective with the right outcomes for people

Remit

The remit of the group is to:

- Monitor that the operational performance in relation to safeguarding adults, fulfils the expectations of the above dimensions.
- Where it does not fulfil these expectations, make recommendations to the LSAB in respect of how this could be addressed.
- Evaluate the effectiveness of the LSAB members' quality assurance systems.

Method of operation

- Work programme should be agreed in advance by LSAB and should be monitored by LSAB.
- Within this, it would be for the group to determine its own method of work, recognising however that this is a strategic group which will gather information to assess the broader picture rather than involve itself in individual cases.
- As an example the group may wish to request internal or external audits, either random or themed, and receive a report of the findings. They may make recommendations to the LSAB as a result of this.
- The group may wish to set up focus or research groups to explore particular issues.

Membership

Given the more strategic nature of the safeguarding adults' QA group there is greater scope for cross-agency membership and service user or carer involvement.

Chairman – member of LSAB

Members – representatives of LSAB organisations

Appendix 2:

Wiltshire Local Safeguarding Adults' Board's improvement plan for safeguarding adults' work : 2009- 2010

This improvement plan should be regarded as a working document and will be reviewed, priorities agreed and amendments made at the quarterly meetings of the LSAB.

Some of the priorities listed below were identified at the LSAB away day which was attended by the Wiltshire LSAB and groups representing users and carers

The following areas for improvement have been identified

- I. Improving awareness of safeguarding
- J. Improving the operational management of safeguarding
- K. Increasing the involvement of people who use services and support for victims and families
- L. Commissioning safe services to prevent abuse
- M. Improving the collection, collation and utilisation of information on safeguarding investigations
- N. Developing a safeguarding adults' staff development strategy
- O. Strengthening the structure and governance of the LSAB
- P. Responding to national guidance and legislation

A. Improving awareness of safeguarding

A1. Ensure that safeguarding adults, work is understood by all staff working with LSAB partner organisations

A2. Raise profile of safeguarding adults to wider community especially targeting groups vulnerable to exploitation

A3. Ensuring that people in receipt of personal budgets are aware of the safeguarding issues

A4. Improve housing providers' awareness of safeguarding

B. Improving the operational management of safeguarding
From August 2009 a safeguarding vulnerable adults' team (SVAT) will be set up within the department of community services. For details of the projected work of this team see Section 8 . Along with the LSAB safeguarding quality assurance sub-group this team will be responsible for ensuring that the recommendations arising from the safeguarding investigations' file audit are put into practice.
B1. Ensure safeguarding adults' procedures are fit for purpose and support good practice
B2. Improve consistency of good practice in both DCS and AWP
B3. Improve the management of larger scale and complex safeguarding cases
B4. Monitor the interrelationship between safeguarding and the Mental Capacity Act / deprivation of liberty safeguards
B5. Improve involvement of health professionals in safeguarding investigations
C. Increasing the involvement of people who use services and support for victims and families
C1. Improve the involvement of the alleged "victim"
C2. Improve existing services to support victims through and after safeguarding investigations
C3. Review provision for 16-25 years olds who are vulnerable to exploitation and abuse
D. Commissioning safe services to prevent abuse
D1. Ensure commissioned services provide quality services and have zero tolerance of abuse
E. Improving the collection, collation and utilisation of information on safeguarding investigations
E1 Ensure that system for collecting safeguarding data is fit for purpose and meets DH requirements
E2 Ensure consistent recording of safeguarding data
E3 Monitor current safeguarding investigations
E4 Identify operational trends so to inform policy and practice and update LSAB quarterly
E5 Ensure consistency of data collection across LSAB partner agencies

F. Developing a safeguarding adults' staff development strategy

F1, Ensure that there is a consistent co-ordinated approach to safeguarding training

F2. Ensure that learning and development activities meet nationally recognised standards with agreed outcomes

F3 Identify training resources to support and improve training provision

G. Strengthening the structure and governance of the LSAB

G1.Review terms of reference and membership

G2. Improve governance

G3. Improve ability of LSAB to ensure that safeguarding adults' work is fit for purpose

H. Responding to national guidance and legislation

H1 Responding to the outcome of the "No Secrets" review

H2. Safeguarding Vulnerable Groups (SVG) Act (2006)

Appendix 3:

Wiltshire Council's department of community services' management information report on safeguarding adults' investigations, drug related deaths and domestic abuse homicides; 1 April 2008 -31 March 2009

Please note these information reports only apply to the **400** safeguarding alerts received by department of community services' teams only.

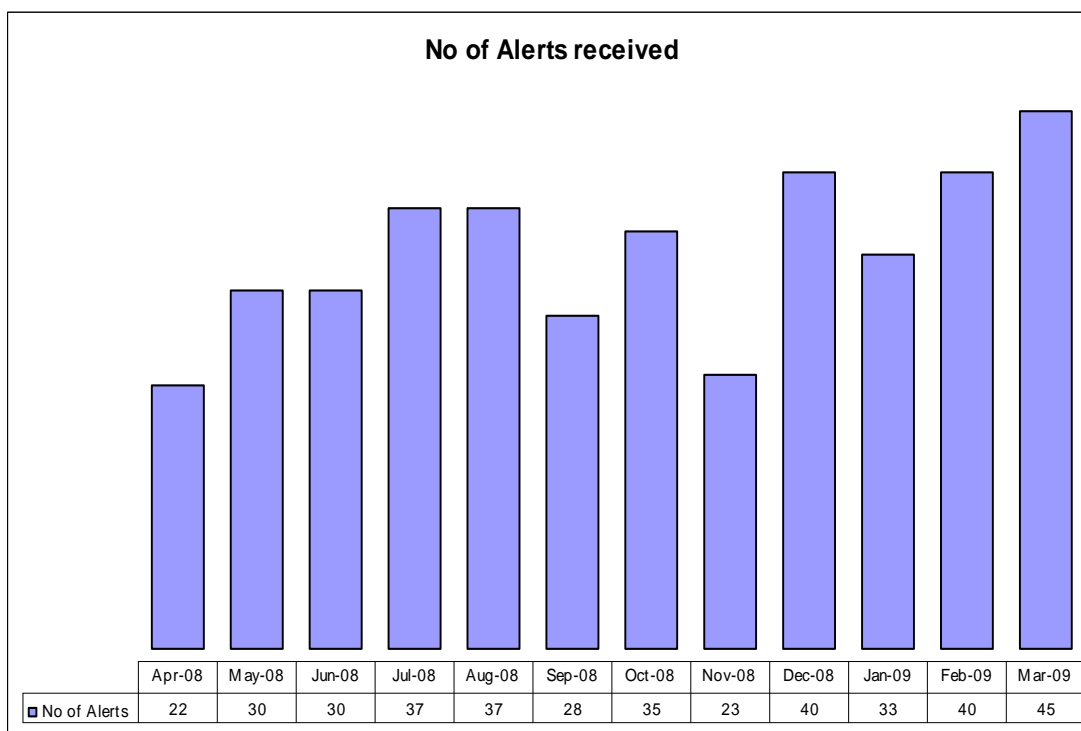
It does **not** include information on safeguarding investigations carried out by Avon and Wiltshire Partnership NHS Trust (AWP).

AWP have confirmed that from 1 April 2008 -31 March 2009 they carried out:

- **43** safeguarding investigations in respect of people between the ages of 18-64 and
- **85** safeguarding investigations in respect of people over the age of 65

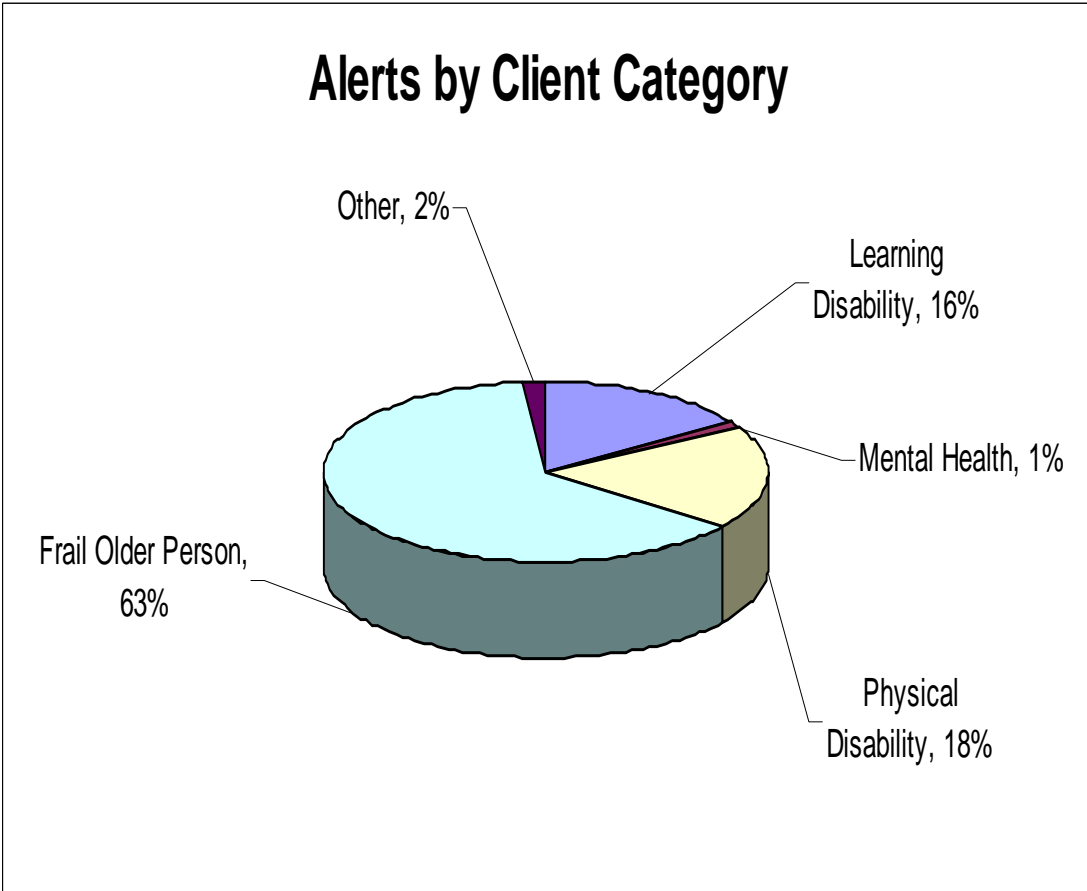
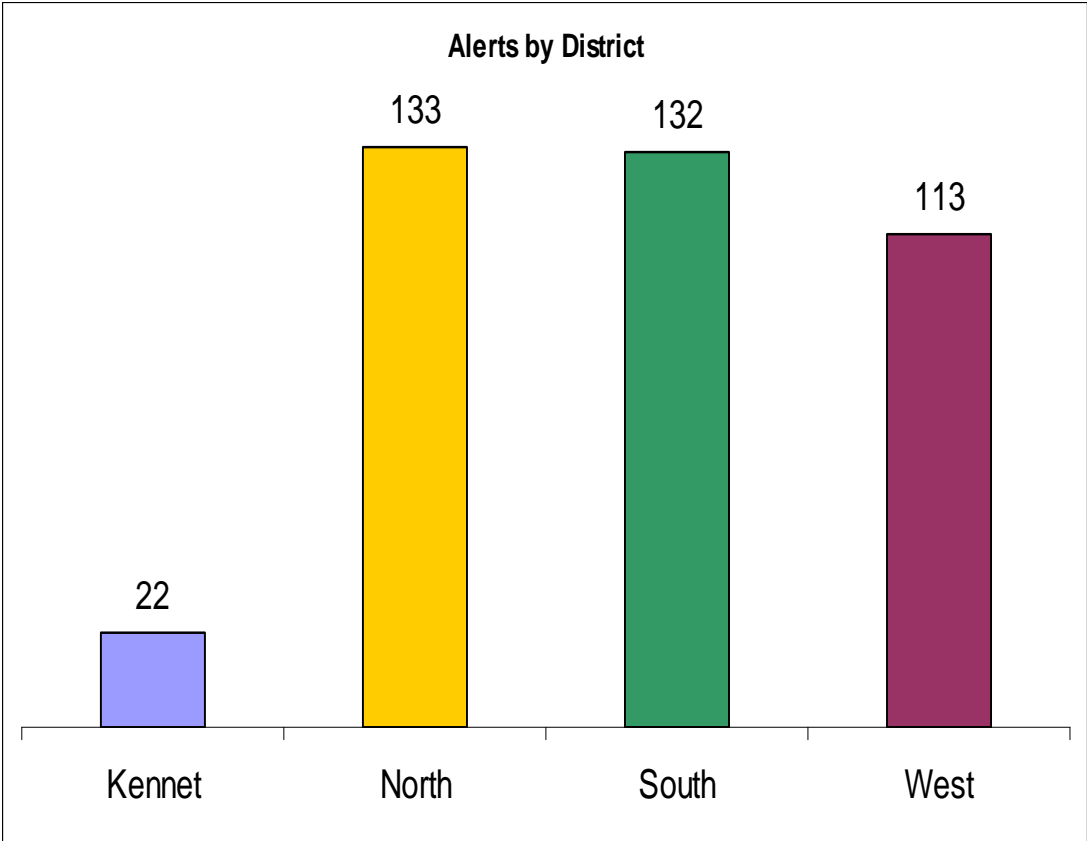
Therefore the total number of safeguarding adults' investigations carried out throughout Wiltshire between 1 April 2008 and 31 March 2009 is **528**

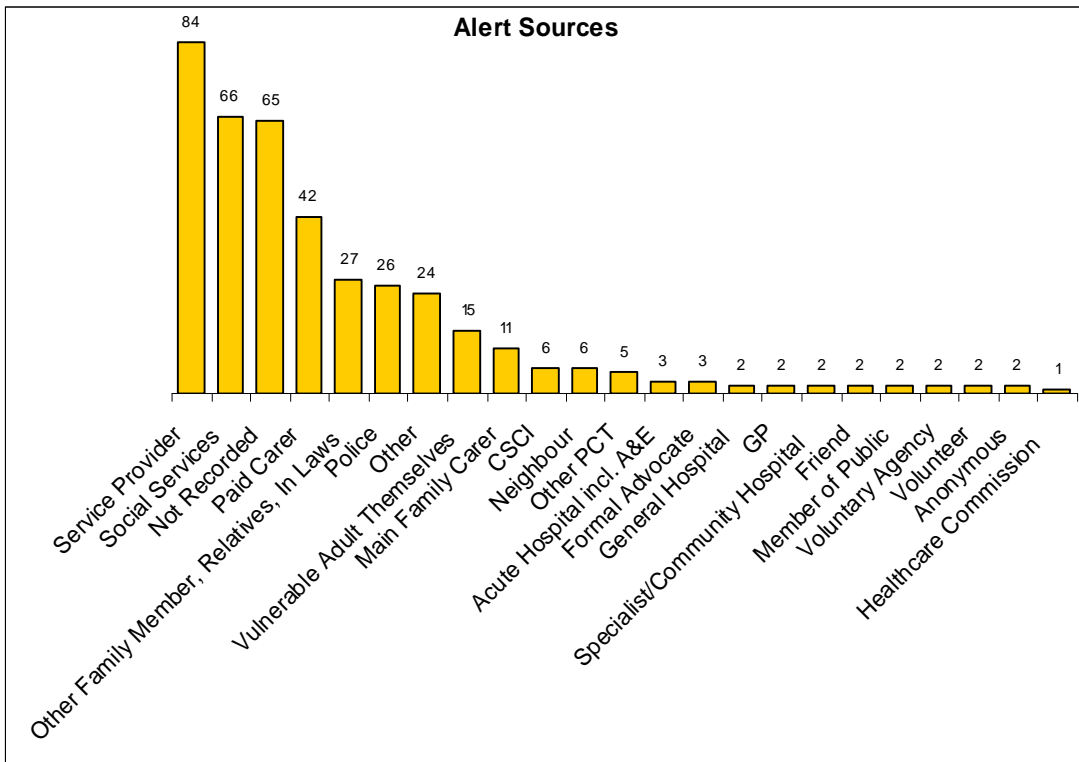
There were no drug related deaths or domestic abuse homicides



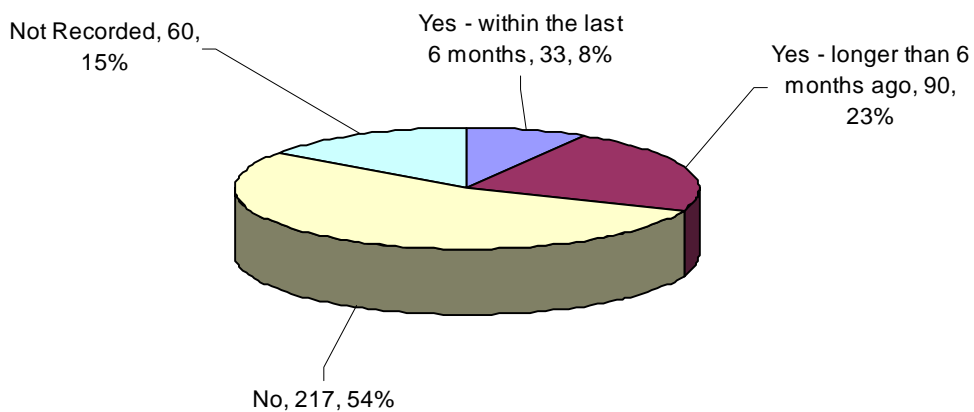
Apr 08 - 31 Mar 09 in the department of community services there was average of 33.3 alerts a month.

1

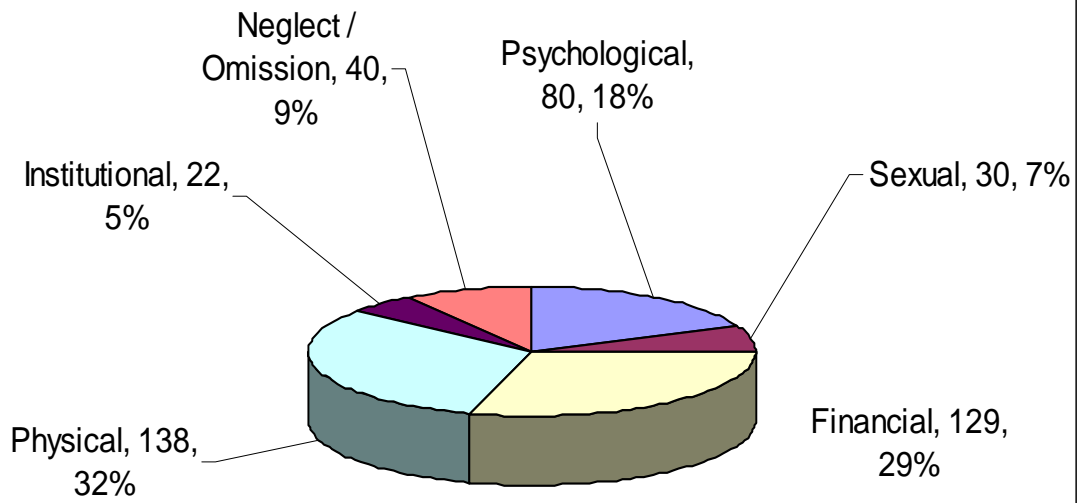




Has a VA Alert been reported on a previous occasion?

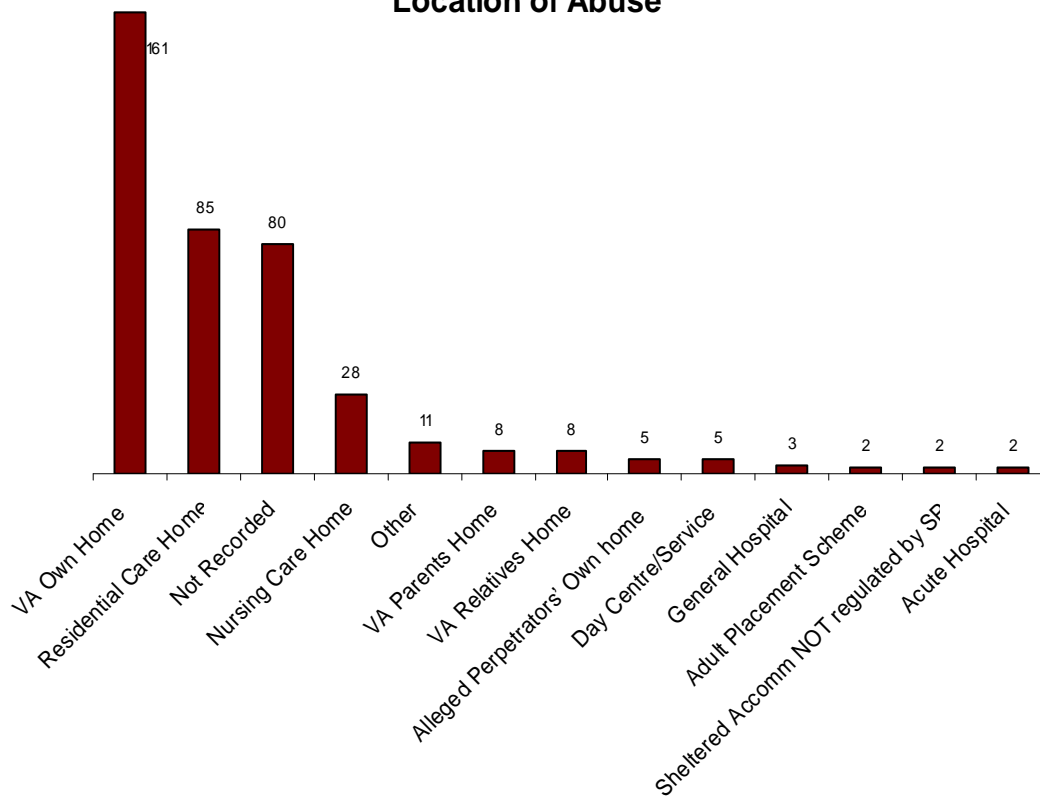


Types of Abuse

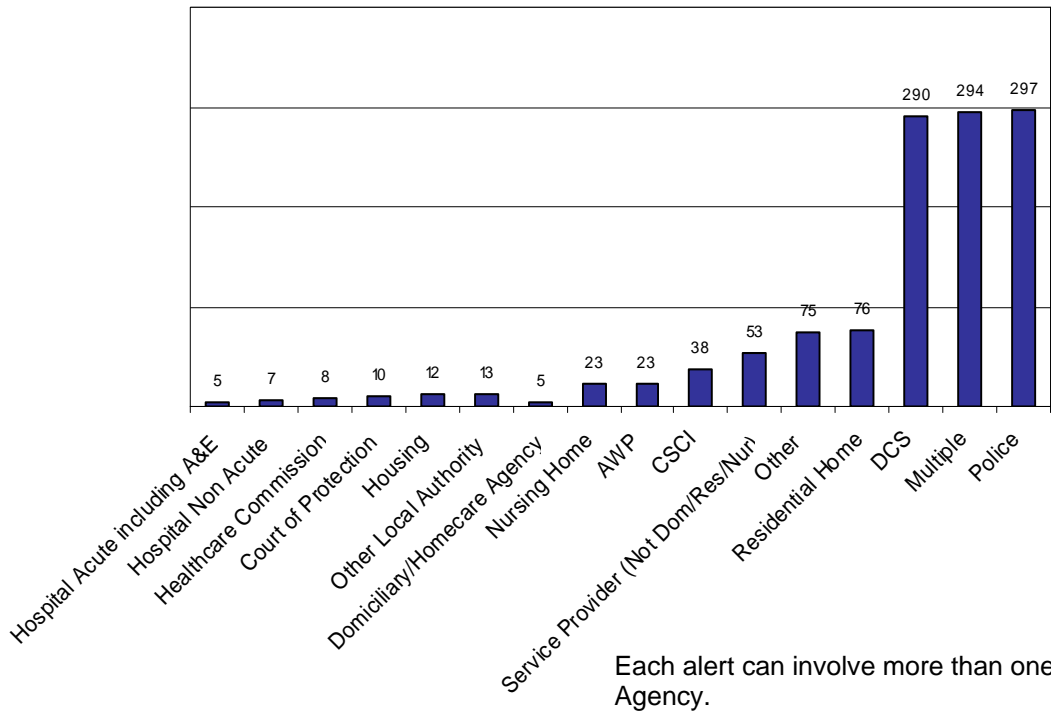


Each alert can involve more than one type of abuse. Out of 439, 85 were 'Multiple'.

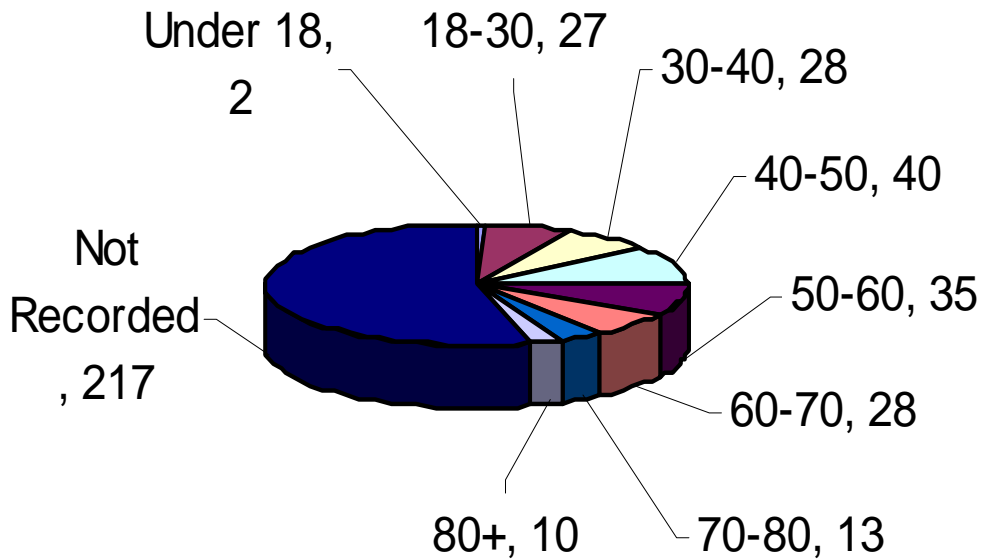
Location of Abuse



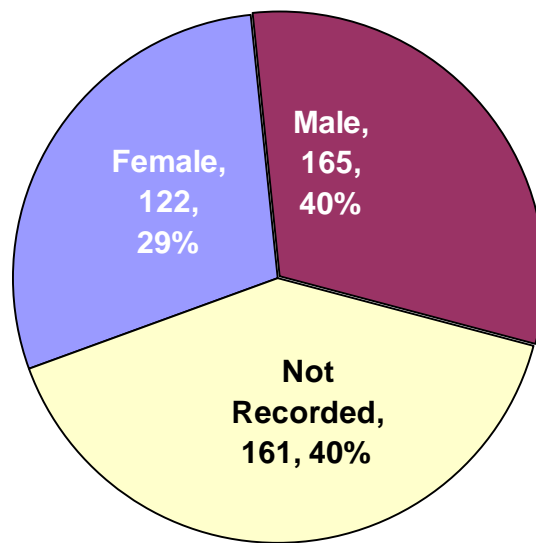
Agencies Involved



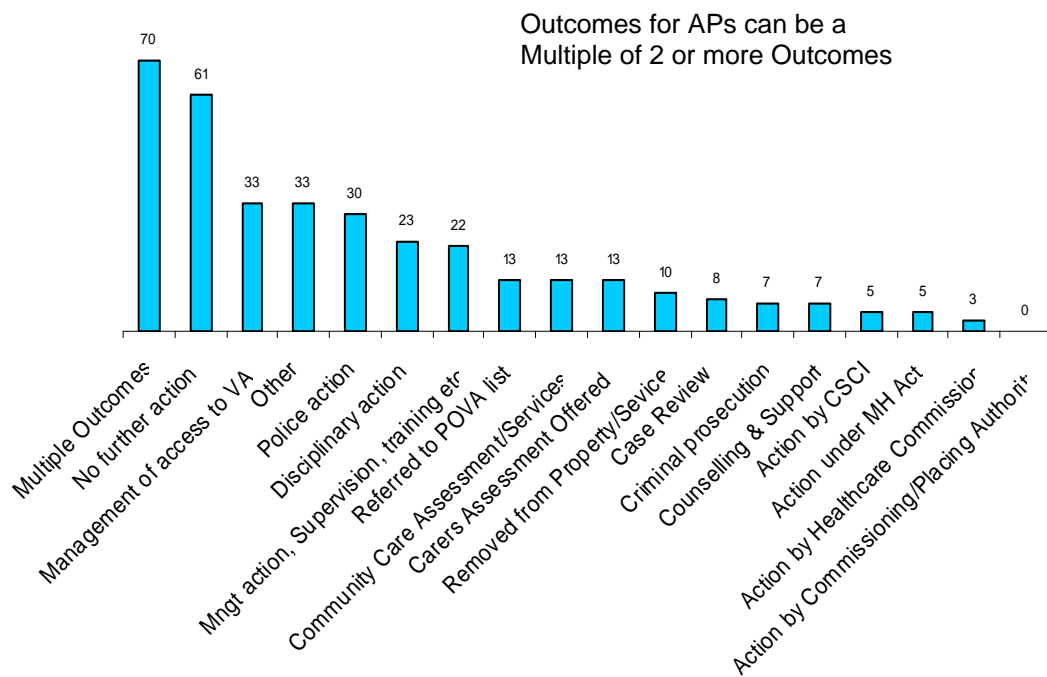
Alleged Perpetrator Age Bands

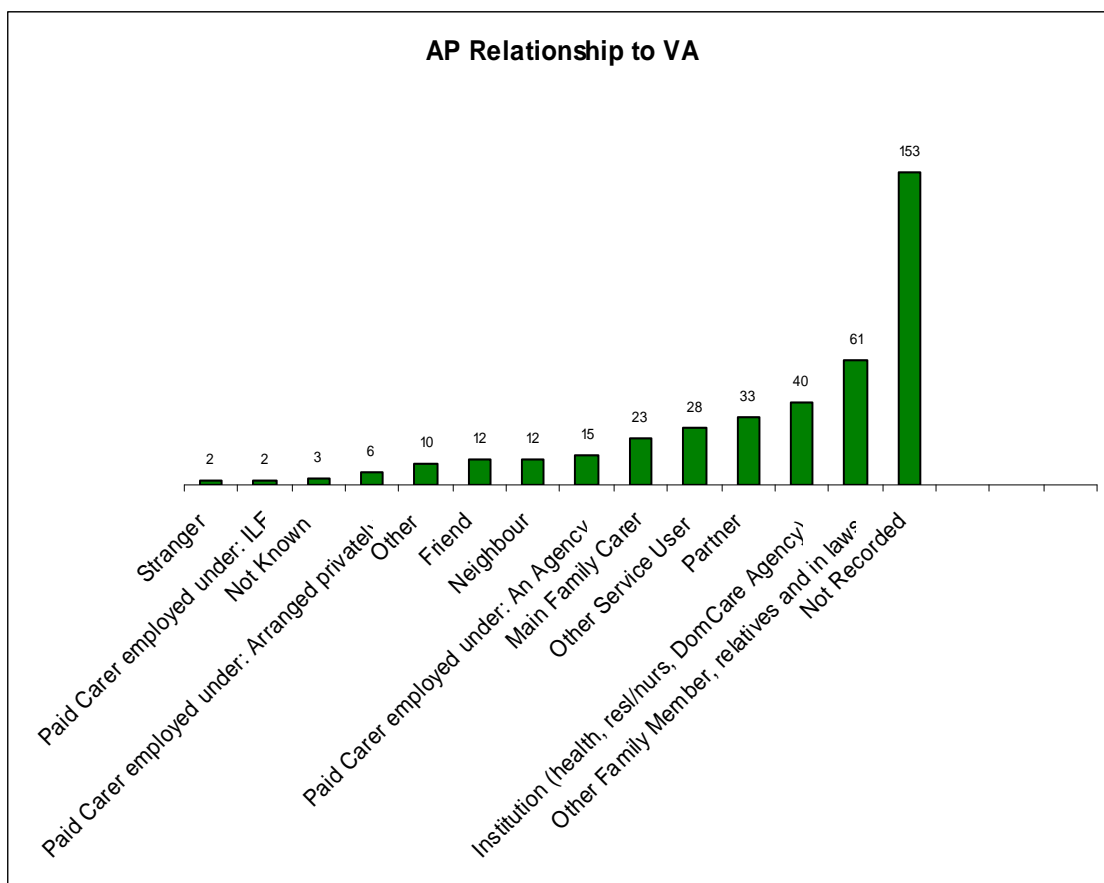


Alleged Perpetrator Gender



Outcome for Alleged Perpetrators





Investigation Outcomes		
Not determined /inconclusive	78	19.5%
Not substantiated	103	25.8%
On-going /not recorded	124	31.0%
Substantiated	95	23.8%

Team Statistics

Cases meeting / not meeting service standards

Team	ESM held with 72 hours ¹		Investigation complete within 15 working days of ESM ²		Review held within 3 months of the investigation being completed ³	
	Yes	No	Yes	No	Yes	No
Amesbury	11	5	5	8	6	
Bradford on Avon / Melksham	2	18	8	10	4	
Chippenham	3	9	4	5	1	
Corsham / Calne	5	10	5	9	3	
Devizes						
Great Western Hospital	1	1		2	1	
Kennet CTPLD	1	10	3	7	2	
Kennet Rural						
Malmesbury / Wootton Bassett	8	22	20	5	4	
North CTPLD						
Royal United Hospital		2	1			
Salisbury	24	4	9	13	4	
Salisbury District Hospital	2			2	2	
South CTPLD	13	14	12	8	8	
Tisbury	4	1	2	1	1	
Trowbridge		9	3	2	1	
Warminster / Westbury	3	18	2	8		
West CTPLD						
West District VA Lead	2	11	5	7	2	
Totals	79	134	79	87	39	0

Service Standard Notes:

¹ESMs should take place within 72 hours of the referral being received (24 hours in serious cases). Where held, these figures give numbers of cases hitting or missing the standard

²Investigations should be completed within 15 working days of the ESM, where an ESM is held; otherwise this is not recorded

³Reviews should take place within 3 months of the investigation being completed; numbers given are for those where a completion date is given

Appendix 4:



Learning and Development Leaflet: Safeguarding Adults from Abuse

Learning and Development: Safeguarding Adults from Abuse

“All agencies which provide a service to vulnerable adults in Swindon and Wiltshire have a **duty to report** any allegations or suspicions that a vulnerable adult is being abused in accordance with the “Policy and procedures for safeguarding vulnerable adults in Swindon and Wiltshire”.

This places **an individual responsibility on all members of staff to report abuse** as well as an organisational responsibility on your agency to ensure that all staff receive support and training in adult protection issues.”

(Extract from page 4 of the booklet “No Secrets in Swindon and Wiltshire – What all staff need to know about reporting suspected abuse of vulnerable adults”)

Everyone should:

- At least annually, complete the **e-learning awareness packages** for social care and health organisations in Wiltshire by going to www.kwango.com/wiltssalogin for **Safeguarding Adults**

User name: WCCsga

Password: WCC100

and by going to

www.kwango.com/wiltsmcalogin for **Mental Capacity Act**

User name: WCCmca

Password: WCC001

- Read the booklet “**No Secrets in Swindon and Wiltshire – What all staff need to know about reporting suspected abuse of vulnerable adults**” (May 2009 version) and be aware of the “**Policy and procedures for safeguarding vulnerable adults in Swindon and Wiltshire**” (September 2007 version). You should have hard copies in your offices and they can be accessed on the Wiltshire Council internet <http://www.wiltshire.gov.uk/dcs-pub-no-secrets-2009-may.pdf> and <http://www.wiltshire.gov.uk/dcs-pub-safeguarding-vulnerable-adults.pdf>
- Apply to attend **safeguarding adults from abuse awareness** training.

Information about this training can be viewed in SAP, the new computer system. If there is no scheduled course, you can register your interest by pre-booking on the SAP system. In addition, you are welcome to contact Valerie Sonnenberg if you would like her to come to your workplace/locally and deliver this training to groups of staff: valerie.sonnenberg@wiltshire.gov.uk

In addition, some people should apply for:

1. **LDQ training (Learning Disability Qualification).** This is for new people in the learning disability provider services and includes a module on safeguarding vulnerable adults from abuse. Contact Sukhvir Kaur for information: sukhvir.kaur@wiltshire.gov.uk
2. **Safeguarding children and adults' awareness training.** This is for managers in provider services for people with learning disabilities, managers in the re-ablement service, community safety staff and housing staff. Contact Barbara Mercieca for information: barbara.mercieca@wiltshire.gov.uk
3. **Investigating officer and investigating manager induction pack.** This is a list of materials and activities designed to induct new staff who are expected to hold the role of investigating officer or investigating manager. Please e-mail Valerie Sonnenberg if you would like a pack: valerie.sonnenberg@wiltshire.gov.uk
4. **Joint investigation of allegations of adult abuse (six day course).** This is for social workers, community nurses, police officers and CQC inspectors who have the investigating officer role within the Swindon and Wiltshire multi-agency procedures. Contact Lynne Jordan for information: lynne.jordan@wiltshire.gov.uk
5. **Investigating managers' workshops (held quarterly).** These half-day sessions are for adult care and mental health team managers who hold the investigating manager role within the Swindon and Wiltshire multi-agency procedures. Contact Sukhvir Kaur for information: sukhvir.kaur@wiltshire.gov.uk
6. **Minute taking training.** This is for administrative staff required to take the minutes within the Swindon and Wiltshire multi-agency procedures. Please e-mail dcstraining@wiltshire.gov.uk for information
7. **Working with adult survivors (three day course).** This is for staff with a role in supporting service users who have been abused. Contact Sukhvir Kaur for information: sukhvir.kaur@wiltshire.gov.uk
8. **PACE training.** This training is on the role of the appropriate adult under The Police and Criminal Evidence Act. It is for staff from health and social care teams, community teams for people with learning disabilities (CTPLD) and other services for adults with learning disabilities who may be called upon by the police to attend when they interview a vulnerable person suspected of a crime. There are also periodic refresher and update sessions for people who have done this training. Contact Sukhvir Kaur for information: sukhvir.kaur@wiltshire.gov.uk

How can you find out about training opportunities that are not listed on SAP?

You can email dcstraining@wiltshire.gov.uk with queries and requests for training or learning activities, including specific topics relating to safeguarding adults from abuse.

Safeguarding children from abuse training

Wiltshire Council mandatory single agency training – safeguarding children

The Children Act 2004, Section 11, provides a duty for local authorities to promote the welfare of children within their agency. In exercising that duty the local authority should ensure that all staff working in services or (in contact with) children (e.g. through their work with the public), participate regularly in relevant child protection training tailored towards their individual roles.

You should apply at www.wiltshirepathways.org

On-line child protection training

If you have to wait for a place on the above mandatory training, it is highly recommended that you do this on-line training as an interim measure while you are waiting. You should apply at www.wiltshirepathways.org Your application will then go to Becky Lewis, e-learning administrator, who will forward a username and password by email to you.

If you have any queries, Becky Lewis' telephone number is 01225 713864 and her email address is becky.lewis@wiltshire.gov.uk

Costs

Both of the above mandatory and on-line safeguarding children trainings are free to department of community services' staff. Locum workers can also access the training. They should inform Becky Lewis that they are locums and that the cost will be paid by the department of community services' learning and development team.

Acknowledgments

The information contained in this report has been provided by the members of the Wiltshire Local Safeguarding Adults' Board. Additional information has been provided by Valerie Sonnenberg: DCS learning and development officer, Paul Lipinski: DCS commissioning analyst: Gail Grainger Wiltshire Council's Court of Protection officer and the SWAN Advocacy Network

The annual report of the Wiltshire Local Safeguarding Adults' Board 2008-2009 has been compiled on behalf of the board by:

Thelma Claydon
Joint Safeguarding Adults' Programme Lead (with Maggie Hall)
Department of Community Services,
Wiltshire Council,
County Hall,
Trowbridge.
WILTS BA14 8JN

Any enquires arising from this document should be directed to Sue Geary sue.geary@wiltshire.gov.uk or Maggie Hall maggie.hall@wiltshire.gov.uk