

The Annual Report of the  
Wiltshire Local Safeguarding  
Adults' Board  
2007-2008

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## Introduction

I am pleased to be able to present the 2007 /2008 Annual Report of the Wiltshire Local Safeguarding Adults' Board.

The formation of the Board in 2007 has led to a strengthening of the interagency partnership arrangements for safeguarding adults in Wiltshire.

The Wiltshire Local Safeguarding Adults' Board has been able to update the Safeguarding Procedures and respond to new legislation, national guidance and research.

Last year there were 441 joint investigations into allegations of abuse in Wiltshire. This has involved a great deal of work by staff in all the partner agencies in Wiltshire and has greatly contributed to the safety and well-being of vulnerable people.

We now have a robust system for collecting information on safeguarding which is enabling the Board to utilise this data to improve the arrangements for safeguarding adults in Wiltshire.

A comprehensive programme of training has continued to be provided both on an inter-agency basis and within organisations.

This year we were also able to work in partnership with Wiltshire People First and Wiltshire and Swindon Users Network to produce *Keeping People Safe in Wiltshire*, a public information booklet in a format accessible to people with a learning disability. This complements the *No Secrets in Swindon and Wiltshire* booklet which is designed for service providers.

A very successful event was held at the Shires Shopping Centre in Trowbridge which enabled information on elder abuse to be made available to the public.

Looking forward to the future, the Family Justice Centre Project is examining the feasibility of partner agencies co-locating and working together more closely to provide a joined-up service to people who are experiencing abuse in Wiltshire.

James Cawley

Assistant Director (Interim) Strategy and Commissioning  
Department of Community Services  
Wiltshire County Council  
Chair of the Wiltshire Local Safeguarding Adults' Board.

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## Section 1:

### A Summary of the Key Achievements of the Wiltshire Local Safeguarding Adults' Board (LSAB) 2007-2008

- 441 joint investigations were carried out in Wiltshire using the *Policy and Procedure for Safeguarding Adults in Swindon and Wiltshire*.
- A joint-funded Project has been set up to look at the feasibility of developing a Family Justice Centre in Wiltshire.
- New Terms of Reference have been adopted.
- Guidance has been developed on managing Allegations against Staff in partnership with Swindon Vulnerable Adults' Alliance.
- Guidance has been developed on the use of Independent Mental Capacity Advocates (IMCAs) in Safeguarding Investigations in partnership with Swindon Vulnerable Adults' Alliance.
- Comprehensive information on Safeguarding Adults Investigations in Wiltshire has been collected and correlated and this information is beginning to be utilised to inform service development.
- A tool to audit safeguarding arrangements within partner agencies has been developed.
- The provision of information on safeguarding adults has been reviewed and improvements made to the availability of electronic information on safeguarding.
- A comprehensive programme of training to support work on safeguarding has been provided
- "*Keeping Safe in Wiltshire*" has been published. This is a booklet about abuse in a format accessible by people with a learning disability and was produced in partnership with Wiltshire People First and Wiltshire and Swindon Users Network.
- To mark International Elder Abuse Day, a stall was provided in the Shires Shopping Centre in Trowbridge. The aim was to raise awareness of elder abuse and over 300 information packs were given out to members of the public.

## Section 2:

### The work of the Wiltshire Local Safeguarding Adults' Board (LSAB)

***“Multi agency management committees should determine policy, co-ordinate activity between agencies, facilitate joint training, and monitor and review progress”***

*“No Secrets” Department of Health / Home Office 2000*

#### A. The formation of the Wiltshire Local Safeguarding Adults' Board

The Wiltshire Vulnerable Adults' Alliance was formed in 2001 as a response to *No Secrets* which was published in 2000 by the Department of Health and the Home Office as guidance under Section 7 of the Social Services Act 1970.

The *No Secrets* guidance placed a duty on local authorities to take the lead in developing an interagency approach to the investigation of the abuse of vulnerable adults.

In 2007 the agencies represented on the Wiltshire Vulnerable Adults' Alliance reviewed the Alliance's structure and Terms of Reference and decided to form a Local Safeguarding Adults' Board.

It was intended that the Board would give a strategic lead to the interagency management of safeguarding vulnerable adults and would take responsibility for commissioning Serious Case Reviews, Domestic Homicide Reviews and Reviews into Drug Related Deaths.

The Wiltshire Local Safeguarding Adults' Board meets quarterly and is chaired by James Cawley, the Assistant Director (Interim) Strategy and Commissioning for the Department of Community Services, Wiltshire County Council.

The *Policy and Procedure for Safeguarding Adults in Swindon and Wiltshire* is a joint procedure with Swindon Borough Council. A Policy, Practice and Procedures sub-committee meets quarterly and provides an opportunity for representatives from agencies within the two authorities to work together on safeguarding adults' issues.

#### B. The Terms of Reference of the Wiltshire Local Safeguarding Adults' Board

The Terms of Reference that were adopted in June 2008 are as follows:

The Board will set multi-agency policy in relation to adults defined as vulnerable by the definition within the “No Secrets” guidance

The Board will commission multi-agency reviews of:

- Serious Case Reviews in relation to the *Policy and Procedure for Safeguarding Adults in Swindon and Wiltshire*
- Domestic Homicides in Wiltshire
- Drug Related Deaths in Wiltshire

The Board will have a duty to:

- Ensure multi-agency commitment to the *Policy and Procedure for Safeguarding Adults in Swindon and Wiltshire*
- Produce guidance to public bodies from reviews
- Monitor action plan from reviews
- Respond to other multi-agency partnerships and policies to ensure effective and efficient delivery of services to the people of Wiltshire

## **C. The Membership of the Wiltshire Local Safeguarding Adults' Board**

The Agencies represented on the Wiltshire Local Safeguarding Adults Board are:

- Avon and Wiltshire Partnership NHS Trust (AWP)
- The Commission for Social Care Inspection (CSCI)
- Royal United Hospital Bath NHS Trust (RUH)
- Salisbury NHS Foundation Trust
- Swindon and Marlborough NHS Trust
- Wiltshire County Council: Department of Community Services (DCS)
- Wiltshire Police
- Wiltshire Primary Care NHS Trust (Wiltshire PC)
- Wiltshire Probation Area

## **D. The Policy, Practice and Procedures sub-committee**

The joint Swindon and Wiltshire Policy, Practice and Procedures sub-committee has met quarterly. This sub-committee is chaired by an officer from Swindon Borough Council and Swindon Borough Council also provides the administrative support for the meetings.

The meetings are held alternately in Swindon and Wiltshire and provide the main opportunity for representatives of the main statutory services in the two authorities to meet and discuss policy and practice issues in respect of safeguarding adults.

The meetings also offer an opportunity to share information on new policy and legislation. A representative of Swindon Domestic Violence Form attends the sub-committee to provide a link with Domestic Violence Services

The Policy, Practice and Procedures sub-committee is also responsible for ensuring that the joint interagency Safeguarding Adults' Procedures are kept up to date. The new sections in the Procedures (Section T Allegations against Staff and Appendix 15 Criteria for the use of IMCAs in Safeguarding Adults Cases) were developed by working groups set up by the sub-committee

Issues that have been considered by the Policy, Practice and Procedures sub-committee during the past year include:

- Allegations against Staff
- The use of IMCAs
- Safer Recruitment
- Accessible information
- New structures within partner agencies
- CSCI Safeguarding arrangements
- Contracting and safeguarding
- Larger Scale Investigations
- Ensuring that the recommendations of a Serious Case Review were carried out
- The relationship of safeguarding to complaints procedures
- The Protection of Vulnerable Adults (PoVA) List
- Specialist court reports
- Wilful neglect

## **E. Serious Case Reviews**

There is one on-going Serious Case Review. The conclusion of this SCR is likely to be reported in late autumn.

## **F. Responding to Local Need**

This section of the Wiltshire LSAB Annual Report 2007/2008 looks at how partner agencies within the Wiltshire Local Safeguarding Adults' Board have worked together to respond to needs identified within the County.

### **Information Audit**

The LSAB carried out an audit of information on safeguarding that was available in Wiltshire. This led to:

- An improvement in the availability of safeguarding adults' information on partner agency websites.
- The production of *Keeping safe in Wiltshire* in partnership with Wiltshire People First and Wiltshire and Swindon Users Network

### **Updating the *Policy and Procedure for Safeguarding Adults in Swindon and Wiltshire***

Two new sections of the Safeguarding Adults Procedures were developed in partnership with Swindon Vulnerable Adults' Alliance:

- *Allegations against Staff* (Section T) covers the interrelationship between staff disciplinary procedures and safeguarding and reflects the guidance produced by the Department of Education and Skills in respect of safeguarding children
- *Criteria for the use of IMCAs in Safeguarding Adults' Cases* (Appendix 15) to meet the requirements of the Mental Capacity Act 2005

### **Auditing safeguarding arrangements**

The LSAB has adopted an Audit Tool that had been developed within the Avon and Wiltshire Partnership NHS Trust in order to enable partner agencies to audit their safeguarding arrangements

### **Making use of information on safeguarding**

The LSAB has considered how better use could be made of information on safeguarding investigations that is collected within partner agencies. This has included looking at why there is a high level of abuse by other service users reported within learning disability services

### **Raising Community Awareness**

To mark International Elder Abuse Day a stall in the Shires in Trowbridge was organised by Wiltshire County Council Equalities Unit, WCC Department of Community Services, Wiltshire Police, Wiltshire PCT and the Bobby Van. This offered an opportunity to discuss safety issues with the public and raise awareness of elder abuse. Over 300 information packs were given out to members of the public

### **Developing links with the Wiltshire Local Safeguarding Children's Board**

The Chair of the LSAB now attends meetings of the Wiltshire Local Safeguarding Children's Board. It is envisaged that the two Boards will need to work together in respect of the introduction of the Safeguarding Vulnerable Groups Act (2006) in October 2009.

## **G. The Family Justice Centre (FJC) Project**

### **Introduction**

The Wiltshire County Council, together with Wiltshire Police, the Primary Care Trust and partner agencies have identified locally that there may be opportunities to enhance the work that we are doing to support victims of violence / abuse and prevent and tackle related crimes. There are a wide variety of statutory and voluntary services involved in this work and greater alignment and co-ordination could potentially improve the outcomes that we are striving to achieve. Wiltshire County Council in partnership with the Police and the Primary Care Trust have agreed to commission work to examine the issues that are affecting victims and explore the potential of this initiative and make recommendations on how it should be taken forward.

### **Background**

The Family Justice Centre [FJC] would potentially bring together all the relevant agencies in order to develop an enhanced and better co-ordinated partnership approach. The multi-agency team would work to safeguard victims and include the local communities in an approach to protect victims and prevent and deter perpetrators.

In support of the Every Child Matters agenda and in line with the Wiltshire Constabulary's strategies and plans, the County's Crime Reduction Strategy, Local Area Agreement (LAA) and the development of family violence victims' services more generally, a Family Justice Centre could provide not only the strategic and operational leadership but also a single point of contact focussing on the needs of victims in Wiltshire whilst improving co-ordination and supporting the County's objectives. By adopting this approach we would seek to:

#### **Protect:**

- Reduce violent crimes
- Reduce number of serious offences committed
- Reduce domestic abuse related homicides
- Reduce the victimisation of sole parents by their violent and/or offending child or young person

#### **Support:**

- Victims of crime
- Young people living with family violence
- Reduce fear of crime experienced by vulnerable adults
- Improve the level of crime that is reported, especially domestic abuse [including third party reporting] by increasing the level of confidence in services and in safety of witnesses/those reporting

#### **Prevent:**

- Reduce crimes committed by perpetrators of family violence / abuse related incidents
- Reduce the number of serious offences committed in Wiltshire

#### **Deter:**

- Reduce serious offending associated with family violence / abuse incidents
- To identify and then reduce the overall percentage of perpetrators re-offending.

#### **Achieve:**

- Reduce proportion of residents experiencing family violence / abuse
- Reduce repeat victimisation
- Reduce the number of 'domestic' murders

## **H. Responding to Legislation, National Guidance and Research**

This section of the Wiltshire LSAB Annual Report 2007/2008 looks at how partner agencies within the Wiltshire Local Safeguarding Adults' Board have responded to:

- New legislation
- National guidance
- Recommendations following major investigations
- Research.

The Wiltshire LSAB is represented on the South West Region ADASS Safeguarding Adults Network and through this network has been able to respond and to contribute to consultation documents that have an impact on work undertaken nationally to safeguard adults.

### **Legislation**

#### **The Mental Capacity Act (2005)**

##### **Principles of good practice**

The principles underlying the Mental Capacity Act (2005) were incorporated into revision of the Swindon and Wiltshire Safeguarding Procedures in 2006 in order to ensure that the Act is adhered to when assessing the mental capacity of the parties involved in a safeguarding situation.

##### **IMCAS**

The Act also allows for Independent Mental Capacity Advocates (IMCAs) to be appointed in case where a person who lacked the capacity to make certain decisions did not have anyone to act on their behalf. In safeguarding situations, the appointment of an IMCA was extended to both the victim and alleged perpetrator of abuse who lacked capacity and did not have anyone to act on their behalf or where it was believed that that the person who could act on their behalf would not act in their best interest.

Guidance on the engagement of an IMCA in safeguarding situations was incorporated into the Swindon and Wiltshire Safeguarding Procedures in October 2007 (Appendix 15) and there is an on-going dialogue with the IMCA service to review the practical application of this guidance.

##### **Wilful Neglect**

The Mental Capacity Act (2005) also introduced the new crime of "wilful neglect" of a person who lacks capacity. It is reported nationally that it is proving a difficult to secure convictions using this legislation and this is being monitored by the Wiltshire Police with information being fed back through the ADASS Safeguarding Adults' Network.

##### **Deprivation of Liberty Safeguards**

The Mental Health Act (2007) was used as the vehicle for introducing the Deprivation of Liberty Safeguards into the Mental Capacity Act (2005). The Deprivation of Liberty Safeguards will come onto effect from 1<sup>st</sup> April 2009. This amendment will strengthen the rights of hospital patients and people residing in care homes to ensure that they are cared for in the least restrictive regime practicable.

The Deprivation of Liberty Safeguards will apply to people aged 18 and over who:

- suffer from a disorder or disability of mind
- and
- lack the capacity to give consent to the arrangements for their care and treatment
- and

- for whom such care (in circumstances which amount to a deprivation of liberty within the meaning of Article 5 of the European Convention on Human Rights) is considered, after an independent assessment, to be a necessary and proportionate response to their best interests to protect them from harm

The Wiltshire LSAB will need to continue to consider the provisions of this Act and ensure that it is integrated within the Safeguarding Adults Procedures.

### **Safeguarding Vulnerable Groups Act (2006)**

The Safeguarding Vulnerable Groups Act (2006) has led to the setting up of the Independent Safeguarding Authority which will be responsible for the vetting and barring scheme to which staff and volunteers who work with children and vulnerable adults will be required to join. This legislation is a direct result of the recommendations of the Bichard Inquiry which was set up following the murders in Soham.

Originally the new scheme was to have been introduced in October 2008 but has now been deferred until October 2009. Preliminary work has been undertaken by partner agencies with the LSAB to raise awareness of the implications of this Act not only within their own service but also within services that they commission.

### **National Guidance**

#### **Review of *No Secrets***

*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.

The Department of Health has announced that it is reviewing the *No Secrets* guidance in the light of changes in legislation and the Government's transformation programme with its emphasis on the personalisation of social care and health services.

Five members of the Wiltshire LSAB attended a *No Secrets* review consultation meeting, facilitated by the Care Services Improvement Partnership in Bristol. The recommendations of the *No Secrets* review will be used to inform any future revision of both the Safeguarding Adults' Procedures and developments in service provision to support safeguarding.

#### **The Government's Transformation Agenda**

The publication by the Department of Health of *Our Health, Our Care, Our Say* (2006), *Putting People First* (2007) and *Transforming Social Care* (2008) clearly sets out the Government's intention to develop personalised services. This however needs to be balanced with the need to commission safe services and to ensure that all service users are aware of the steps that they need to take to try to ensure their personal safety and to have access to local safeguarding arrangements should they become necessary. (Bonnerja 2008)

Commissioning is seen by the Department of Health as one of the key factors in developing person centred services and work has been undertaken to ensure that all commissioning documents developed by partner agencies in the LSAB address safeguarding. For example a pro-forma has been developed within WCC Department of Community Services (DCS) which addresses the key safeguarding requirements which must be met by service providers.

All DCS contracts also include clauses that outline the service provider's responsibility in respect of safeguarding and officers responsible for contract monitoring are informed of any safeguarding issues that arise in respect of services that they are monitoring.

Work is currently being undertaken to ensure that people already receiving Direct Payments are made aware of the safeguarding arrangements in Wiltshire

### **Raising Voices: Views on Safeguarding Adults (2008)**

The Commission for Social Care Inspection published *Raising Voices* in April 2008. The aim of this discussion paper is to highlight key areas for debate in respect of safeguarding adults which will contribute to the *No Secrets* review.

This discussion paper raises issues that could form part of a consultation with citizens in Wiltshire to ascertain what they see as priorities for safeguarding adults and which could feed into the proposed audit to be carried out within DCS.

### **Safeguarding Adults with a Learning Disability (2007)**

In 2007 the Department of Health, the Care Services Improvement Partnership and the Valuing People Team developed guidance for local Learning Disability Partnership Boards to enable the Boards to be able to better safeguard people with a learning disability in their area.

In response to this guidance, a representative from the Wiltshire LSAB met with the Wiltshire Learning Disability Partnership Board to explore ways of developing links between the two Boards.

This meeting also resulted in the initiation of a project which involved people from Wiltshire People First in the development of the leaflet "*Keeping People Safe in Wiltshire*".

### **Safer Practice Safer Learning (2007)**

In 2007, the DfES issued new guidance for further education called *Safer Practice Safer Learning* which set out the safeguarding responsibilities of further education colleges, adult and community learning providers and providers of work-based training in the Learning and Skills Sector in England. One of the recommendations of this guidance was that colleges of further education should make links with local Safeguarding Adults' Boards.

Following the publication of *Safer Practice Safer Learning* a meeting was held with senior managers at Wiltshire College and a representative of the Wiltshire LSAB to discuss their arrangements for safeguarding adults and to explore opportunities for staff at the college to access interagency safeguarding training.

### **Recommendations of Major Investigations**

#### **Report on the Provision of Services for people with a learning disability by Cornwall Partnership NHS Trust (2006)**

The report by the Healthcare Commission and the Commission for Social Care Inspection on learning disability services in Cornwall included recommendations that had a wider application outside Cornwall.

Wiltshire County Council (DCS), Wiltshire PCT and the Avon and Wiltshire Partnership all reviewed their services and drew up work plans to ensure that their services complied with the recommendations of the Cornwall Report. The Wiltshire LSAB monitored the progress of these work plans. This work is now completed.

#### **Report on the murder of Steven Hoskin (2007)**

Cornwall Adult Protection Committee commissioned Margaret Flynn from the University of Sheffield to undertake a Serious Case Review following the murder of Steven Hoskin a man with a learning disability.

The recommendations of that report and the action plan drawn up by the Cornwall and Isles of Scilly Safeguarding Adults Board will be considered by the LSAB.

#### **Health Care for All: Report of the Independent Inquiry into access to Healthcare for People with a Learning Disability (2008)**

This report by Sir Jonathan Michael was commissioned by the Department of Health following the publication of the MENCAP report *Death by Indifference* in 2007. Its findings are to be considered by partner members of the LSAB in autumn 2008.

## Research

### UK Study of Abuse and Neglect of Older People (2007)

Research on the abuse and neglect of older people who live in the community was commissioned by Comic Relief and the Department of Health and published in 2007. Key findings include:

- 2.6% of people aged 66 and over living in private households reported that they had experienced neglect.
- If this is broadened to include neighbours and acquaintances, the number raises to 4% of people aged 66 and over.
- The main forms of abuse reported were neglect and financial abuse.
- The most common perpetrators of abuse were spouses, partners or close family members and in 66% of the cases the perpetrators lived in the same households.
- In 40% of the cases the victim was providing care for the perpetrator which has implications for carers' support services.

This research confirms the link between elder abuse and domestic violence. Wiltshire LSAB has already formed links with services for people experiencing domestic violence and had input into the Business Case that has been developed to commission new domestic violence services in Wiltshire. The Family Justice Project also offers an opportunity to link up safeguarding adults and domestic violence services.

This research also provided some of the information that was made available to the public at the event to mark International Elder Abuse Day in June 2008. In the coming year the LSAB will be able to use this research as a benchmark for information on elder abuse in Wiltshire and to help to establish priorities for action.

## Section 3:

### Wiltshire Local Safeguarding Adults' Board Strategic Plan 2008-2009

***“A strategy is a long term plan for implementing policy and for sustaining a high level of commitment the protection of vulnerable adults in practice”***

*“No Secrets” Department of Health / Home Office 2000*

Within the 2008-2009 Strategic Work Plan the Wiltshire Local Safeguarding Adults' Board will:

- Seek to strengthen the governance arrangements for the Board and the relationship of the Board to other strategic planning groups.
- Ensure, through the work of partner agencies, that safeguarding adults is addressed within strategic planning and quality assurance frameworks, within health services, social care services and the criminal justice system.
- Work to ensure that the arrangements for commissioning Serious Case Reviews and reviews into Drug Related deaths and Domestic Homicide Reviews are fit for purpose and in the case of Domestic Homicide Reviews are in line with any new Home Office guidance.
- Develop an action plan based on the recommendations of the Family Justice Centre feasibility project
- Continue to audit, review and seek to improve the operational arrangements for investigating allegations of abuse. This will include the development of a quality assurance system to audit safeguarding investigations.
- Continue to ensure that local safeguarding arrangements reflect changes in legislation and national guidance especially with reference to *The Safeguarding Vulnerable Groups Act (2006)* and the revision of the “No Secrets” guidance.
- Look at ways in which the Board could work more closely with service users and carers.
- Continue to collect information on safeguarding investigations and to ensure that any new requirements set by the Department of Health in respect of providing information on safeguarding adults are met. Information collected will be used to inform strategic planning, commissioning and training
- Continue to ensure that Service Specifications and Contracts within the partner agencies clearly state that service providers are required to adhere to the local Safeguarding Adults' Procedure and the monitoring of these contacts addresses safeguarding.
- Continue to ensure that appropriate links are formed with other systems designed to keep people safe, including domestic violence services, arrangements for safeguarding children, drug and alcohol services, patient safety and witness care.
- Continue to ensure that there is a comprehensive programme of learning and development activities to support the safeguarding adult's procedure.
- Seek opportunities to raise awareness of the Safeguarding Adults' Procedure in the wider community in Wiltshire.

## **Section 4: Investigations undertaken using the Safeguarding Adults Procedures**

### ***“Agencies should routinely gather information***

*“No Secrets” Department of Health / Home Office 2000*

### **Monitoring data on joint Safeguarding Adults Investigations**

During the period April 2007- March 2008 a total of **392** joint investigations into allegations of abuse were carried out by DCS Community Teams, Hospital Teams and Community Teams for People with a Learning Disability. All these investigations have been carried out in partnership with the Wiltshire Police and other partner agencies. This compares with 326 cases recorded in the previous year. The monitoring data included in this report is based on information collected by the Department of Community Services Performance Team using an Excel Spreadsheet which is completed by Team Managers undertaking the Safeguarding Investigations.

A detailed report on information collected about investigations is presented quarterly to the Wiltshire Local Safeguarding Adults Board and the Board has been looking into ways that this data can be better utilised to inform policy and planning.

The Excel Spreadsheet system offers the opportunity to access specific data - for example in respect of types of abuse and specific service user groups or rates of referral in different teams. This is being increasingly used within the Department of Community Services to look at ways of improving performance and identify training needs. Examples of this include work undertaken to look at abuse carried out by service users within learning disability services, information provided for the International Elder Abuse Day event and developing the specification for the commissioning of the DCS Safeguarding Audit.

Some work has been undertaken to move to collecting the safeguarding investigations data through the Care Assess system which will obviate the need for Investigating Managers to enter information into two separate information systems

### **Investigations carried out within the Avon and Wiltshire Partnership NHS Trust (AWP)**

Work has been undertaken this year to try to improve the collection of safeguarding adults' data in respect of investigations carried out within Community Mental Health Teams managed by the Avon and Wiltshire Partnership NHS Trust.

The Avon and Wiltshire Partnership NHS Trust has not adopted the Excel Spreadsheet system so the monitoring information included in this report does not include any data from cases investigated by Community Mental Health Teams. AWP staff do not have access to the Care Assess system so will not be able to adopt this system to collect data. In view of this AWP is planning to introduce their own system of capturing data on safeguarding adult referrals.

However, staff within AWP report that in the past year they received 75 safeguarding referrals, of which **49** were completed. The total completed investigations within Wiltshire for April 2007- March 2008 therefore totals **441**.

### **Summary of Monitoring Information collected by DCS**

Of 2007/2008 cases investigated, 142 (47%) were substantiated and 21% were inconclusive. Just over half the investigations (54.1%) involved a person under 65.

The main types of abuse identified were physical and financial abuse. Two thirds of the alleged victims were female. The majority of alleged victims were either people with a learning disability (41.6%) or frail older people (38%).

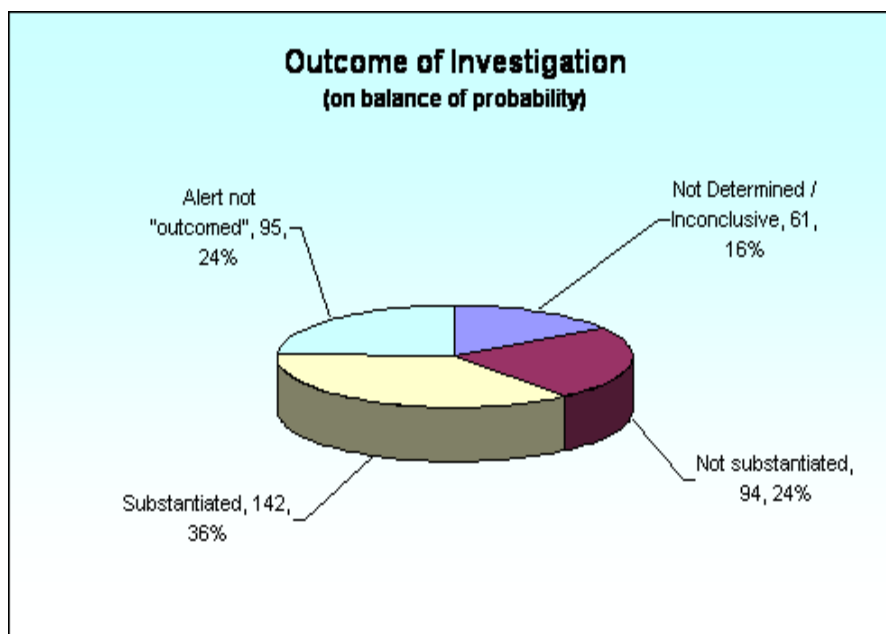
The alleged perpetrator was most likely to be a member of the person's social network (32.1%) or another service user (24.2%) rather than a person paid to provide a service to the alleged victim. However that is a poor record of recording in this area with 29% of cases not recording his relationship. 32.4% of alleged perpetrators were also assessed as vulnerable adults.

## Joint Investigations undertaken using the Safeguarding Adults Procedures

**NB:** The monitoring information recorded below does **not** include any data from cases investigated by Community Mental Health Teams as the Avon and Wiltshire Partnership NHS Trust has not adopted the Excel spreadsheet system which has been used to collect this data within DCS.

### Outcome of the Investigation

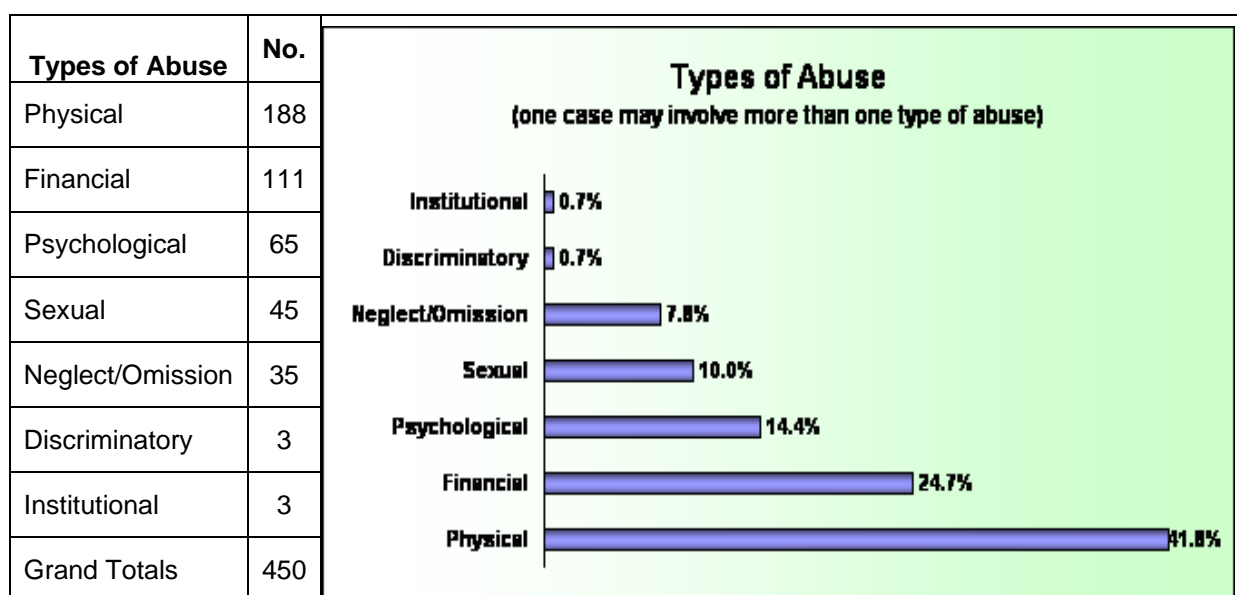
Outcome of investigation (on balance of probability)	No.
Not Determined / Inconclusive	61
Not substantiated	94
Substantiated	142
Alert not "outcomed"	95
Grand Totals	392



Age Group	No.	%
18 to 64	212	54.1%
65 & Over	180	45.9%
Grand Total	392	

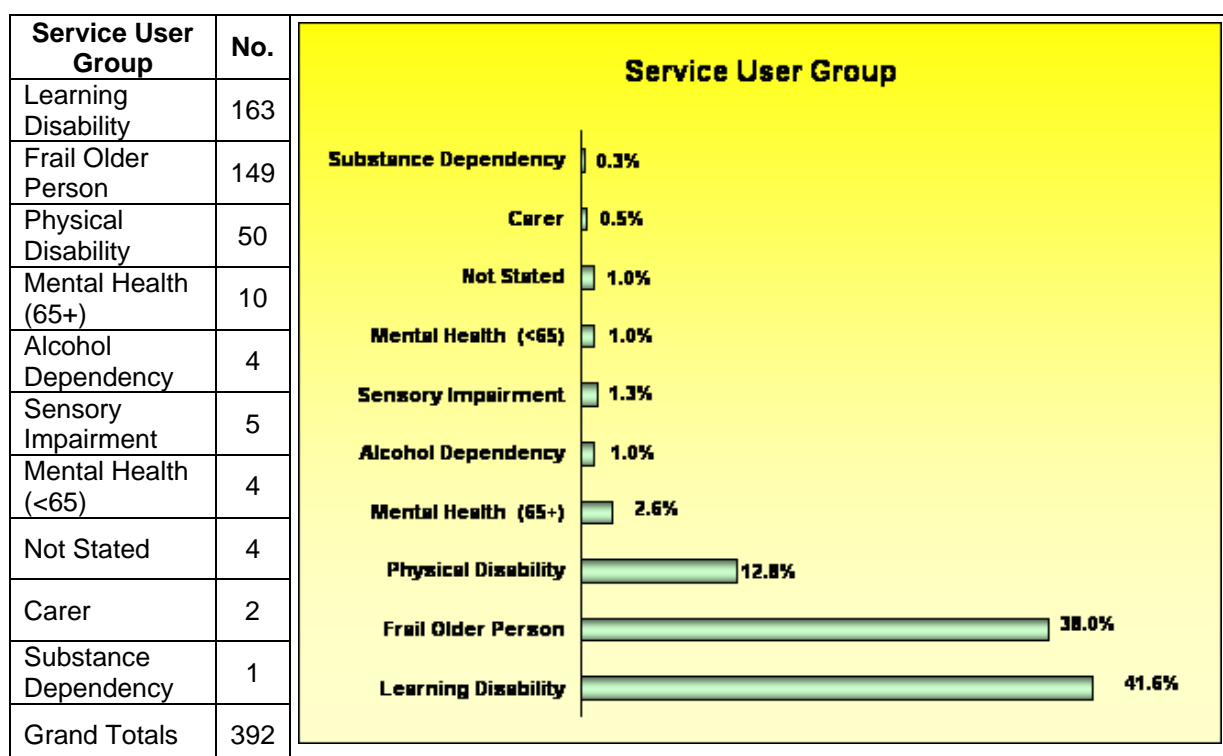
Actions taken as an outcome of the investigation	No.	%
Increased Monitoring	150	29.0%
Other	95	18.3%
No Further Action	79	15.3%
Management of Access to Alleged Perpetrator	60	11.6%
Counselling/Support	46	8.9%
Community Care Assessment and Services	41	7.9%
Management of Access to Finances	30	5.8%
Advocacy	10	1.9%
Removed from Property/Service	3	0.6%
Action under Mental Health Act	2	0.4%
Civil Action	2	0.4%
Multiple (yes)	145	45.0%
Multiple (no)	177	55.0%

## Types of Abuse Investigated

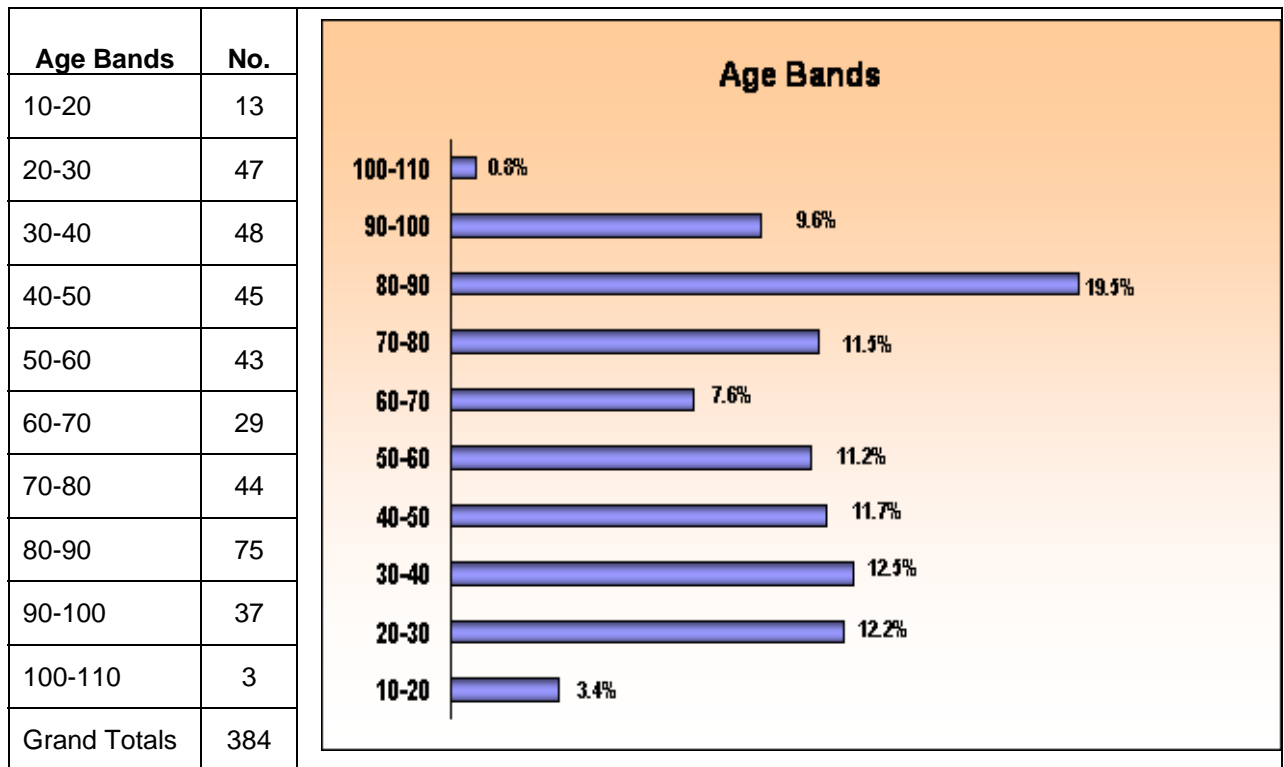


## Information about the Vulnerable Adult:

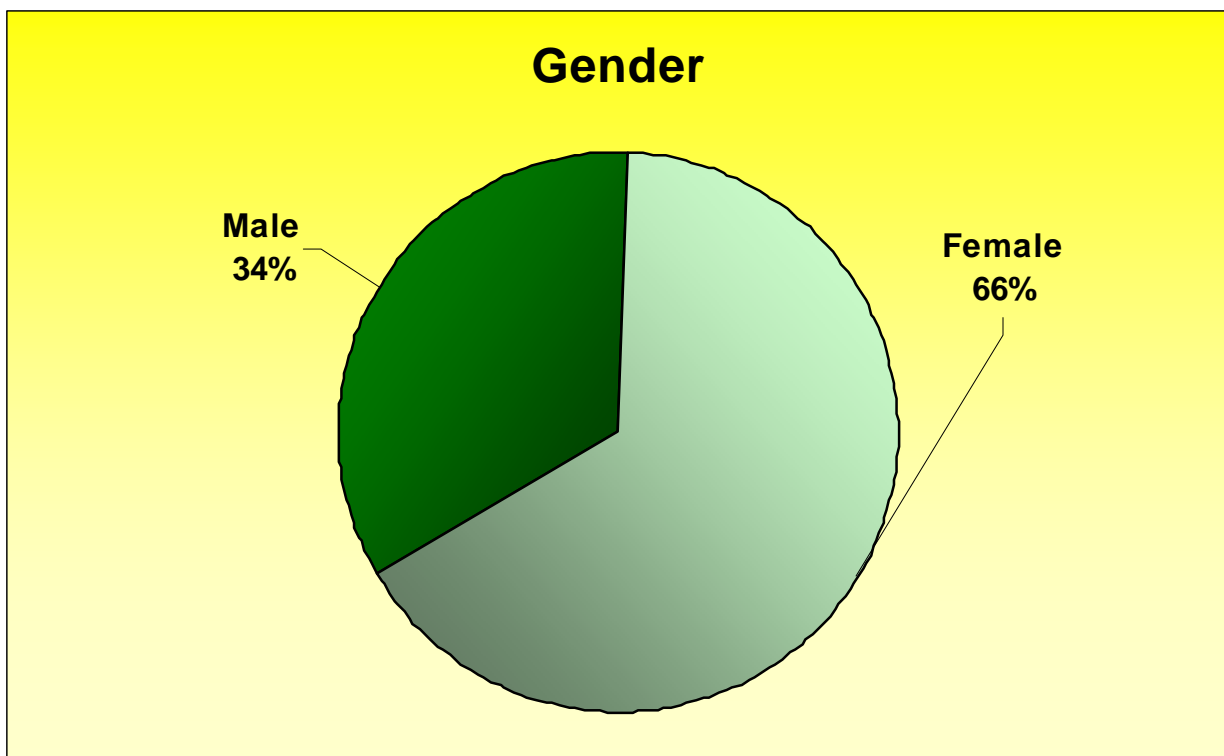
### Service User Group



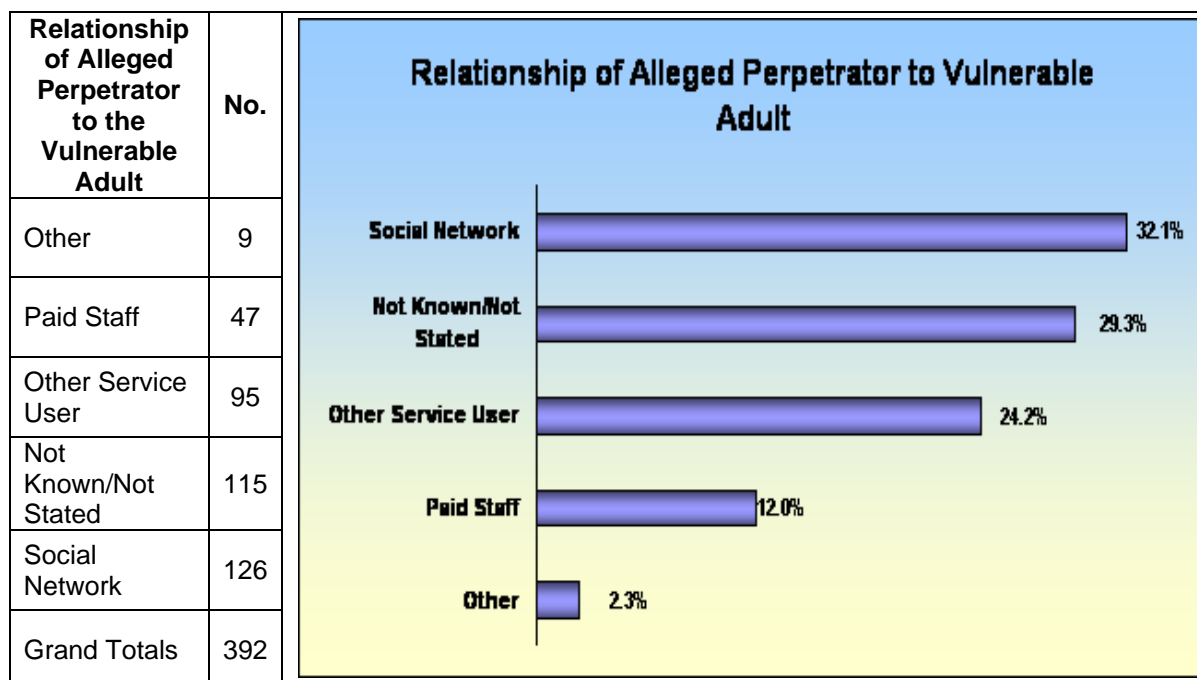
## Age of Alleged Victim



## Gender of Alleged Victim

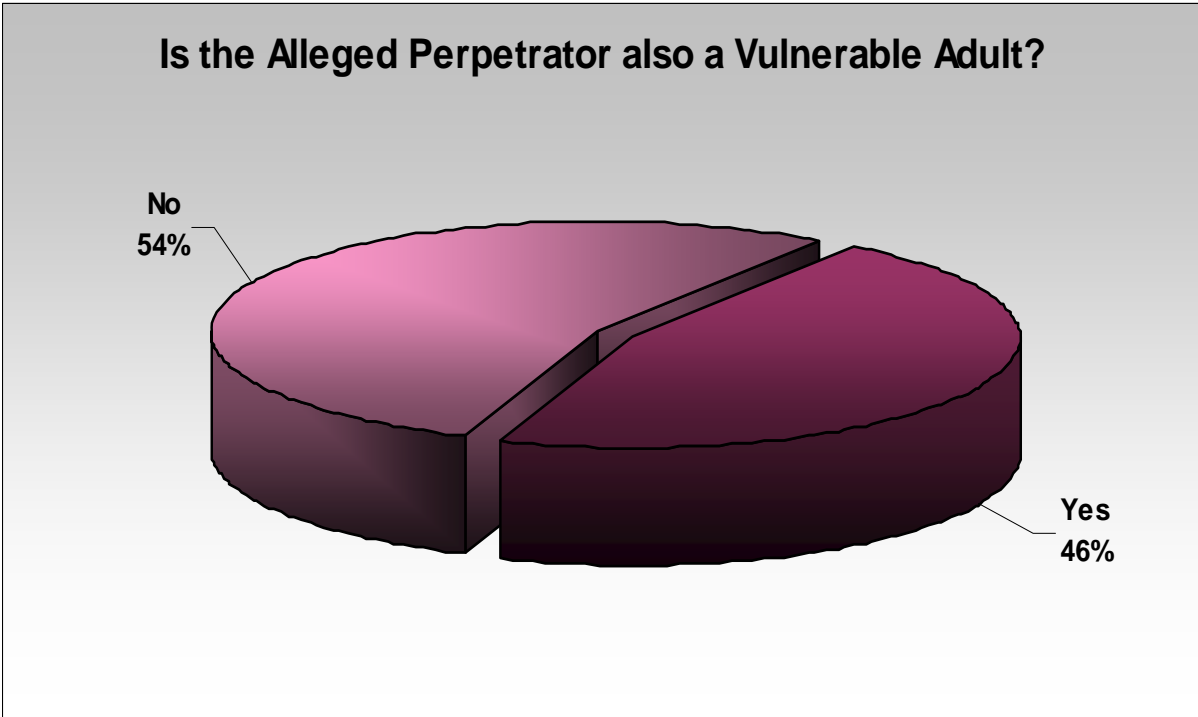


**Information about Alleged Perpetrators:  
Relationship to Alleged Victim**



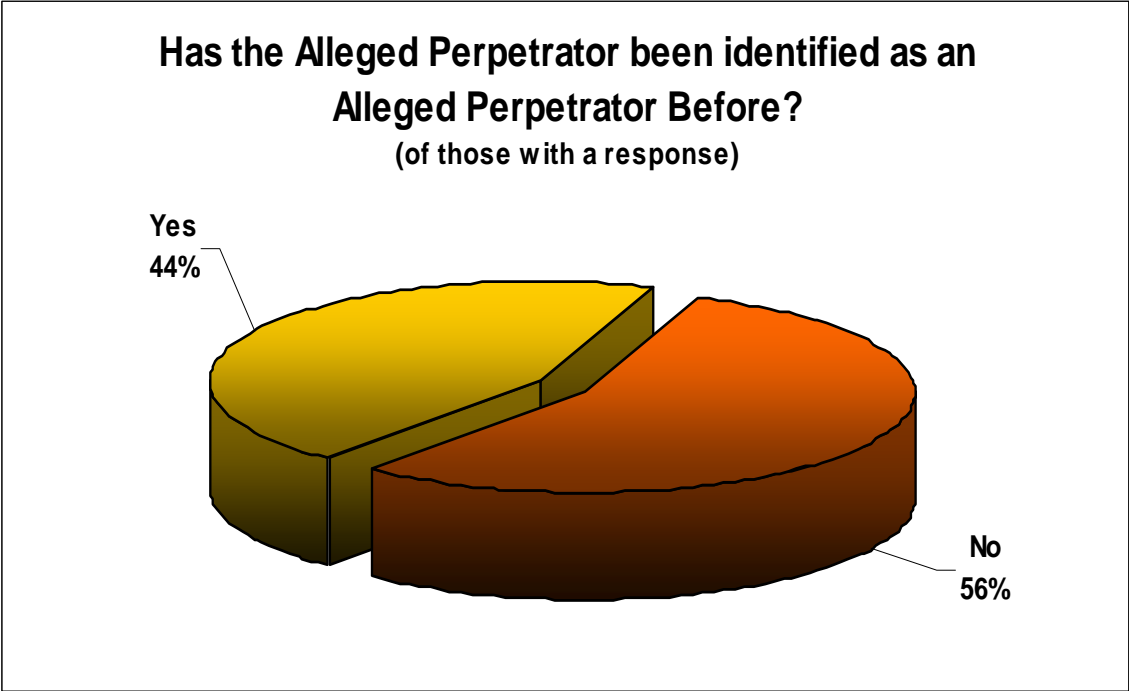
Relationship of Alleged Perpetrator to the VA	No.	%
Not stated	111	28.3%
Other Service User	95	24.2%
Other Family Member including relatives and in laws	60	15.3%
Partner	24	6.1%
Institution (inc health setting & residential/nursing care & Dom Care Agency)	21	5.4%
Main Family Carer	17	4.3%
Friend	15	3.8%
Other Professional–Nurse, GP, District Nurse, Social Worker etc	12	3.1%
Neighbour	10	2.6%
Paid Carer employed under: An Agency	9	2.3%
Other	6	1.5%
Not Known	4	1.0%
Paid Carer employed under: Arranged privately	4	1.0%
Volunteer/ Befriender	2	0.5%
Paid Carer employed under: Direct Payments	1	0.3%
Stranger	1	0.3%
<b>Grand Totals</b>	<b>392</b>	

**Is the Alleged Perpetrator also a Vulnerable Adult?**



Is Alleged Perpetrator also a Vulnerable Adult?	YES	
	No	%
Has the Alleged Perpetrator been identified as an Alleged Perpetrator before?		
No	150	38.3%
Yes	127	32.4%
Not Stated	115	29.3%
Grand Total	392	

**Has the Alleged Perpetrator been identified as an alleged Perpetrator before?**



Is Alleged Perpetrator also a Vulnerable Adult?	NO	
	No	%
Has the Alleged Perpetrator been identified as an Alleged Perpetrator before?		
No	152	38.8%
Yes	121	30.9%
Not Stated	119	30.4%
Grand Total	392	

## **Section 5:**

### **Reports from Wiltshire Local Safeguarding Adults' Board Partner Agencies**

*“The lead officer from each agency should submit annual progress reports to their agency’s executive management body or group to ensure that adult protection policy requirements are part of the organisation’s overall approach to service provision and service development”*

*“No Secrets” Department of Health / Home Office 2000*

This section describes the work that has been undertaken within the LSAB partner agencies to ensure that safeguarding has high priority within their agency

#### **Avon and Wiltshire Partnership**

The trust developed and has completed an action plan following the Cornwall 2006 (and SM) reports. The SHA and Wiltshire SAB have monitored the trust against the action plan

Further work has been undertaken, addressing the significant data collection problems, capacity, accountability and governance arrangements in relation the trust undertaking investigation and strategy development for adult protection cases, given the rising trend of litigation on duties of care in this.

The trust has developed and implemented an overarching policy on safeguarding adults to assist in this work:

There has been a continuing rapid development of the original multi agency structures, from the initial more informal groups into Safeguarding Adults Boards (SAB's) which replicate the more formal arrangements (albeit without the backing legislative framework). Indicative activity in Wiltshire includes regular Board attendance and participating in the development of the new Board and audit of arrangements.

In recognition of the increasing activity and expectations in this area, the trust has agreed to fund and implement a Public Protection and Safeguarding Team, including a dedicated manager working in South Gloucestershire and Wiltshire to improve partnership working and to better safeguard the service users, families and communities we work in. This will be in place by June 2008.

The trust is also introducing a new system of capturing data on safeguarding adult referrals and planning to improve reporting in this area.

#### **The Commission for Social Care Inspection (CSCI)**

The Commission has continued to work in partnership with the safeguarding teams across Wiltshire where concerns or allegations of abuse have been made. Joint work undertaken with Adult Social Care and the Police has improved outcomes for people where safeguarding concerns have been raised.

The Commission is currently reviewing the safeguarding alert form to ensure greater clarity when a safeguarding referral is made.

## **Royal United Hospital Bath NHS Trust**

### **RUH Structure:**

In addition to the Executive Lead, the RUH has three nominated leads (two matrons and one nurse consultant). The Leads are the first point of contact for referral and/or liaison with the lead agency Social Services. An operational group also meets on a quarterly basis with good attendance and widespread membership. The group meets to consider local policy implementation and training requirements of staff.

### **RUH Activity:**

The referrals have been increasing during this year. The increase in activity is not always being formally recorded and an emphasis upon improving the referral mechanisms and RUH involvement is currently being addressed. A local database is being developed to assist in this process.

### **Serious Case Review:**

The RUH is currently responding to one domestic homicide case where recommendations were accepted and endorsed at the Wiltshire LSCB 13/3/08. The RUH was not part of the panel as there was no acute trust provision in the case.

### **2008/09 objectives:**

- Delivery of training for senior nurses
- Audit of the process and number of referrals received
- Privacy and dignity work streams associated with older persons to be linked with patient experience strategy

## **Salisbury NHS Foundation Trust**

The adult protection agenda is informed by the NHS Litigation Authority Risk Management Standards and the Trust has an approved Adult Protection policy in place. The purpose of the policy is to safeguard vulnerable adults by ensuring staff:

1. Are aware of the governance arrangements and local procedures in place for the protection of vulnerable adults
2. Understand the nature and types of abuse
3. Understand their role and responsibilities with regard to adult protection
4. Are aware of their responsibilities regarding training and education in adult protection

The Trust is signed-up to the *Policy & Procedures for Safeguarding Vulnerable Adults in Swindon & Wiltshire* and takes its responsibility to co-operate with partner agencies involved in adult protection cases very seriously. The Trust has a particularly effective local relationship with the police in the Vulnerable Adults Unit (VAU) in Salisbury.

Incidents involving vulnerable adults are tracked via the Adverse Event reporting system. This means that appropriate support can be given to any staff involved.

Nursing documentation has been re-designed to help identify the vulnerable adult. A simple audit has been designed so clinical leaders can easily examine the effectiveness of the vulnerable adult process in their wards. This is to ensure that the correct procedure is followed when a vulnerable adult has been identified, with safeguarding procedures instituted where necessary.

## **Swindon and Marlborough NHS Trust**

Swindon & Marlborough NHS Trust staff and staff from other agencies based at the Great Western generate a large number of safeguarding adults' referrals to the social services and the police and actively take part in processes that follow, to ensure the delivery of multi-agency working. The trust has also played an active role in the revision of the Safeguarding Policies and Procedures.

In order to continue to raise the profile of safeguarding adults a Web page has been developed on the hospital intranet

## **Wiltshire County Council: Department of Community Services: Community Safety, Anti Social Behaviour and Drugs Team**

### **Community Safety and Crime Reduction**

The investigation in relation to abuse of vulnerable adults is still a high priority for all the agencies and service providers under the Wiltshire Community Safety Partnership.

The vulnerable persons unit within Wiltshire Police investigates any form of abuse for vulnerable adults and keeps the flow of communication between community safety and safeguarding adult teams, within the Department of Community Services.

### **Domestic Violence and Drug related harm**

To drive the Domestic Violence agenda across Wiltshire, key activities had been identified in an action plan which included vulnerable adults who have experience of domestic violence. Some examples of the work to join up delivery includes across these areas of work on safeguarding adults includes

- The establishment of the Local Safeguarding Adults Board, which has the responsibility for serious case reviews, domestic violence homicide reviews and drug related deaths.
- Vulnerable Adults as a recognised group within the County Domestic Violence Strategy
- The dissemination of domestic violence awareness raising materials to organisations who deliver services to people with learning disabilities, to help to inform and promote accessibility to such resources.
- The establishment of LPSA Sub Group (Oct 2006) specifically focused on driving activities towards the targets. In March 2008 Wiltshire successfully achieved 2 out of 3 targets for domestic violence, for increasing the number of domestic violence incidents reported to the Police and the increase of the successful outcome rate (Resulting in a conviction at court). Narrowly missed achieving the reduction in repeat offences by 1.1% - although, through the implementation of MARAC (Multi-Agency Risk Assessment Conferences - which includes adult social care staff) and good partnership working, excellent reductions were achieved across Wiltshire from an average of 46% repeat victim rate to 30% for some months.

## **Wiltshire County Council Department of Community Services: Social Care**

The Department of Community Services (DCS) has the lead responsibility for ensuring that there are interagency arrangements for safeguarding adults in Wiltshire (*No Secrets* 2000)

Safeguarding referrals are made to the Social Care Helpdesk and then passed to DCS Team Managers who take the lead in the conducting the safeguarding adults' investigations.

DCS provides the majority of strategic and administrative support for the Wiltshire Local Safeguarding Adults' Board. In April 2008 this support was increased with the appointment of two Safeguarding Adults' Programme Leads (one F/T equivalent) who replaced the half-time Policy Officer who had previously provided this support.

This additional staffing capacity will enable DCS to strengthen the link between the strategic and operational aspects of safeguarding, more effectively monitor quality and performance and develop more outreach work to raise awareness of the safeguarding procedures.

A DCS Safeguarding Group has been set up to look at operational and training issues in respect of safeguarding with the objective of improving quality and performance.

DCS Business Information Analysts have developed a system of collecting and collating information on safeguarding investigations. The information is collected on an Excel Spreadsheet. The information collected is based on the recommendations of the Adult Protection Data Monitoring Report (AEA 2006) which was endorsed by the Department of Health.

DCS also takes responsibility for providing information on safeguarding. 5000 Copies of the *No Secrets in Swindon and Wiltshire* Booklet were sent out last year. DCS has also been responsible for printing and distributing the *Keeping People Safe in Wiltshire* booklet and for providing copies of the safeguarding procedures. All these documents are also available on the Wiltshire County Council web-site.

Work has been undertaken to develop a pro-forma which can be used in DCS contracts and commissioning documents. This is with the aim of developing a consistent approach to ensuring that services which are commissioned by Wiltshire County Council have robust arrangements in place for safeguarding adults.

### **Future developments**

- The Department of Community Services is to commission an external audit of safeguarding arrangements to assist the Department in improving performance.
- Work has already begun to monitor and quality assure safeguarding investigations within DCS and this will be further developed to ensure greater consistency of good practice.
- There are plans to co-locate DCS officers and officers from the Police Vulnerable Person's Units to facilitate closer working. Some DCS social workers and care managers will be working as specialist safeguarding officers.
- Safeguarding will also be addressed with the Focus initiative which is developing a new approach to the re-organisation of the provision of social care services.
- Safeguarding data will be collected through the Care Assess system.
- A leaflet will be developed in an accessible format which explains what happens when someone reports abuse to help service users understand how safeguarding investigations are carried out.
- Information and advice on elder abuse will be made available through the Slipper Exchange Programme. Further opportunities will be sought to raise awareness of the abuse of vulnerable adults.
- Work will be undertaken to ensure that the personalisation agenda and the introduction of individual budgets takes account of safeguarding. An information leaflet will be developed for service users in receipt of Direct Payments and Individual Budgets
- DCS will work with other Departments within Wiltshire County Council to ensure that systems to support the Safeguarding Vulnerable Groups Act (2006) are put in place. Work will also be undertaken with organisations in the private and voluntary sector from whom the Council commissions services to raise awareness of the implications of the Act.

## **Wiltshire Police**

### **Developments in Safeguarding in Wiltshire Police**

During the financial year 2007/8 Wiltshire Police Authority has invested over £650,000 to provide additional staff dedicated to safeguarding the public.

A police Public Protection Department (PPD) has been established under a Detective Superintendent which has assumed strategic and operational responsibility for 10 linked areas of safeguarding. The team covers the whole Force area including both Wiltshire and Swindon. Teams of Detectives are based at 4 sites around the County. These officers are dedicated to conducting specialist investigations into child abuse (including the exploitation of children over the internet), issues affecting vulnerable adults including elder abuse, domestic abuse, missing people, hate crime, rape and serious sexual offences.

There are now 17 additional members of staff working in this field. Over £20,000 has been spent on training the team to National Standards. There are 8 Investigators dedicated to working with partners in tackling offences committed against the elderly and vulnerable.

## **Wiltshire Primary Care NHS Trust**

### **Wiltshire Community Health Services**

A great deal has happened within the Wiltshire PCT since the last annual report. The Commissioning and Provider elements have separated and provider services are now known as Wiltshire Community Health Services.

Wiltshire Community Health Services have set up their own governance structure and now have a contract with the commissioners and this is monitored on a regular basis. Both Wiltshire PCT and Wiltshire Community Health Services have a nominated senior manager with a lead for Safeguarding Vulnerable Adults.

### **Update on the 07/08 Annual Report**

The following work is ongoing by the Adult Safeguarding Lead:

- The Role and Responsibilities of the Adult Safeguarding Lead has been incorporated into the PCT Safeguarding Vulnerable Adults Policy
- Initial work to set up a database of Adult referrals continues with work now underway to include an ePex (WPCT Data management system) category to capture work undertaken as part of an ongoing safeguarding procedure.
- There is work in progress to incorporate safeguarding information into the employment packs sent out to prospective candidates and a safeguarding statement is to be included in all recruitment advertisements.
- The Safeguarding Lead now sees all Risk Management reports where there is an indication of possible neglect or abuse. This recently resulted in a safeguarding referral which linked in to an ongoing investigation.
- PALS staff refer to the Safeguarding Lead if there are concerns that a complaint may involve a Vulnerable Adult.
- *Death by Indifference Guidelines* issued by Mencap have been incorporated into Safeguarding and Mental capacity act training.

### **Partnership working**

Representatives from both the Commissioning and Wiltshire Community Health Services (WCHS) attend the Local Safeguarding Adults Board and Safeguarding Lead for WCHS attends the Policies and Procedures subgroup. This group now links in to the PCT governance structure through the PCT's own Policies and Procedures group.

Wiltshire Community Health Services, working in partnership with Wiltshire County Council and the Police, have participated in a number of Safeguarding events:

- The recent Action on Elder Abuse event held in the Shires in Trowbridge,
- The *No Secrets* Review held in Bristol as part of the national programme of seminars
- Safety Matters, an ongoing pilot

### **Policy and Procedure**

Wiltshire PCT has developed an internal policy on safeguarding which links in to the Wiltshire wide multi agency policy *Safeguarding adults in Wiltshire and Swindon*. The policy is currently undergoing the ratification process within the PCT. The purpose of this policy is to highlight roles and responsibilities of Wiltshire PCT staff, raise the profile of safeguarding within the PCT and ensure our compliance with the Multi-agency policy.

The policy incorporates a section on contracting which links contracting to CSCI standards.

Safeguarding is now referenced in several of the PCT's policies including policies on subcontractors entering PCT Premises, induction, lone working and discipline and grievance.

### **Governance**

Safeguarding is now clearly linked into Wiltshire Community Health Service's Governance framework. NHS Litigation Authority & Standards for Better Health targets relating to safeguarding are incorporated into the Business Plan and consequent objectives. An annual safeguarding report has been included in the Governance and Risk committee timetable with quarterly updates; the first report is due in September.

The Safeguarding Lead reports to the Clinical Director in any matter relating to Professional standards of care which arise from a safeguarding investigation. Responsibility for internal investigation of safeguarding issues sits with the Safeguarding Lead.

### **Developing formal Links with commissioners**

Work is ongoing to develop formal links between Wiltshire Community Health Service's and WPCT commissioners.

### **Deprivation of Liberty Safeguards**

Wiltshire PCT recently had its first incident relating to Deprivation of Liberty as defined by the Mental Capacity Act. Pending formal guidelines from the department we set up a 'shadow process' to mirror the currently available guidelines including formal assessment and authorisation via a panel. The process included the right to appeal. We sought legal advice about the process we followed and the decision was taken not to go to the Court of Protection in this instance. Wiltshire Community Health Services are about to hold a review of this process in conjunction with the Commissioners.

### **Stephen Hoskins enquiry**

Wiltshire Community Health Service staff are currently looking at initial recommendations from the Stephen Hoskins enquiry particularly with reference to 'tracking' frequent attendees at MIU's. This is initial work pending publication of the full report.

### **Wiltshire Probation Area**

The Probation Service's experience to date is that there are no relevant cases to report on which have involved Wiltshire Probation area, however, we would expect to be involved in similar way as we are in child protection conferences and safeguarding children developments Joint working – Although Wiltshire Probation Area has had no relevant experience under safeguarding adults procedures to date it has had largely positive experiences of joint working regarding police and children's services and would anticipate similar in future joint working with adult services. We do work closely with other organisations in respect of MAPPA cases which may involve perpetrators of domestic violence and violent and sex offenders.

We have some capacity to undertake IQ assessments for offenders with learning disabilities and all offenders are linked into essential skills provision if required. I make the point as some offenders may also be vulnerable adults, such as those with poor mental health, poor physical health, victims of DV, drug/alcohol misusers. Some of our offenders with learning difficulties may also present significant risk of harm to others and can slip through nets for service provision. Where relevant we would be involved and contribute to SCR process and we have statutory responsibility to have ongoing contact with some of the victims of sexual/violent offences.

## **Section 6: Safeguarding Vulnerable Adults: Learning and Development Activities: April 07 – March 08**

***“Agencies should provide training for staff and volunteers on the policy, procedures and professional practices that are in place locally, commensurate with their responsibilities in the adult protection process”***

*“No Secrets” Department of Health/Home Office 2000*

### **Avon and Wiltshire Partnership NHS Trust**

The Avon and Wiltshire Partnership continued to be involved in joint training initiatives with the Department of Community Services and the Police.

The AWP Learning & Development Team continued to run a number of events to respond to the needs of staff teams following the Rowan inquiry in the north of the country.

AWP, in addition to accessing multi agency training for safeguarding adult training for investigating and chairing for strategy meetings, provides in-house "alerter" training, which is mandatory for all staff, and covers safeguarding adult and safeguarding children.

In the trust, the following training activity was recorded:

- 2007 Safeguarding Children and Vulnerable Adults Awareness – ½ day – 378 attended
- 2008 (to end March) Safeguarding Children and Vulnerable Adults Awareness – ½ day – 66 attended

### **Private and Voluntary Sector Agencies**

Staff in private and voluntary sector agencies throughout Wiltshire can undertake National Vocational Qualifications (NVQ) and Vocationally Related Qualifications (VRQ) which include mandatory units on abuse.

Some private and voluntary organisations also undertake basic awareness training for staff and volunteers. For example, Age Concern Wiltshire use training materials developed by Action on Elder Abuse.

### **Dignity & Respect Conference**

The Development Worker for Wiltshire & Swindon Care Skills Partnership planned a conference in Devizes for June 2008. This incorporated a training session on Safeguarding Adults.

### **Royal United Hospital Bath NHS Trust**

The nominated safeguarding adults' leads contribute to the mandatory induction and care skill updates. A tailored education session is currently being planned for the senior nurses, which will cover both alerter and investigator aspects.

### **Salisbury NHS Foundation Trust**

Awareness of vulnerable adults and safeguarding procedures has been raised via training sessions. The Police from the VAU also provided a joint training session as part of the clinical governance agenda.

The Trust now also has a 'Safeguarding Adults' computer based learning package sited on its Managed Learning Environment, meaning comprehensive training records can be kept. All clinical staff involved in the care of adults are to undertake this learning package 3 yearly.

### **Swindon and Marlborough NHS Trust**

Swindon & Marlborough NHS Trust continues to work in partnership with other agencies to safeguard vulnerable adults. The Trust provides training at three levels which it is mandatory for staff to attend. There is training for non clinical staff in the form of a two hour session. A half day workshop is provided to Registered Nurses and Health Care professionals. Training is also targeted to Senior Medical staff.

## Wiltshire County Council Department of Community Services

### 1. Investigating Managers Workshops

These are half-day sessions run 3-4 times per year for managers who have the role of investigating manager within the safeguarding adults' procedures. This workshop is also attended by police officers from the Vulnerable Adults Units in Wiltshire.

During the year sessions were held on:

Date	DCS	Police	Health	Other	Total
15 May 07	14	07	08	02	31
2 October 07	13	03	04	02	22
26 February 08	14	03	03	01	21

In addition, there was a whole-day training course for investigating managers:

Date	DCS	Police	Health	Other	Total
22 November 07	17	02	04	03	26
23 November 07	06	01	01	04	12

The police who attended were from the Police Vulnerable Adults Units. Some of the people from the 'Other' section were from the Commission for Social Care Inspection (CSCI).

### 2. Joint Investigation of Allegations of Adult Abuse

This 6-day course (7 days for police officers) is run by Wiltshire Police, Department of Community Services (DCS) and Swindon Borough Council. Up to 20 places are offered: The following attended:

- Police (11)
- Department for Community Services (DCS) (09)
- Swindon Borough Council (05)
- Avon & Wiltshire Mental Health Partnership (05)

Two courses were held on 11 June- 27 June 07 and 25 February – 12 March 08

### 3. 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.
- An induction pack containing suggestions for individual study has been compiled. This is for senior staff joining DCS should they have to wait for appropriate live safeguarding adults training.

### 4. Safeguarding Children and Vulnerable Adults (SCVA) – an introduction to safeguarding children and adults

These awareness sessions are organised and run by training specialists and experienced practitioners from the Department of Community Services and the Department for Children and Education.

The sessions are for up to 24 participants each time and last from 9.30 am – 3.30 pm. Places were made available to people working in statutory, independent, or voluntary services for children or adults. Grant funding from the Wiltshire Care Sector Group supports these sessions by funding venues and refreshments.

A total of 8 sessions were held and a total of 145 people attended of which 77 people were from organisations for children and 68 from organisations for adults.

## **5. Awareness Training – Introductory training for groups of DCS staff**

Training was delivered to 103 DCS staff this year. In addition, training was delivered to 58 other people who requested training, mainly District Council and voluntary sector staff.

A session on safeguarding adults was also included in the DCS induction day for staff.

An induction programme for the new Re-ablement Service was planned for May 2008. This included safeguarding awareness training.

## **6. National Vocational Qualifications (NVQ) in Health and Social Care**

Each qualification has a core unit on recognising and responding to abuse:

**Level 2 – HSC24** Ensure your own actions support the care, protection and well-being of individuals

- Relate to and support individuals in the way that they choose
- Treat people with respect and dignity
- Assist in the protection of individuals

**Level 3 – HSC35** Promote choice, well-being and the protection of all individuals

- Develop supportive relationships that promote choice and independence
- Respect the diversity and difference of individuals and key people
- Contribute to the protection of all individuals

**Level 4 – HSC45** Practices which promote well-being and the protection of all individuals

- Develop and maintain effective relationships to promote the individual's choice about their care
- Promote the individual's right to expect and receive respect for their diversity, difference and preferences
- Promote the protection of all individuals

One Underpinning Knowledge workshop was held on HSC35 & 45.

## **7. LDQ (Learning Disability Qualification) superseded the LDAF (Learning Disability Awards Framework) in August 07**

LDAF had a unit on protection of vulnerable adults – 004 Understand Abuse. LDQ also has a unit – 204 Protecting people who have learning disabilities from abuse

Between April 07 and March 08 ten sessions were run for a total of 112 people of whom 57 were from DCS, 19 from Swindon Borough Council and 36 from the Private and Voluntary Sector

## **The Wiltshire Police**

### **Training provided for the Wiltshire Police**

During the past year a systematic training program has been introduced by the Wiltshire Police Public Protection Department. A full skills audit was conducted followed by a training needs analysis, resulting in a £20,000 training program for police staff engaged in safeguarding the public.

National training bodies including the National Policing Improvement Agency (NPIA) and the Child Exploitation and Online Protection Centre (CEOP) have been used to provide a quality approach to training.

PDD Detectives are now trained in interviewing sex offenders. They have undertaken the Foundation in Understanding Sex Offenders and have completed training concerning internet sex offenders. Specific training modules include the Sexual Offences Act 2003, Risk Assessment Management and Level 3 & 4 Protection Training. All Detective Inspectors and

Detective Sergeants have undertaken their national training courses. Supervisors have also undertaken the National Child Death Course and Level 5 Protection Training. The management team have undertaken the Management and Leadership Development Programme.

Each team has engaged at a regional and national level with counterparts around the Country and have attended conferences and seminars relevant to their discipline. The Public Protection Department, following the investment, has the benefit of a team of over 100 staff, trained in current practice to the highest national standards.

### **Training provided by the Wiltshire Police**

#### **Melksham**

The Vulnerable Adults Unit covering North & West Wiltshire has provided a number of training sessions to staff and employees of WCC and Care Homes. In the past year 2 x 3 hr workshops have been conducted and both of these were over subscribed.

In addition to the 2 workshops, the Unit provided 1 hr long inductions into the Referral Process, No Secrets Policy and the Police's Role in Safeguarding Vulnerable Adults to new social workers and students of WCC.

Four bespoke training sessions on the No Secrets Policy and Referral Process to Care Homes and Supported Living establishments were also provided.

In April 2007 Avon & Somerset Constabulary attended the North & West Wiltshire Vulnerable Adult Unit to gain insight into the *Policy & Procedures for Safeguarding Vulnerable Adults in Swindon and Wiltshire*, how the Unit works with adult services and the work the Police carry out.

#### **Salisbury**

An officer from the Salisbury & Kennet Domestic Violence Unit and Vulnerable Adult Unit went out to various organisations/agencies to give general Unit and VA policy awareness talks.

The officer spoke to various Salisbury District Hospital staff (midwives & A&E staff) on several occasions. In addition, he spoke to a couple of other small care/support homes.

He also ran a series of bi-monthly workshops at Salisbury Police Station.

#### **Wiltshire Primary Care NHS Trust**

Work with the Professional Development Unit (PDU) has culminated in a training programme across the PCT. The training includes safeguarding and Mental Capacity Act and both of these areas have been included in the Induction workbook and PCT Training plan.

Staff from the Patient Advice and Liaison service (PALS) at Southgate House have attended training sessions.

#### **Wiltshire Probation Area**

There are no specific safeguarding adults procedures training on a rolling programme provided within the Wiltshire Probation Area but our staff are trained to assess and manage risk of harm posed by offenders. Staff have now been sent on to the safeguarding adults training course in Swindon to grow some expertise regarding safeguarding adults in our organisation.

## **Section 7**

### **Documents relied upon in the production of this report**

#### **Published Documents**

Action on Elder Abuse

Adult Protection Data Monitoring Report (2006)

The Association of Directors of Social Services:

Safeguarding Adults: A National Framework of Standards for good practice and outcomes in adult protection work. (October 2005)

Commission for Social Care Inspection

Raising Voices: Views on Safeguarding Adults (April 2008)

CSCI / ADASS / ACPO

Joint Guidance on Safeguarding Adults (2007)

Department of Education and Skills

Every Child Matters (2004)

Department of Education and Skills

Safeguarding Vulnerable Groups Act (2006)

Department of Education and Skills

Safer Practice, Safer Learning (2007)

Department of Health /Home Office:

No Secrets (2000)

Department of Health / CSIP /Valuing People

Safeguarding Adults with a Learning Disability (2007)

Department of Health

Our Health, Our Care, Our Say (2006)

Department of Health

Putting People First (2007)

Department of Health

The Mental Health Act (2007)

Department of Health

Transforming Social Care (2008)

Flynn. M,

The Murder of Steven Hoskin: A Serious Case Review: Executive Summary

Cornwall Adult Protection Committee (2007)

Healthcare Commission/ CSCI

Provision of Services for people with a learning disability by Cornwall Partnership NHS Trust (2006)

Home Office

The Domestic Violence, Crime and Victims' Act (2004)

Home Office

Guidance for Domestic Homicide Reviews under the the Domestic Violence, Crime and Victims' Act 2004: (2006)

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