

Wiltshire Vulnerable Adults' Alliance

Annual Report 2005

The Purpose of the Annual Report

The Annual Report of the Wiltshire Vulnerable Adults' Alliance summarises the work that has been undertaken in respect of managing the protection of vulnerable adults in Wiltshire in 2005.

The Annual Report was presented to Wiltshire County Council Adult and Community Services Advisory Panel on April 27th 2006.

The proactive approach to both raising awareness of abuse and investigating allegations of abuse has contributed to the development of safe services and the reduction of crime in Wiltshire. It supports the County Council goals of "protecting vulnerable people" (4) and "enabling Wiltshire people to live healthier and safer lives" (5).

This was endorsed by the Joint Inspection of Services for Older People in Wiltshire (2005) which recognised that there was a strong commitment to adult protection work in the county with clear results for the number of cases identified.

Summary

- Between January 2005 and December 2005 **562** investigations were carried out into allegations that a vulnerable adult was being abused. This represents 21 more investigations than were carried out in 2004 (see Appendix 2).
- A revision of the "Policy and Procedures for the Protection of Vulnerable Adults from Abuse in Swindon and Wiltshire" has been completed
- Service Specifications and Contracts have been reviewed and revised to ensure that service providers understand their responsibilities to adhere to the Vulnerable Adults' Procedure.
- A new system for collecting and collating information on vulnerable Adults' investigations has been developed and will be in place from April 2006.
- The needs of vulnerable adults have been addressed in other systems for protecting people at risk of being harmed. Work has been undertaken to strengthen the links between the Vulnerable Adults' Procedures and domestic violence, community safety, patient safety and safeguarding children.
- A group representing Service Users and Carers has met quarterly with representatives of the Vulnerable Adults' Alliance and the Alliance has developed stronger links with both private and voluntary service providers
- A comprehensive programme of learning and development activities has been provided.(see Appendix 3)
- Information on the abuse of vulnerable adults has been made available on the Wiltshire County Council Website. The booklet "No Secrets in Swindon

and Wiltshire” was praised by the Joint Review into Older People’s Services and has continued to prove a useful means of providing information on the Vulnerable Adults’ Procedures.

- Through the Strategic Action Plan (2006 –2007), the Vulnerable Adults’ Alliance will ensure that the Council and the other partner agencies continue to meet the requirements of “No Secrets” (2000) and responds appropriately to any new legislation and central government guidance.

Background

- In 2000 the Department of Health and the Home Office published “No Secrets” as guidance under Section 7 of the Social Services Act (1970). “No Secrets” required Local Authorities to take the lead in developing a policy and procedure for the investigation of the abuse of vulnerable adults.
- In 2001 in response to the “No Secrets” guidance, Wiltshire County Council and Swindon Borough Council developed the “Policy and Procedures for the Protection of Vulnerable Adults from Abuse in Swindon and Wiltshire” and a booklet for service providers called “No Secrets in Swindon and Wiltshire”.
- In 2001 the Wiltshire Vulnerable Adults Alliance was formed. The Alliance is a strategic partnership, which includes representatives of the main statutory agencies that are involved in the investigation of abuse against vulnerable adults.
- In October 2005 the Association of Directors of Social Services (ADSS) published “Safeguarding Adults” which is a National Framework of Standards for good practice and outcomes in adult protection work.
- The “No Secrets” guidance requires the Director of Social Services to present an Annual Report to Members on the management of adult protection and this report has been written in response to that requirement.
- The ADSS “Safeguarding Adults” guidance supports “No Secrets” in that it states that the accountability for the creation and maintenance of the Safeguarding Adults’ strategic partnership lies with the Director of Adult Services and the work of the partnership should be overseen by an appropriate scrutiny board.
- The “No Secrets” guidance did not and has not attracted any additional central government funding despite the additional workload and training needs that it has placed upon local authorities and its partners. At present the Council meets the majority of the cost of developing the work of the Vulnerable Adults’ Alliance.

The Wiltshire Vulnerable Adults’ Alliance

- The role of the Wiltshire Vulnerable Adults’ Alliance is to “determine policy, co-ordinate activity between agencies, facilitate joint training, and monitor and review progress” (“ No Secrets” Department of Health / Home Office 2000)
- The Vulnerable Adults’ Alliance includes representatives from the main statutory agencies that are involved in the investigation of abuse against

vulnerable adults. This year membership has increased to include the Wiltshire Ambulance Service NHS Trust and Salisbury Healthcare NHS Trust (See Appendix 1).

- The Vulnerable Adults' Alliance has met quarterly and produced an Annual Report and a Strategic Action Plan which has assisted the Alliance to plan and regularly review the work that it undertakes.

Main Achievements of the Wiltshire Vulnerable Adults' Alliance in 2005

1. Responding to National Policy

- The Vulnerable Adults' Alliance has continued to respond to changes in national policy and guidance.
- The Alliance is represented on the South West Region ADSS Adult Protection Network and through this network has been able to respond and to contribute to consultation documents that have an impact on adult protection work.
- The Alliance has also continued to have an important role in disseminating information about the Protection of Vulnerable Adults List which was introduced in July 2004 to identify people who are unfit to work with vulnerable adults.

2. Updating Policies and Procedures

- The Swindon and Wiltshire Vulnerable Adults' Alliance Policy and Procedures sub-group has been re-configured in response to changes in the strategic arrangements for safeguarding children. It continues to meet quarterly and to provide an important link with our colleagues in Swindon.
- An interagency working party set up by this sub-group has been responsible for the revision of the "Policy and Procedures for the Protection of Vulnerable Adults from Abuse in Swindon and Wiltshire".
- The revised Vulnerable Adults' Procedure now includes guidance on Serious Case Reviews, information on working across local authority boundaries, safeguarding children, the POVA List and domestic violence.

3. Contributing to Strategic Planning

- The Vulnerable Adults' Alliance has continued to work to ensure that the needs of vulnerable adults are addressed within strategic planning in Wiltshire.
- The Alliance has contributed to the Joint Review of Older People's Services and the revision of Better Care, Higher Standards.

4. Investigating Allegations of Abuse

- In 2005 **562** investigations were carried out into allegations that a vulnerable adult was being abused (see Appendix 2).
- This has had a huge impact on the workload of both managers and officers from the Adult Services Teams and Community Mental Health Teams. The need for improved administrative support has been highlighted within the Case and Administration Audit (see Appendix 2).

- The initial assessments of investigations are undertaken jointly with officers from the Wiltshire Police Vulnerable Persons' Units. This innovative model of joint working has proved very successful and has attracted interest from other Police Authorities, which are looking to develop similar specialist police units.
- The Investigating Managers meet quarterly with the Police and the CSCI to discuss issues that have arisen during investigations and to be updated on changes in legislation and government guidance. These meetings contribute to the development of consistency of good practice across the county.

5 .Collecting information on Investigations

- At the present time the Wiltshire Police is the only organisation keeping statistical information on Vulnerable Adults' Investigations. (see Appendix 2)
- The need for the council to develop a more comprehensive data collection system was highlighted in the 2004 Annual Report of the Wiltshire Vulnerable Adults' Alliance and the Joint Review of Older People's Services (2005).
- It was planned to introduce a system for collecting information on Vulnerable Adults' Investigations during 2005. The original aim was to integrate the collection of information on Vulnerable Adults' Investigations into the Care First system but this has proved to be more complex than first thought.
- A Case and Administration Audit was carried out in April and May 2004 (see Appendix 2). Although it provided some valuable information, the method of collection using a paper-based system only resulted in a 42% return. This low return supported the view that a system integrated into an existing IT-based collection of information would be preferable to a paper-based one.
- As an interim measure, work has been undertaken to develop an IT based information collection system, which will be in place by April 2006. This has been developed in conjunction with colleagues from the Avon and Wiltshire Partnership and other local authorities across the south-west region.
- The information that will be collected is in line with the expected requirements of the Department of Health and based on a national pilot project carried out by Action on Elder Abuse.
- It is understood that the Department of Health may require more detailed returns on adult protection work from April 2008 and the Vulnerable Adults Alliance will try to ensure that the Council is in a strong position to meet those requirements.

6. Ensuring that the abuse of vulnerable adults is addressed in contracting and commissioning

- Work has been undertaken with the council's legal department to ensure that Service Specifications and Contracts clearly state that service providers are required to adhere to the Vulnerable Adults' Procedure.
- Work has also been undertaken to ensure that, where applicable, service providers follow the POVA guidance.
- The Vulnerable Adults Alliance has developed more robust links with Care Home Providers, Domiciliary Care Providers, Supporting People Services and voluntary sector service providers.

7 . Linking with other systems to keep people safe

- The "No Secrets" guidance (DoH 2000) requires local authorities to ensure that the protection of vulnerable adults is linked to other systems for protecting those at risk of being harmed.
- The "Safeguarding Adults" National Framework of Standards (ADSS 2005) recommends that the protection of vulnerable adults should be closely linked to other partnership initiatives particularly the local Crime and Disorder Partnership and the Local Delivery Plan for Health Services.

a) Community Safety and Crime Reduction

- In Wiltshire the investigation of the abuse of vulnerable adults is seen as an important contribution to the wider community safety and crime reduction agenda and work is being currently undertaken to strengthen the strategic links between the Vulnerable Adults Alliance and Community Safety and Crime Reduction partnerships.
- The central role of the partnership between the council and the police Vulnerable Person's Units in undertaking Vulnerable Adults' investigations provides a strong operational link between adult protection and community safety.
- Opportunities have been sought to publicise the Vulnerable Adults' Procedures at events concerned with other aspects of the community safety agenda. For example information on the Vulnerable Adults Procedures has been included in the information packs accompanying the "Trickster" presentations which highlight distraction burglary.
- A representative of the Alliance presented a workshop on the links being developed between Elder Abuse and Community Safety in Wiltshire at the Action on Elder Abuse Annual Conference in March 2006.

b) Domestic Violence

- The Vulnerable Adults' Alliance is now represented on the County Domestic Violence Forum and is involved in the development of Domestic Violence Strategic Action Plan.
- The needs of vulnerable adults are also clearly addressed in the revised Swindon and Wiltshire Domestic Violence Procedure.
- The needs of vulnerable adults experiencing domestic violence has also been raised within the local district Domestic Violence Forums.

c) Safeguarding Children

- Work is ongoing to ensure that there are links between protecting vulnerable adults and safeguarding children. For example, the Vulnerable Adults Alliance was represented on a working party, which developed a Transitions Strategy for Wiltshire.

d) Health

- Some initial work has been undertaken by the Alliance to support Salisbury Health Care NHS Trust and the Primary Care Trusts to strengthen their management of adult protection alerts.
- A representative of the Vulnerable Adults Alliance has also worked with the Patient Advice and Liaison Officers (PALS) from the region to explore the possibility of developing Adult Protection Guidance for PALS.

e) Whistleblowing

- The County Council has introduced a new contact number for staff who wish to report serious concerns about malpractice or wrong-doing ("Whistleblowing")
- Where these concerns are about the abuse of a vulnerable adult, work has been undertaken to ensure that appropriate referrals are made using the "Policy and Procedures for the Protection of Vulnerable Adults from Abuse in Swindon and Wiltshire".

8. Training and staff development

- An on-going comprehensive programme of learning and development activities to support the Vulnerable Adults' Procedure has been provided in 2004. (See Appendix 3). A Vulnerable Adults Training sub-group was formed and has met once.
- The Vulnerability Awareness Training provided jointly by Adult and Community Services, the Avon and Wiltshire Partnership and the Department for Children and Education has continued to prove very successful.
- An induction pack on the Vulnerable Adults' Procedures has been developed for new staff in Adult and Community Services and information on the abuse of vulnerable adults be made available for all Adult and Community Services staff as part of their induction.

9. Raising Community Awareness

- Officers from the council, the police and the Avon and Wiltshire Partnership have spoken to a wide range of community groups in order to raise awareness of abuse and the Vulnerable Adults Procedures.
- Both Comic Relief and Help the Aged have run national campaigns raising awareness of elder abuse and this has offered the opportunity to use the local media to publicise Swindon and Wiltshire's Vulnerable Adults' Procedures.
- Information on protecting vulnerable adults has been made available on the County Council's website and 4,500 copies of the "No Secrets in Swindon and Wiltshire" booklet have been distributed.

- A group representing Service Users and Carers has met quarterly with representatives of the Vulnerable Adults' Alliance. This group has been set up as a means of ensuring that the Alliance takes into account the views of users and carers and to ensure that users and carers are informed of local and national initiatives that may impact on them.

Wiltshire Vulnerable Adults Alliance Key Strategic targets for 2006-2007

A. The Management of the Vulnerable Adults Alliance

- The Vulnerable Adults' Alliance will be reviewing its' Terms of Reference and membership of the in light of the "Safeguarding Adults" National Framework of Standards (ADSS 2005).
- The Alliance will review and strengthen its' relationship with other strategic planning groups.
- The Alliance will develop a system of Quality Assurance for Vulnerable Adults' Investigations. and further develop the system set up to manage Serious Case Reviews.

B. Responding to National Policy

The Vulnerable Adults' Alliance will continue to respond to legislation and guidance from Central Government to ensure that it is integrated in to policy and practice in Wiltshire. In the coming year this is likely to include:

- The introduction of a Vetting and Baring scheme following the recommendations of the Bichard Inquiry and the Safeguarding Vulnerable Groups Bill (2006).
- The introduction of the Independent Mental Capacity Advocacy Service under the Mental Capacity Act (2005) and new developments in respect of Receivership and the Public Guardianship Office.
- The introduction of new protocol on the relationship between the local authority, the CSCI and the police when carrying out adult protection investigations
- Possible extension of the POVA List to include the National Health Service, independent health care providers and non regulated social care and housing service providers.

C. Updating Policies and Procedures

- Information on the revised Vulnerable Adults' Procedures will be disseminated.
- Guidance will be developed on Managing Allegations against Staff.
- The Policy, Procedures and Practice sub-committee will continue to ensure that the Vulnerable Adults' Procedures continue to support local good practice and reflect changes in legislation and national guidance.

D. Contributing to Strategic Planning

- The Vulnerable Adults' Alliance will, continue to try to ensure that the protection of vulnerable adults is addressed within strategic planning for adult services

E. Investigating Allegations of Abuse

- The operational systems for carrying out investigations into allegations of abuse are well developed but will need to adapt to the new management systems within Adult Services.
- The lack of sufficient administration support will need to be addressed

F. Collecting information on Investigations

- An interim system for collecting information on adult protection investigations will put into place. Further work will be undertaken to integrate the collection of Vulnerable Adults Investigations into the Care First system.
- The Vulnerable Adults' Alliance will ensure that the council meets any requirements set by the Department of Health in respect of providing information on how the council is safeguarding adults.

G Ensuring that the abuse of vulnerable adults is addressed in contracting and commissioning

- Work will continue to ensure that Service Specifications and Contracts clearly state that service providers are required to adhere to the Vulnerable Adults' Procedure.
- Additional work will need to be undertaken in respect of Criminal Record Bureau checks for service providers and ensuring conformity with the recommendations of the Bichard Inquiry.
- Opportunities will be sought to maintain links with Care Home Providers, Domiciliary Care Providers, Supporting People Services and voluntary sector service providers.

H. Linking with other systems to keep people safe

- The link with Children and Education Services will be strengthened and formalised.
- Work will be undertaken to ensure that issues concerning the protection of young vulnerable adults are addressed in the development of Transitions Policies and Procedures.
- The need for a Protocol to be developed with HM Coroner, will be explored
- Involvement with the County Domestic Violence Forum and the Domestic Violence Strategy will be maintained.
- The links with drug and alcohol services will be improved
- Work will be undertaken to ensure that the protection of vulnerable adults is included in Local Delivery Plan for Health Services, especially in relation to patient safety and the Memorandum of Understanding on Investigating Patient Safety Incidents (2006).
- Work will be undertaken with the Witness Care Service to ensure that vulnerable people are supported within the Criminal Justice system.

I. Training and staff development

- An on-going comprehensive programme of learning and development activities to support the Vulnerable Adults' Procedure will continue to be provided.
- Work will be undertaken with health care providers to ensure that training on the Vulnerable Adults' Procedures is included in their training plans.

J. Raising Community Awareness

- The Vulnerable Adults' Alliance will seek ways of working with District Councils to ensure that they have systems in place for the identification and reporting of adult abuse.
- Work will be undertaken with educational establishments to ensure that they are working within the Vulnerable Adults' Procedures.
- The links with community planning partnerships will be strengthened
- Links will be maintained with organisations representing users and carers and opportunities will be sought to involve service users in this area of work and to explore ways of supporting them to be safe.
- The Alliance will continue to work with the local Community Voluntary Services groups to raise awareness of the abuse of vulnerable adults and to support organisations in the voluntary sector in the development of robust systems for the recruitment of volunteers and reporting abuse.
- A public information leaflet will be developed and ways of providing accessible information be explored.
- Improvements will be made to the availability of information on the abuse of vulnerable adults on both the Council's Intranet and the Wiltshire County Council Website and opportunities to publicise the Vulnerable Adults Procedure will be actively sought.

Conclusion

Vulnerable people will always be at risk of being abused by relatives, people they meet socially and by staff and other users within service settings. The Vulnerable Adults' Alliance is committed to working in partnership to raise awareness of this abuse and to investigate allegations of abuse as a means of enabling vulnerable people in Wiltshire to live in safety.

Appendix 1

Agencies represented on the Wiltshire Vulnerable Adults' Alliance

- Wiltshire County Council Department of Adult and Community Services
- Wiltshire County Council Community Safety and Drugs and Alcohol Team
- Kennet and West Wiltshire PCT / North Wiltshire PCT
- South Wilts PCT
- Avon and Wiltshire Partnership NHS Trust
- Wiltshire Police
- Wiltshire Probation Service
- The Commission for Social Care Inspection
- Royal United Hospital Bath NHS Trust
- Salisbury Health Care NHS Trust
- Wiltshire Ambulance Service NHS Trust

Appendix 2

Statistical Information on the abuse of vulnerable adults

562 Vulnerable Adults' Investigations were carried out in 2005

There was no single system of collecting information on Vulnerable Adults' Investigations in place in 2005. A new comprehensive system of collecting information will be in place from April 2006.

There is however two sources of information which can be used to give a snapshot of the numbers and types of vulnerable adult's investigations carried out in 2005. These are:

A: The Wiltshire Police Vulnerable Person's Unit Statistics

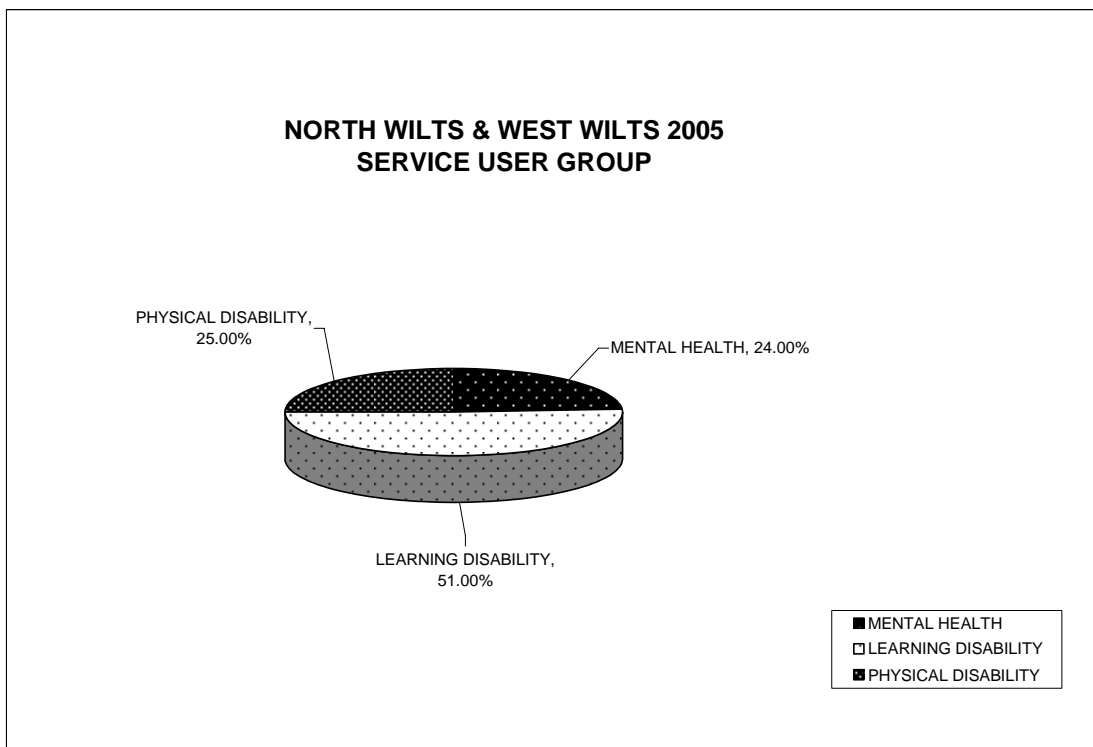
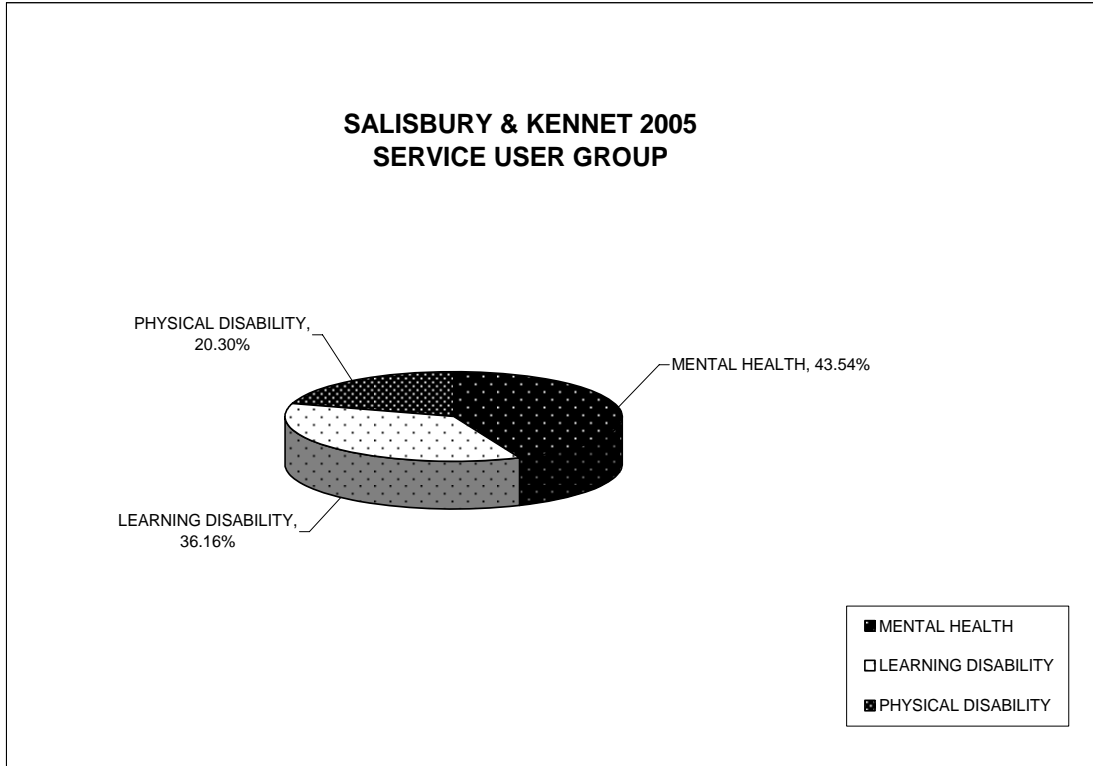
B; A Vulnerable Adults Investigations Case and Administration Audit held in April and May 2005

A: Joint Investigations January 1st 2005 –December 31st 2005

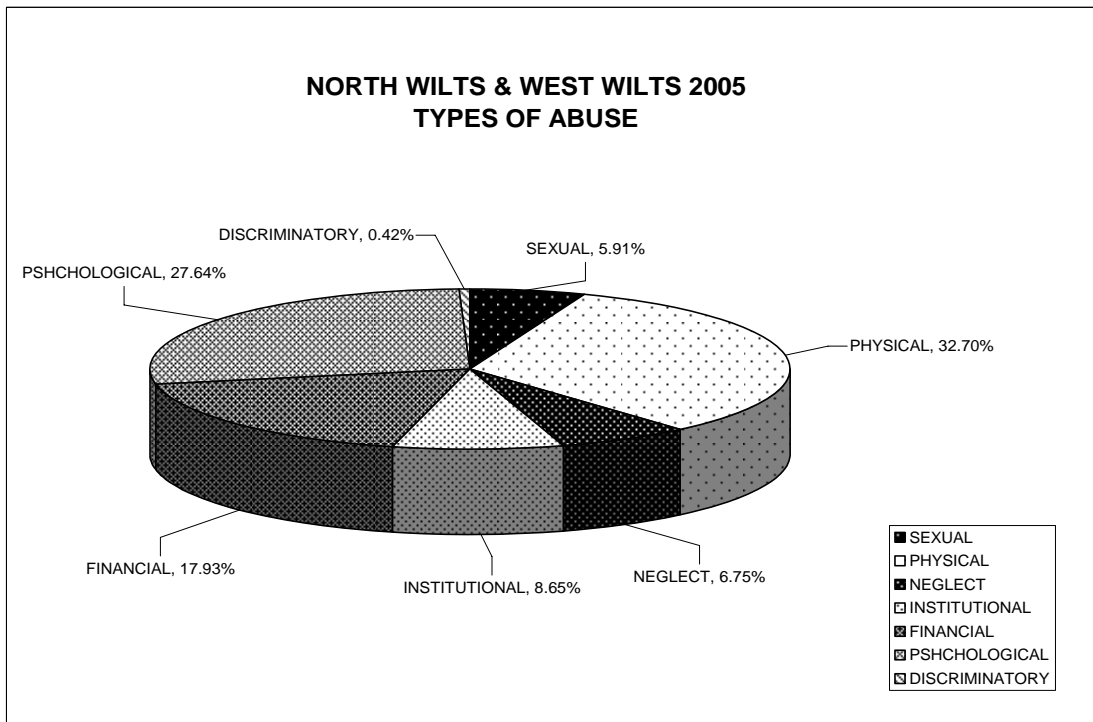
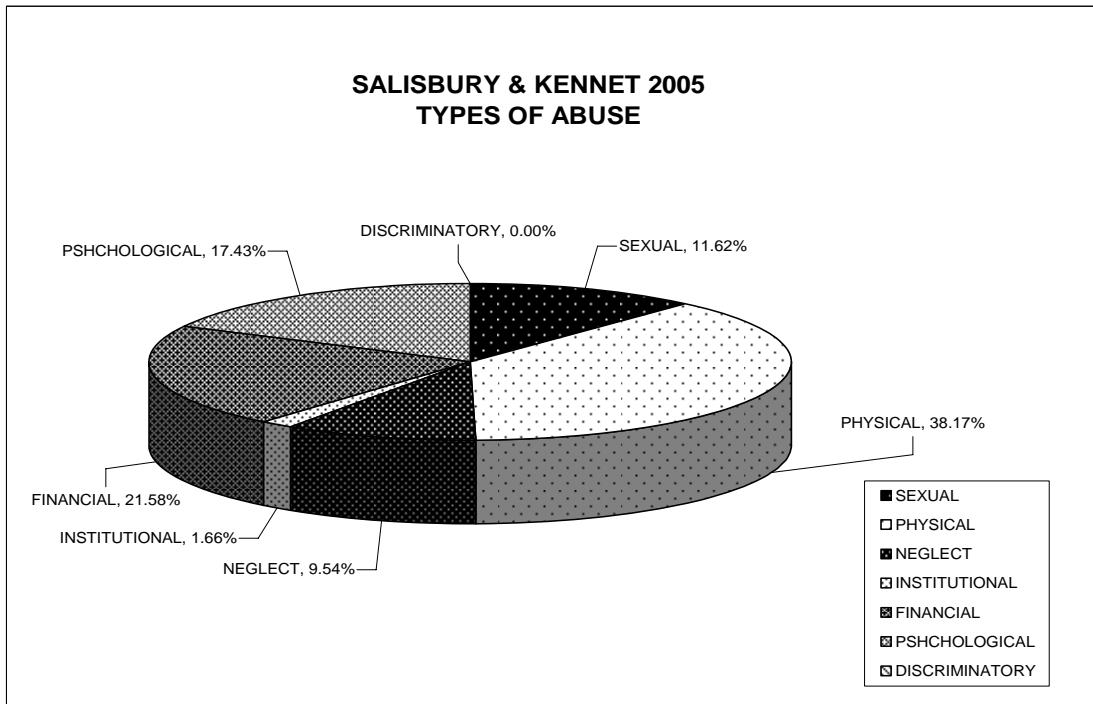
Information supplied by the Wiltshire Police Vulnerable Person's Units

- The following information is based on information on Vulnerable Adults' Investigations as recorded by the two Wiltshire Police Vulnerable Persons' Units.
- Please note that the information for Salisbury and Kennet also includes cases that were only investigated by the Police
- The information from North Wilts and West Wilts only includes cases that were jointly investigated.
- Types of Abuse include cases where more than one type of abuse was recorded.

Wiltshire Police Vulnerable Person's Units
Vulnerable Adults' Investigations by Service User Group
January 2005 –December 2005



Wiltshire Police Vulnerable Person's Units
Vulnerable Adults' Investigations by Type of Abuse
January 2005 –December 2005



B: Summary of findings of the Vulnerable Adults Investigations Case and Admin Audit held in April and May 2005.

- Information was collected on case details and the provision of admin support for **40** VA investigations.
- This represented **42%** (**40** out of **94**) of the Investigations undertaken in that period.

Case Audit

- **75%** of the alleged victims were already receiving a service from DACS or AWP
- **12%** of the investigations were managed within CMHTs
- **40%** of investigations led to a criminal investigation
- In **60%** of the cases it was thought that other vulnerable people may be at risk
- In **82%** of the cases the level of risk to the alleged victim was assessed as high (**37.5%**) or medium (**45%**)
- In **37%** of the cases there had been previous concerns reported about abuse
- Only **47.5%** of alleged victims were in agreement with the investigation (although in **12.5%** of cases this section was not completed)

Summary of Case Audit of 40 VA Investigations April –May 2005			
Alleged victim of abuse			
Gender	Male : 40%	Female 55%	Not Stated: 5%
Age	18-29: 22.5%	30-49: 20%	50-65: 10%
	65-74: 7.5%	75-84 : 25%	Over 85 : 12.5%
	Not Stated : 2.5%		
<u>Service User Group</u>	Learning Disabilities: 42.50%	Mental Health over 65: 20%	Physical Disability/sensory impairment: 10%
	Frail older person 15%	MH&LD under 65 2.5%	MH &LD over 65 2.5%
	Alcohol Dependency 2.5%	Not Stated 5.0%	
Type of Abuse	Physical 35.0%	Psychological 5.0%	Sexual 12.5%
	Neglect 7.5%	Financial 10%	More than one type 30%
<u>Living Arrangements</u>	Care Home 47.5%	Relatives' home 12.5%	Supported living 10.0%
	Own home 30.0%		
Person lives with	Spouse /Partner 22.5%	Other service users: 47.5%	Parents/ relatives 15%
	Friends: 2.50%	Alone: 12.5%	
Place where abuse took place	Care Home 32.5%	Hospital 5.0%	Friend/relatives home 10%
	Own Home 32.5%	Day Care: 7.5%	Educational Est. 2.5%
	Not stated 10%		
<u>Alleged Abuser</u>			
<u>Relationship of abuser</u>	Spouse / relative 27.5%	Other service user 30%	Friend: 7.5%
	Care home staff 12.50%	Dom. Care staff 2.5%	Not stated 20%
<u>Gender of Abuser</u>	Male 42.5%	Female 32.5%	Not stated 25%

Admin Audit

The Admin Audit identified that:

- A total of **358** hours were spent on admin tasks. These averaged out to **9** hours per investigation but in **20%** of cases more than **15** hours were recorded.
- Different members of staff undertook the admin tasks. The percentage of time taken by different members of staff is as follows:
 - Admin Officer : **17%**
 - Investigating Manager **25%**
 - Investigating Officer **38%**
 - Agencies outside DACS and AWP (mainly Police and CSCI) **20%**
- Given that there were **562** VA Investigations carried out in 2005, a rough estimate based on these figures would suggest that team managers, care managers and social workers spent over **4000** hours during 2005 undertaking admin tasks that were associated with VA Investigations.

<u>Admin Tasks</u>	Total time taken (40 cases)	
	Hours	Minutes
Taking referral	69	30
Gathering information	23	50
Arranging ESM	16	10
Taking ESM Minutes	36	40
Typing/distributing ESM minutes	38	20
Planning Investigation	69	50
Carrying out Investigation	80	15
Plan AP Conference (17 cases)	11	50
Taking AP Conference minutes(17 cases)	16	50
Typing/distributing AP Conference minutes(17 cases)	12	00

Appendix 3

Adult Protection Learning and Development Activities 2005

1. Investigating Managers Workshop

Half day sessions run 3-4 times per year, for managers who have the role of Investigating Manager within the adult protection procedures. This meeting is also attended by Police Officers from the Vulnerable Adults units in Wiltshire. During 2005 sessions were held on:

1st February: 27 attended
22 DACS & Health; 4 Police; 1 CSCI

7th June: 27 attended
21 DACS & Health; 4 Police; 2 CSCI

27th September: 25 attended
22 DACS & Health; 3 Police

2. Joint Investigation of Allegations of Adult Abuse

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

- a. Police (9)
- b. Department for Adult and Community Services (3)
- c. Swindon Borough Council (3)
- d. Avon and Wiltshire Mental Health Partnership (3)
- e. Commission for Social Care Inspection (2)

During 2005 two courses were held:

- 22nd February and 17th March
- 9th and 25th May

3. Induction packs for investigating managers and investigating officers

These are being developed to help induct new staff into these roles. They will contain a number of approaches including reading, instruction, shadowing and visits.

4. Vulnerability awareness – an introduction to child and adult protection

- a) These one day sessions are organised and run by training specialists and experienced practitioners from the Avon and Wiltshire Partnership, Adult and Community Services and the Department for Children and Education.
- b) There is a good take-up of places from local authority, health and private and voluntary sector organisations.
- c) Grant funding from the Wiltshire Care Sector Group supports these sessions by funding venues and refreshments.
- d) During 2005 10 courses were held, each with up to 24 participants, on the following dates:

12th January / 15th February / 2nd March / 17th March / 16th May /
10th June / 13th July / 20th September / 12th October / 23rd November

5. Common Induction Standards

Skills for Care published Common Induction Standards for Social Care in late 2005 with a target date for implementation of September 2006. These replace the Topss induction and foundation standards.

Standard 5 – Recognise and Respond to Abuse and Neglect – covers 5 areas:

- 5.1 Legislation policies and procedures
- 5.2 Understand the nature of abuse and neglect
- 5.3 Recognise the signs and symptoms of abuse and neglect
- 5.4 Understand how to respond to suspected abuse or neglect
- 5.5 Whistle-blowing

In DACS work is underway to plan the introduction of the common induction standards in care settings. CSCI and Skills for Care will also expect private and voluntary sector care providers to demonstrate that the framework is in place.

6. National Vocational Qualifications (NVQ) and Vocationally Related Qualifications (VRQ)

NVQs in Care changed from 1st February to become 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

- Develop practices which support choice, well-being and 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

Two Underpinning Knowledge workshops were held on HSC24, 35 & 45 during 2005.

The Learning Disability Award Framework also has a unit on protection of vulnerable adults – 004 Understand Abuse. During 2005 five sessions on 004 Understand Abuse were run for a total of 89 people:

- 37 from DACS
- 12 from Swindon Borough Council
- 15 from the Private Sector
- 25 from Health or Housing

7. Private and Voluntary Sector Agencies

- Staff in Private and Voluntary Sector agencies throughout Wiltshire would also have been undertaking National Vocational Qualifications (NVQ) and Vocationally Related Qualifications (VRQ) and completing the mandatory units on abuse.
- Some Private and Voluntary organisations also undertake basic awareness training for staff and volunteers. For example, Age Concern Wiltshire uses training materials developed by Action on Elder Abuse.

8. Wiltshire Police

- In 2005 officers from both the North and West Wilts Vulnerable Person's Unit and the Salisbury and Kennet Vulnerable Person's Unit took part in 38 training events.

9. The Avon and Wiltshire Partnership

- The Avon and Wiltshire Partnership are involved in joint training initiatives with Adult and Community Services and the Police.
- The Partnership also runs a specialist course on "Working with Adult Survivors of Abuse", open to experienced practitioners from AWP, DACS and DCE.
- During 2005 AWP Staff Development Team ran a number of events for teams of staff from inpatient services to follow up on findings of the enquiry into abuse on Rowan Ward in the north of the country.

Appendix 4

Published Documents relied upon in the production of this report

“No Secrets”:

Department of Health and the Home Office 2000

Policy and Procedures for the Protection of Vulnerable Adults from Abuse in Swindon and Wiltshire:

Wiltshire Vulnerable Adults Alliance 2001

“No Secrets” in Swindon and Wiltshire:

Wiltshire Vulnerable Adults Alliance 2001 (revised April 2006)

The Supporting People Quality Assessment Framework

Office of the Deputy Prime Minister 2004

Protection of Vulnerable Adults Scheme in England and Wales for care homes and domiciliary care agencies: A practical guide:

Department of Health 26/07/04

Protection of Vulnerable Adults Scheme in England and Wales for care homes and domiciliary care agencies: Frequently Asked Questions:

Department of Health 26/07/04

Safeguarding Adults”: A National Framework of Standards for good practice and outcomes in adult protection work.

The Association of Directors of Social Services October 2005

Joint Inspection of Services for Older People in Wiltshire

CSCI /Audit Commission / Healthcare Commission 2005

Independence Well Being and Choice; A vision for the future of social care for adults in England

Department of Health 2005

Our health, our care, and our say: a new direction for community services

Department of Health 2006

Tackling Domestic Violence: Wiltshire and Swindon Strategy 2005-2006

Wiltshire and Swindon Domestic Violence Forum

Reporting Requirements

Action on Elder Abuse 2005

Adult Protection data collection and reporting requirements

Action on Elder Abuse 2006

Mental Capacity Act:

Implementation Issues for Local Social Services Authorities

The Association of Directors of Social Services January 2006

The Vetting and Barring Scheme: (Implementing the recommendations of the Bichard Inquiry)

Department of Education and Skills and the Department of Health

December 2005

The Safeguarding Vulnerable Groups Bill (2006)

The House of Lords February 2006

Memorandum of Understanding on Investigating Patient Safety Incidents.
Health and Safety Executive / Department of Health /ACPO 2006

Unpublished documents relied upon in the production of this report:

Author: Wiltshire Police

Statistical Record of Joint Investigations undertaken by the Vulnerable Persons' Units in the Salisbury & Kennet Divisions.

Statistical Record of Joint Investigations undertaken by the Vulnerable Persons' Units in the North Wilts and West Wilts Divisions.

Author: Swindon and Wiltshire County Domestic Violence Forum
Swindon and Wiltshire Domestic Violence Policy and Procedures
(To be published summer 2006)