Sunderland **Safeguarding Adults** Partnership Board

Sunderland **Safeguarding Adults** Annual Report 2007-2008

Working together to stop adult abuse

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Message from the Chair

As Chair of the Safeguarding Adults Partnership Board, I'm delighted to introduce the Annual Report for the year April 2007 to March 2008, a year which has seen significant achievements particularly at local level, again with the help and support from partner agencies so crucial in driving on our work in this field.

The single most notable of our achievements during this year has to have been the launch of the new Procedural Framework, launched city-wide at a prestigious event held on 25th April 2007 at the Stadium of Light. Not only was the location prestigious but the list of local speakers from partner agencies reflected the importance of the event. Keynote speaker was Action on Elder Abuse's Chief Executive, and nationally recognised figure, Gary FitzGerald. Gary welcomed the new procedures and was delighted to reflect on the fact that he had also been a speaker at the event which launched the original MAPPVA procedures ten years earlier.

In my own speech that day I was able to reflect on a huge amount of progress, both nationally and locally, through those ten years. That reflection was helpful in demonstrating just how much has been accomplished, how far we've come, and consequently how better protected are the more vulnerable in our City, since those early days.

The Procedural Framework itself has been written to take account of the lessons learned, and the developments made, over the ten years. Not only is the guidance within it more up to date with the national agenda but it is much more comprehensive and better able to support staff who find themselves needing to refer to it.

Alongside the Procedural Framework, a comprehensive package of training was launched that same day with multi-agency courses for all three levels of training: Alerter, Responsible Person and Safeguarding Manager. It was particularly pleasing to see the Safeguarding Manager training unveiled with its unique core day covering role and responsibilities and rolling programme of specialist bolt-on workshops to support staff from all agencies operating at this level. In addition, all revised awareness raising publicity materials were relaunched. A newly designed website was also unveiled on the day (www.alertabuse.org.uk) which as well as giving information about the work of Sunderland's Safeguarding Adults Partnership to professionals, service users and the general public, enables direct access to the whole of the Procedural Framework.

Achievements such as these are not arrived at by chance but as a result of a tremendous amount of hard work. I would like to take this opportunity to thank everyone involved, at whatever level, from whatever agency, for whatever individual contribution they have made throughout the year. My particular thanks go to the members of the Safeguarding Adults Team who continue to drive us forward to ensure we stay at the leading edge of work in this area.

The hard work of course does not stop and the challenges continue, not least in the ever-increasing number and complexity of Notifications as awareness of who we are and what we do continues to grow across the City. My confidence in our ability to also continue to meet these challenges remains steadfast, based on the continuing strength of our partnership and the dedication of the people at the heart of it.

John Fisher
Head of Adult Services
Health, Housing and Adult Services

If you would like to comment on the content of this Report or would like more information about the work of Safeguarding Adults in Sunderland, please contact the Safeguarding Adults Team on 566 1736

Ten Years On

Launch of New Procedural Framework

Sunderland has always acknowledged that Safeguarding Adults is everyone's business and has always taken seriously the need to respond to any allegation or risk of abuse with a co-ordinated, multi-agency approach.

This was reiterated at the prestigious event, held at the Stadium of Light on 25th April 2007, which saw the launch of the City's new Safeguarding Adults Procedural Framework. Since the inception of MAPPVA (the Multi-Agency Panel for the Protection of Vulnerable Adults) in 1997 the working relationships between partners has greatly strengthened. This was reflected in the wide multi-agency line-up of speakers at the launch event and their expressed commitment to the content of the Procedural Framework and the expectations laid out within it. It is also reflected in the considerable progress that has been made over the ten years.

The publication of 'No Secrets' in March 2000 gave good practice guidance and paved the way for future achievements. Sunderland has always been keen to stay at the forefront of the national picture and the hard work and dedication of the practitioners involved brought about some significant developments:

- In 2001 a dedicated Adult Protection Officer was appointed, bringing about the launch of a multi-agency training programme for front line staff.
- In 2002 the second edition of local procedures was produced, reviewed in light of the guidance in 'No Secrets'.
- In June 2003 Sunderland was named as one of 20 best practice sites in England by the Practitioner Alliance Against Abuse of Vulnerable Adults (PAVA).
- 2003 also saw the Victoria Climbie Report published, recommending that Adult Protection be split from Child Protection. This resulted in a change of local arrangements with the Adult Protection Officer re-designated the Adult Protection Co-ordinator, operating independently of the Child Protection Unit.
- Also in 2003, the local POVA Network Group was developed, to share information on the new POVA Scheme, subsequently implemented in July 2004.

- In April 2004 Sunderland's Adult Protection Unit was established with new posts of Training & Development Officer and a dedicated post of part-time Administration Officer.
- December 2004 saw the relaunch of the Adult Protection newsletter (MAPPVA News) retitled 'Alert!'.
- Throughout 2004 and 2005 numerous additional guidance documents were produced to supplement the Procedures as experience and expertise grew. Through the same period, Alerter training places doubled and multi-agency Responsible Person training was launched.
- In 2005 the statistics from the Annual Report showed a significant year on year increase in the number of Notifications.
- 2005 saw Sunderland's involvement in the ADSS Safeguarding Adults National Reference Network making direct contribution to the ADSS Safeguarding Adults document launched in October of that year.
- 2006 saw the post of Safeguarding Manager added to the Safeguarding Adults Team with the subsequent appointment of a second Business Support Assistant to provide additional administrative support to the growing Team.
- 2006 was an extremely busy time within the Safeguarding Adults Team co-ordinating the review and rewriting of the Policy and Procedural Framework as well as planning the prestigious launch event. At the same time, all publicity and training materials were updated and the new Sunderland Safeguarding Adults website was developed (alertabuse.org.uk).

The launch event was particularly successful, aided by the contribution of nationally recognised figure Gary FitzGerald, Chief Executive of Action on Elder Abuse as well as local speakers Councillor Eric Timmins, Head of Adult Services John Fisher, DCI John Lingwood, Marietta Evans from the Sunderland Teaching Primary Care Trust and representatives from Sunderland People First and the Safeguarding Adults Team.

The Procedural Framework launched that day contains comprehensive guidance which builds on previous editions but also reflects further changes in procedure, practice and language as directed by national initiatives and legislation. It also builds upon past experience and good practice of workers, incorporating lessons learned from these experiences.

A comprehensive Safeguarding Adults training programme was also launched at the event with course content updated in line with the new Procedural Framework to accommodate the changes in terminology and the procedural process. The Training Programme was expanded to include a third level of training for Safeguarding Managers and a separate course of Investigation Training.

Level 1: Alerter Training: Specifically designed for staff and volunteers who work regularly with adults who require support to live an ordinary life. The new Alerter Programme was distributed in April 2007 and nominations again exceeded the number of places available. In total from April 2007 to March 2008, 36 Level 1 Alerter Training dates were set.

Level 2: Responsible Person Training: Appropriate for those staff operating in a supervisory capacity, often as Managers, Assistant Managers or other senior roles within services or agencies. This training recommenced from June 2007 with a total of 15 Level 2 Responsible Person training sessions set to the end of March 2008.

Level 3: Safeguarding Managers Training: This new level of training, targeted at those operating in a senior managerial capacity often as Team Managers, Area Managers or such senior roles within services or agencies, was introduced in June 2007. The unique structure of the training requires attendance at a core day covering the role and responsibilities of the Safeguarding Manager within Sunderland's Safeguarding Adults process, with further training options chosen from a range of specialist bolt-on workshops on a wide range of issues relevant to the role, depending upon identification of the individual's training requirements. Some examples of workshops on offer include: Financial Abuse in the Safeguarding Process; Whistle Blowing and the Disciplinary Process; Domestic Violence and Safeguarding Adults; The Role of the Police in the Safeguarding Process; and Safeguarding Plans/Reviews and Outcomes. In total nine core day courses were scheduled up until March 2008 with the programme of bolt-on workshops, delivered by specialists, running throughout the year.

Investigation Training: A new addition to the Safeguarding Adults Multi-Agency Training Programme, this one day training is specifically designed for Safeguarding Managers and those staff who may be involved as part of the Investigative Team in the Safeguarding Process. The overall aim of this training is to help participants gain skills and insight into the need to plan and prepare investigations in order to achieve good outcomes. There were eight courses scheduled from July 2007 to March 2008.

With updated publicity materials and a newly designed website www.alertabuse.org.uk launched as well, the work of the Safeguarding Adults Partnership was made much more widely known. The increased raising of awareness further contributed to the Partnership's overall aim of keeping safe those individuals within our community who need support.

Back L-R: Ann King, Dawn Goodson, Katie Milligan. Front L-R: Sue Grimes, Joanne Pell

Safeguarding Adults Team

The Safeguarding Adults Team is located within Adult Services Performance and Governance Section and works in close collaboration with the Social Care Governance Team and the Quality Assurance and Complaints Team.

The Team is managed by the Safeguarding Adults Co-ordinator who is responsible to the Service Improvement Manager within Adult Services. The Team is responsible overall to the Head of Service, Performance and Governance and is accountable to the Safeguarding Adults Partnership Board.

Although the Team is based within Adult Services, it has a multi-agency responsibility and represents all partner agencies involved in Safeguarding Adults in the City of Sunderland. Safeguarding Adults work is jointly funded by Adult Services and the Sunderland Teaching Primary Care Trust.

The Team works in collaboration with the Sunderland Safeguarding Adults Partnership Board and the Sub-Groups to ensure continued development and commitment in the area of Safeguarding Adults in the City of Sunderland.

The Safeguarding Adults Team comprises the following:

Joanne Pell

Safeguarding Adults Co-ordinator

Joanne has worked within the field of Adult Protection since its inception in Sunderland in 1997 when the first set of Procedures were launched. She was seconded at that time to develop and deliver Adult Protection Training to Social Services staff. As the training developed she rolled it out to include staff from other agencies across all sectors in Sunderland. In 2001 Joanne was appointed as the Adult Protection Training & Development Officer where she developed the Multi-Agency Training Programme in Adult Protection. In 2003 Joanne was appointed as the Adult Protection Co-ordinator within the City of Sunderland based within Adult Services. She was instrumental in setting up the Adult Protection Unit when Sue Grimes was appointed in 2004 and now manages the Safeguarding Adults Team, as it is now known.

Joanne's main role is to work with agencies to ensure on-going development and effective implementation of the Sunderland Safeguarding Adults Policy and Procedural Framework. Joanne takes a strategic role in promoting Sunderland's Procedural Framework regionally, nationally and across all agencies and sectors within the City of Sunderland.

Personal Comment: Having worked in the field of Adult Protection over many years I have seen first-hand the many changes in this area of work both at a local and national level. I am encouraged by the recent awareness of safeguarding issues by the Government and look forward to further consultation on the development and implementation of Adult Protection Legislation in England. The Safeguarding Adults Team will continue to strive to keep Sunderland at the forefront of work in this area and ensure the safeguarding of Sunderland's citizens.

Sue Grimes

Safeguarding Manager

Sue came to work in the field of Safeguarding Adults in 2004, having previously worked in and managed a range of direct care services for over 20 years. After almost three years as the Adult Protection Training & Development Officer Sue's role within the team changed when she took up the new post of Safeguarding Manager within the Safeguarding Adults Team.

Sue's new role is threefold:

- To take on the role of Safeguarding Manager, co-ordinating and chairing Strategy Discussion Meetings, and subsequent Investigation, Assessment or Review Meetings, in more complex cases or in those where there is a need for independent input.
- To work in a supportive role particularly in instances where the appropriate person to lead a case as the Safeguarding Manager may be new to, or inexperienced in, that role and therefore require support to ensure that the safeguarding process is adhered to. To this end she may support by attending safeguarding meetings that are co-ordinated and chaired by the agency lead, or provide support through discussion of any relevant issues throughout any stage of the process.
- To, more generally, be available to offer advice and support in Safeguarding Adults issues, particularly case advice and support to Safeguarding Managers from any agency.

Personal Comment: After over 20 years within a range of direct care settings, it was quite a change for me to come into an area of work with a single focus. The experiences of the previous years have been extremely helpful however, in enabling me to rise to the challenge of the work within this particular field. And it certainly is a challenge, not least in that the awareness-raising of the last couple of years has been so successful that the number of Notifications coming into the team has risen significantly. Alongside this rise in numbers, we're also seeing an increasing complexity in cases so the challenges continue to present themselves but I'm confident in saying that the team continues to generate enthusiasm and commitment to continue to meet these challenges.

Dawn Goodson

Safeguarding Adults Training & Development Officer

Dawn has worked for Adult Services for 25 years and over those years she worked and managed a range of services. Dawn also worked as a Partnership Officer where she focused on improving services for older people within the City. She joined the Safeguarding Adults team in February 2007.

Dawn's main role is to develop and facilitate the Multi-Agency Safeguarding Adults Training Programme, as well as delivering workshops, awareness raising sessions and information sessions on adult abuse and Safeguarding Adults. Dawn often promotes Safeguarding Adults through a variety of formats and methods including developing publicity and promotional materials and organising local events such as seminars, workshops and conferences. She has also now taken responsibility for the website and the quarterly newsletter.

Personal Comment: I am delighted to be working with the Safeguarding Adults Team and have been inspired by their motivation and dedication to the work that they do. I must say since I commenced this job in February 2007 I have not had time to think of what I did in the past as I have been so focused on developing the many training programmes we now offer. We are a small but very busy team and it is reassuring to know that we all have similar values and attitudes in relation to abuse. I hope our drive and commitment can continue to increase awareness not only with the multi-agency services but the general public too.

Ann King

Business Support Assistant

Ann has worked within the Safeguarding Adults Team since July 2004. Her main responsibilities are to provide administrative support to the Team. She inputs statistical information from the Notification, Outcome and Review Forms onto a database and also provides administrative support to the Safeguarding Adults training programme.

Personal Comment: There is never a dull moment when you work within the Safeguarding Adults Team. Although each member of the team works to tight schedules, and the workload has increased threefold since I joined the Team, it is a pleasure to come to work. We work very closely as a team and are always there to help and support each other. Some days can be very challenging but there are many citizens within our City who have some very difficult challenges to face and I feel that my role within the Safeguarding Adults Team may just help in a small way.

Katie Milligan

Business Support Assistant

Katie is the newest member of the Safeguarding Adults Team. She previously worked in South Tyneside Safeguarding Children's Team but decided she wanted a change and a new challenge. Katie's main responsibilities are to provide administrative support to the Safeguarding Adults Team, in particular providing support to the Safeguarding Manager by arranging meetings and taking minutes of Safeguarding Adults Meetings. Katie also plays a key role in providing administrative support to the Safeguarding Adults training programme.

Personal Comment: I have recently started working within the Safeguarding Adults team and am thoroughly enjoying my new post. The Team are very hardworking, dedicated and I have found everyone very approachable, friendly and supportive. The Team are all very committed to protecting and safeguarding vulnerable adults and I am pleased to be part of the work they do.

Whilst the Safeguarding Adults Team plays a key role in safeguarding, successful working needs all partners to make safeguarding their business and use the Safeguarding Adults Procedural Framework to support this work.

The Safeguarding Adults Partnership Board comprises representation from a wide range of stakeholders. Their support and contribution to development work and maintaining high standards is crucial and much valued.

Working in Partnership: Some Views from Partner Agencies

1. Working in Partnership Sunderland Teaching Primary Care Trust (STPCT) – NHS Funded Care Team

STPCT are active partners in the multi-agency safeguarding adults arrangements. We deal with many vulnerable people at difficult times of their lives.

Our Team assesses people for nursing care and whether they meet the continuing health care criteria and we continue to monitor their care to ensure that their needs are met, in whatever setting they may be living.

The Procedural Framework provides us with the structure so that we are clear about what to do when we have concerns, or believe someone in Sunderland may have been abused or may be at risk of abuse.

We have close links with the Safeguarding Adults Team and we consult with them regularly to talk through some of the issues we may be dealing with and get information and advice from them about making the process work in the most effective way.

Safeguarding Adults is a good example of joined up working in Sunderland.

2. Working with Independent Sector Providers – Safeguarding Adults Partnership Board Representative

Independent Sector Providers, both private and voluntary, are an important part of the safeguarding partnership. Although the multi-agency procedures are in place, each individual provider needs to have their own guidance, to make clear to staff and service users how they will deal with any safeguarding issues within their own service.

Representatives from the Safeguarding Adults Team, the private and voluntary sector, worked together to produce a template that would support organisations in developing their own Individual Agency Guidance in line with the multi-agency Procedural Framework. The template is constructed so people can use it for their own service and put their own details in or amend it, to reflect their own individual organisation's position.

The template also includes information about safeguarding children, which like safeguarding adults, is everybodys business. Providers working in Adult Services also have responsibilities about safeguarding and promoting the welfare of children and the template sets out what staff need to do about this and gives information about who they contact if they have concerns about a child.

Working together in this way has been helpful and we have learnt from each other during the process.

3. Working in Partnership – An Independent Sector Learning Disability Provider

We see our relationship with the Safeguarding Adults Team as a very effective partnership. Our internal Safeguarding Adults guidance is totally transparent and we have aligned our working practices and terminology to those outlined within the multi-agency Procedural Framework.

The partnership is one that is based on mutual trust and we have complete confidence in the Safeguarding Adults Team. At each stage of the process we know that appropriate advice will be given but there is also a clear acknowledgement of our particular expertise. We feel that this gives just the right balance and allows us to confidently manage the process, knowing that support is only a phone call away.

The Safeguarding Adults training on offer by the Safeguarding Adults Team, at all levels (from Alerter through to Safeguarding Manager), is an excellent way of reinforcing the safeguarding process and we will continue to access this on a regular basis, sharing knowledge and experience with other professionals is particularly valuable.

There are many people who, in their day-to-day work, promote safeguarding adults and good practice, and help to keep people who may be vulnerable in Sunderland, safe. Their efforts are very much appreciated and they are crucial in driving forward the safeguarding agenda within the City.

Safeguarding Adults Activity

April 2007 to March 2008

Population and Demographic Information on Sunderland

The population of the City of Sunderland is 283,689 of which 223,455 are aged 18 years and over which is 79% of the population.

45,680 people are aged 65 years and over which is 16% of the population.

The number of people aged 18 and over in receipt of services commissioned/funded by Adult Services at any time during April 2007-March 2008 is 12,749.

Sunderland has a very diverse community comprising of numerous cultural and social origin. Such cultures and ethnic backgrounds include White (British, Irish, European, Other), Black (Caribbean, African, Other), Asian (Indian, Pakistani, Bangladeshi, Other) and Chinese. There is a growing Black and Minority Ethnic population (BME) including a growing number of Asylum Seekers and Refugees in Sunderland. Most recent figures (December 2006) show that the majority of the population in Sunderland is White at 97% and the BME population including Asylum Seekers and Refugees is 3%.

Number of Alerts/Notifications in Sunderland

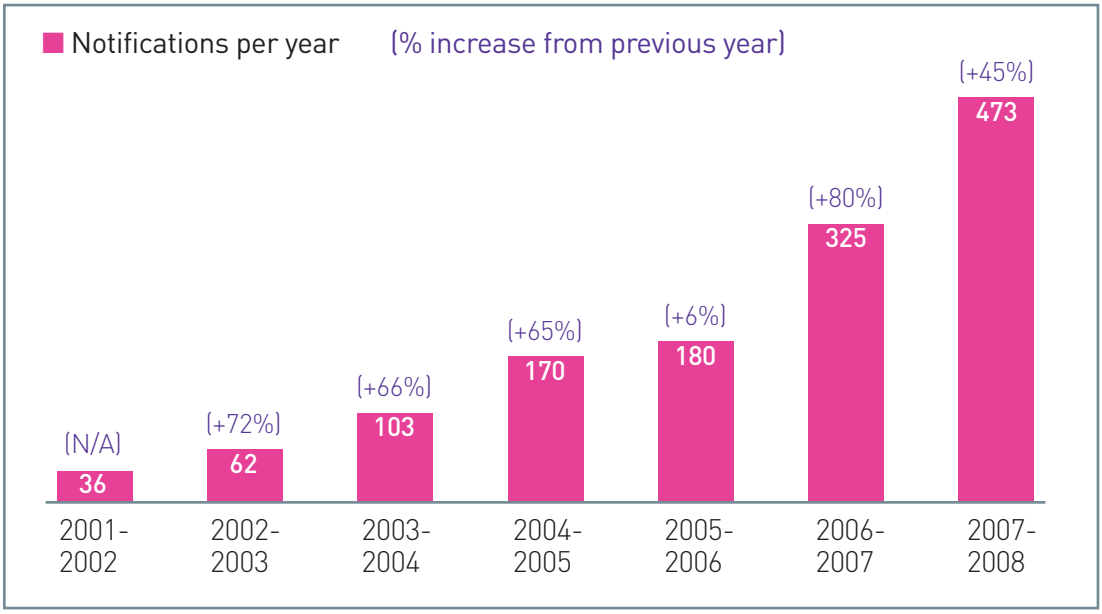
During the year April 2007 to March 2008 there have been a **total of 473 Alerts or Notifications** to the Safeguarding Adults Team.

This figure is broken down into months below:

Month	Number of Alerts/Notifications
April 2007	30
May 2007	31
June 2007	39
July 2007	39
August 2007	47
September 2007	44
October 2007	47
November 2007	54
December 2007	25
January 2008	46
February 2008	29
March 2008	42

The average number of Alerts/Notifications received in **2007-2008 per month was 39**. This is an increase of approximately 45% from last year where an average of 27 Notifications were received per month.

The following table demonstrates the rise in Notifications over the past seven years:



It is important to note that the increased number of Notifications over the years does not necessarily indicate that abuse in Sunderland is more prevalent but is more likely to reflect a greater understanding, awareness and use of the Safeguarding Adults Procedures in Sunderland.

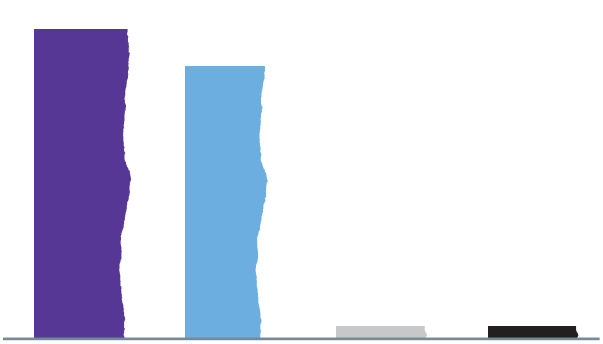
Over the years there has been an increase in the overall multi-agency training programmes which has raised staff awareness and a drive to promote public awareness through the use of publicity materials and other methods such as newsletters and the development of a website.

It is also important to note that the figures represent only the number of Alerts notified to the Safeguarding Adults Team.

Statistical Information

Alleged Victim

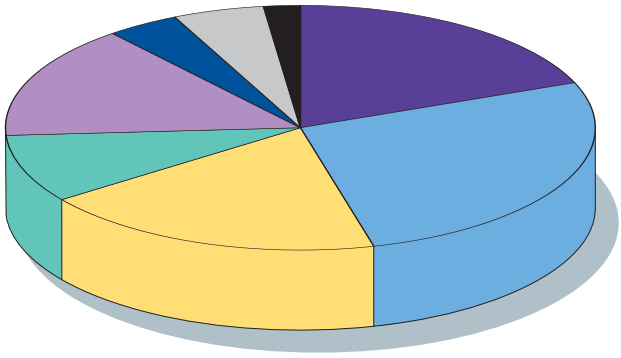
Gender



Female	51%
Male	45%
Not specific to one person	2%
Not known/ not recorded	2%

Just over half (51%) of all Notifications identified women as the alleged victim. This figure is consistent with last year's findings and in line with the national trend that women are more vulnerable to abuse.

Age Range



18-30 years	19%
31-50 years	27%
51-65 years	19%
66-75 years	9%
76-89 years	15%
90+ years	4%
Not specific to one person	5%
No known/ not recorded	2%

This years figures indicate that more than half of victims of abuse (65%) are aged 65 years or under, with 28% being over the age of 65. There is no significant difference from last years' figures.

The younger aged victims are primarily identified as having learning disabilities or mental health needs or both. The figures this year indicates that there have been more Notifications involving younger victims which demonstrate that the Procedures are being more widely used for those younger individuals 'at risk' of abuse due to their behaviour or to their circumstances. This demonstrates the use of the Procedures as a more preventative measure and illustrates the shift from protection to safeguarding.

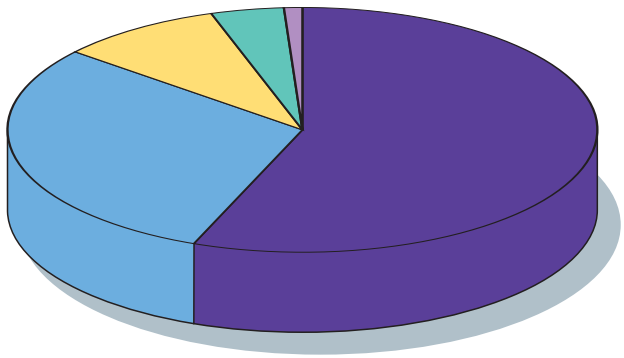
Ethnic Origin

White British	89%
Non White British	1%
Not known/ not recorded	10%

Of the total number of alleged victims identified, four (1%) were identified as other than White British. Two were identified as Bangladeshi, one as Chinese and one as Other White.

These figures correspond with the ethnicity profile of the City of Sunderland with 97% of the population identified as White.

Nature of Vulnerability

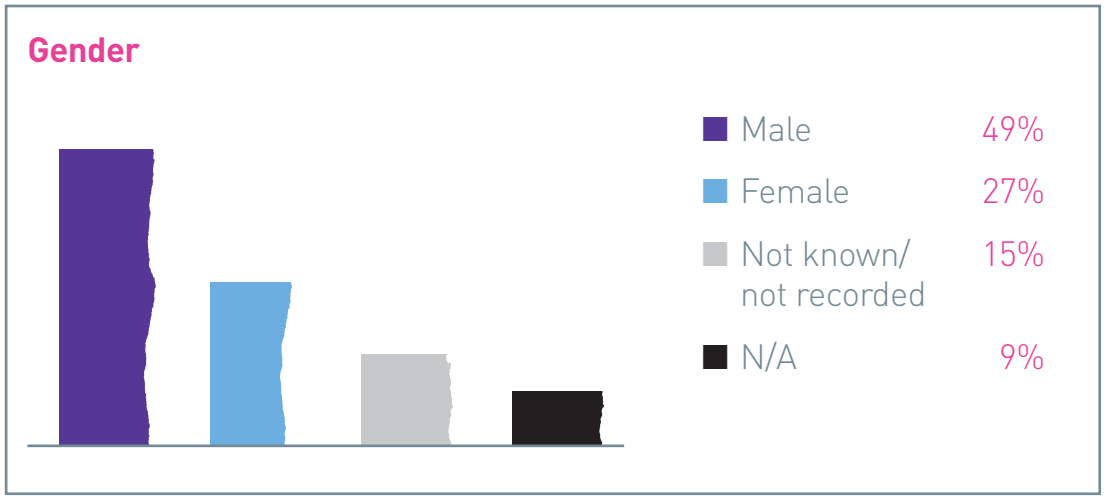


Learning Disability	56%
Older Person (including dementia)	30%
Mental Health Needs	9%
Physical Disability	4%
Substance Misuse	1%

In over half of the Notifications this year (56%), the alleged victim was identified as having a learning disability. This is an increase on previous years and demonstrates a significant change in that the highest percentage has always previously been seen in Older People.

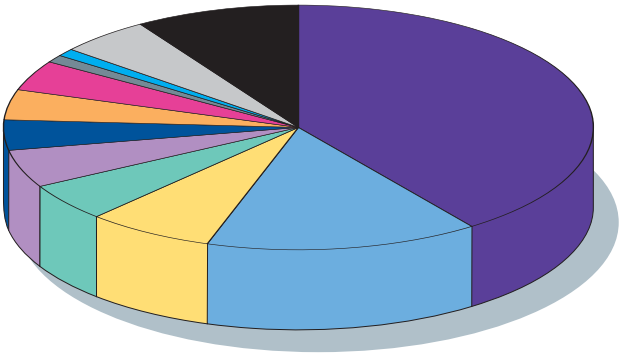
One of the reasons for this change is that the Procedures are being used more in instances of service user to service user abuse within learning disability services. These services are being supported to use the Procedures to demonstrate that such instances are taken seriously and are appropriately identified as abuse. Also by reporting these incidents, patterns and trends of abuse can be identified within services and then dealt with appropriately and effectively. There have been many examples of services using the Procedures effectively in this way, demonstrating good practice.

Alleged Perpetrator



Just under half (49%) of all Notifications identified men as the alleged perpetrator. This is in direct contrast to the identified gender of the alleged victim being predominately female. This is the first time this figure has been reported in our annual statistics and is in line with national trends that the majority of perpetrators of abuse are male.

Relationship of Alleged Perpetrator to Alleged Victim



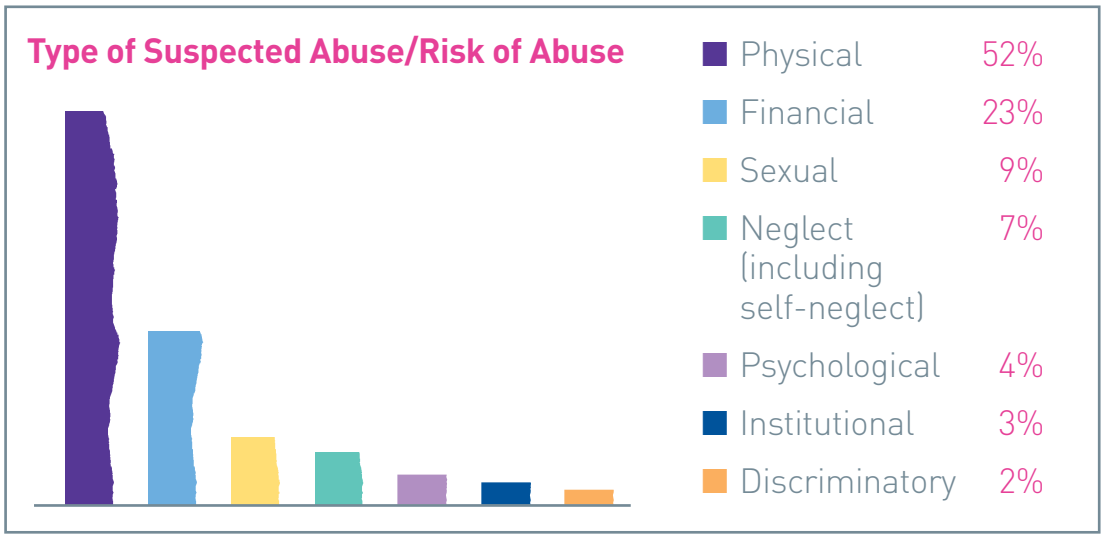
Other service user	40%
Paid worker/ other professional	15%
Other relative	7%
Partner/Ex-partner	5%
Adult son or daughter/son or daughter-in-law	5%
Main family carer (informal)	4%
Friend or acquaintance/ Neighbour	4%
Institution	4%
Child (under 18)	1%
Stranger	1%
Not recorded/ not known	5%
N/A	9%

40% of alleged perpetrators were also identified as a vulnerable adult (an increase from last year where 28% were identified).

This year's figures identify a significant difference in the number of perpetrators identified as service users. The figure this year has increased by over a third from last year, from 28% to 40%. This demonstrates that staff/services continue to recognise that such instances are identified as abuse and are increasingly using the Procedures appropriately.

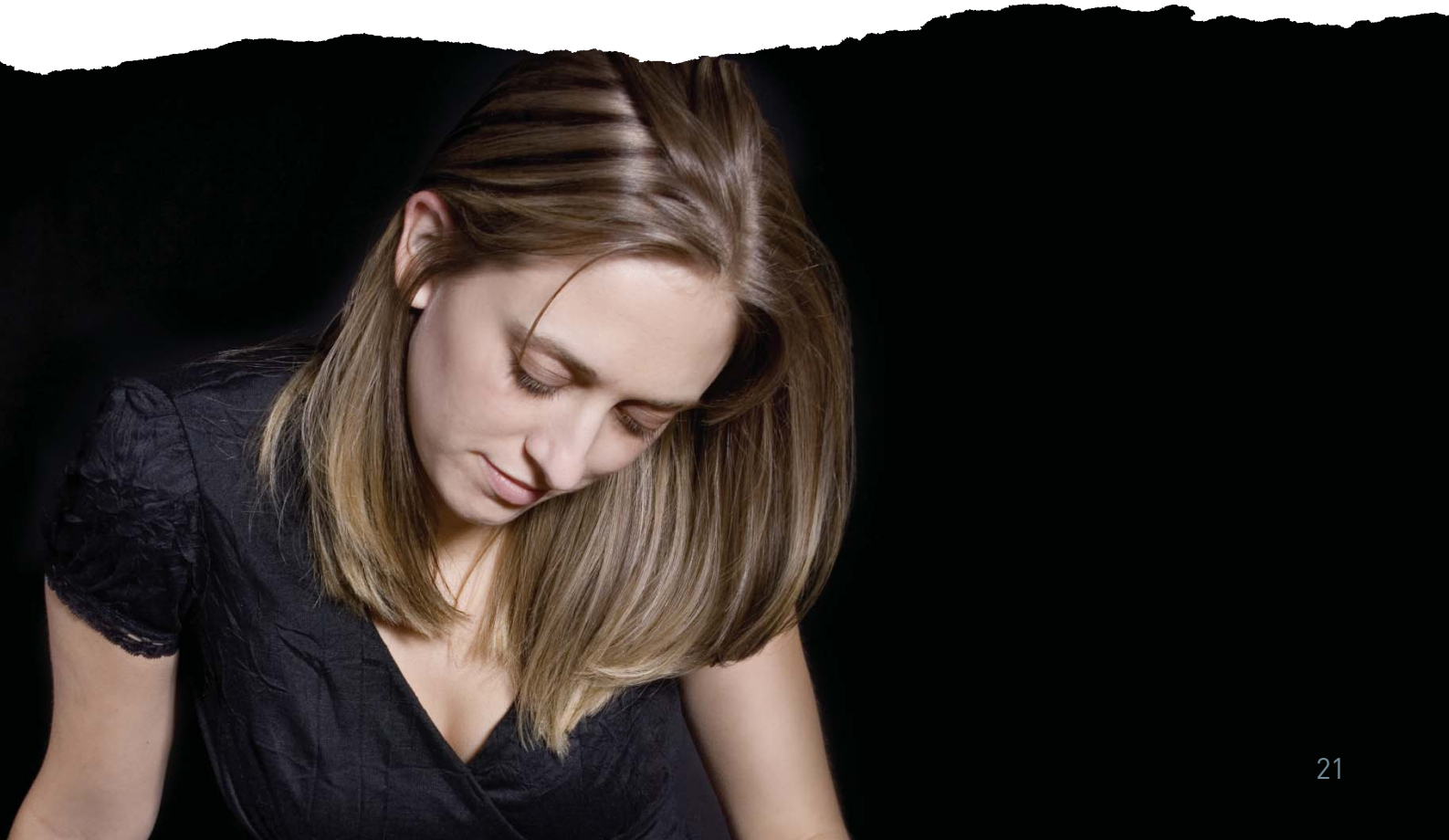
In 9% of cases, no perpetrator was identified as these Notifications did not involve an incident of abuse, rather a risk of abuse was identified and the Procedures implemented to minimise that risk.

The Abuse

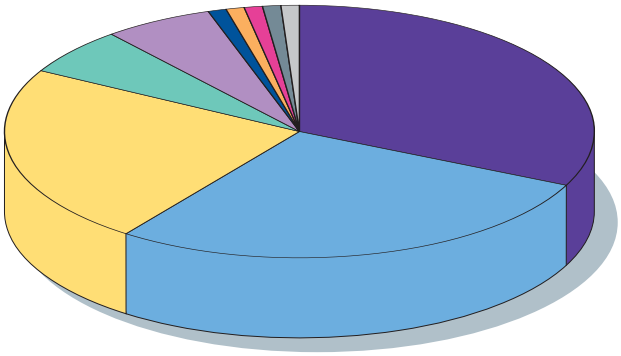


The greatest number of Notifications identified physical abuse, followed by financial abuse. There is an increase in number of Notifications identifying physical abuse and a slight increase in percentage of financial abuse cases compared to last year. These figures are consistent with national trends of abuse.

This year also sees Discriminatory Abuse identified as a single form of abuse for the first time. 11 cases identified this type of abuse, compared to none identified last year. This figure reflects the growing issue of disability hate crime which has become a topic of debate, nationally, over the last twelve months.

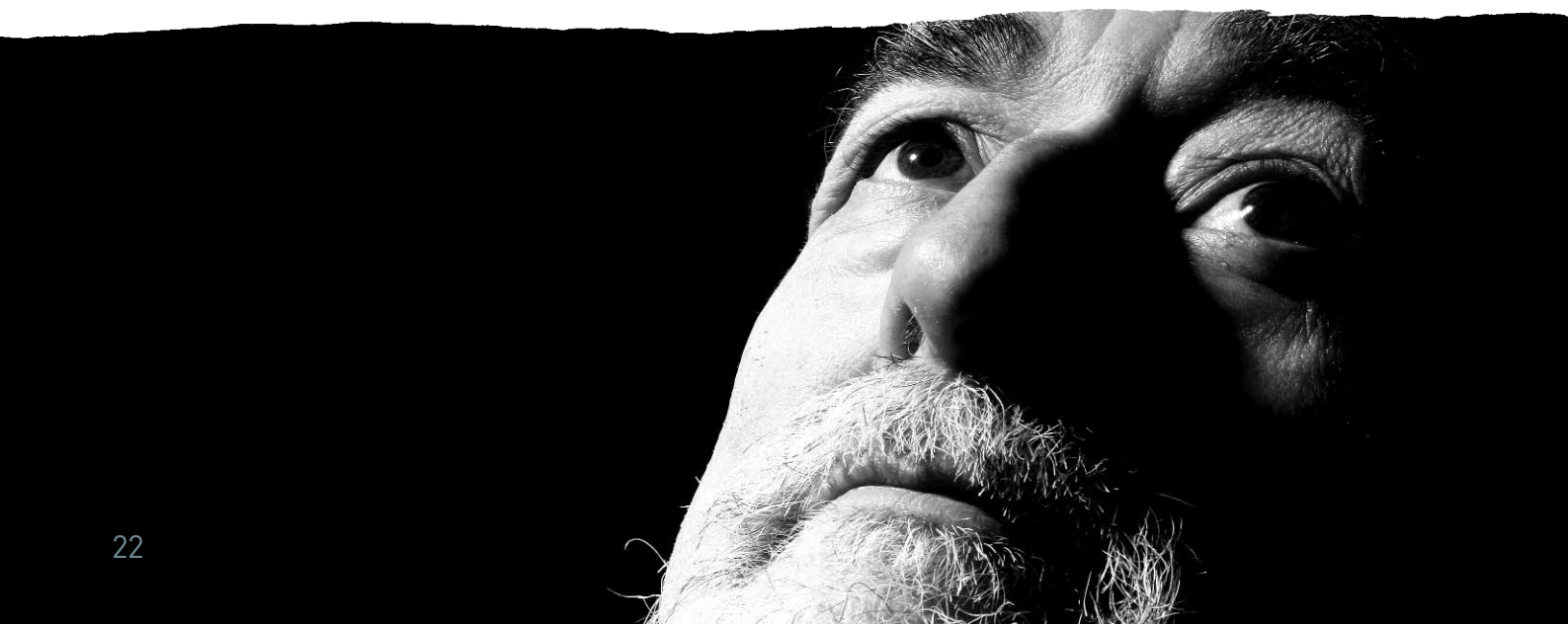


Location of Suspected Abuse

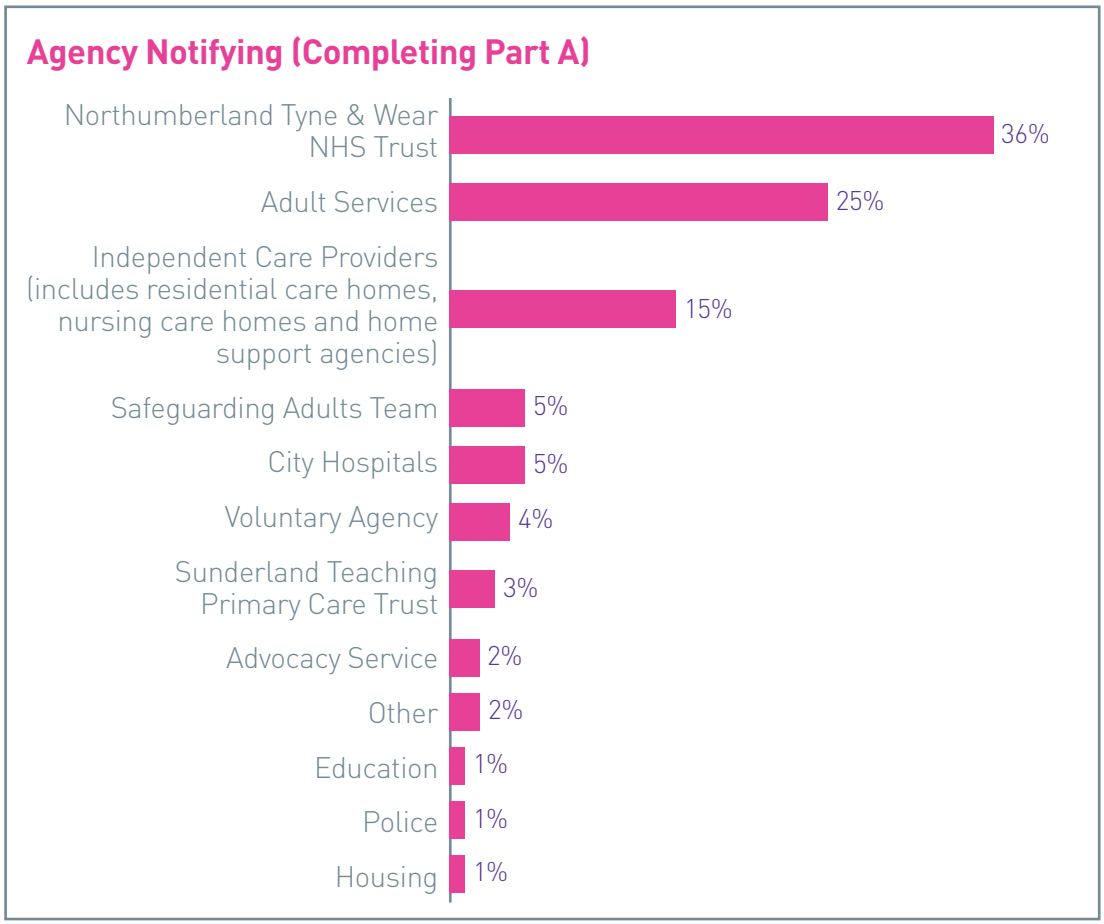


- Own home 32%
- Independent care home (includes nursing and residential) 28%
- Health service (includes treatment services/acute specialised services, residential) 23%
- Adult services (includes short break, residential and day care) 6%
- Public place/ public transport 6%
- Hospital (general) 1%
- Sheltered accommodation (warden controlled schemes) 1%
- Community group 1%
- College/school/work 1%
- Not known/ not recorded 1%

This years figures show no significant difference from last years and are consistent with the national trend of abuse occurring most frequently within a person's own home. The Sunderland Safeguarding Adults Partnership Board recognise that everyone has the right to live their life free from violence or abuse and this includes ensuring that people feel safe in their own homes. All partner agencies in Sunderland are working together to reduce crime and prevent abuse in the home.



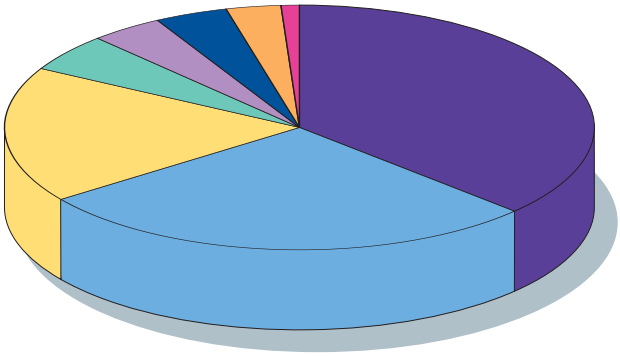
The Process



Figures this year show that over half (61%) of all Notifications came from either Adult Services or Northumberland Tyne & Wear NHS Trust. There has been a significant increase in the number of Notifications from Northumberland Tyne & Wear NHS Trust who had 17% of Notifications last year, compared to 36% this year. This increase is mainly due to staff in learning disability services within the Trust being supported to notify incidents of service user to service user abuse more than they have done in the past.

There are no significant differences from last years' figures in relation to other agencies notifying abuse.

Agency Managing the Safeguarding Adults Process



Adult Services	37%
Northumberland Tyne & Wear NHS Trust	28%
Independent Care Providers (includes residential care homes, nursing care homes and home support agencies)	18%
Sunderland Teaching Primary Care Trust	5%
City Hospitals	4%
Safeguarding Adults Team	4%
Voluntary Agency	3%
Other (Leaving Care Service and Education)	1%

Adult Services continue to manage the majority of all Safeguarding Adults cases. The Northumberland Tyne & Wear NHS Trust has seen an increase in the percentage of cases they have managed under the Safeguarding process (28% this year compared to 13% last year), as has the Safeguarding Adults Team (4% this year compared to 2% last year). The increase for the Northumberland Tyne & Wear NHS Trust can be explained by the increase in Notifications from that agency. The main reason for the increase in the number of cases managed by the Safeguarding Adults Team is that the post of Safeguarding Manager has now been imbedded in the Team for over a year and as such, has taken on more cases to manage.

There are no significant differences from last years' figures in relation to other agencies managing the safeguarding process.

SAFEGUARDING ADULTS MEETINGS

Notifications (Part A) Only

Of the 473 Notifications received into the Safeguarding Adults Team, 194 or 41%, of those did not need to progress beyond this initial stage of the Safeguarding process.

It is important that Notifications are completed and sent to the Team even if they do not warrant any further action under the Safeguarding Adults Procedures. All Safeguarding concerns/issues/allegations must be recorded so that they can be documented within the Team. Staff are supported to understand the importance of logging all allegations of abuse in a central point so that patterns and trends can be identified as well as cross-referencing with seemingly unrelated cases.

In particular, this year, Learning Disability Services have regularly recorded Alerts of service user to service user abuse. This demonstrates good practice and enables patterns and trends in people's behaviour to be appropriately addressed.

Strategy Discussion Meetings

Of the 473 Notifications received, 279 Strategy Discussion Meetings were convened. That's 59% of Notifications that went to further Strategy Discussion.

Investigation/Assessment Meetings

Of that 59% more than half of those (68%) went on to further investigation or assessment under the Safeguarding Adults Procedures. Or, of the 279 Strategy Discussion Meetings held, 191 cases went on to further investigation or assessment meetings.

Safeguarding Adults Review

Of the 191 cases that went on to further investigation or assessment, 34 of those cases or 18%, identified a need for review under the Safeguarding Adults Procedures. This is the first time this figure has been included in the statistics, as the review process has only been introduced this year in the revised Procedural Framework. As staff become more familiar with this process it is anticipated that this percentage will increase in the future.

The above figures do not demonstrate any significant difference from last year. However, as already noted there has been an increase in the number of Notifications in relation to service user to service user abuse, therefore an increase in the number of Part A's not proceeding further under the Safeguarding Adults Procedures. It must be noted that this does not mean that Safeguarding measures or actions have not been taken in these cases; it means that any actions/strategies or plans put in place to reduce any risk was done so using a variety of other processes and measures.

Case Conclusion

Of the 191 cases that have gone on to further investigation or assessment, in 8 or 4% of those cases, case conclusions were not recorded/identified on the Notification Form or the documentation was not forwarded to the Safeguarding Adults Team. Therefore any case conclusions for those cases is unknown. This is a slight decrease from last year where 6% of case conclusions were not recorded or not known. The Safeguarding Adults Team continue to stress, to staff, the importance of completing all documentation accurately and to timescale so that statistical information is accurate and up-to-date. Staff within agencies must take on the responsibility of ensuring that all documentation is being completed and forwarded to the Team within timescale so that the statistics are a true and accurate reflection of all safeguarding activity.

In 33 or 18% of the remaining 183 cases, it was not appropriate to indicate a conclusion as no investigation had occurred. Rather the Procedures were used in these cases to assess risk and implement a Safeguarding Plan to ensure the safety and well-being of someone who was deemed to be at risk of abuse. In these cases the Procedures were used as a preventative measure to reduce the risk of abuse, and not to investigate abuse after it had occurred. This is a significant increase from last year, where only 4% of cases involved used the Procedures in this way. This demonstrates the shift from protection to safeguarding and a wider use of the Procedures in preventing abuse, rather than responding to abuse.

For the remaining 150 cases where an investigation took place, was concluded and the outcomes identified and forwarded to the Safeguarding Adults Team, the following illustrates what was reported:

- **Substantiated – 42%**

  The allegations of abuse are substantiated on the balance of probabilities.

- **Not Substantiated – 12%**

  It is not possible to substantiate on the balance of probabilities any of the allegations of abuse made.

- **Not Determined/Inconclusive – 46%**

  Applies to cases where it is not possible to record an outcome against any of the other categories.

Figures indicate that over half (58%) of cases failed to substantiate abuse or remained inconclusive. Unfortunately, there is some inevitability to this, due to the complex nature of some cases or the difficulty in securing clear evidence and the impossible task therefore, of arriving at any definite findings.

These figures do not demonstrate any significant changes from last year and reflect statistics in this area nationally.

It is important to note that no matter what the outcome of cases in relation to the findings of the investigation; the main priority remains to ensure the safety and well-being of the individual concerned. Therefore, any safeguarding measures, plans or strategies will still be implemented regardless of the investigation outcome and any individual outcomes secured, as appropriate for the victim and/or perpetrator.

Outcomes

The National Reporting Requirements for Adult Protection, the Department of Health and the Commission for Social Care Inspection highlight the importance of documenting outcomes specific to individuals. It is important to identify if any actions or interventions were successful in reducing or removing the risk of abuse in order to monitor the effectiveness of the Procedures.

As part of the development of the revised Procedural Framework, the Safeguarding Adults Notification Form has been amended to take this into account and allows for outcomes for both the victim and perpetrator to be recorded. However, this relies on staff adhering to the guidance within the Procedural Framework to record this information on the paperwork and ensuring that paperwork is forwarded promptly to the Safeguarding Adults Team.

The list overleaf identifies some outcomes from cases notified to the Safeguarding Adults Team, described in general terms not specific to individual victims or perpetrators.

Outcomes for Alleged Victims

The overall outcome to be achieved by using the Safeguarding Adult Procedures is that the individual is safe and able to enjoy a quality of life that is free from abuse or the fear of abuse.

It is important to ensure that any actions specific to the outcomes for individuals are targeted at reducing or removing the risk of abuse. Some of these actions include:

- Alleged victim removed to place of safety/rehoused/change of accommodation.
- Civil action – including restraining orders so that victim is not in contact with the perpetrator.
- Applications to the Court of Protection for changes in appointee-ship and Lasting Powers of Attorney.
- Increased monitoring or support. This includes monitoring of situations or individuals where there may be the potential or risk of abuse. The monitoring or support is for a specific time period and is measured at the end of that time to assess whether the identified purpose has been met.
- Reassessment of care plan/risk management plan. Assessment of mental health/health needs. Assessment of capacity/best interests.
- Referral to counselling/family therapy.
- Moved to increased/different care. Includes moved to sheltered accommodation, to nursing care, continuing healthcare and also includes moved from one care establishment to another.

Outcomes for Alleged Perpetrator/Organisation/Service

- Criminal Prosecution. Documentation received identified that nine cases were brought before the Criminal Prosecution Service (CPS). Of these nine, six were dismissed by the CPS due to insufficient evidence or due to the fact that it was felt that the alleged victim did not make a reliable witness. One case is currently being considered by the Court, one resulted in a successful prosecution of theft/fraud and one resulted in a successful prosecution of assault.
- Police Action. Documentation received identified that several cases involved the arrest and interviewing of suspects, including members of staff. Cautions were given in three cases. Restraining orders were sought and successfully secured in two cases. In several cases, the involvement of the Police resulted in increased police presence, which was successful in deterring perpetrators involvement with victims.

- Referral to the Protection of Vulnerable Adults (POVA) List. From documentation received it was identified that there were three referrals to the POVA List. Of these six referrals, feedback about the outcome of the referral was only given in relation to three, which identified that the three individuals referred were not listed.
- Removal of alleged perpetrator from property or service.
- Disciplinary action against alleged perpetrator who was also a paid worker. Several cases involved disciplinary action being taken in line with an agency's own Disciplinary Procedures. Some of these cases resulted in dismissal, others resulted in final written warnings and others involved implementing safeguarding measures such as increased monitoring (including being shadowed by senior member of staff for specified time period), increased supervision of staff member, identified training for staff member, no contact with specific service user(s) or removal to another service or part of service.
- Actions undertaken by the Commission for Social Care Inspection, which included unannounced inspections, recommendations/ requirements following inspections and enforcement action should requirements/recommendations not be met.
- Action Plans and recommendations for services following an investigation of institutional abuse.
- For those perpetrators also identified as a vulnerable adult: assessment or reassessment of mental health or health needs (Psychiatric assessments, change(s) in medication), review of care plans or risk management plans, increased monitoring or supervision and mental capacity assessments.
- For those perpetrators identified as carers: carers assessment, increased services/support for the carer including referral to short break services for the person being cared for.

The above demonstrates the wide variation in outcomes for the alleged perpetrator from criminal prosecution to a change in the care plan of a perpetrator also identified as a vulnerable adult. It also demonstrates that not all actions involve individuals but may involve recommendations or action plans for those services where institutional abuse was identified.

It is important to note that while not all cases are taken through to prosecution (as indeed not all cases involve a criminal act), a criminal conviction should not be seen as the key measure of a successful outcome in every Safeguarding Adults case. Success is better measured by improvements to the quality of life, brought about by a greater level of safety and security for the victim.

The Safeguarding Adults Team will continue to work in partnership with the Police and all partner agencies to ensure the best and most effective outcomes for both victims and perpetrators.

Safeguarding Adults Training Activity

Safeguarding Adults Multi-Agency Training 2007-2008

Multi-Agency Level 1: Alerter Training

From April 2007 to March 2008 **36 Alerter Training dates** were delivered to a **total of 1,036 staff**. The same number of training dates were set last year, delivered to a total number of 1,007 staff.

The table below shows the number of Alerter training places allocated over the last three months (December 2007 to March 2008) and the **actual attendance** across the range of participating agencies. Also included is the **total attendance** for each individual agency from April 2007 to March 2008.

AGENCY	December 2007		January 2008		February 2008		March 2008		Total Attendance from April 2007 to March 2008
	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	
City Hospitals	4	**3**	13	**13**	13	**13**	14	**13**	**98**
City Council	11	**10**	28	**25**	28	**25**	32	**27**	**176**
Housing	-	**-**	-	**-**	-	**-**	-	**-**	**18**
Independent Care Sector	31	**27**	38	**26**	38	**26**	37	**37**	**372**
Learning Dis. Partnership	-	**-**	-	**-**	-	**-**	-	**-**	**4**
Mental Health Partnership	-	**-**	3	**2**	3	**26**	1	**1**	**30**
Northumberland T&W NHS Trust	9	**6**	-	**-**	-	**-**	16	**18**	**127**
STPCT	11	**6**	13	**5**	13	**5**	15	**14**	**102**
Voluntary /Other	-	**-**	12	**11**	12	**11**	17	**17**	**109**
TOTAL	66	**52**	107	**82**	107	**82**	132	**127**	**1,036**

Level 2: Responsible Person Training

Responsible Person Training recommenced in June 2007 following a postponement to this programme in 2006 to 2007 due to the review and rewriting of the Procedural Framework.

From June 2007 to March 2008 **15 Responsible Person Training dates** were delivered to a **total of 301 staff**.

The table below shows the number of training places allocated over the last three months (December 2007 to March 2008) and the **actual attendance** on the courses in each of the months across the range of participating agencies. Also included is the **total attendance** for each individual agency from June 2007 to March 2008.

AGENCY	December 2007		January 2008		February 2008		March 2008		Total Attendance from June 2007 to March 2008
	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	
City Hospitals	3	3	-	-	-	-	1	-	10
City Council	13	10	7	7	10	10	15	14	70
Housing	-	-	-	-	-	-	-	-	6
Independent Care Sector	8	3	6	1	9	6	4	2	62
Learning Dis. Partnership	-	-	-	-	-	-	-	-	7
Mental Health Partnership	-	-	-	-	-	-	-	-	6
Northumberland T&W NHS Trust	16	6	1	1	1	1	3	3	52
STPCT	9	3	4	3	4	2	4	4	37
Voluntary /Other	6	5	-	-	4	2	2	2	51
TOTAL	55	30	18	12	28	21	29	25	301

Level 3: Safeguarding Manager Training

The Safeguarding Manger Training Programme began in June 2007.

From June 2007 to March 2008 **9 Safeguarding Manager Training dates** were delivered to a **total of 127 staff**.

The table below shows the number of training places allocated over the last three months (December 2007 to March 2008) and the **actual attendance** on the courses in each of the months across the range of participating agencies. Also included is the **total attendance** for each individual agency from June 2007 to March 2008.

AGENCY	December 2007		January 2008		February 2008		March 2008		Total Attendance from June 2007 to March 2008
	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	
City Hospitals	-	-	-	-	2	1	2	2	5
City Council	3	2	1	1	2	1	2	2	20
Housing	-	-	-	-	-	-	-	-	9
Independent Care Sector	7	7	7	7	7	9	3	3	55
Learning Dis. Partnership	-	-	-	-	-	-	-	-	5
Mental Health Partnership	-	-	-	-	-	-	-	-	1
Northumberland T&W NHS Trust	-	-	-	-	-	-	-	-	10
STPCT	-	-	-	-	-	-	-	-	-
Voluntary /Other	-	-	-	-	-	-	-	-	22
TOTAL	10	9	8	8	11	11	7	7	127

Investigation Training

The Investigation Training Programme began in July 2007.

From July 2007 to March 2008 **8 Investigation Training dates** were delivered to a **total of 94 staff**.

The table below shows the number of training places allocated over the last three months (December 2007 to March 2008) and the **actual attendance** on the courses in each of the months across the range of participating agencies. Also included is the **total attendance** for each individual agency from June 2007 to March 2008.

AGENCY	December 2007		January 2008		February 2008		March 2008		Total Attendance from July 2007 to March 2008
	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	Places allocated	Actual attended	
City Hospitals	-	2	-	-	-	1	2	2	16
City Council	-	3	-	4	-	2	2	2	19
Housing	-	-	-	-	-	-	-	-	-
Independent Care Sector	-	-	-	5	-	3	2	2	27
Learning Dis. Partnership	-	1	-	2	-	-	-	-	10
Mental Health Partnership	-	-	-	-	-	-	-	-	-
Northumberland T&W NHS Trust	-	4	-	1	-	-	-	-	16
STPCT	-	-	-	-	-	-	-	-	1
Voluntary /Other	-	-	-	-	-	-	1	1	5
TOTAL	-	10	-	12	-	6	7	7	94

Safeguarding Manager Bolt-On Workshops

The Bolt-On Workshop Programme commenced in September 2007 to further supplement and compliment the Safeguarding Manager Training.

From September 2007 to March 2008 **21 Bolt-On Workshops** were facilitated and a total of **250 staff attended a range of Workshops**. 10 Workshops were cancelled due to low number of nominations. As a result of this the number of sessions for each Workshop was reviewed and future sessions were streamlined for each workshop according to demand.

The table below shows the Workshops that ran from September 2007 to March 2008. It shows the places allocated on each Workshop and the **actual attendance** for that Workshop. Also included is the total number of staff, from a wide range of agencies, who attended the Workshops from September 2007 to March 2008.

Course Title	Date of Course	Places Allocated	Actual Attendance
Financial Abuse in Safeguarding Process	Wednesday 1st August 2007	Session Cancelled	-
	Tuesday 13th November 2007	27	21
	Tuesday 8th January 2008	21	19
Whistle Blowing & The Disciplinary Process	Tuesday 4th September 2007	Session Cancelled	-
	Monday 17th September 2007	27	17
Chairing Safeguarding Meetings	Tuesday 4th September 2007	Session Cancelled	-
	Monday 17th September 2007	15	10
Role of Commission Social Care Inspection	Thursday 6th September 2007	11	10
	Thursday 29th November 2007	13	10
Domestic Violence in Safeguarding Adults	Thursday 6th September 2007	Session Cancelled	-
	Monday 3rd December 2007	11	9
Communication Difficulties & The Interpretation Service	Monday 10th September 2007	Session Cancelled	-
	Thursday 4th October 2007	Session Cancelled	-
Court of Protection	Monday 10th September 2007	Session Cancelled	-
	Thursday 4th October 2007	Session Cancelled	-
	Tuesday 8th January 2008	16	9
Role of The Police in the Safeguarding Process	Monday 10th September 2007	Session Cancelled	
	Tuesday 6th November 2007	15	11
	Thursday 10th January 2008	19	8
MAPPA & Non MAPPA Process	Tuesday 18th September 2007	19	16
	Friday 14th December	20	12
	Thursday 7th February 2008	26	17
Independent Mental Capacity Advocate	Thursday 4th October 2007	10	7
	Wednesday 9th January 2008	13	11
Working with Perpetrators of Abuse who are Service users	Friday 21st December 2007	29	18
Sexual Abuse in the Safeguarding Process	Friday 21st December 2007	15	9
	Thursday 3rd January 2008	16	10
Safeguarding Plans review and Outcomes	Wednesday 12th December 2007	24	12
Safeguarding Adults Complaints Procedure	Wednesday 10th October 2007	Session Cancelled	-
	Thursday 15th November 2007	14	7
	Tuesday 5th February 2008	12	7
TOTAL		**373**	**250**

Additional Training/Developments in Training

- **600** taxi drivers have been trained in general Safeguarding Adults Awareness.
- **20** Fire Service Crew Managers and **25** Fire Service new recruits received Safeguarding Adults general awareness raising training.
- **2** BME advocates received Safeguarding Adults Training.
- Teaching Primary Care Trust Induction Training planned throughout the year.
- **203** Health and Social Care Assistants have received Safeguarding Adults Awareness training.
- **20** City Hospitals Services, Health and Social Care Assistants have received Safeguarding Adults general awareness raising training.
- **32** Sunderland College support staff received full day Level 1 Alerter training, more dates have been planned for 2008-2009.
- **12** Students from North Tyneside College received general Safeguarding Adults Awareness training.
- Involved in Children's Induction training throughout the year giving an overview of Safeguarding Adults process and procedures.
- 2008-2009 yearly training programme sent out to all agencies in February 2008.
- Safeguarding Adults Multi-Agency Training and Development Strategy produced and agreed by the Safeguarding Adults Partnership Board.

We encourage those agencies/services that have access to the Internet to view the Procedures on our website **www.alertabuse.org.uk**. All sections of the Procedures and any documentation or related protocols can be downloaded. The website was also launched last year and since then many agencies have taken the opportunity to view it and to download relevant information. The website has enabled us to widen accessibility to the Procedures and to raise awareness to a wider audience about safeguarding work in Sunderland.

Achievements/Progress from 2007 to 2008

- The revised Safeguarding Adults Procedural Framework was launched, city-wide, at a prestigious event at the Stadium of Light in April 2007.
- The Safeguarding Adults Training Programme was significantly developed and relaunched, with the Procedural Framework, in April 2007. The programme included revised Alerter and Responsible Person training but also newly developed training at Safeguarding Manager level: core day training in the process and a rolling programme of specialist bolt-on workshops.
- The new Safeguarding Adults Website was launched, with the Procedural Framework, in April 2007. The website enabled access to information about the Safeguarding Adults Team as well as direct access to the new Procedures.
- The new Procedural Framework and Training Programme, hard paper copy with CD Rom included, was distributed city-wide to all partner agencies and relevant services.
- Use was made of local media, newsletters and other multi-agency publicity to continue promotion following the launch.
- All Safeguarding Adults publicity materials were revised in line with the content of the new Procedures and distributed throughout the City.
- Work continued within the community to promote awareness of Safeguarding Adults generally, particularly the 24-hour Public Helpline.
- Plans underway to work in partnership with Action on Elder Abuse on a range of national projects involving Safeguarding Adults.
- A Local Implementation Network Group was established to assist in the planning and local implementation of the Mental Capacity Act.
- A comprehensive programme of Mental Capacity Act training was established through the Safeguarding Adults Team.
- Investigation Training was developed and established through the Safeguarding Adults Team, in consultation with the Police.

- Reviewed and evaluated the effectiveness of the Adult Protection Module of Swift.
- The Training Sub-Group was re-established and the Policy and Procedures Sub Group was redeveloped to become the Reflective Practice Sub-Group.
- Further work was done to evaluate and strengthen the use of existing systems between Social Care Governance, Complaints and Safeguarding Adults in order to better ensure safeguarding matters are dealt with in the most appropriate and effective way.
- The Safeguarding Adults Team developed further with the newly created Safeguarding Manager post being established and the remit of the role widely publicised in order to better support the work of Safeguarding Managers from all agencies. Further development of the Team included the appointment of a full-time Business Support Assistant to support the new Safeguarding Manager's role.
- The Annual Report for 2006-2007 was produced and distributed.
- INRAS's (Impact Needs Requirements Assessment) were established and completed for Safeguarding Adults.
- Established links with BME groups with the aim of developing these links to increase awareness of Safeguarding Adults within these groups.

Key Objectives for 2008-2009

- To work with Action on Elder Abuse on the national Domestic Violence project.
- Widen scope of awareness raising into other community groups.
- Deprivation of Liberty training to be established.
- Train the Trainers Group to assist in multi-agency delivery and to ensure consistency in any single-agency training.
- Develop the work of the two Sub-Groups that work to the Safeguarding Adults Partnership Board; The Training Sub-Group and the Reflective Practice Sub-Group.
- Establish the role of Safeguarding Adults in other processes such as MAPPA, Non-MAPPA and MARAC.
- To develop an effective database to collect and collate performance information on Safeguarding Adults.
- Review of structure, remit and membership of the Safeguarding Adults Partnership Board and Sub-Groups and clarify lines of accountability and responsibility.
- Production of an Annual Report 2008-2009.
- Undertake relevant Projects and Research Work to further assist in the development of the Safeguarding Adults Team and Safeguarding Adults work in general.
- Continue to raise awareness within the community and to promote the 24-hour Public Helpline.
- Develop and strengthen links with other Local Partnerships/Boards and Committees, for example with Safer Sunderland Partnership, Domestic Violence and Sunderland's Safeguarding Children's Board.

The Safeguarding Adults Partnership Board has developed a Strategic/Forward Plan which is linked to these key objectives and gives further details on tasks and timescales involved for each priority. This Plan can be found in Appendix iv.

A Service Plan has also been developed by and for the Safeguarding Adults Team, linking many of these key objectives. The Plan can be found in Appendix v.

Appendix

i. Safeguarding Adults Partnership Board

Core Membership List 2007-2008*

Adult Services:

John Fisher (Chair), Head of Service – Adult Services

D M Murton, Service Improvement Manager

Joanne Pell, Safeguarding Adults Co-ordinator

Sue Grimes, Safeguarding Manager within Safeguarding Adults Team

Sheila Kennedy, Commissioning and Procurement Manager

Jim Usher, Divisional Manager, Adult Services

City Solicitors:

Martin Barry, Solicitor

Community Mental Health Partnership:

Marilyn Wilkie, General Manager

Health:

Pat Bignell, Head of Nursing/Chief Matron, City Hospitals

Wendy Kaiser, Divisional Manager, Northumberland Tyne & Wear NHS Trust

Marietta Evans, STPCT Public Health Specialist/ Health Consultant

Learning Disabilities Partnership:

Les Pickering, General Manager

Northumbria Police:

DCI John Lingwood

* Please note that the Safeguarding Adults Partnership Board Membership List identifies individuals who were members on the Board during the time of April 2007 to March 2008.

Independent Providers:

Colin Inglis, Regional Manager, Four Seasons Healthcare

Catherine Boult, Regional Manager, Winnie Care Ltd

Steve Smith, Care at Home Manager

Advocacy Services:

Steve Jarvis, Co-ordinator, SAFE

Voluntary Sector:

Mary Pattinson, Sunderland Centre for Voluntary Services

Northumbria Probation:

Karen O'Neil, District Manager for Wearside

Housing:

Claire Foster, Homeless Co-ordinator, Sunderland Housing Strategy

Regulation:

Gerry Morris, Regulation Manager, Commission for Social Care Inspection

Domestic Violence:

Sharon Kane, Domestic Violence Policy Co-ordinator

Terms of Reference

Purpose

The Safeguarding Adults Partnership Board is a multi-agency partnership that will lead the development and implementation of Safeguarding Adults work in the City of Sunderland. The Partnership Board believes that all adults have the right to live lives that are free from violence and abuse. Partner agencies will work together to ensure that all adults living in Sunderland, irrespective of the nature of the services they require, are equally safeguarded from abuse, exploitation and mistreatment.

Aims

The members of the Safeguarding Adults Partnership Board will aim to ensure that:

- Awareness of abuse, and the need to appropriately implement safeguarding measures, continues to be raised with staff, volunteers, carers and members of the wider public.
- Agencies have appropriate and effective measures in place to minimise the risk of abuse.
- When abuse is reported, or suspected, individuals receive a consistent, supportive and effective response from all agencies within the City of Sunderland.

Objectives

- To ensure there is a consistent and effective response to any concerns, allegations or disclosures of abuse through the agreed local Safeguarding Adults Policy and Procedural Framework.
- To regularly monitor, review and develop the Safeguarding Adults Policy and Procedural Framework in accordance with national guidance, good practice and research.
- To agree and review the Programme of Work/Key Objectives on an annual basis.
- To ensure that sufficient resources are available to meet the Programme of Work/Key Objectives each year.
- To agree/make decisions based on feedback/information supplied by the Safeguarding Adults Sub-Groups.
- To support agencies to inform and train staff and volunteers so they can confidently carry out their roles and responsibilities under the Safeguarding Adults Policy and Procedural Framework.
- To support agencies to develop effective strategies for reducing the risk of abuse, taking into account the views of service users, families and carers and to provide services that promote the prevention of abuse.
- To encourage and develop effective working relationships and partnerships between different agencies, services and professional groups.
- To review the Safeguarding Adults Policy and Procedural Framework and its implementation in respect of any adult covered by the Procedures who has died or been seriously harmed as a result of abuse (learn lessons and implement changes from Serious Case Reviews).
- To raise, within the wider community, public awareness of adult abuse and the need to safeguard adults and to support the community to contribute to providing a safe and secure environment.
- To positively promote the work of the Partnership Board including the publication of an Annual Report.

Membership

Each Member Agency will appoint a Lead Person in Safeguarding Adults, who will be that agency's representative on the Partnership Board. It must be noted that some agencies may appoint a Lead **and** a separate representative. In either case, members of the Safeguarding Adults Partnership Board must be sufficiently senior in their agencies to represent that agency and to make multi-agency decisions/agreements on behalf of their agency.

The Safeguarding Adults Partnership Board meets quarterly and it is expected that if a member is unable to attend a particular meeting, then they will identify an appropriate 'deputy' to attend on their behalf to ensure representation of their agency at the meeting.

The Safeguarding Adults Partnership Board is supported by two working Sub-Groups:

1. Training Sub-Group
2. Reflective Practice Sub-Group

ii. Training Sub-Group

Terms of Reference

Aim

To work in partnership to plan and oversee the implementation of the Safeguarding Adults Multi-Agency Training and Development Strategy.

Objectives

- Develop and progress the implementation plan.
- Design and manage the training plan, including identification of priority training needs and delivery targets.
- Recruit to and liaise with the multi-agency in relation to Train the Trainers.
- To schedule 'training for trainers' courses and induction programmes for new members of the 'pool'.
- Monitor and evaluate multi-agency training activities against agreed benchmarks.
- Monitor and evaluate nominations and actual attendance of delegates from the multi-agency groups.
- Pursue accreditation opportunities with local/national colleges and appropriate associations.
- Forecast the Safeguarding Adults training budget.

Membership

The membership will constitute, as a minimum, staff who have been nominated by their line manager to help facilitate the Safeguarding Adults Level 1 Alerter training.

- City of Sunderland HH&AS
- Sunderland Teaching Primary Care Trust
- Northumbria Police
- Tyne & Wear Care Alliance
- Volunteer Services
- Training Officer from Community Mental Health Partnership
- Sunderland Royal Hospital
- Independent Sector Providers

The multi-agency training group will involve and engage others in the work of the group whenever necessary.

Meetings

The multi-agency training sub-group will meet four times a year, as a minimum, with meetings scheduled to enable reports to the Safeguarding Adults' Partnership Board.

The meetings will be co-ordinated and facilitated by the Safeguarding Adults Training & Development Officer.

Accountability and decision-making authority

Each agency/organisation is responsible for ensuring two-way communication between the training group and the agency/organisation they represent.

Reporting

The training group will report to the Safeguarding Adults Partnership Board.

An Annual Report will be presented to the Safeguarding Adults Partnership Board on training activities within the City of Sunderland.

The multi-agency training sub-group will receive and contribute to reports from/to the Safeguarding Adults Groups.

The training group will monitor training delivered.

iii. Reflective Practice Sub-Group

Terms of Reference

Purpose

To support the Safeguarding Adults Partnership Board to review and develop Safeguarding Adults work in the City of Sunderland.

Aim

- To learn lessons from cases to assist in informing good practice and to apply these lessons in the review and development of the Safeguarding Adults Policy and Procedural Framework.
- To review policy, procedures and practice in accordance with national guidance, good practice and research.

Objectives

On behalf of the Safeguarding Adults Partnership Board to:

- Maintain and review the Safeguarding Adults Policy and Procedural Framework.
- Identify and implement any changes, amendments or additions to Policy and Procedures in line with national or local guidance, initiatives, good practice and research.
- Identify significant issues arising from individual Safeguarding Adults cases.
- Make recommendations for any changes, amendments or additions to Policy and Procedures following review of cases.
- Make recommendations to improve partnership working in Safeguarding Adults following review of cases.
- Make recommendations in relation to the provision of services that contribute to Safeguarding Adults work following review of cases.
- Ensure any lessons learned and good practice guidance is incorporated into the appropriate Safeguarding Adults Training Programmes.
- Undertake specific tasks within this remit on the request of the Safeguarding Adults Partnership Board.

Membership

Any partner agency in Safeguarding Adults may nominate up to two members of the sub-committee. The criteria for nomination should be the ability of the individuals to contribute to the work of the sub-group.

The following agencies will be standing members and ensure that a representative attends meetings:

- Adult Services
- Sunderland Teaching Primary Care Trust
- Northumbria Police
- Northumberland Tyne & Wear NHS Trust
- City Hospitals
- Commission for Social Care Inspection

Structure

The group should have no more than 12 members for each meeting. The group will be chaired by the Safeguarding Manager within the Safeguarding Adults Team. Membership to be reviewed annually.

Meetings

The group will meet a minimum of quarterly. The Safeguarding Adults Co-ordinator will bring any agenda items outside of the case review for standing members to discuss or consider. Standing members can contribute to this agenda. Cases will be identified through the Safeguarding Adults Team.

Accountability

The group is accountable and will report to the Safeguarding Adults Partnership Board. Minutes of the meetings will include any recommendations for action by the Partnership Board.

iv. Sunderland Safeguarding Adults Partnership Board Strategic/Forward Plan: 2008-2009

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
1. Safeguarding Adults Partnership Board	Monitor structure and Terms of Reference for Safeguarding Adults Partnership Board	SAP Board	April 2008 – September 2008
	Review core membership and identify gaps in agency representation	SAP Board	June 2008
	Review role and responsibility of members	SAP Board	September 2008
	Evaluate effectiveness of meetings in terms of structure, agenda and actions	SAP Board	September 2008
	Consider development of local performance indicators. Develop QA role in line with government agenda and PI's	SAP Board	Following review of 'No Secrets' – October 2008 by DH and monitor government agenda
2. Lines of Responsibility and Accountability	Develop links to the Health and Well being Review Committee. Scrutiny role to overview the role of the SAP Board	Chair of the SAP Board, SA Co-ordinator and Chair of the Health and Well being Review Committee	In progress
	Each agency represented on the SAP Board responsible to and accountable to their Chief Executive/Directorate	Agency representatives on the SAP Board	On-going

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
3. Key Links to Other Local Partnerships/ Committees/Boards	Develop links with: • Coroner • Safer Sunderland Partnership Board • OPPAG • MARAC's when implemented in Sunderland • CPS	Chair of the SAP Board, SA Co-ordinator and relevant forums or agencies	In progress
	Strengthen links with: • Domestic Violence • MAPPA and Non-MAPPA • LSCB	SA Co-ordinator	September 2008
4. Links to Other Local Plans/Strategies	Strategic/Forward Plan to link into: • Safeguarding Adults Team Service Plan	SA Co-ordinator	In progress
5. Policy and Procedures	Monitor, review and develop multi-agency Policy and Procedures to ensure compliance and up to date with procedures within each partner agency	SAP Board members	On-going
	Review and revise Individual Agency Guidance within each partner agency	SAP Board members	June 2008
	To agree/make decisions on amendments to procedures or addition to procedures based on feedback/ information supplied by the Reflective Practice Sub-Group	SAP Board	As appropriate
6. Safeguarding Adults Sub-Groups	Ensure appropriate representation on the Training Sub-Group and Reflective Practice Sub-Group	SAP Board members	June 2008
	SAP Board to link into the Sub-Groups to inform practice/procedures and identify training needs	SAP Board and Sub-Groups	On-going

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
7. Training	Safeguarding Adults Training Strategy to be approved by SAP Board	SA Training & Development Officer to report to SAP Board	June 2008
	Link into the Reflective Practice Sub-Group and Training Sub-Group to identify any needs for additional training or for changes or amends to exiting training	SAP Board On-going	
	Each partner agency is responsible for the monitoring of Safeguarding Adults Training within their agency – including evaluating the appropriateness and effectiveness of the training and ensuring staff are nominated to the appropriate level of training and attend the training	SA Training Sub-Group	On-going
	Safeguarding Adults training to be made mandatory across all partner agencies – where appropriate	SAP Board and SA Training Sub-Group	December 2008
	Training Strategy to be reviewed annually	SA Training & Development Officer	Annually
8. Black & Minority Ethnic Groups	Incorporate/cross-reference with other strategies	SAP Board	On-going
	Consider and accept diversity	SAP Board	On-going
	Ensure issues of diversity are written into internal procedures linked to safeguarding adults	SAP Board	On-going
Gay, Lesbian and Trans-gender Groups	As above	SAP Board	On-going

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
9. Multi-Agency Working	Ensure all agencies work in partnership with appropriate joint policies and guidelines	SAP Board	On-going
	All agencies to share their Individual Agency Guidance with the SAP Board and Safeguarding Adults Team	SAP Board members	June 08
	To encourage and develop effective working relationships and partnerships between different agencies, services and professional groups	SAP Board	On-going
10. Performance Management Information	To agree database/system to use to effectively collect and collate data representing safeguarding adults activity across all agencies	SAP Board	April 2008
	Production of statistical information quarterly to be reviewed by SAP Board	SA Team presented to SAP Board	Presented at quarterly meetings
	Production of statistics annually in the form of an Annual Report	SA Team presented to SAP Board	Annually
11. Serious Case Reviews	In light of recent discussions, to review the Serious Case Review Protocol	SA Co-ordinator	June 2008
	To consider any recommendations/lessons learned from the Serious Case Review and implement any changes or amends to procedures/process or additions/amends to training as required	SAP Board	As appropriate

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
12. Raising Awareness/ Public Awareness	To positively promote the work of the Partnership Board including the publication of an Annual Report	SAP Board and SA Team	On-going
	Distribution of public leaflets and contact cards to raise profile of Safeguarding Adults and the procedures within the community, including families, service users and carers	SAP Board and SA Team	In progress and on-going
	Promotion of publicity/media campaign to raise profile of Safeguarding Adults e.g. Elder Abuse Awareness Day	SAP Board and SA Team	Progressing nationally – to link in locally where appropriate
	Consider a local or regional Partnership Event for SAP Board members	SAP Board	Autumn 2008 if agreed locally or 2009 if regional

v. Safeguarding Adults Team Service Plan: 2008-2009

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Local Multi-Agency Procedural Framework	Following launch of revised Procedures in April 2007:		
	• Ensure all relevant partner agencies have access to Procedures	SAT	On-going
	• Devise electronic format of Notification Form	SAT/ICT	In progress To be completed and in use by May 2008
	• Promote Audit Tool to agencies to evaluate the effectiveness of the safeguarding process in individual cases. Collate and co-ordinate responses and follow-up any actions or recommendations. Feed into review of Procedures	SAT	Begin June 2008 to be completed December 2008
	• Review content of Procedures/make any amends/additions as necessary and ensure all relevant national/ government guidance, requirements or initiatives are included. Review to include an evaluation of documentation and templates	SAT	On-going review throughout 2008 To be completed January 2009

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Team Structure	Consider Team Infrastructure in line with Directorate restructure and new line-management responsibilities	Head of Performance, Communication and Change	By end of April 2008
	Consider current staff levels in relation to increased workload, due to rise in notifications and expansion of the training programme. In particular to review administrative support to the Team	SA Co-ordinator	April – June 2008
	Consider current work place arrangements in terms of lack of space and individual needs	SA Co-ordinator	By end of April 2008
Team/Staff Development	Robust system of Consultation and Appraisal sessions with all team members to facilitate personal development	SA Co-ordinator	Monthly consultation sessions, annual appraisals
	Development of effective Team Meetings to share information and offer opportunity for open discussion and debate	SA Co-ordinator	In progress. Every two months
	Opportunity for staff members to attend relevant training, conferences and seminars to further own development and broaden knowledge and experience	SA Co-ordinator	On-going
	Opportunity for staff members to participate in relevant local and national networks to facilitate networking with other professionals and share good practice	SA Co-ordinator SAT	On-going

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Team/Staff Development CONTINUED	Create and take opportunities to be involved in national research projects or working groups and to take part in relevant pilots (e.g. Action on Elder Abuse projects, Working Group on National Data Collection)	SAT	In progress and on-going
	Link individual staff Programmes of Work to the Service Plan	SAT	In progress and on-going
Internal Systems	Develop more formal systems of information sharing/recording and responding to concerns between SCG and Q&CS	SA Co-ordinator, SCG Manager and Q&CS Manager SAT Admin	In progress
Training	Develop and implement three-year Training Strategy for Safeguarding Adults. Strategy to incorporate: • Mandatory training for all levels of training • The training schedule including all levels of training from Level 1 to Level 3 plus Investigation Training • Bolt-on Workshops • Multi-Agency Training Sub-Group • Multi-Agency Train the Trainer • Delivering targeted training identified within the SAP Board actions • Accreditation for training courses • Benchmarking framework for existing and new courses	SA Training & Development Officer	In progress Draft Strategy to be completed April 2008 Phased implementation over three years beginning in April 2008

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Training CONTINUED	Training Strategy to be linked to SAP Board Strategic/Forward Plan	SA Co-ordinator and SA Training & Development Officer	When Plans are produced
	Link into the Reflective Practice Sub-Group to identify any needs for additional training or for changes or amends to exiting training	SA Training & Development Officer and Safeguarding Manager	When quarterly meeting of the Sub-Group are established
Black and Minority Ethnic Groups	Research BME communities in Sunderland	SA Training & Development Officer	On-going
	Link into Impact Needs Requirement Assessment (INRA) – Action Planning for Safeguarding Adults and the INRA Progress Monitoring Report	SA Co-ordinator and SA Training & Development Officer	In progress
	Attendance at INRA Steering Group Meetings	SA Co-ordinator	On-going
	Establish what links have already been made into BME communities and utilise these links/liaise with identified worker to raise awareness in Safeguarding Adults	SA Training & Development Officer	In progress
Gay, Lesbian and Trans-gender groups	More research into this area	SA Co-ordinator and SA Training & Development Officer	On-going

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Mental Capacity Act	Continue to co-ordinate an on-going multi-agency training programme involving different levels of training for different roles of staff	SA Training & Development Officer	On-going
	Scoping exercise required to establish numbers of staff who still require training	SA Training & Development Officer with Lead Agencies	Completed by October 2008
	Evaluation of all training courses	SA Training & Development Officer	Next LIN Meeting June/July 2008
Deprivation of Liberty Safeguards	To co-ordinate training programme for identified staff at relevant levels	SA Training and Development Officer working with new posts	To be confirmed at next LIN Meeting – June/July 2008
	Creation of two posts to assist in scoping exercise and targeted training programme	Chair of LIN Meeting	
Performance Management Information	To establish robust and effective system of collecting and collating relevant data required for report requests and regular reports such as SAP Board quarterly reports, SMT, Delivery Agreements and Annual Report	Agreement from SAP Board	Agreed data base in place and operational from April 2008
	To incorporate Front Sheet of SWIFT when inputting data so that hazards are raised to Area Teams	SAT Admin	In progress
	To incorporate link to SCG Issues Log	SCG Admin	In progress

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Annual Report 2007-2008	Collate and present statistical information from 2007 to 2008	SA Co-ordinator	June/July 2008
	Present achievements of 2007 to 2008 and outline objectives for 2008 to 2009	SA Co-ordinator	June/July 2008
	Distribute Reports to members of Safeguarding Adults Partnership Board, identified senior managers/ Directorate(s) and to Council members.	SAT	July/August 2008
	Put Annual Report on website so that general public and others can access	SAT	July/August 2008
Best Practice	Contribute to national initiatives, workshops and consultation processes to share good practice and assist in national and regional developments	SAT	On-going
	Contribute to National Journals, Magazines, Newsletters and local press re- our practice	SAT	In progress
	Make use of existing formats for promotion such as local media, our newsletter and leaflets and our website	SAT	On-going
Publicity	Organise regular 'BOOT' (Blow our own trumpet) days to facilitate open discussion and to co-ordinate the above. Devise publicity strategy	SAT	First 'Boot' day scheduled for April 2008 – to run every two months
Website	Update all relevant information on the website	SA Training & Development Officer and SAT admin	May 2008
	Ensure any amendments to the Procedures	SA Training & Development Officer and SAT Admin	As necessary
	Make access/links to sections of the Procedures clearer	SA Training & Development Officer and SAT Admin	May 2008

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
SAP Board Sub-Groups	Re-establish the Training Sub-Group • Review membership and remit	SA Training & Development Officer (Chair of Sub-Group)	Quarterly meetings to be re-established to link into SAP Board Meetings
	Establish the Reflective Practice Sub-Group (identify/ clarify change from the Case Review Sub-Group) • Establish/confirm membership • Ensure relevant links made to training and practice – to identify training needs/changes and to inform practice – procedures/protocols/ guidance	SA Manager (Chair of Sub-Group)	Quarterly meetings to be established to link into SAP Board Meetings
Other Guidance, Protocols and Procedures	Review and develop other areas of multi-agency protocols/guidance or procedures such as: • Links with the Coroner • Links with CPS • Use of photographs in Safeguarding Adults Meetings • Financial Abuse – community awareness, working with the police regarding rogue traders etc. • Tissue viability protocol (City Hospitals/STPCT) • Thresholds of Harm – risk indicators and benchmarks for intervention	SA Co-ordinator SAT Team Relevant Agencies	To prioritise according to need Some in progress
	Ensure all appropriate protocols/guidance in place to meet practice needs	SA Co-ordinator	On-going

PRIORITY	KEY TASK(S)	LEAD	TIMESCALE
Other Guidance Protocols and Procedures CONTINUED	Link into the Reflective Practice Sub-Group to identify need for additional protocols, guidance or procedures or to identify changes or amends to current procedures or existing protocols/guidance	Safeguarding Manager and SA Co-ordinator	When quarterly meetings of the Sub-Group are established
Regional Groups/ Network Links	Input and liaise with local SA Co-ordinators at North East Regional Network Meetings	SA Co-ordinator (Deputy Chair of Network)	Quarterly meetings
	Input into Northern Regional Safeguarding Adults Network	SA Co-ordinator	Quarterly meetings
	Input/link into ADASS Safeguarding Adults National Reference Network	SA Co-ordinator	Quarterly meetings
	Input and liaise with Northern Regional Safeguarding Adults Training Group	SA Training & Development Officer	Quarterly meetings
Links to Local Plans	Service Plan linked to: • Safeguarding Adults Partnership Board Strategic/Forward Plan • Adult Services Corporate Improvement Plan	SA Co-ordinator	In progress
Advice/Information and Consultation	Advice/guidance/information to be offered to all agencies when requested or needed	SAT	On-going
	Agencies signposted to relevant services where appropriate	SAT	On-going

Sunderland **Safeguarding Adults** Partnership Board

Sunderland Safeguarding Adults Team

Tel: **0191 566 1736**

www.alertabuse.org.uk

Sunderland City Council

Working together to stop adult abuse