



South Gloucestershire

# Safeguarding Adults Board

Annual report

2016 – 2017



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# Foreword from the independent chair



Everybody has the right to be free from harm. South Gloucestershire Safeguarding Adults Board is a statutory partnership of those organisations and people with key responsibilities to uphold this right. At the core of our work we have three duties, to develop and publish a strategic plan, publish an annual report and commission safeguarding adult reviews where necessary.

Our Strategic and Business Plan is published both on our website and in this report. We have increasingly sought to work hand-in-hand with the South Gloucestershire Safeguarding Children Board to deliver a more seamless approach. Our stated vision for safeguarding in South Gloucestershire is that children and adults thrive, reach their full potential and live their lives free from harm (violence, abuse, neglect and exploitation). To achieve this we work together and with local communities to improve outcomes and to ensure South Gloucestershire is a place where safeguarding is everybody's business.

The Board is supported by a structure of subgroups who play a substantial role in making our vision and strategy an operational reality for staff delivering services and most importantly those in receipt of services and protection. I take this opportunity to thank those who work so hard as members of these groups and praise their commitment.

The publication of this annual report is an important opportunity to inform our communities of the safeguarding work undertaken, to review where progress has been made and most importantly, determine where future improvement is required. This report sets out with clarity and candour the further work we have prioritised for attention.

Within the period reported there has been no circumstance that has led to a requirement for a safeguarding adult review. Nevertheless opportunities have been taken to scrutinise local practices in order both to learn from the best examples of effectiveness and identify where things can be done better. This report includes a detailed summary of case audits organised by the Quality Assurance subgroup and undertaken by a team of multi-agency staff. Their findings deliver important information to underpin continuous improvement by partners. The audits are reported to the Board in detail and give a window on the realities of safeguarding for those who require support and protection.

A greater than national average growth in the proportion of our South Gloucestershire elderly population is something to be celebrated in terms of longevity and the enrichment that older

people bring to families and communities. It is the case that this population is more likely to present safeguarding issues as a result of health or disability and important that safeguarding activity is properly resourced and skilled to meet demand. We have a lower than national average adult population with a disability or long-term health problem that limits day to day activity. The delivery of reliable safeguarding, with overall increasing demand and in the context of the national austerity programme, makes high quality partnership engagement more necessary than ever.

Circumstances change and it is important that safeguarding approaches are alert to emerging and growing risks. For example, as more people receive support for longer in their homes, staff training and assurance activities need to adapt to this circumstance. As further illustration of the need to be responsive we know that fraud and scam activity is a growing area of financial and emotional abuse from which vulnerable adults need to be protected. We are, as described in this report, working with trading standards to respond to this escalating risk of harm. The Board will always need to remain agile and prepared to adopt new approaches to best deliver safeguarding for our dynamic and ever changing community.

I hope that everyone reading this report will find themselves better informed and encouraged about the contribution they can make to deliver our vision that South Gloucestershire is a place where safeguarding is everybody's business.



Sally Lewis OBE

Independent Chair

# About the annual report

The South Gloucestershire Safeguarding Adults Board's (SGSAB) annual report is designed to give an overview of the multi-agency work across South Gloucestershire in pursuit of the government's aims to:

- stop abuse or neglect wherever possible
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- Safeguarding adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned;
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult
- address what has caused the abuse or neglect.

The report provides information about South Gloucestershire generally, about the Board and what it does and then goes on to provide information about safeguarding activity. This information covers both the safeguarding activity to individuals and also the work of the Board and its subgroups to monitor, support and improve the services available. At the end of the report is a statement of the plans for the year 2017 - 2018.

In line with statutory requirements and best practice the SGSAB annual report and 2016-17 business plan will be shared with:

- the director of Children, Adults and Health
- the chief executive
- the Police and Crime Commissioner
- the Children, Adults and Health Cabinet
- the Health and Wellbeing Board
- the Safer and Stronger Communities Strategic Partnership
- the Safeguarding Children Board.

This report has been authored by Sarah Taylor, Safeguarding Board Business Manager with the assistance of several contributors including subgroup chairs, performance analysts and the independent chair.

The report was approved by SGSAB on 7 September 2017 and published on the SGSAB website on 12 September 2017.

Should you require the report in any other format to support accessibility please contact Sarah Taylor with your request: [sarah.taylor2@southglos.gov.uk](mailto:sarah.taylor2@southglos.gov.uk)

# Glossary of terms

- CCG Clinical commissioning group
- CPD Continuing professional development
- CQC Care Quality Commission
- DA Domestic abuse
- DBS Disclosure and Barring Service
- DV Domestic violence
- FGM Female genital mutilation
- GP General practitioner
- IRO Independent reviewing officer
- LA Local authority
- LSCB Local safeguarding children board
- MASH Multi-agency safeguarding hub
- MAPPA Multi-agency public protection arrangements
- MARAC Multi-agency risk assessment conference
- Misper Missing person
- Prevent A government programme aimed at preventing radicalisation
- SAR Safeguarding adult review
- SGSAB South Gloucestershire Safeguarding Adults Board
- SGSCB South Gloucestershire Safeguarding Children Board

# About the Board

From April 2015 with the implementation of the Care Act 2014 the Safeguarding Adults Board (SAB) has been placed on a statutory basis. Prior to that it functioned as a multi-agency partnership following 'No Secrets Guidance' on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000).

The overarching purpose of a SAB is to help and safeguard adults with care and support needs. It does this by:

- assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance
- assuring itself that safeguarding practice is person-centred and outcome-focused
- working collaboratively to prevent abuse and neglect where possible
- ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred
- assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

SABs have three core duties. They must:

- develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute
- publish an annual report detailing how effective their work has been
- commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.

The main objective of the Board is to improve local safeguarding arrangements and ensure partners act to help and protect adults experiencing, or at risk of neglect and/or abuse. The SGSAB is a multi-agency strategic Board that will coordinate the strategic development of adult safeguarding across South Gloucestershire, ensure the effectiveness of the work undertaken by partner agencies and organisations in the area and promote the safeguarding of adults within South Gloucestershire through working together. This involves raising awareness of adult safeguarding to reduce abuse and protect adults at risk. Where abuse is found to have occurred, agencies work together to support future protection and recovery.

The SGSAB has an independent chair – Sally Lewis. Sally is accountable to Peter Murphy, Director of Children, Adults and Health at South Gloucestershire Council.

The SAB structure can be seen in [Appendix one](#). The Memorandum of Understanding for Board members is shown in [Appendix two](#). Board membership and attendance for the year 2016/17 can be seen in [Appendix three](#) and a financial report is at [Appendix four](#).

The Care Act 2014 sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect. It gave local authorities new safeguarding duties and as a result of this Act, safeguarding adult boards became statutory.



"Until now it's been almost impossible for people who need care, carers, and even those who manage the care system, to understand how the previous law affecting them worked. Over nearly 70 years it has been added to again and again and is out of date and confusing. The Care Act has created a single, modern law that makes it clear what kind of care people should expect."

Care Minister Norman Lamb

## The Six Safeguarding Principles

1. **Empowerment:** people being supported and encouraged to make their own decisions and give informed consent
2. **Prevention:** it is better to take action before harm occurs
3. **Proportionality:** the least intrusive response appropriate to the risk presented
4. **Protection:** support and representation for those in greatest need
5. **Partnership:** local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse
6. **Accountability** and transparency in safeguarding practice





# Living in South Gloucestershire

South Gloucestershire is a mix of long established urban communities, market towns, small villages and substantial new development. Characterised by very differing communities with individual needs and aspirations, the diversity of its landscapes and neighbourhoods contribute to a high quality of life.



South Gloucestershire's location and its proximity to the city of Bristol present a number of cross boundary opportunities and challenges which are dealt with by working in partnership with the neighbouring authorities of Bristol City, Bath and North East Somerset and North Somerset.

South Gloucestershire has been one of the fastest growing areas in the country.

- 62% of the population lives in built up areas adjoining Bristol
- 18% live in the towns of Chipping Sodbury, Thornbury and Yate
- 20% live in more rural areas.

The recently completed [Joint Strategic Needs Assessment](#) shows that South Gloucestershire is on the whole a relatively affluent area. Only 16% of local authority areas in England are estimated to be more affluent than South Gloucestershire. However there are pockets of deprivation where health outcomes are less good.

According to the 2011 census 18% of the population aged sixteen and over has day to day activities limited by a long term health problem or disability, which is lower than the England average of 21%. Based on the 2011 census figures it is estimated that there are currently approximately 22,500 people aged 65 or over with a limiting long term illness that limits their day to day activities. This figure is predicted to rise to 33,400 by 2030. Of those aged 18-64, it is estimated that there are approximately 16,800 with a moderate or severe physical disability, a figure set to rise to 18,000 by 2030. From a safeguarding perspective a proportion of people with

disabilities or severe ill health will be perceived as at risk as a result of ill health or disability.

The area is served by Avon and Somerset Police Constabulary and a Police and Crime Commissioner.

Services are provided by South Gloucestershire Council unitary authority.

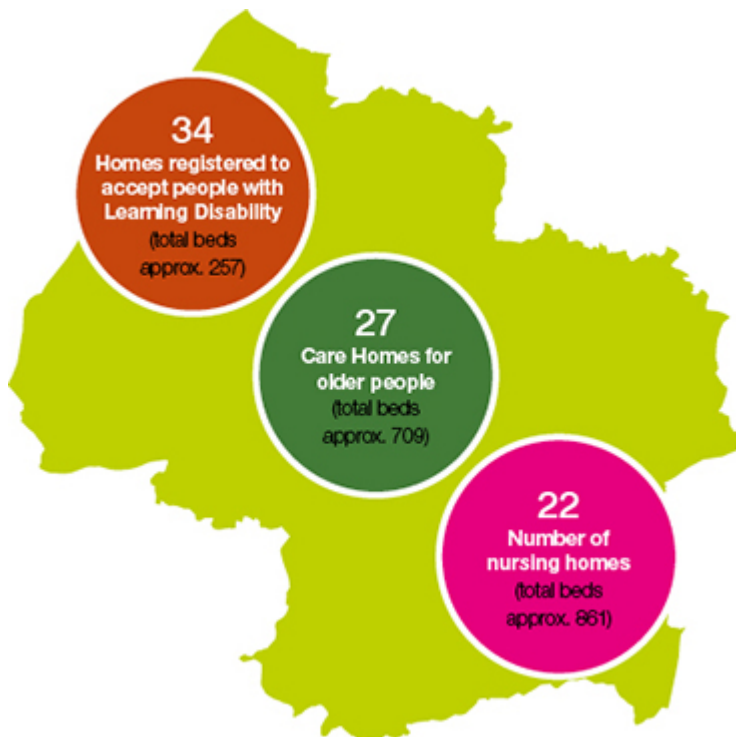
Health services are delivered by South Gloucestershire Clinical Commissioning Group, Avon and Wiltshire Mental Health Trust, North Bristol Trust and other commissioned providers.

There are three custodial establishments in the area. HM Prison Ashfield and HM Prison Leyhill are both prisons for men and HM Prison Eastwood Park for is women.

Probation and Rehabilitation Services are provided by The National Probation Service and The Bristol, Gloucestershire, Somerset and Wiltshire Community Rehabilitation Company (**BGSW CRC**)

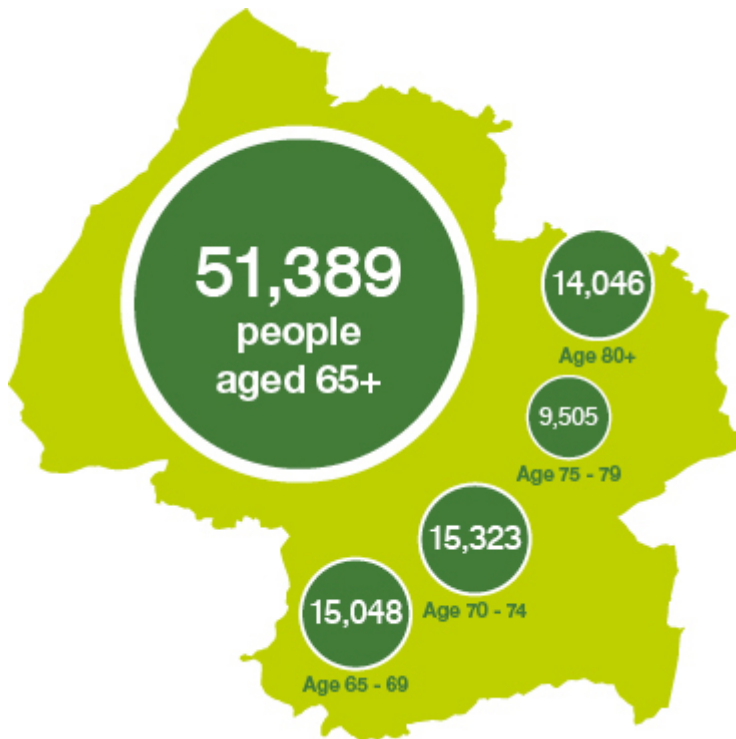
# Care in South Gloucestershire

Increasingly, people are being supported at home for longer periods. In general homes for people with learning difficulties or disabilities tend to be smaller than homes for older people. Homes for people with learning difficulties house 3 – 35 people and care homes, including nursing homes for older people house 23 – 80 people.

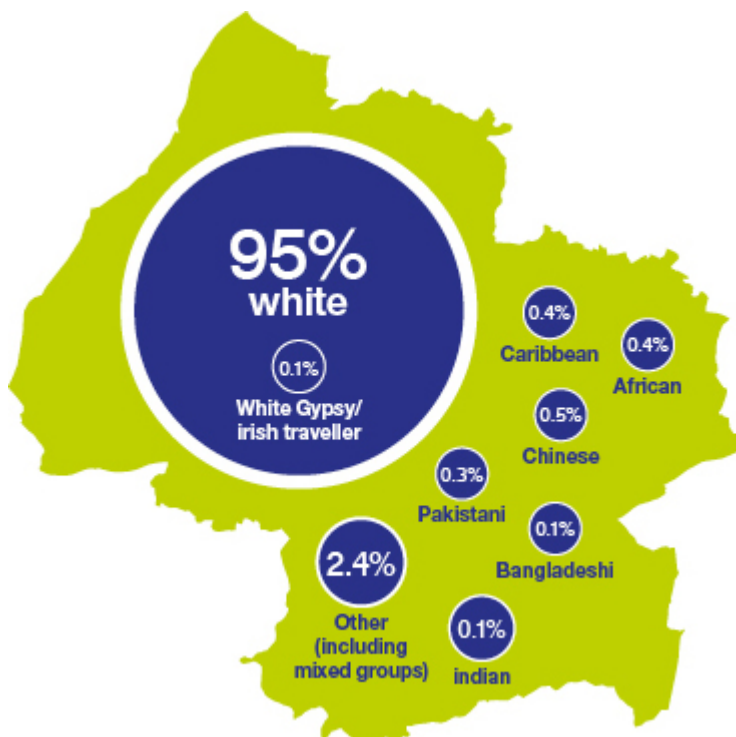


According to figures obtained from the last Census (2011) the growth in older people in South Gloucestershire is above the national average.

From a safeguarding perspective a higher proportion of older people will be perceived as at risk as a result of ill health or disability.



The statistics in this map diagram show the age group data for adults over 65 living in South Gloucestershire according to the mid-year estimates published by the Office for National Statistics.



This ethnicity data for people in South Gloucestershire is taken from the 2011 census information.

### Domiciliary care providers in South Gloucestershire

Domiciliary care, sometimes called home care, is rapidly becoming a popular alternative to residential and nursing care. It enables those with varying care needs (through illness, long-term medical issues or old age) to remain in their own home indefinitely, or for a longer period of time

than was previously possible.

We work with 45 providers of domiciliary care in South Gloucestershire and we work hard to build good relationships with them.

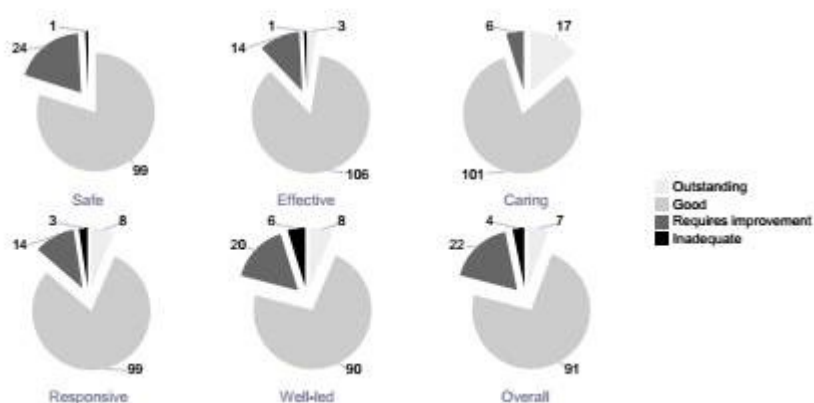
The Care Quality Commission (CQC) provide South Gloucestershire with an area profile based on their inspections of providers. This data includes domiciliary care, along with other care providers in the local authority area.

The proportion of providers with either a current outstanding or good rating is almost 9% higher than the national average

	Outstanding	Good	Requires Improvement	Inadequate
<b>S. Glos</b>	4.66%	73.06%	21.24%	1.04%
<b>National</b>	2%	67%	27%	4%
	(747)	(26676)	(10776)	(1623)

This data is also broken down by domain:

Rating	Safe	Effective	Caring	Responsive	Well-led	Overall
Outstanding		3	17	8	8	7
Good	99	106	101	99	90	91
Requires improvement	24	14	6	14	20	22
Inadequate	1	1		3	6	4



# Summary of safeguarding activity in South Gloucestershire

The Safeguarding Adults Board oversees analysed performance data for safeguarding in South Gloucestershire via the Quality Assurance subgroup, and at the full Board.

When someone contacts the council's customer service desk about a situation which concerns them, a record is made of that contact. This is called a **safeguarding concern**. Trained staff make a decision based on the information they have been given as to whether the situation is one which requires further enquiries within the safeguarding process.

## Example of a safeguarding concern one

Mary's mother was not given her medication this morning. When Mary speaks to the nursing home staff they check with a health colleague who says the medication can be given later. This would be recorded but not progressed as a safeguarding concern.

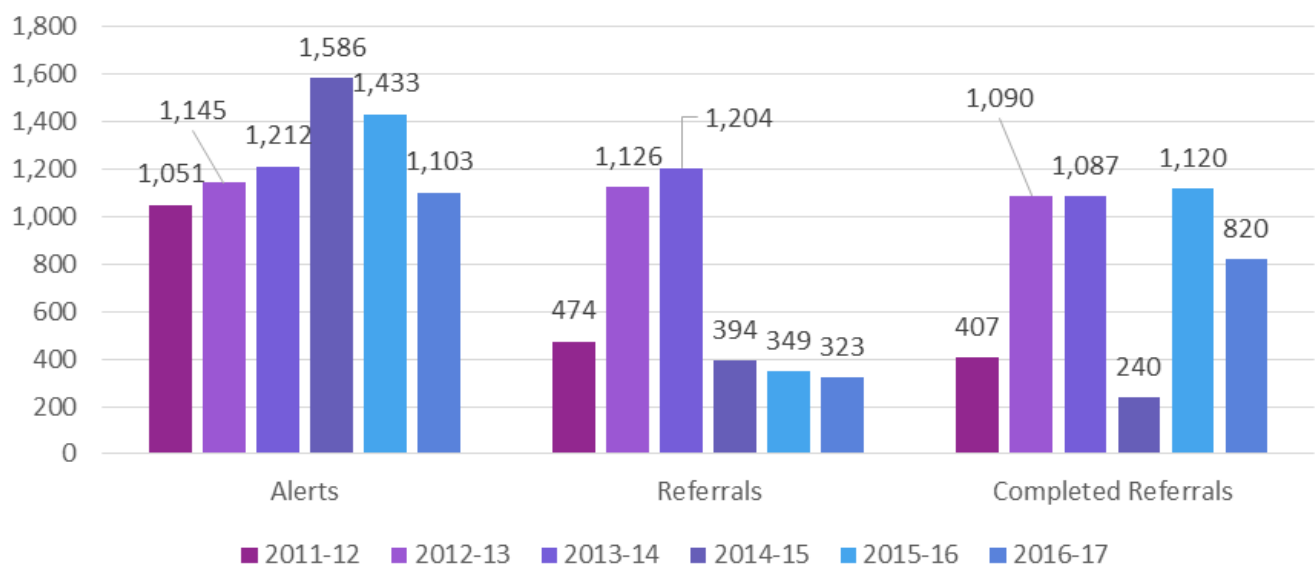
When a concern is raised, a referral is generated. The referral will be closed at the end of the safeguarding involvement whether this is after a few days of information gathering and analysis, or after several months of enquiry, including a risk assessment and the development and implementation of a safeguarding plan.

## Example of a safeguarding concern two

Mary's mother was not given her medication this morning. This is medication for Parkinson's disease and is time specific. When Mary speaks to the nursing home staff they don't seem worried and say she will just get her next dose on time. This is likely to progress to a further enquiry.

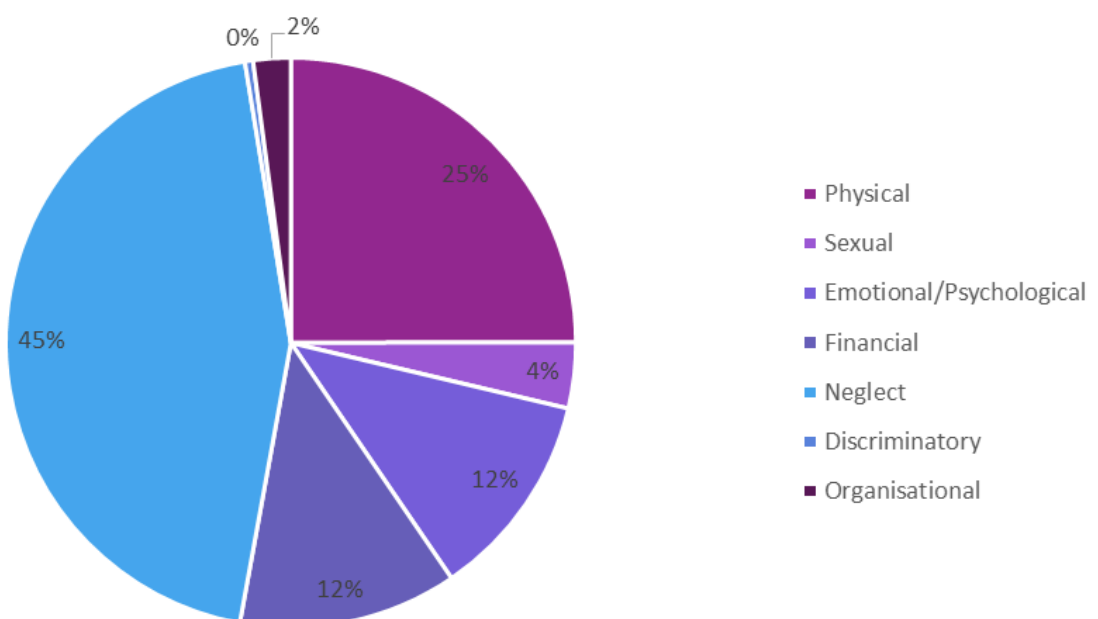
This section of the report looks at data we have for safeguarding activity between April 2016 and March 2017.

## Alerts, Referrals & Completed Referrals - 2011/12 - 2016/17



The reason for an apparent drop in referrals, is that lower level concerns, such as the example given about medication being missed with no risk (example one) are no longer counted as a safeguarding referral, but are recorded separately. If both sets of figures were to be combined, there would in fact be an increase.

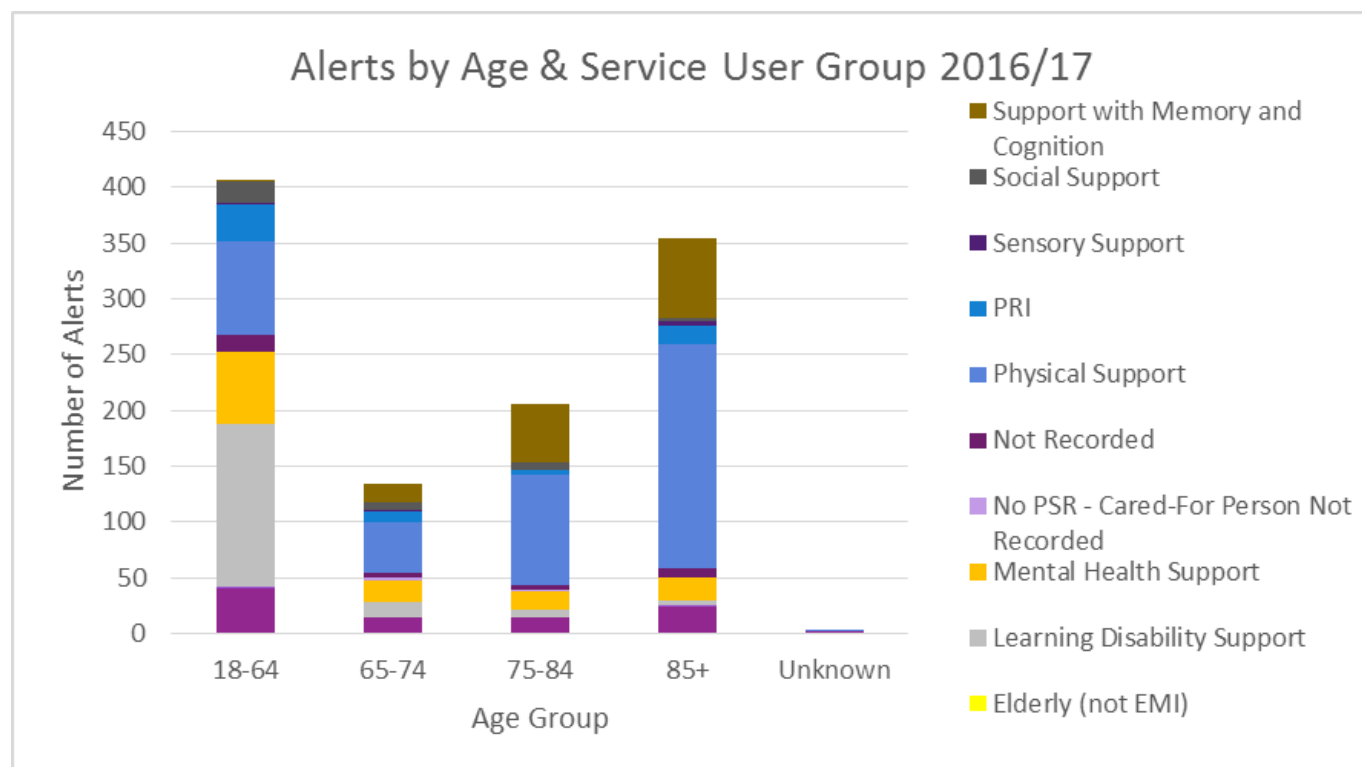
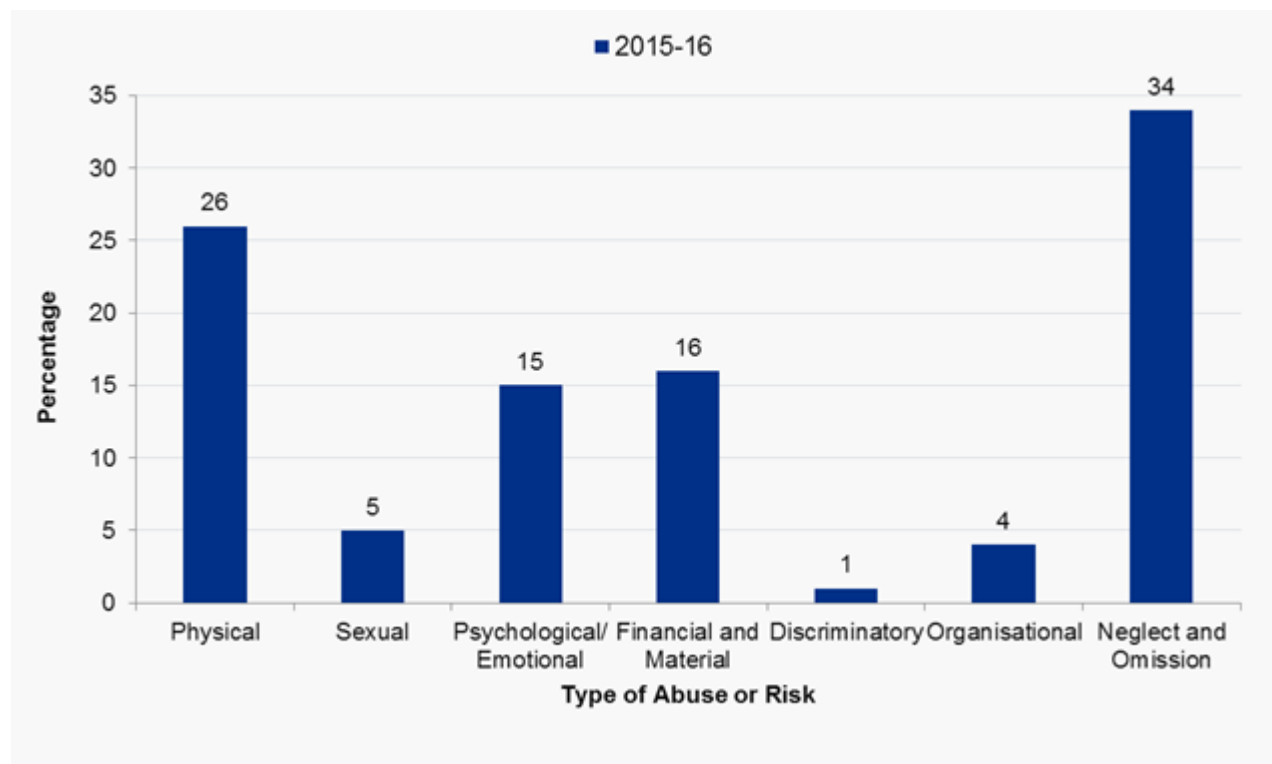
## Referrals by Category of Abuse 2016/17





There have not been major changes in the categories of abuse, they remain consistent with last year's figures. There has been a slight change with referrals about organisational abuse, as in the previous year this was 0%. We have improved our recording of categories during this period.

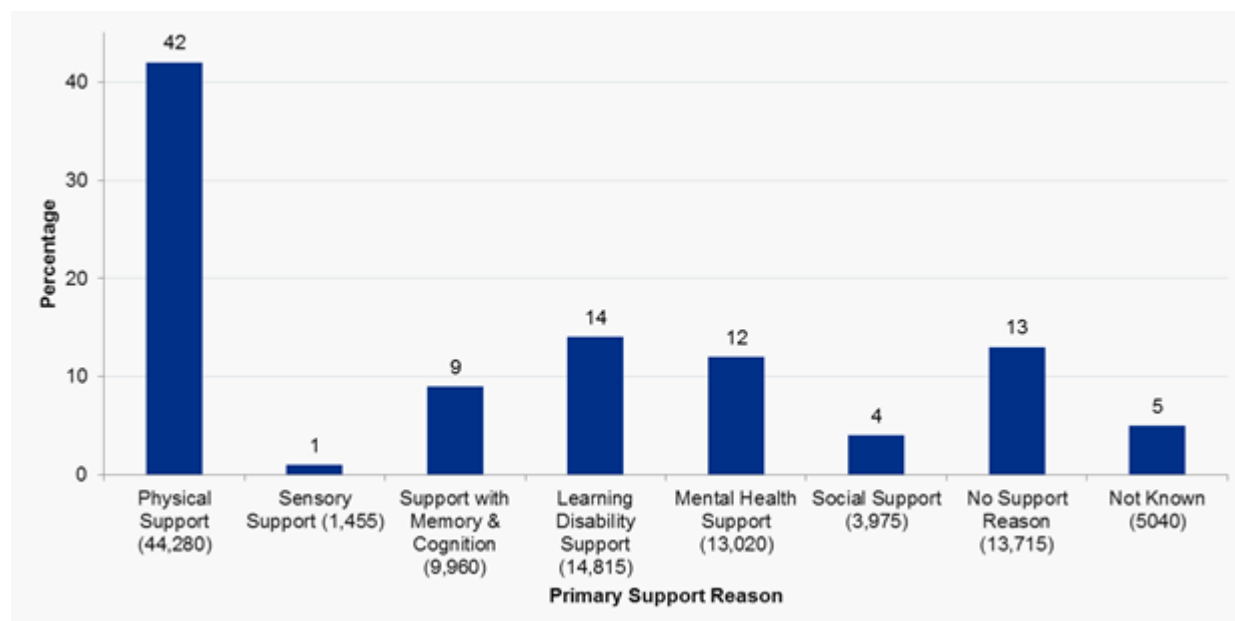
This chart demonstrates a comparator with the rest of England from the most recent statistics available (NHS Digital). Our proportion of neglect cases are slightly higher than the national percentage, but overall our statistics are broadly in line with the rest of England.



The category elderly (not EMI) is an old category of recording and one that is no longer being used. For younger people, the majority of concerns relate to mental health and learning disability. These have a tendency to be lower level concerns. The number of all concerns reported for those over 65 is much greater and the majority of work happens with older members of the population.

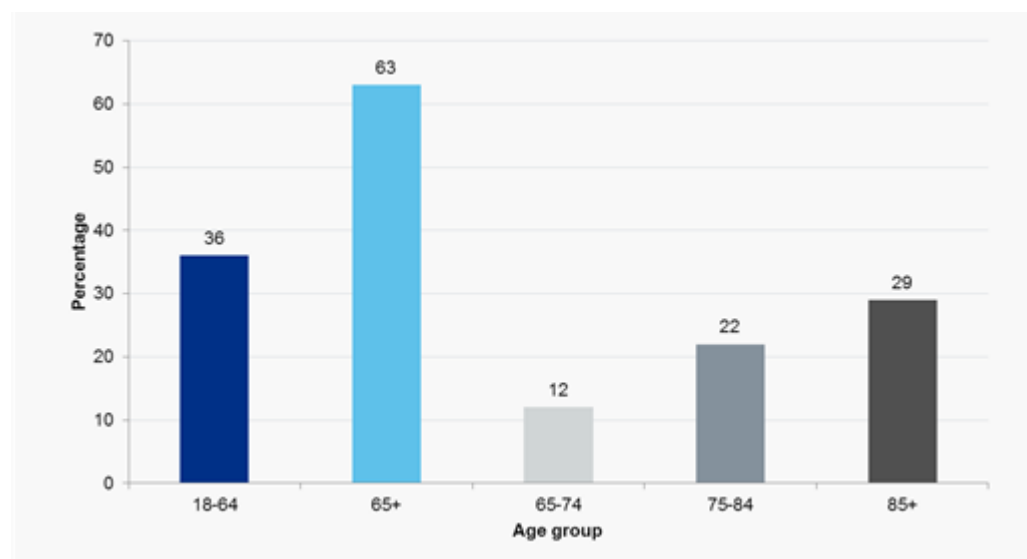
The most recent national comparators (England) show that South Gloucestershire statistics are in line with the rest of England in terms of the primary support reason.

Physical Support is 42% for England and 39% for South Gloucestershire.

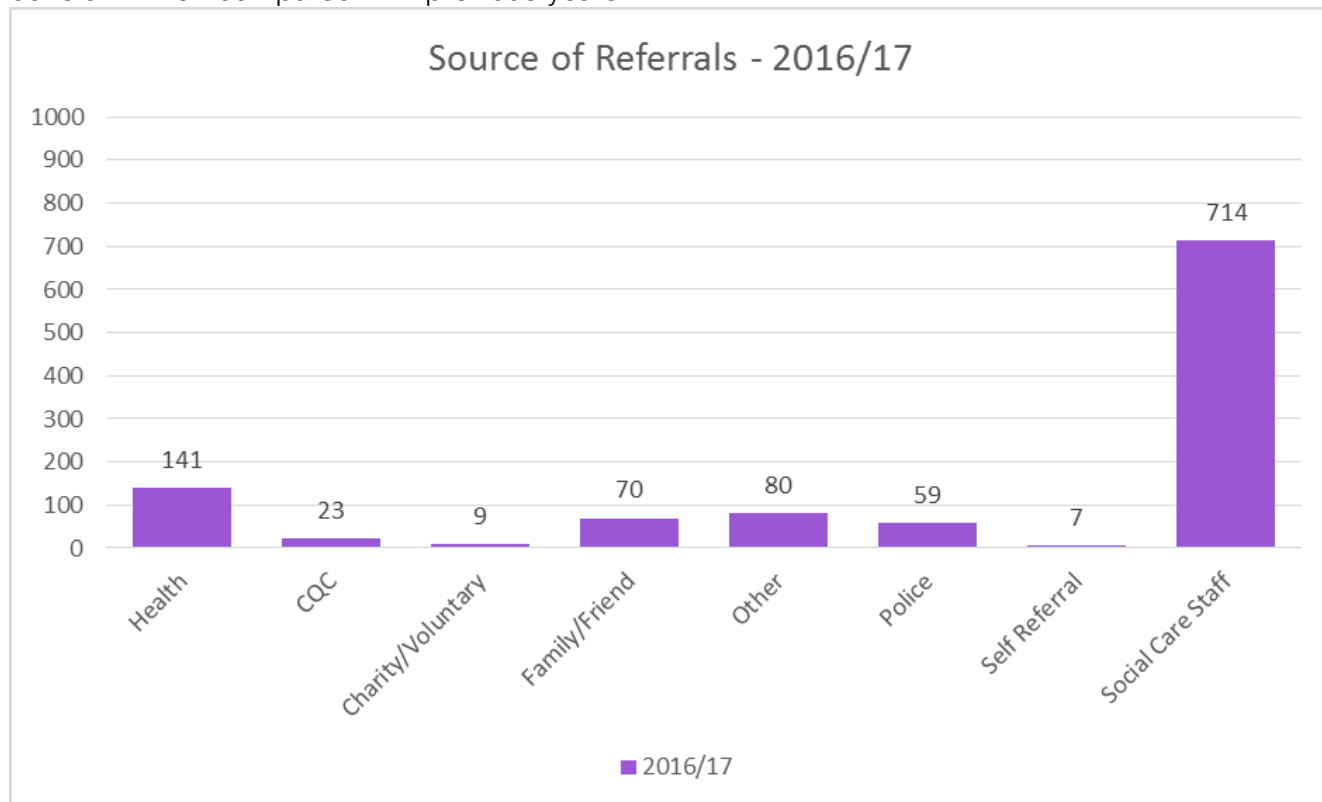


Learning Disability Support is 14% for England and 15.4% for South Gloucestershire and Mental Health Support is 12% for England, and 11% for South Gloucestershire.

The age statistics for England also show that South Gloucestershire's statistics are as expected. For England 36% of alerts are for the 18-64 age group and in South Gloucestershire 37%. Both the England statistic for those aged 65 and above and the South Gloucestershire statistic are 63%.

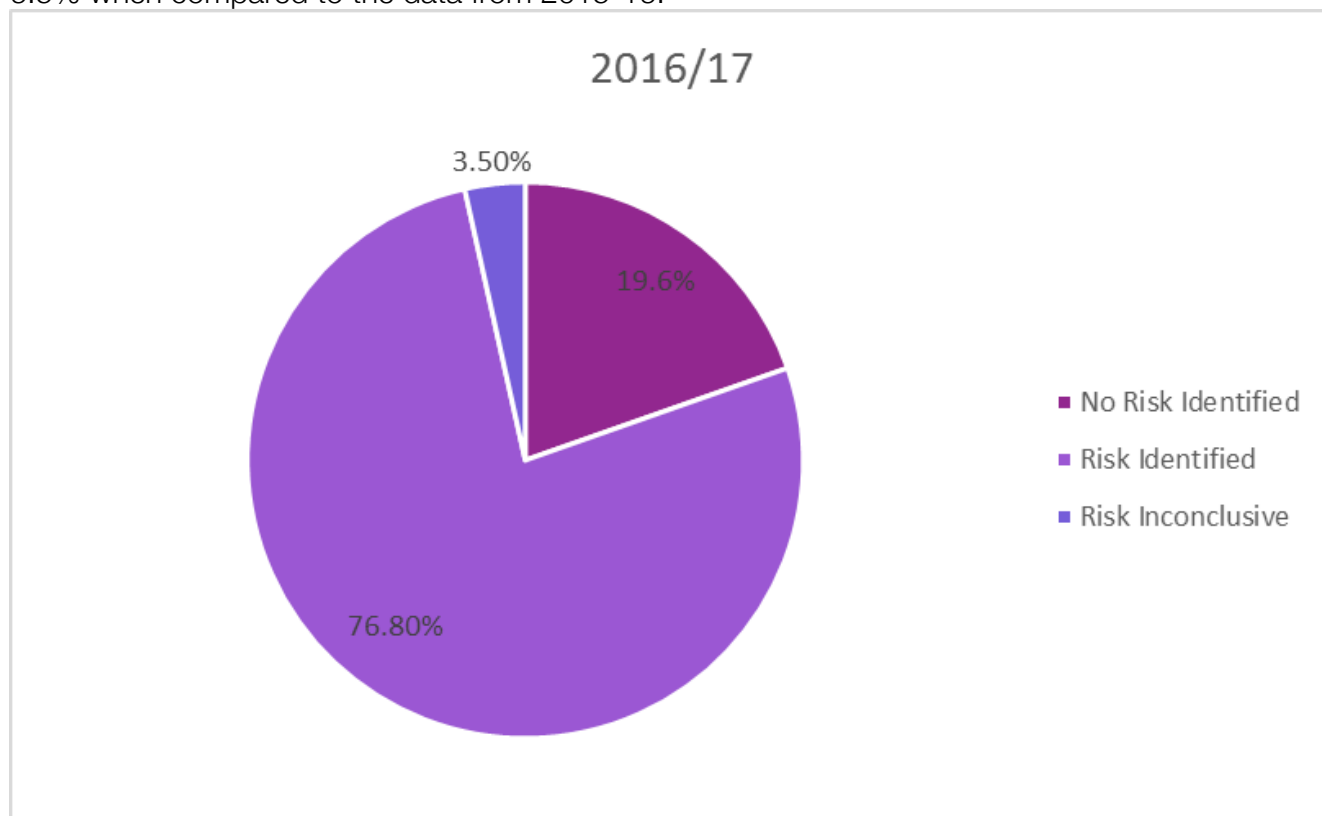


The majority of safeguarding concerns continue to come from social care staff. Figures remain fairly constant when compared with previous years.



## Safeguarding outcome

There has been a rise over this period in cases where risk has been identified. This has risen by 6.5% when compared to the data from 2015-16.



# Organisational enquiries for 2016-2017 (previously institutional investigations)

In June 2016 South Gloucestershire Safeguarding Adults Board adopted the multi-agency procedures developed across five local authority areas of Bath & North East Somerset, Bristol, South Gloucestershire, North Somerset and Somerset. In September 2016 supplementary practice guidance was adopted to accompany the procedures in relation to responding to organisational abuse.

There is a need for assessment and judgement in determining when poor practice becomes an adult safeguarding issue. Addressing four key questions will support the decision to initiate an organisational abuse investigation:

- Is the incident of a **type** to indicate organisational abuse?
- Is the incident of a **nature** to indicate organisational abuse?
- Is the incident of a **degree** to indicate organisational abuse?
- Relating to these three questions, is there a **pattern and prevalence** of concerns about the organisation?

Based on Care Quality Commission numbers, within South Gloucestershire there are:

- 58 care homes
- 22 care homes with nursing
- 46 domiciliary care providers
- 9 supported living services
- 6 extra care housing services.

Care homes



Care homes with nursing



Domiciliary care providers



Supported living services



Extra care housing services



There are 921 beds within the care homes with nursing and 951 within the care homes.

This reflects the fact that the majority of nursing homes are for older people and have between 40 and 80 beds. The care homes will range from 4 to 50 beds with many being small homes in the 4 – 10 bed range providing services for people with learning difficulties.

There continue to be a significant number of full organisational enquiries. The level of enquiry is proportionate and varies from a desk top review to a full enquiry and follow up which can last for many months. These enquiries are triggered either when someone raises a concern about the whole service or the organisation, or where there are a pattern of concerns. Sometimes enquiries begin because no safeguarding concerns have ever been reported. This review involves examining the concerns to establish if there are any themes. If there are concerns, contact would be made with commissioning teams to determine next steps. The aim is to achieve the earliest intervention with providers in order that concerns are tackled effectively and promptly.

In 2016- 17 there were nine occasions where situations progressed beyond the initial screening and went to a full review with other services within the multi-agency forum. In a small number of situations it was necessary to stop placing people with a service whilst action was taken to ensure a safe provision.

We work closely with neighbouring local authorities and other placing authorities, especially where residents are from outside South Gloucestershire or residents of South Gloucestershire are placed elsewhere.

## Equalities Impact Assessment

Each quarter the SGSAB receives a performance report which includes information related to equalities data.

### Analysis

Referrals into social care show that 85.5% of referrals are for people who describe themselves as White British. 5.4% of referrals are for people who describe themselves as 'other ethnic group'. This shows that our referrals received for people of other ethnic groups is lower than would be expected when compared to the population of South Gloucestershire (8.3% other ethnic group). However, 3.5% of people refused to give ethnicity data and for 5.6% this data was not obtained.

For adults aged 18-64, 57% of referrals are for women and 43% for men. This shows that males are underrepresented when compared to expectations based on population data for South Gloucestershire. For adults aged 65+, 66.3% of referrals are for women, and 33.7% for men. Again this shows that males are underrepresented when compared to expectations based on population data for this age group in South Gloucestershire.

40.8% of referrals received are for adults where the primary support need is a physical disability and 16.4% where the primary support need is a learning disability. This is in line with national data which shows a similar rate of referrals in respect of the protected characteristic of 'disability' (England: 40% physical disability; 15% learning disability).

## Action

As a Board we will monitor on an ongoing basis throughout 2017-18 to look for any emerging trends. We will do this by examining the performance data on a quarterly basis.

Should trends emerge we will formulate a plan to address this.

# Communication

A multi-agency communications group, that includes representatives from both the Safeguarding Children and Safeguarding Adults Boards, meets quarterly. The group is accountable to the boards and works to an agreed annual communications plan, supporting the boards' objectives and planning and delivering effective communications to:

- ensure that safeguarding is everybody's business
- deliver the common message of 'if in doubt – speak out' across all safeguarding services
- proactively raise awareness of safeguarding issues and the role members of the public can play to create a safer community and enable them to be more likely to recognise and report abuse
- promote creative and engaging safeguarding campaigns that address the issues identified within our community
- promote the welfare of vulnerable people whether they are children, young people or adults, and their rights to be free from abuse.
- reassure vulnerable children, young people, adults and their families and the general public that they will be listened to and to give details of what happens if a safeguarding concern is reported.

## Key achievements

### Website

Significant work has been undertaken by the SGSAB to develop its digital capabilities to communicate with all stakeholders. The website is central to this work.

The SGSAB website is accessible, mobile device friendly, easy to navigate and well used. The SGSAB website has received 29,361 page views over the last year.



### Stop Adult Abuse Week

The SGSAB participated in the 'Stop Adult Abuse Week' campaign to raise public awareness of

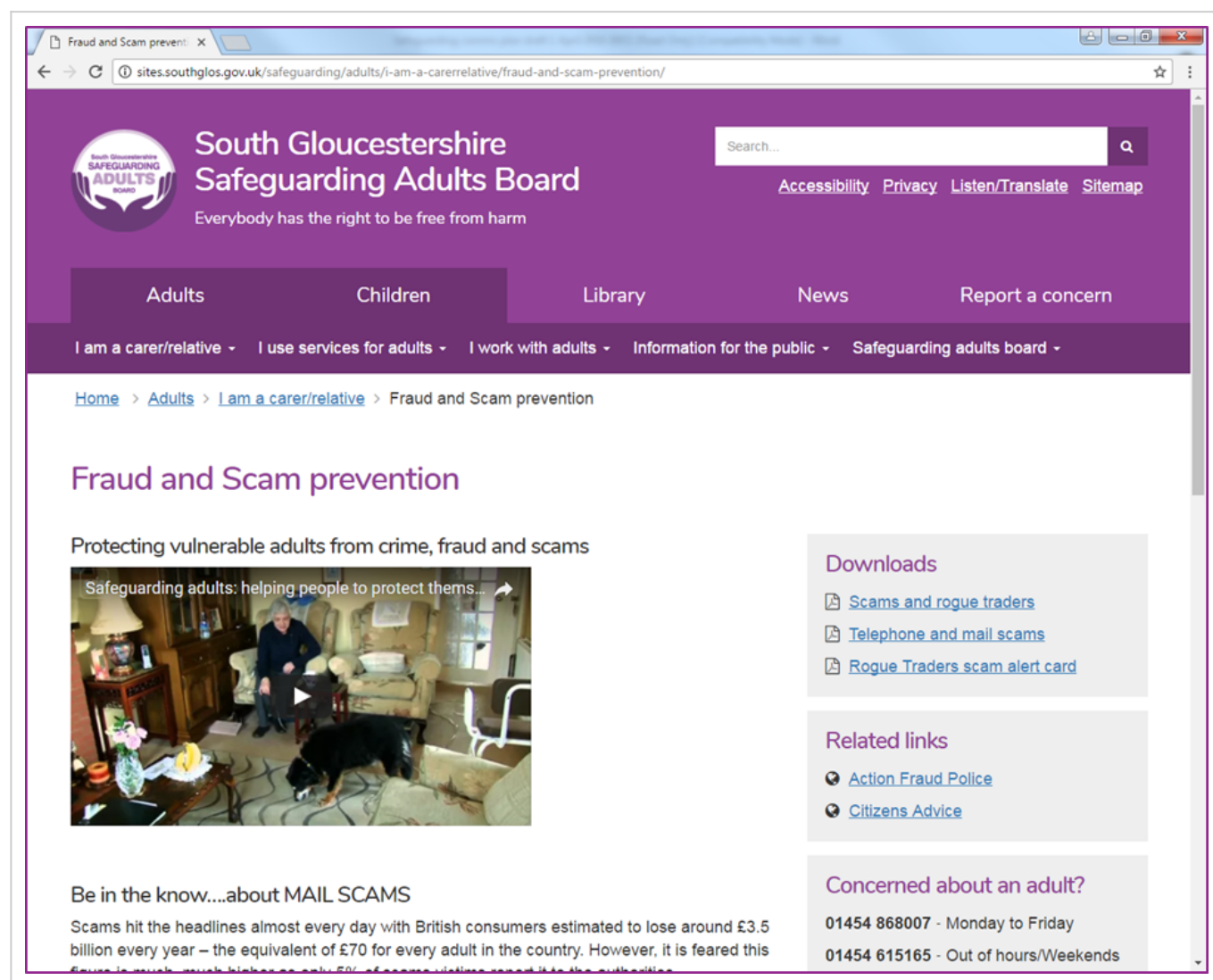


safeguarding and supporting the public to report any concerns. The leading message was 'If in any doubt, speak out'. Posters and guidance were distributed to board members, providers and local organisations including supermarkets and GP surgeries. One of the tweets posted by South Gloucestershire Council reached 5402 people.

During the week in June 2016, a social media campaign was coordinated across the areas, highlighting to staff, service users, partners and the public, that we can all play our part in raising awareness and encouraging reporting.

## Fraud and Scam Prevention

We have worked with trading standards to help raise awareness of fraud and scam prevention and how to protect vulnerable adults from crime, fraud and scams. The SGSAB website now contains new content with information for stakeholders including a Social Care Institute for Excellence (SCIE) film.



The screenshot shows a web browser displaying the South Gloucestershire Safeguarding Adults Board website. The URL in the address bar is [sites.southglos.gov.uk/safeguarding/adults/i-am-a-carerrelative/fraud-and-scam-prevention/](https://sites.southglos.gov.uk/safeguarding/adults/i-am-a-carerrelative/fraud-and-scam-prevention/). The website has a purple header with the board's logo and name, a search bar, and links for Accessibility, Privacy, Listen/Translate, and Sitemap. Below the header is a navigation menu with tabs for Adults, Children, Library, News, and Report a concern. A secondary menu lists various user roles: I am a carer/relative, I use services for adults, I work with adults, Information for the public, and Safeguarding adults board. The main content area is titled 'Fraud and Scam prevention' and includes a breadcrumb trail: Home > Adults > I am a carer/relative > Fraud and Scam prevention. The page features a video player with the title 'Safeguarding adults: helping people to protect them...' and a thumbnail image of an elderly person sitting in a chair. To the right of the video is a 'Downloads' section with links to 'Scams and rogue traders', 'Telephone and mail scams', and 'Rogue Traders scam alert card'. Below this is a 'Related links' section with links to 'Action Fraud Police' and 'Citizens Advice'. At the bottom of the page is a section titled 'Be in the know....about MAIL SCAMS' with text about the financial impact of mail scams. On the right side of the page, there is a 'Concerned about an adult?' section with two phone numbers: 01454 868007 (Monday to Friday) and 01454 615165 (Out of hours/Weekends).

South Gloucestershire Safeguarding Adults Board  
Everybody has the right to be free from harm

Search...

Accessibility Privacy Listen/Translate Sitemap

Adults Children Library News Report a concern

I am a carer/relative - I use services for adults - I work with adults - Information for the public - Safeguarding adults board -

Home > Adults > I am a carer/relative > Fraud and Scam prevention

## Fraud and Scam prevention

Protecting vulnerable adults from crime, fraud and scams

Safeguarding adults: helping people to protect them...

**Downloads**

- Scams and rogue traders
- Telephone and mail scams
- Rogue Traders scam alert card

**Related links**

- Action Fraud Police
- Citizens Advice

**Concerned about an adult?**

01454 868007 - Monday to Friday  
01454 615165 - Out of hours/Weekends

**Be in the know....about MAIL SCAMS**

Scams hit the headlines almost every day with British consumers estimated to lose around £3.5 billion every year – the equivalent of £70 for every adult in the country. However, it is feared this figure is much, much higher as only 5% of scam victims report it to the authorities.

# Making safeguarding personal

Making safeguarding personal questionnaires are given to service users after their involvement in the safeguarding process.

This helps us to hear the views of people we work with and change practice where themes emerge.

In 2016-17 we learned the following:

- 96% understood why the worker came to see them
- 92% felt listened to
- 35% thought something could have been better
- 96% knew what would happen and their choices
- 88% were kept up to date.

Understood why the worker came to see them



Knew what would happen and their choices



Thought something could have been better



Were kept up to date



Felt listened to



# Ensure effective leadership, roles and responsibilities within the Safeguarding Board

## What has been achieved

The multi-agency safeguarding policy written jointly with Bath and North East Somerset, Bristol, North Somerset and Somerset has been agreed and published. Our own local safeguarding procedures and the organisational abuse procedures have also been agreed.

The purpose of these procedures is to provide professionals and members of the public with a clear understanding of what constitutes abuse, as well as when and how to report concerns, and what will happen once concerns are reported. This has enabled us to develop a more consistent approach to our safeguarding responsibilities.

The subgroup chairs meet together quarterly to agree the Safeguarding Board work planning and agree agenda items.

Agency representation at the Board is good, and the right people attend to represent their organisations.

## Areas of weakness

There has been some feedback that the procedures around reporting lower level concerns is not clear enough. This has led to some agencies over reporting matters that do not need to be notified.

The majority of subgroups are well established, however the Safeguarding Adults Review (SAR) subgroup has not yet been firmly established with agreed terms of reference. There have been a number of changes of chair which has added to the drift experienced by this group.

## 2017-18 priorities

- the multi-agency safeguarding policy and procedures and the organisational abuse procedures will need to be reviewed to ensure that they remain fit for purpose. Particular attention will be paid to the wording around reporting lower level concerns, to make this message clearer
- SAR subgroup to establish quarterly meetings and be flexible to convene extraordinary meetings when required
- SAR subgroup to review terms of reference, and ensure partners are clear about when and how to refer.

# Actively seek to capture and act upon the voice of those affected by safeguarding concerns

## What has been achieved

The Communication and Engagement subgroup has grown, with a number of partner agencies joining the subgroup. Representation is from South Gloucestershire CCG, Avon & Somerset Constabulary, Sirona, South Gloucestershire youth services, South Gloucestershire safeguarding leads for both adults and children and is chaired by Freeways, a charity that supports people with learning disabilities. Due to this diversity of representation there is a wider opportunity to gather views and think widely about the views of adults and children affected by safeguarding concerns.

## Areas of weakness

- hearing the voice of people in 'hard to reach' and minority groups
- regular completion of the 'Making Safeguarding Personal' form.

## 2017-18 priorities

- identifying those who are affected by safeguarding who are not currently being reached effectively. We will make use of the Joint Strategic Needs Assessment (JSNA) to support this
- make better use of existing service user groups within the Communication and Engagement subgroup and the wider SGSAB
- look at strengthening the process of safeguarding and ensuring all adults and adults at risk are aware of the process and what this entails
- production of leaflets, with participation of service users to distribute to members of the public
- measure collation between campaigns and responses
- monitor responses from making safeguarding personal surveys, and ensure the responses are shared and learning appropriately embedded in practice.

# Strengthen board communication, member dissemination, practitioner feedback

## What has been achieved

- the multi-agency safeguarding policy and procedures and the organisational abuse procedures have been published on the website and circulated widely among all agencies represented at SGSAB
- the joining up of the Communications and Engagement subgroup with the South Gloucestershire Safeguarding Children Board
- both boards support each other in ensuring that the communication is clear and widely disseminated
- both boards have linked into national and local campaigns to deliver the safeguarding message.
- SGSAB newsletters are distributed to all members for dissemination and are published on the website.

## Areas of weakness

- a lack of Board member communication is worrying – when members are requested to give their responses, only a small minority of members provide feedback
- it is difficult to identify how much information is being shared and disseminated within organisations and agencies and how well messages are communicated with practitioners.

## 2017-18 priorities

- SGSAB newsletter to be enhanced with case studies that will include key messages for professionals
- check and test with practitioners to ensure information is being disseminated effectively to the workforce
- 'Mystery Shopper' activity to be undertaken by the board manager in autumn 2017.

# Assuring the quality of safeguarding practice in South Gloucestershire and prioritising and sharing best practice

## What has been achieved

The wide range of multi-agency training programmes has been maintained, contributing to the overall work to ensure that workforces in South Gloucestershire have high standards around safeguarding adults, know what they need to do to support vulnerable people and can spot and report any concerns quickly.

The second local workforce survey on the theme of safeguarding adults and mental capacity training has provided valuable information and examples of how agencies are taking positive steps to safeguard vulnerable adults. A number of areas of good practice were highlighted.

Making safeguarding personal has been incorporated into the social work team's process for safeguarding. Questionnaires are given to service users.

## Areas of weakness

We need to lead work on behalf of the SGSAB to recommend what the local expectations for safeguarding training should be for different types of worker, based on their level of responsibility in safeguarding, and at each stage of their employment.

We also need to set out the content that training should cover at each 'level', detailing what the SGSAB expects this will include.

Not all social workers are giving the making safeguarding personal documents out on a consistent basis. The data shows that there are big variations in the responses received from individual social workers. There is clearly work to do to ensure this happens on a more consistent basis.

## 2017-18 priorities

To enable the workforce to understand the best practice for safeguarding training as described above, we plan to use national competency frameworks for safeguarding adults to provide a clear set of expectations. We plan to launch these by the end of 2017. This will give clear information to help employers when choosing a safeguarding training provider, because they can insist that the training covers the SGSAB expectations.

To promote use of the 'Making Safeguarding Personal' forms and continue to monitor and audit their use. To support teams to ensure this information is gathered in an appropriate manner. This will include providing an online version of the form on the SGSAB website.

The Policy and Procedure subgroup will incorporate lessons learned from multi-agency audits

undertaken by the Quality Assurance subgroup, along with safeguarding adult reviews, when developing and reviewing procedures and practice guidance.



# Promote a learning and improvement culture which responds to identified developments and actions

## What has been achieved

The SAB's multi-agency programme of training courses has continued to be in place, offering all employers in South Gloucestershire access to a "core" pathway of safeguarding adults training for their workforces.

We have developed new training as part of the 'offer', including human trafficking and modern slavery, hoarding and self-neglect, and ensured existing courses are updated to meet changing needs.

All courses have been attended by significant numbers of staff from agencies across the statutory and independent sectors. **675 professionals have received training.**

We also offer agencies the opportunity to buy in single-agency safeguarding training, via the council.

Together with Bristol SAB we have held Safeguarding Adults Conferences (in spring and autumn 2016), with **over 250 delegates attending in total.**

We have promoted a new Trained Trainer Network for employers to deliver training at 'Alerter' level, within their own organisation, quality assured by the SAB. The new network is getting started in 2017.

We have also continued to coordinate a programme of Mental Capacity Act training for all local organisations to access; this consists of four different half-day training modules. **Over 320 staff attended these in 2016-17.**

Feedback from employees who attend all the main safeguarding training is very positive. Typically, **around 97% of course delegates** report the course they have attended was either Excellent or Good, and **89% that they felt they had learnt all, or most, of what they needed to.**

We have started to make better progress in course attendees telling us what difference the training has made to the way they have subsequently done their jobs.

"The difference has been in myself - having that clearer understanding and knowledge has impacted my learning. This has started to be fed down and through the team. Everyone is questioning more about what they should be doing and how they should be doing it."

"I have been looking at positive safeguarding and cascading this through supervision with my junior staff so that safeguarding is considered as a normal part of our role and not just when something goes wrong."

## Areas of weakness

There has been a drop in the number of people accessing the alerter training via the SGSAB. We want to investigate why this is. Also, we particularly want to understand why there are not more staff attending the multi-agency courses who work for local community-based (domiciliary care) agencies, to see if there are things we could do to encourage staff from this sector to access the SGSAB inter-agency courses.

While we have made improvements in the number of course attendees who are telling us what impact the training has had on their job roles, we want to do better still, so we can get an even greater understanding of how the training is making a real difference in people's workplaces and their work with adults at risk of abuse.

## 2017-18 priorities

We will make sure all the training and learning that the SGSAB offers is accessible for local workforces and offers a choice of methods and a range of quality-assured learning materials. To do this we are going ahead with the new Trained Trainer Network that will enable employers to deliver single-agency 'Alerter' training that is consistent with SAB's expectations and content, and can be delivered by quality-assured agency trainers. Each network member will report attendance data to us so we know more about what training is happening for staff.

We are also going to use the joint boards website as a place to host a wide range of resources to assist agencies, such as learning resources and materials, creative ways to lead safeguarding discussions/development work with staff; links to useful further information, online documents and sharing messages from the last local safeguarding workforce survey.

We plan to closely monitor the existing programme of training and make sure there are strong quality assurance processes in place to ensure the delivery and content of courses is right. We will also look at how to plug any gaps in the types of safeguarding training on offer and arrange new courses if needed, or adapt the existing courses to build new things into them. Examples might include training on coercive control and scams.

To help us do this we will coordinate a training needs analysis across all relevant local organisations to understand what the gaps might be. In some cases we might develop other types of training to meet a need, such as e-learning.

We are going to work more closely around training with the Safeguarding Children Board, arranging more shared learning and development programmes where it is best to do so. We will each identify shared issues and themes, to build on current crossovers in domestic violence & abuse, human trafficking and modern slavery. Examples could be parental mental health, drugs/alcohol and disabled parents.

# Safeguarding Adults Board multi-agency training offer

Course title	Attendance 2016-17	Breakdown by sector/agency
Safeguarding Adults Alerters (2015-16: 590)	432	Residential Care 22%, South Glos Council 18%, Housing Provider 13.5%, Sirona 13%, Day Services 8.5%, Voluntary sector 7.5%, Domiciliary Care 7.5%, IAPT 5%, Police 2.5%, Other 2.5%
Managing Good Practice in Safeguarding Adults Issues (2015-16: 100)	93	Residential Care 35.5%, South Glos Council 18%, Sirona 15%, Domiciliary Care 10%, Day Services 7.5%, Voluntary sector 6.5%, Housing Provider 5.5%, CCG 1%, AWP 1%
Managing and Preventing Organisational Abuse (2015-16: 39)	41	Residential Care 36%, Day Services 19.5%, Domiciliary Care 17%, Housing Provider 10%, South Glos Council 5%, Sirona 5%, Voluntary sector 2.5%, CCG 2.5%, AWP 2.5%
Hoarding & Self-Neglect (2015-16: 51)	47	South Glos Council 36.5%, Day Services 19%, Residential Care 15%, Sirona 11%, Housing Provider 10.5%, Domiciliary Care 2%, Voluntary sector 2%, CCG 2%, Other LA 2%
Human Trafficking & Modern Slavery (2015-16: n/a) - <i>Joint course with SCB</i>	61	South Glos Council 54%, Sirona 15%, NBT 6.5%, CCHP 6.5%, Prisons 3.5%, Day Services 3.5%, AWPT 3.5%, Housing Provider 1.5%, Residential Care 1.5%, Voluntary sector 1.5%, CCG 1.5%, FE Sector 1.5%

In addition Mental Capacity Act training is available

Module title	Attendance 2016-17	Sector breakdown
MCA Essentials for Care Workers	120	IVP agencies: 73%; Sirona: 16%; South Glos Council: 11%

Module title	Attendance 2016-17	Sector breakdown
1: MCA Essentials 2: Complex Best Interests 3: Deprivation & Detainment 4: Planning Ahead <b>TOTAL (4-Module programme)</b>	102 46 30 29 <b>207</b>	Overall, across the 4-module MCA Training Programme: South Glos Council: 49.5%; IVP agencies: 25.5%; Sirona: 24.5%; Other (NBT): 0.5%

# South Gloucestershire Safeguarding Adults Board Conference

In October 2016 the Safeguarding Adults Board joined with the Bristol Safeguarding Adults Board for a joint conference.

The title of the conference was Safeguarding and Mental Capacity: Evidence Based Decision Making

140 delegates attended the day and there were three speakers HLJ Sir James Munby, Beccy Wardle the local IMCA Service, and Sanchita Hosali from the British Institute of Human Rights.

Delegate feedback showed high levels of satisfaction with the event with 98% saying the event was useful.

"Sanchita was passionate, vibrant, engaging and entertaining"

"Good update on the changes in processes"

Further joint safeguarding adults boards conferences are planned for 2017.

# Learning from practice

The Quality Assurance subgroup of the South Gloucestershire Safeguarding Adult Board (SGSAB) conducts regular thematic multi-agency case file reviews. A key objective of local safeguarding adults boards is to improve local safeguarding arrangements and ensure partners act to help and protect adults experiencing abuse, or at risk of neglect and/or abuse and to ensure the effectiveness of the work undertaken by partner agencies and organisations. The Quality Assurance subgroup provides a process for a wide range of organisations, who are members of the Safeguarding Adults Board, to review the support they have provided to individuals, and monitor the effectiveness of local arrangements, and provides a forum for challenge between organisations to identify where improvements can be made across the adult safeguarding system.

In 2016 – 2017 multi-agency thematic multi-agency case files reviews were undertaken on the following themes:

- [Adults open to safeguarding who were subject to financial abuse](#)
- [Adults open to safeguarding for a long period of time \(nine months+\)](#)



# Adults subject to financial abuse

Financial abuse includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Possible indicators of financial or material abuse include:

- missing personal possessions
- unexplained lack of money or inability to maintain lifestyle
- unexplained withdrawal of funds from accounts
- power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- failure to register an LPA after the person has ceased to have mental capacity to manage their finances so that it appears that they are continuing to do so
- the person allocated to manage financial affairs is evasive or uncooperative
- the family or others show unusual interest in the assets of the person
- signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- recent changes in the deeds or title to property
- rent arrears and eviction notices
- a lack of clear financial accounts held by a care home or service
- failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- unnecessary property repairs.

This audit reviewed the records of four adults open to safeguarding due to financial abuse. The aim of the audit was to ascertain whether there were good multi-agency standards for managing financial abuse cases and whether organisations have implemented a robust and consistent response in line with statutory and good practice guidance, SGSAB policies and procedures and the six key principles underpinning all adult safeguarding work:

1. **Empowerment:** People being supported and encouraged to make their own decisions and give informed consent.
2. **Prevention:** It is better to take action before harm occurs.
3. **Proportionality:** The least intrusive response appropriate to the risk presented.
4. **Protection:** Support and representation for those in greatest need.
5. **Partnership:** Local solutions through services working with their communities – communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. **Accountability:** Accountability and transparency in safeguarding practice.

The audit team identified that these four reviews of case files held the potential to shed light on particular areas of practice across the adult safeguarding system in South Gloucestershire. The



audit team prioritised four findings for the SGSAB members to consider. These are:

### Finding one

The opportunity for assessing mental capacity of adults subject to safeguarding in accordance to MCA guidance at the earliest opportunity and review within appropriate timescales is not being used to best effect to achieve the desired outcome for adults at risk of abuse.

### Finding two

There are limitations in the way professionals ensure consistency when sharing information and making referrals to other organisations. Not all professionals are following the Safeguarding Adults Multi-Agency Policy. This increases the likelihood that any risks may not be addressed in a timely manner.

### Finding three

It is unclear how much information care agencies know about previous safeguarding concerns in order to assist them in placing current concerns in context of previous knowledge.

### Finding four

Ensuring that all agencies are involved in safeguarding investigations and case management is important. Social workers are not always obtaining health information from GPs or other organisations that could potentially assist in the safeguarding pathway.

### Finding five

The opportunity for recognising service users who may require Care Act advocacy which has a far broader scope and includes adults who may have substantial difficulty in engagement is not always being explored in order to achieve the best outcomes for adults at risk.

## Recommendations

1. Social Care to robustly identify who should be involved in safeguarding cases and contact GPs and other healthcare providers to obtain potentially relevant information.
2. Social workers to consider following up visits with a letter to outline discussions held to support adults with short-term memory loss.
3. AWP practitioners to document any actions or enquiries undertaken following the disclosure of information from service users or family members, regarding all matters arising, not just clinical issues
4. Coding for GP practices to be refreshed to include adult safeguarding to ensure all GPs are aware of patients subject to safeguarding adult concerns. GPs to ensure minutes of safeguarding meetings are scanned and entered into the notes.
5. Professionals should ensure that when informed that allegations of financial abuse are being investigated there is not an assumption that all appropriate measures are being taken by

social care. Professionals should follow up with social care to corroborate this assumption or to challenge as to why their organisations had not been notified in the first instance.

6. For all agencies to recognise adults at risk of harm experiencing substantial difficulties and consider referring to advocacy services as appropriate.
7. Social work teams to consider whether assessment/support plan should include information regarding previous safeguarding incidents/vulnerabilities so that the care agency might know to ask for more detail if it became relevant.

# Thematic audit for adults subject to long term safeguarding (nine months+)

This audit reviewed the records of four adults open to safeguarding for nine months or longer. The aim of the audit was to ascertain whether there were good multi-agency standards for managing complex cases and whether organisations have implemented a robust and consistent response in line with statutory guidance and good practice guidance.

The audit team identified that these four reviews of case files held the potential to shed light on particular areas of practice across the adult safeguarding system in South Gloucestershire.

## Finding one

The opportunity for assessing the mental capacity of adults subject to safeguarding in accordance to Mental Capacity Act guidance at the earliest opportunity and review within appropriate timescales is not being used to best effect to achieve the desired outcome for adults at risk of abuse.

## Finding two

The limitations around professionals not ensuring consistency in sharing information when making referrals to other organisations and following the Safeguarding Adults Multi-Agency Policy increases the likelihood that any risks may not be addressed in a timely manner.

## Finding three

The increased awareness amongst members of the public in relation to adult safeguarding resulted in neighbours making a referral to the police which led to robust multi agency working.

## Finding four

Ensuring that all agencies are involved in safeguarding investigations and case management is important. The police may not always have a role in investigating a crime or prosecuting but can offer advice and support to victims and other organisations.

# Recommendations

1. All member organisations of SGSAB review the training offered to their staff in assessing and implementing the principles of mental capacity to increase levels of competency
2. Professionals should ensure that when there are concerns regarding individuals, there is not an assumption that all appropriate information has already been shared. Professionals should ensure they follow the SGSAB procedures on information sharing.
3. SGSAB should continue to raise awareness of adult safeguarding amongst the public and

encourage more referrals from the public when they have concerns regarding a relative, friend or neighbour.

4. Professionals should ensure that when managing safeguarding concerns all organisations are invited to share information or attend meetings in order to ensure the best available support is offered to adults experiencing abuse.

# Single agency audits

**Sirona Care & Health** undertook an audit in June 2016 to look at quality assurance of the safeguarding process in Service A to ensure that safeguarding referrals completed were accompanied by an 'Adverse Event' notification.

The author randomly selected 10 referrals which were made into safeguarding between December 2015 and April 2016. The referrals were scrutinised against adverse events which had been completed and submitted to the Health and Safety team during the same period. This process was to ensure that all referrals made into safeguarding were accompanied by an adverse event form.

During the period December 2015 to April 2016, a total of 10 safeguarding referrals were made by Service A to adult social care. Of the 10 referrals made, eight (80%) had corresponding adverse event forms completed. However, for the remaining two (20%), there were no corresponding adverse event forms completed. It is worth noting that the two referrals without adverse event forms would not be flagged to the safeguarding adults team or recognised as part of the data highlighting safeguarding activity within Sirona during this period.

Recommendations were:

- the locality manager for Service A has been asked to note this report and to take appropriate action within her service to remind all staff of the importance of always completing an adverse event form when a safeguarding referral is made
- the author intends to undertake a repeat audit in six months' time to ensure that 100% of all referrals are being recorded as adverse events.

**South Gloucestershire Council.** In January 2017 adult social care undertook an audit of six safeguarding referrals relating to domestic abuse.

- screening decisions were well timed
- strategy discussions were held appropriately and involved the right agencies
- planning meetings and reviews took place in a timely way
- one of the service users involved engaged with the auditor.

The audit highlighted:

- challenges working with younger people when there are mental health or learning difficulties
- difficulties hearing the views of the service user when the perpetrator is present
- partnership working with domestic abuse services is key
- the audit process will be repeated on the same theme later in the year.

For 2017-18, a schedule calendar of single agency audits will be maintained by the board manager to improve board oversight of safeguarding audits taking place in South Gloucestershire.

# Priorities for the coming year

Our vision for safeguarding in South Gloucestershire is that children and adults thrive, reach their full potential and live their lives safe from harm (violence, abuse, neglect, exploitation). To achieve this vision we will work together and with local communities to improve outcomes and to ensure South Gloucestershire is a place where safeguarding is everybody's business. (SGSCB & SGSAB Vision 2016)

## Strategic priority one

Ensure effective leadership, roles and responsibilities within the Safeguarding Board.

## Strategic priority two

To actively seek to capture and act upon the voice of those affected by safeguarding concerns.

## Strategic priority three

Strengthen Board communication, member dissemination, practitioner feedback.

## Strategic priority four

Assuring the quality of safeguarding practice in South Gloucestershire and prioritising and sharing best practice.

## Strategic priority five

To promote a learning and improvement culture which responds to identified developments and actions.

# How to report a concern

Safeguarding adults is everyone's responsibility - If in any doubt speak out

Call South Gloucestershire Council on **01454 868007**

Or **01454 615165** out of hours and at weekends

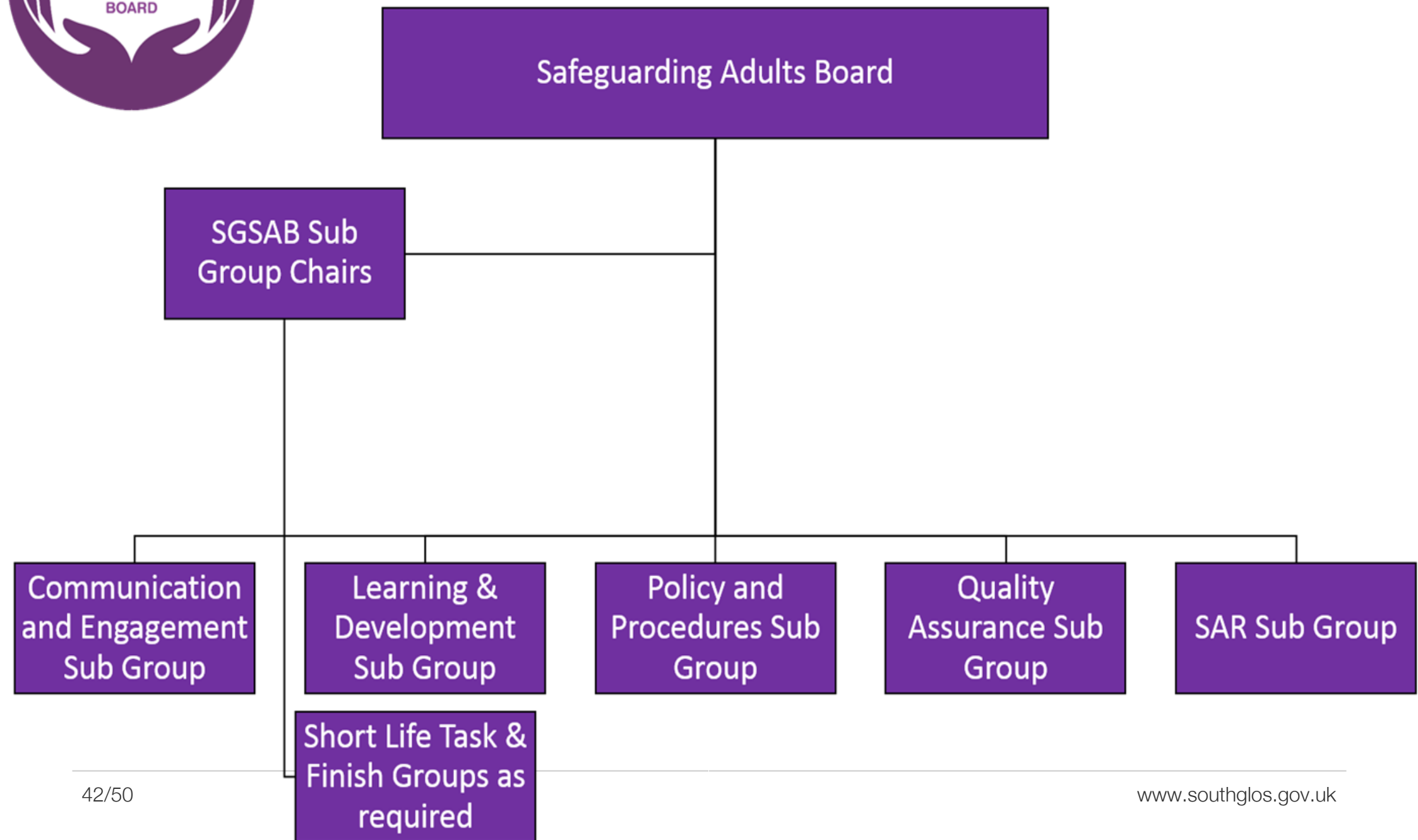
[www.southglos.gov.uk/safeguarding](http://www.southglos.gov.uk/safeguarding)

**If an adult is in immediate danger – please call 999 and ask for police assistance**





# South Gloucestershire Safeguarding Adults Board Structure Chart





# Appendix two: Memorandum of Understanding

The Care Act 2014 sets out the statutory requirements of a local safeguarding adults board (LSAB)

This includes the following statements in respect of members of an LSAB:

- Members of an LSAB should be people with a strategic role in relation to safeguarding within their organisation. They should be able to:
  - speak for their organisation with authority
  - commit their organisation on policy and practice matters
  - hold their own organisation to account and hold others to account
- All LSAB member organisations have an obligation to provide LSABs with reliable resources (which may include financial resources) that enable the LSAB to be strong and effective. Members should share the financial responsibility for the LSAB in such a way that a disproportionate burden does not fall on a small number of partner agencies.

This Memorandum of Understanding sets out the South Gloucestershire Safeguarding Adults Board's expectations for members. The members shall, for the purpose of this Memorandum of Understanding, include the organisation and the individual representing the organisation who are defined as statutory board members and member organisations ('board member').

Each board member will agree to accept the following responsibilities which shall commence immediately and will thereafter work diligently in accordance with the terms of reference of the Board and the duties placed on each member of the Board and their employing organisation in accordance with statutory requirements and guidance

This Memorandum of Understanding is not legally binding on any of the members or member organisations and creates no legal rights or obligations.

## Commitment to the purpose and objectives of the Board

In order for the Board to operate effectively, members must be committed to the collective purpose, ethos and aims of the Board. This means to:

- develop and deliver a local safeguarding board in accordance with the range of roles and statutory functions as set out in the South Gloucestershire Safeguarding Adults Board constitution
- work effectively and efficiently so as to ensure the Board meets its statutory objectives which are to co-ordinate what is done by each person or body represented on the Board for the purposes of safeguarding vulnerable adults in the area and to ensure the effectiveness of what is done by each such person or body for those purposes
- support achievement of the priorities that have been agreed by the Board in its strategic and business plan
- ensure that confidential information is not shared beyond the Board without the permission of the chair.

## Promote and support the objectives of the local safeguarding adults board

In order to ensure the work of the Board is effective, each board member shall be a champion for safeguarding adults at risk adults. This means that:

- each member shall scrutinise vigorously the arrangements in place within their own organisation in respect of working with vulnerable adults and carers to ensure that the arrangements are fit for purpose
- each member shall take such steps as are necessary within their individual organisation to promote improved arrangements where they deem appropriate
- each member shall promote effective communication, both within their organisation and with other partner organisations/agencies
- each member shall promote the work of the Board within their individual organisation and disseminate relevant documentation and information as appropriate so as to raise greater awareness of the issues relating to the safeguarding of adults amongst a wider community.

It is accepted that the role of the representatives on the Board is slightly different in that they cannot have responsibility for other providers/members of the group they represent, however it is expected that they will undertake items 3 and 4.

This Memorandum of Understanding is signed by:

Name:

Organisation:

Signature

Date:

and received by the Strategic Safeguarding Service Manager

Name: Catherine Boyce

Date:

Signature

## Appendix three: Membership and attendance

Agency	Name	Role	Attendance
Independent Chair	Sally Lewis		100%
South Gloucestershire Council	Councillor Ben Stokes	Adults, Housing & Public Health Committee Chair	50%
	Catherine Boyce	Strategic Safeguarding Services Manager	75%
	Anne Clark	Head of Adult Social Care & Housing	100% (or predecessor)
	Mark Pietroni	Director of Public Health	0%
	Judith Eke	Team Manager, Safeguarding Adults	100%
	Mark Pullin	Stronger, Safer Communities Manager	75%
	Nick Thorne	Workforce Development Manager	100%
	Peter Murphy	Director, Children, Adults and Health	75%
	Rebecca Harrold	Commissioning Manager	75%
	Rosemary Johnson	Service Manager, Children, Adults & Health	100%
	Sarah Weld	Consultant in Public Health	25% (new post, 100% of possible)
	Sarah Taylor	Board Business Manager	-
Avon Probation Services (NPS)	Jayde O'Brien	Senior Probation Officer (Acting)	75%

<b>Agency</b>	<b>Name</b>	<b>Role</b>	<b>Attendance</b>
Clinical Commissioning Group (CCG)	Lisa Harvey	Deputy Nurse Director, Designated Nurse Safeguarding Children	75%
	Peter Bagshaw	Lead GP for Safeguarding	25%
	Anne Morris	Nurse Director, Head of Quality & Safeguarding	25%
Sirona Care & Health	Simon Allen	Safeguarding Lead	100%
North Bristol Trust	Gill Brook	Head of Patient Experience	50%
Avon Fire & Rescue Service	Neil Liddington	Unitary Group Manager	0%*
Milestones Trust	Jan Gresham	Director of Operations	25%
AWP	Fran McGarrigle	Clinical Director	50%
The Care Forum	Morgan Daly	Director of Community Services	50%
Care Quality Commission	Paul Chapman	Manager	25%
Merlin Housing Society	Paul Coates	Director of Housing and Communities	50%
Avon and Somerset Police	Richard Kelvey	Detective Superintendent	100% RK or representative
AbleCare Homes	Sam Hawker	Director	100%
South West Ambulance Service	Sarah Thompson	Safeguarding Manager	0%*
Freeways	Sharon Prowse	Senior Manager	75%
Knightstone Housing	Sonia Furzland	Assistant Director, Supported Housing	25%
HMP Eastwood Park	Sue Smith	Head of Safety	0%

\* Agreement for these agencies not to attend meetings.

## Appendix four: Financial report

South Gloucestershire Council Adult Safeguarding Budget 2016-17		
Source of funds		
2016-17 Safeguarding contribution	<b>Budgeted contribution</b>	<b>2016-17 Final outturn</b>
	£	£
<b>Avon and Somerset Police</b>	<b>£6,473.00</b>	£6,473.00
<b>Department for Children, Adults and Health</b>	<b>£31,400.00</b>	£31,400.00
<b>Totals</b>	<b>£37,873.00</b>	<b>£37,873.00</b>
Application of funds		
2016-17 Budget plan	<b>Budgeted expenditure</b>	<b>2016-17 Final outturn</b>
	£	£
<b>Pay</b>		
Independent Chair	£20,000.00	£6,901.00
<b>Non pay</b>		
Training	£10,000.00	£350.00
Administrative support	£7,873.00	£183.00
Returned to South Gloucestershire Council	£0.00	£25,439.00
<b>Totals</b>	<b>£37,873.00</b>	<b>£32,873.00</b>
Carry forward to Safeguarding Board 2017-18		<b>£5,000.00</b>





## SGSAB STRATEGIC BUSINESS PLAN 2017-18

Our vision for safeguarding in South Gloucestershire is that children and adults thrive, reach their full potential and live their lives free from harm, (violence, abuse, neglect and exploitation). To achieve this we will work together and with local communities to improve outcomes and to ensure South Gloucestershire is a place where safeguarding is everybody's business.

Based on the 6 Government principles:

Empowerment	Protection
Prevention	Proportionality
Partnership	Accountability

### SGSAB Core Duties as detailed in the Care Act 2014:

**+Develop and publish Annual Strategic Plan**

**+Publish Annual Report**

**+Conduct any Safeguarding Adults Reviews  
accordance with Section 44 of the Care Act 2014**

SGSAB responsibilities include:

- Assuring itself that local safeguarding arrangements are in place
- Preventing abuse and neglect where possible
- Ensuring timely and proportionate responses when abuse/neglect have occurred

### Ongoing activity of SGSAB is undertaken by the following Sub-Groups:

Quality Assurance  
Learning & Development  
Safeguarding Adults Review

Communication & Engagement  
Policy and Procedures

#### **PRIORITY 1** **Ensure effective leadership, roles and responsibilities within the Safeguarding Board**

#### **PRIORITY 2:** **To actively seek to capture and act upon the voice of those affected by safeguarding concerns**

#### **PRIORITY 3:** **Strengthen Board Communication, member dissemination, practitioner feedback**

#### **PRIORITY 4:** **Assuring the quality of safeguarding practice in South Gloucestershire and prioritising and sharing best practice**

#### **PRIORITY 5:** **To promote a learning and improvement culture which responds to identified developments and actions**

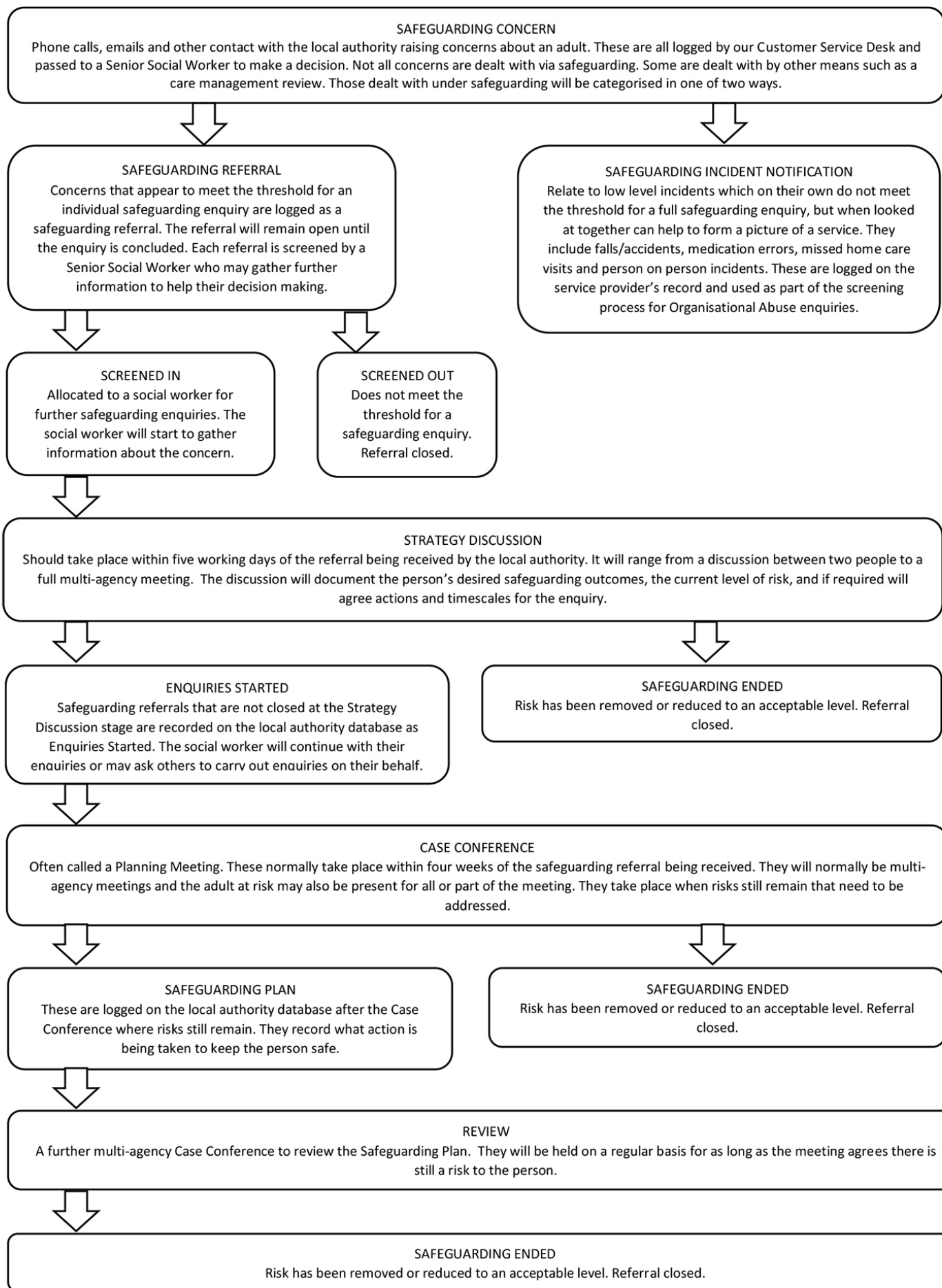
#### **Strategic Links**

Health and Wellbeing Board  
Children, Adults & Health Committee  
Safer & Stronger Communities  
Strategic Partnership  
Safeguarding Children's Board  
Partnership Against Domestic Abuse

1. Embed the process for managing and agreeing Safeguarding Adults Reviews (Priorities 1, 2 & 5)
2. Continuing implementation of relevant safeguarding policies and procedures, especially in respect of further Care Act guidance issued March 2016 and new categories of abuse (Priority 1)
3. Ensure the Board receives regular budget reports (Priority 1)
4. Further alignment including shared priorities in business plans between SAB and named strategic partners to better understand local needs and ensure links with Adult Safeguarding (Priority 1)
5. Remain sighted on changes to the Children's Safeguarding Board following the Children & Social Work Bill in order to understand the implications for SAB (Priority 1)
6. Assist in the induction and ongoing development of the role of the Board Business Manager (Priority 1)
7. Recruitment of new Board Chair (Priority 1)
8. Commission an external review of South Gloucestershire safeguarding processes (Priority 4)

9. Ensure the work of the Board and safeguarding services across all partner organisations are improved and shaped by the views of service users, carers and other stakeholders (Priorities 2 & 4)
10. Develop ways of communicating with harder to reach groups (Priority 2)
11. Assure the Board that key messages are disseminated to all relevant practitioners (Priorities 3 & 5)
12. Ensure Board Members are knowledgeable about current best practice, including new legislation and research, and lessons learnt through performance reporting and quality assurance processes, SARs and DHRs (Priorities 2, 4 & 5)
13. Undertake a self-assessment in preparation for a Peer review. (Priority 4)
14. Ensure Making Safeguarding Personal is fully embedded throughout SAB partnerships (Priority 2)
15. Ensure that the principles of the Mental Capacity Act underpin all Safeguarding activity (Priorities 2 & 4)

16. Develop preventative work with perpetrators in South Gloucestershire in order to identify gaps (Priority 5)
17. Set clear expectations about the levels and types of training and development that relevant workforces should complete, and communicate these to all agencies (Priorities 4 and 5)
18. Ensure the multi-agency training offer remains fit for purpose and make any necessary changes to improve the offer (Priorities 4 and 5)
19. Identify common themes for training with the Children's Safeguarding Board, and arrange shared learning and development where required (Priorities 4 and 5)
20. Ensure training and learning is accessible for local workforces, and offers a choice of methods and a range of quality-assured learning materials (Priorities 4 and 5)
21. Establish and ensure further links with service user groups/forums (Priority 2)
22. Board partners will present evidence of outcomes achieved for Adults At Risk as a result of Board Participation (Priorities 3 & 5)





The main objective of South Gloucestershire Safeguarding Adults Board (SGSAB) is to improve local safeguarding arrangements and ensure partners act to help and protect adults experiencing, or at risk of neglect and/or abuse.

SGSAB is a multi-agency strategic board that coordinates the strategic development of adult safeguarding across South Gloucestershire, ensures the effectiveness of the work undertaken by partner agencies and organisations in the area and promotes the safeguarding of adults within South Gloucestershire through working together.

This involves raising awareness of adult safeguarding to reduce abuse and protect adults at risk. Where abuse is found to have occurred, agencies work together to support future protection and recovery.

Contact South Gloucestershire Safeguarding Adults Board by email: [sgsab@southglos.gov.uk](mailto:sgsab@southglos.gov.uk). You can also contact the Safeguarding Boards Business Manager on 01454 863136.

Information about the board for professionals and the public is available on the dedicated South Gloucestershire Safeguarding Board website at [www.southglos.gov.uk/safeguarding](http://www.southglos.gov.uk/safeguarding)