



Appendix B **Achievements by partner agencies 2017-18**

Berkshire Healthcare NHS Foundation Trust (BHFT)

Berkshire Healthcare NHS Foundation Trust have continued to work closely with partners agencies across all Berkshire localities, participating in serious case reviews and meeting regularly to share information, influence policy change and discuss relevant cases to influence continued improvement and increased knowledge in safeguarding.

A multi-agency safeguarding forum was developed and facilitated for the first time to share learning from serious case reviews. Named professionals participated in organising the west of Berkshire safeguarding conference and the named doctor for safeguarding made a presentation. The Trust is represented by named safeguarding professionals at all relevant Safeguarding Adult Board subgroups, with senior management representation provided at the Safeguarding Adult Board.

During 2017/18 an in-house on-call safeguarding advice line for professionals was established to enable staff to discuss cases and seek advice on safeguarding matters from named professionals.

Achieving training compliance has been a priority for BHFT this year and the Trust have achieved compliance above 94% for safeguarding adults training at level one and above 85% at level two, an increase from 67% the previous year. In excess of 90% staff have completed PREVENT training.

Improvement in staff understanding of and application of the Mental Capacity Act (MCA) 2005 has been another priority for the Trust. Extra training has been facilitated including bespoke small group work on the inpatient wards. MCA champions have been appointed to further this work and are mentored by the MCA lead for the Trust. A new secondment post has been secured for 2018/19 to further this work.

The safeguarding children and adults teams are now fully integrated to facilitate a more joined-up 'think family' approach to safeguarding.

Reading Borough Council (RBC)

There has been a review and a subsequent new recording episode in the Social Care database (Mosaic) for Section 42 enquiries to ensure effective data is available. The revised episode form guides workers to consider and evidence advocacy and Making Safeguarding Personal.

Additional recording episode in Mosaic created for Reviews of safeguarding plans. Review dates are now set and workers prompted by our system to complete those reviews.

Reporting mechanisms have been improved to ensure that senior management have up to date and accurate information on safeguarding. New report functionality provides analysis around concerns or enquiries that are going over timescales so as to enable teams to more accurately risk assess and focus on the allocation of work.

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A programme for DASH (Domestic Abuse, Stalking and Harassment and Honour Based Violence Risk Identification and Assessment and Management Model) is in place. A member of the Safeguarding Adults Team has completed the DASH 'train the trainer' qualification. Consideration is being given to incorporate DASH recording into Mosaic to promote use and provide evidence; data analysis as well as quality audits.

RBC staff continues to provide level one, training for all agencies in the Borough throughout the year and 328 people attended Level One training in 17/18.

First review for the Learning Disabilities Mortality Review (LeDer) programme is almost complete.

Formal customer feedback questionnaire developed for those involved in the safeguarding process.

Royal Berkshire Fire and Rescue Service (RBFRS)

Royal Berkshire Fire and Rescue Service (RBFRS) have continued to promote their Adult at Risk Program and provided awareness raising training to 109 partnership agencies in order to improve referral rates. This work has generated an increase in vulnerable adult referrals to RBFRS across Berkshire. RBFRS works to identify foreseeable risk to our communities and deliver effective, managed, timely performance, preventing and protecting the public along with delivering effective response to emergencies. Partnership working and information sharing with a wide range of agencies have enabled identification of the most vulnerable members of our communities, with preventative work focussing on those most at risk. The recruitment of a designated Safeguarding Coordinator has ensured a robust safeguarding provision.

A Safeguarding Adult Review was conducted in response to a fire fatality in 2017, RBFRS have been heavily involved in compiling the multi-agency action plan, and work is underway to complete actions assigned to each agency. The focus remains to reduce the number of fire fatalities, as well as fire related injuries, captured in the new IRMP 2019-2023 (currently out for consultation). The Home Fire Safety Check function targets those most vulnerable, to reduce fire risk but also to encompass a Make Every Contact Count approach during these visits. RBFRS have increased their ability to refer those in need to both Age UK and relevant falls referral pathways across Berkshire.

Royal Berkshire Hospital NHS Foundation Trust (RBHFT)

- Our Safeguarding (adults) clinical governance has continued throughout the year and the adult safeguarding medical clinical leads have formed a valued part of the safeguarding team.
- Safeguarding concerns continue to be raised via the Datix incident reporting system this assists in giving feedback to the individual who raised the concern where available, and means that only one reporting mechanism is used for reporting concerns.
- Learning from two Safeguarding Adult Review (SAR) and Domestic Homicide Reviews (DHR) is included in safeguarding adults training. Learning from the DHR has been discussed at clinical governance in the area where the patient was being treated.
- Our Lead Nurse Adult Safeguarding continues to be part of the SAR panel and has been part of the review team for two SARs.
- All staff need to be trained in safeguarding adults. Staff that make clinical decisions with patients need to be trained in the mental capacity act (MCA) and its application.
- Adult safeguarding training was at or above the expected and agreed level of 90% of our total workforce throughout the year.
- CQC who inspected in September/October 2017 noted "Staff had training on how to recognise abuse, knew how to raise a safeguarding concern and who to contact if they required advice or guidance".

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- Staff knowledge of the Mental Capacity Act has improved as recognised in the CQC inspection report which found: “Staff had good understanding of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS) and were aware of the importance of capacity assessments and knew who to contact for advice and support.”
- While this is a good assessment of the status of the Trust, work is still required to embed the knowledge and skills of staff in application of the MCA.
- Training continues with MCA /DoLS sessions on staff induction and as part of the core mandatory training day alongside ad hoc sessions for specific groups of staff.
- Enhanced mental capacity training has been offered on alternate months through 2017-18, the 80% target has been reached with 81.5 %of the identified staff having been trained as of May 2018.
- The number of DoLS applications is a key performance indicator report to the CCG as part of the Quality Schedule and in our integrated Board report monthly.
- There was one possible Prevent concern discussed with outside agencies related to a patient. Appropriate action was taken and there was no further involvement or action for the Trust.

South Central Ambulance Service NHS Foundation Trust (SCAS)

South Central Ambulance Service NHS Foundation Trust (SCAS) was formed in 2006 and covered four counties, which increased in 2017 to seven counties delivering patient transport for non-emergency hospital appointments covering a population of seven million. We employ over 3,600 clinical and non-clinical staff and are supported by over 1,300 volunteers.

SCAS understands and promotes the importance of safeguarding adults across all areas of its services. This will include any person that could potentially come into contact with the general public either face to face or via the telephone, preventing harm to the patients that are cared for in the pre-hospital environment. SCAS has taken measures to ensure that policies and processes comply (adhere) with the requirements and performance outlined by legislation and policies and procedures of partner agencies.

What have we done in 2017/18

- Carried out a full review of safeguarding training at all levels with the production of new training packages.
- Reviewed and updated the Prevent policy.
- Completed development of a chaperone policy incorporating vulnerable adults.
- Designed and drafted a web-based safeguarding referral form for our 111 and emergency centre, ready to go live later in 2018.
- Upgraded the safeguarding server due to improve storage capacity and update security settings. This upgrade was completed in February 2018.
- SCAS safeguarding team are virtual members of the various MASH teams in the different counties and provide information when requested.
- Delivered safeguarding level 2 to all staff groups. Training is audited by the Head of Safeguarding to ensure the courses that are running are compliant with legislation and safeguarding adults guidance (roles and competencies for healthcare staff).
- SCAS have contributed to a number of safeguarding adult reviews in the West Berkshire area.
- SCAS has developed any highlighted weakness into a joint action plan with partner agencies.
- Produced a weekly staff magazine called Staff Matters that cover a range of safeguarding topics such as FGM, Modern Slavery and Prevent.

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- Advised and supported other organisations with safeguarding training and processes, for example working with Fire and Rescue to develop a fire risk assessment for vulnerable persons and sharing this tool with our partner agencies.

Thames Valley Police (TVP)

Thames Valley Police (TVP) has strengthened existing partnership and created new opportunities with partners to focus their role around Safeguarding. TVP continue to collaborate with partners in relation to safeguarding meetings such as MAPPA and MARAC. There has also been a refocus on the DARIM meeting, to ensure those at risk of medium or standard domestic abuse also are discussed for appropriate support and intervention. TVP have run campaigns relating to Hidden Harm throughout the year to increase awareness within the community of issues that are often not talked about, to encourage reporting and confidence that help is available from within the partnership. Safeguarding, Vulnerability and Exploitation (SaVE) training has been rolled out to officers, which includes online and classroom inputs, and there have been good compliance with the use of ABCDE templates to ensure detailed and accurate information is shared in Adult Protection Referrals. There has been an increased use of Domestic Violence Protection Notices, which ensure that all options are considered when managing risk for domestic abuse victims.

Work continues in partnership with Health. The police liaison Officer Role continues with Prospect Park Hospital, as does the Street Triage car supporting calls to Mental Health Crisis 7 days a week from 1700-0100. There have been joint Mental Health Training Sessions with SCAS at their facility in Newbury, and online courses given to Officers in relation to changes to S136 MHA and Places of Safety. MEAM (Making Every Adult Matter) has been introduced in West Berkshire, with a coordinator in post since January 2018. This has enabled a cohort of clients to be identified who had extreme crisis linked to homelessness, mental health, criminal justice and substance misuse. There has already been some success with system change and help / support being accepted by people previously reluctant to engage.

Involve, Bracknell Forest and Wokingham Borough

During 2017/18 the Wokingham Adults Safeguarding Forum, now chaired by a member of the voluntary sector, held regular meetings to share information and news in relation to adult safeguarding issues, initiatives, themes and training.

In 2018, Involve held 2 Community Awareness Events supported by public sector partners to raise awareness of the community safety and adult safeguarding processes at which there were 36 and 35 attendees respectively.

We disseminate regular information from the ASB directly to our database of VS groups as and when information is required to be shared on procedures and support available and share general updates in our monthly newsletter The Chain.

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Reading Voluntary Action (RVA)

Our focus this year has been on Safeguarding Adults training. Reading Voluntary Action has delivered 3 half-day workshops for a total of 48 trustees and volunteers to ensure that they understand their responsibilities in safeguarding adults.

In September 2017 we hosted a community event "Safeguarding adults is everybody's business" attended by nearly 40 staff, volunteers and members of the public. The event included speakers from Reading Borough Council and the CCG. Superintendent Stan Gilmour, LPA Commander – Reading, Thames Valley Police spoke about the importance of partners working together to safeguard adults at risk.

Through the RVA newsletter we continue to update the voluntary sector about the work of the Board and publish safeguarding news items e.g. "Beyond Oxfam – a safeguarding update"

Volunteer Centre West Berkshire

Our Director is a full Board Member of the West Berkshire council Health and Well Being Board and the Safeguarding Adults Partnership Board. During the year our charity has assumed the responsibility for Suicide Prevention work, created a Knowledge Event involving 87 Voluntary Sector organisations, provided training courses, funding advice and guidance and operated transport services, befriending services, community navigation and a mental health project.

Healthwatch Wokingham

Healthwatch Wokingham Borough was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough to:

- provide information and signposting to help the local population to navigate the complex systems of health and social care
- develop a local evidence base of public opinion on health and social care
- seek opportunities for local voices of seldom heard communities to be heard at strategic fora and seek improvements to service delivery.

Our role is to amplify the voice of local people on issues that affect those who use health and care services. We actively seek views from all sections of local communities and try to ensure that our priorities take account of the issues raised with us. We believe that patients and local residents:

- should be a key aspect of any approach to quality
- should be listened to and heard
- need information and increased awareness of safeguarding issues.

Healthwatch has recently joined and is pleased to be part of the Safeguarding Adults Board. This allows us to provide challenge and inject the issues raised by local people into how safeguarding is developed. We will continue to develop case studies to bring patient stories to a greater audience

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West Berkshire District Council (WBC)

2017/18 has been a busy year for the Safeguarding Adult service in West Berkshire. Delivery of the safeguarding function is shared between the operational social care teams who complete the majority of investigations into allegations of abuse and a small safeguarding team that provide a triage and scrutiny function, signing off all investigations and leading on investigations into organisational abuse. They also coordinate the response in relation to Deprivation of Liberty Safeguards (DoLS).

There have been a number of changes in key personnel during the year, with both interim and locum staff in place whilst a new service manager recruited. Despite this safeguarding performance has been managed and data shows evidence of improvements.

We have improved in our threshold decision making which has reduced the number of inappropriate concerns, whilst ensuring that appropriate action is taken with those concerns that do not meet the safeguarding threshold. We have seen an increase in the number of concerns going through a S42 enquiry increase by 14% and we expect this to increase.

The number of Deprivations of Liberty Safeguard applications remains high. We now report on both new and existing applications. The number of applications where the outcome was 'pending' was significantly higher in 2017/18.

Despite pressures in the service, high activity both from Safeguarding and DoLS West Berkshire has continued to drive forward the Safeguarding agenda supporting the West of Berkshire in the delivery of its action plan.

The West Berkshire Safeguarding Adults Forum is the local operational arm of the SAB and consists of local partners signed up to address safeguarding matters specifically in West Berkshire. This year the forum and local operational management teams have progressively worked through the established action plan and achievements include:

- Enhanced engagement by West Berkshire partners in the Safeguarding agenda, attending West of Berkshire events.
- Making Safeguarding initiative continues to be promoted and embedded in practice through further training and monitoring, with local data indicating improvements for achieving stated outcomes.
- Further Mental Capacity training to support good practice and requirements under the Safeguarding Framework
- Ensuring effective learning from good and bad practice is shared.
- Ensuring a robust oversight of safeguarding activity. Performance data analysis is carried out on a regular basis; rigorous interrogation ensures there continues to be a grasp of both current and emerging issues with regular quality assurance reports to Senior Management and Members.
- Development of an audit approach to practice which will be further implemented in 2018/19
- Introduction of a Risk and Management Panel (RaMP) – this panel is designed for practitioners to take key cases that are high risk for multi-agency discussion and ensure that S42 cases are managed in a timely way.

West Berkshire have introduced a new case management recording system – Care Director. The introduction of this system allows greater opportunity to improve recording and monitoring of key safeguarding activity. i.e better identify ongoing S42s and monitor time frames.

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The service continues to strike a balance between daily operations dealing with incoming safeguarding concerns and applications for Deprivation of Liberty Safeguards authorisations with raising awareness of safeguarding

Wokingham Borough Council (WBC)

The Safeguarding Adult Board business plan for 2017/2018 set out 4 priorities for 2017/2018. Below is a summary of Wokingham's achievements against these priorities.

Priority 1 – We have oversight of the quality of safeguarding performance

- Monthly audits of random safeguarding cases

Priority 2 - We listen to service users, raise awareness of safeguarding adults and help people engage

- Safer Places Scheme has continued with 39 shops/businesses signed up
- Safer places cards for residents who may have difficulty explaining their needs when seeking support from a Safer Place, remain in place. 22 people currently have a card.
- We continue to produce our literature in variety of styles including easy read.
- SAB briefing notes are shared with our local Forum members and the wider professional and community network.

Priority 3 - We learn from experience and have a skilled and knowledgeable workforce

We continue to facilitate a variety of training courses based around the Adult Safeguarding agenda as well as contribute overall to the workforce development as directed by the SAB. Additionally as a service during this last year we provided:

- Care Certificate Workshops
- Support was provided to the Community Wardens to present PREVENT training across the workforce.
- Our Joint Children's & Adults E-Learning programme was updated to bring it in line with all current Children's & Adult Safeguarding & other relevant legislation, policy & current best practice. It forms part of our Corporate Induction for all new staff, Members, volunteers & contractors as well as providing a refresher for non-People Services colleagues. It is also available to partner organisations.
- Facilitated MCA/DoLS Application into Practice workshops. This is a 4 modular set of workshops aimed at ASC staff who have previously attended the full 1 day course.
- 10 People with a learning disability attended training on 'What is Abuse'.

Priority 4 - We work together effectively to support people at risk

- We continue to proactively work with colleagues from the Police and Trading Standards to raise awareness of scams and other forms of financial abuse.
- Additionally we provide a safeguarding oversight of the Support with Confidence Scheme (SWC) in Wokingham, providing advice and support through attendance as part of the steering group locally. Currently there are 24 accredited SWC providers based within the Wokingham Borough.
- Liaison also continues with our Care Governance.
- Our Adult Safeguarding Prevention Advisor is now a member of the local Independent Advisory Group (IAG) facilitated by the Police.

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- Guidance & support has been given to providers on training and policy development based around current legislation, SAB Workforce Development Strategy and best practice.
- Representation is made to the Carers Strategic Group who meet on a quarterly basis.
- In April 2017 with support from Involve we hosted an Adult Safeguarding Community Awareness event. Presentations were made by the Chair of the SAB, the LPA Commander and our Adult Safeguarding Duty Team. 35 people including customers & carers attended.
- In the last year we have given advice to provider organisations about their own policy and procedure relating to Adult Safeguarding, including where to go to get advice and support to develop their own, DBS and risk assessment relating to lone working.
- Following an incident of hate crime, work has begun with a large learning disability provider based in the borough. A project plan has been developed which includes:
 - Staff training & awareness, including hate crime
 - Community presence and developing links
 - Developing Skills of people supported around their understanding of safeguarding and hate crime
 - Safer Places Scheme
- For the 9th year running we held our annual Have a Safe Christmas Event. The Prevention Advisor hosted stands at 4 major supermarkets across the borough and was supported by colleagues from the Police, Trading Standards, Community Wardens, Public Health and others. The aim of this event is to raise awareness of some of the safety issues/concerns that are increased as a result of the festive season. Information is also given as to what support networks are also available during this time..

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