



## Wokingham Borough Council Annual Safeguarding Report 2017-2018

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## **The Context**

This report forms part of the West of Berkshire Safeguarding Adults Board's annual report which is published each year. The safeguarding performance data (part 2) for Wokingham is submitted to the safeguarding adult's board along with the other two boroughs data, Reading and West Berkshire.

The first part of this report sets out Wokingham's achievements in meeting the priorities set by the board for this reporting year 2017/2018.

## **Part One**

### **How did Wokingham achieve the priority areas as set out by the Safeguarding Adult Board?**

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.**

- As part of the Board's work in ensuring quality in safeguarding practice Wokingham participates in monthly audits of a selection of random safeguarding cases. The other two partner boroughs under the SAB , Reading and West Berkshire also provide data and this is considered collectively and measured against the 6 principles of the Care Act - Accountability; Prevention; Proportionality; Protection; Partnership & Empowerment. Audit outcomes are shared with the Board which takes required actions to address areas of identified. Twice yearly case audit on S42 enquiries are undertaken and include to what extent Improvements in practice are evidenced in subsequent S42 case file.

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

- We continue to co-ordinate the **Safer Places Scheme** across the borough with 39 shops/businesses signed up. This is 2 less than last year. The number of shops/businesses fluctuates due mainly to closure or change in management. Over the past year 1 new shop has signed up as well as the 3 Smoke Free Berkshire Mobile Buses that operate across the Wokingham Borough.
- **Safer Places Cards** for residents who may have difficulty explaining their needs when seeking support from a Safer Place. 22 people currently have a

card. This is an increase of 7 from last year. Not all live in the Wokingham Borough. Although the Safer Places cards are mentioned in Children’s Safeguarding Training, no children (people under 18 years of age) have yet applied. The Safer Places Champions also continue to support the promotion of the cards. Of those who have a card:

- 10 are female and 12 are male
- All are adults
- The youngest person to have a Safer Places card is 19 years old and the oldest is 73
- The commonest age is 24
- The majority (largest number) of people with a card have a learning disability.

A person’s disability is not asked on the application form as anyone can apply to have a card. The Adult Safeguarding Prevention Advisor only knows that most people have a learning disability because they personally knows most of the people, who have applied, through their prevention work.

We continue to produce our literature in variety of styles including **easy read**. All our literature has been updated to ensure that contact details are consistent with that displayed on the council website. Our Adult Safeguarding leaflets & posters can be downloaded from the council website as well as available upon request.

The easy read version of the **Adult Safeguarding Process** is also available on the council website and discussed during all 3 levels of our Adult Safeguarding Training. The planned review of its use and effectiveness to people supported did not go ahead as planned, due to the ongoing 21<sup>st</sup> Century changes.

The SAB now produces regular briefing notes to update both professionals and the community with what has been discussed in board meetings as well as giving guidance on current practice and legislation. These briefing notes are shared with our local Forum members and the wider professional and community network. Feedback from the Forum has been that the briefing notes are useful.

**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. Our core sessions we have facilitated are as follows with attendance:

Training	Occurrence 2016-17/ 2017-18	Possible attendance		Actual Attendance	
		2016-17	2017-18	2016-17	2017-18
Level 1	13/13 sessions	163	198	141	153

<b>L1 Train the trainer</b>	1/1 session	10	10	6	10
<b>Level 2</b>	8/3 sessions	128	48	85	24
<b>Level 3</b>	3/2 sessions	48	32	15	11

With the various changes introduced as part of our move towards becoming a 21<sup>st</sup> Century Council, this has contributed greatly to the wide ranging differences in the number of sessions available and attendance from the previous year's statistics.

The Level 1 is facilitated by our Adult Safeguarding Prevention Adviser as part of their day-to-day role, with the annual target of facilitating 11 sessions throughout the year, i.e. 1 session per month. In 2017-18 this target was met with an additional 2 sessions commissioned by a local Care Provider through our Care Governance.

Our Levels 2 & 3 is now specifically commissioned from an approved facilitator with the SAB (previously the facilitator had been on a long term contract with the Council). Subsequently because of the 21<sup>st</sup> Century changes, they were commissioned to only facilitate 3 x Level 2 Sessions and 2 x Level 3 sessions. It should be noted that for next year (2018 -19) there could be an increase in demand for the Level 2 & 3 sessions as it is the local authorities statutory requirement to provide the training and realisation sets in from colleagues & partner agencies that staff need to be refreshed.

The Train the Trainer last year included 4 providers who came from Reading and were therefore assessed by recognised observers from Reading Borough Council.

Additionally as a service during this last year we provided:

- **Care Certificate Workshops** focusing upon Standards 1&2 specifically for Support with Confidence Approved Providers. This training is arranged on an ad-hoc basis and varies due to number of applicants. It was attended by 4 providers/SWC applicants over 1 session.
- Support to the Community Wardens to present **PREVENT** training across the workforce.
- Reviewed individual organisations training programmes to ensure that they were up to date, met legislative requirements and the SAB Workforce Development Strategy.
- Held network meetings for the **Approved Level 1 Facilitators** to keep them updated with training requirements – locally, nationally and legislatively, including their own continuing personal development.
- 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**'. All are either in employment or are volunteers supporting vulnerable members of the community.

#### **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. The aim of this group is to: 'increase the trust and confidence in policing amongst the communities within the local police area (LPA) through the extension of communication and accountability of policing to the diverse communities'. Some discussions have focused upon Hate Crime, Domestic Abuse and PREVENT.

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.

As a member of the **Annual Joint Safeguarding Children & Adults Conference** Steering Group, our Adult Safeguarding Prevention Advisor took an active role in supporting colleagues from Reading with the planning, preparation & delivery of the conference in September 2017. The theme was Safeguarding & Mental Health. 160 delegates from various LA services, Community Partners & Health across the 3 boroughs attended. Feedback was positive with an overall view that the joint conferences should continue.

Regular discussions are also held with our Community safety partnership Manager on matters relating to personal safety, hate crime etc.

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

This is an ongoing piece of work and will be adapted to meet the changing needs of the people supported and staff development.

For the 9<sup>th</sup> 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. We even had the Royal Berkshire Fire & Rescue Service turn up with their Fire Engines! This is a popular event and on each occasion the Prevention Advisor had to return to the office to collect more information/leaflets.

### **Priorities for the Year Ahead**

Over the next 12 months, Wokingham Borough Council intends to improve its practice in regards to adult safeguarding by doing the following -

#### **Redesigning our Adult Safeguarding Forms.**

A redesign of the Part 1 (safeguarding referral) and Part 2 (Section 42 Enquiry) forms used as part of carrying out a safeguarding enquiry started in Summer 2017. Part of the drive to change the forms comes from a wish to make sure that the forms are more accessible and streamlined. It was also important to support promotion of making safeguarding personal (e.g. indicating persons desired

wishes and outcomes). Workshops were held with staff from across adult social care including representation from CMHT, COAMHS, Optalis and WISH. Workshops took place in October and November 2017. As an outcome of the workshops, the forms were piloted across service areas before final implementation. At the end of 2017/2018, following the pilot, the forms have been successfully checked by our performance team to ensure that data for the statutory safeguarding returns is captured. As we move into 2018/2019, our priority is to make sure that the forms are fully implemented and integrated into our Mosaic case management system.

Alongside the redesign of our safeguarding forms we have also introduced a safeguarding triage form. The aim of the form is to ensure that when a safeguarding alert is raised and sent to the local authority, the case can be triaged and risk assessed to determine the most appropriate response to a referral under the adult safeguarding framework. The triage form is most likely to be used by Duty Safeguarding Officers within WISH and Optalis as this is where the majority of safeguarding referrals are received. We will report on use of the tool in our 2018/2019 safeguarding performance report.

### **Positive Risk Taking Framework**

The Positive Risk Taking Framework will support practitioners with managing complex cases. A positive risk panel forms part of the framework. The purpose of the panel is to provide a forum where staff at different levels can seek high level approval, decision making and support when the level of risk raises such a concern that advice above the Service Manager needs to be sought. It is a forum that is to be used alongside, not instead of the traditional safeguarding pathway. The forum will be chaired by The Principal Social Worker and attendees will include Safeguarding Adults Team Manager / or member, relevant key worker, other agencies and the person themselves (if appropriate).

The framework will ensure that there is a clear connection and accountability for decision making at an operational and strategic level. With the aim that practitioners can practice defensible decision making and people we work with are kept safe.

### **Safeguarding Champions Meeting**

The role of the Safeguarding Champion's Meeting is to help build stronger ties between the different services working within Wokingham and to promote understanding of Safeguarding within the Council. A champion from each service area – CMHT, COAMHS, Optalis and WISH will attend a quarterly meeting held at Shute End Civic Centre.

The purpose of the meeting is to identify best practice in the borough in regards to adult safeguarding. The meeting will look at what's working well, opportunities for improvement, practice issues and training and development. We will also

look at updates from the Safeguarding Adult Board including information about Safeguarding Adult Reviews.

The champions meeting will play a key part in maintaining discussion of safeguarding policies and procedures within the Council and partner organisations, in order to maintain awareness and contribute to updates as required.

## Part 2 - Annual Performance data and analysis 2017-18

### Safeguarding activity - Concerns and enquiries

A safeguarding *concern* is reported to the local authority's Adult Social Care service by someone ( i.e. a professional, family member or carer) who is worried about the adult at risk who may be being neglected or abused.

A total of 1,232 safeguarding *concerns* were raised for the 2017-18 reporting year. This is a significant decrease on the amount of concerns raised in 2016-2017. This decrease could suggest that safeguarding awareness amongst the public and professionals has reduced for the first time since implementation of The Care Act 2014.

An *enquiry* is where a *concern* is progressed to a formal investigation stage and for 2017/18 there were 478 enquiries. In 2016/2017, 41% of concerns went on to the enquiry stage. This year there has been a slight decrease (39%) in concerns that were converted to s42 enquiries. We continue to triage and assess safeguarding cases using our Safeguarding Referral Triage Form which may account for some of the reduction in cases being converted into a S42 enquiry. The tool is helpful in diverting some referrals to other frameworks (such as care management, CPA etc.)

Table 1 – Safeguarding activity, 2015-18

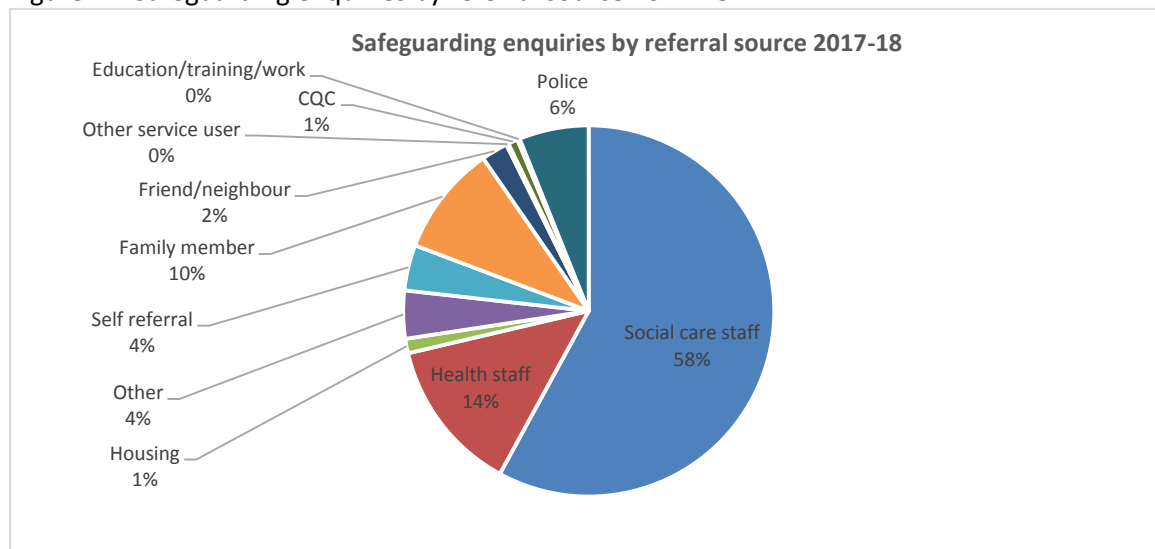
	Concerns	Safeguarding referrals/S42 enquiries	Individuals who had safeguarding referral /S42 enquiry	Conversion rate of concern to S42 enquiry
2014-15	868	499	408	57%
2015-16	1,495	586	479	39%
2016-17	1,523	620	510	41%
2017-18	1232	478	415	39%

### Source of safeguarding enquiries

Fifty eight percent of safeguarding enquiries came from social care staff followed by 14% of enquiries referred by health staff. Social care staff category includes LA and independent sector staff from domiciliary, day care and residential care staff. The percentage of self-referrals and referrals from family members, friends or neighbours was 16%. This is slightly down on last year's figure of 19% but indicates that there is still good awareness of safeguarding within the local community.



Figure 1 – Safeguarding enquiries by referral source 2017-18



The table below shows comparison of safeguarding enquiries over the past 4 years. As with previous years, the majority of enquiries continue to come from social care staff and health care staff.

Over the last two years there has been a noticeable decline in the number of referrals received from residential and nursing care staff. This may indicate that the implementation and use of the adult safeguarding threshold toolkit provided to local care providers has been a success. The aim of the adult safeguarding toolkit was to reduce the number of unnecessary referrals from care providers.

There has also been a significant decrease in the amount of health staff referring to the local authority particularly noticeable from the reduction in referrals from mental health and primary / community health staff.

Table 2 – Safeguarding enquiries by referral source, 2014-16	Referrals	2017-18			
		2014-15	2015-16	2016-17	2017-18
Social Care Staff	Social Care Staff total (CASSR & Independent)	259	306	313	277
	Of which: Domiciliary Staff	48	46	46	34
	Residential/ Nursing Care Staff	139	186	164	159
	Day Care Staff	21	15	20	10
	Social Worker/ Care Manager	25	35	44	42
	Self-Directed Care Staff	3	4	5	2
	Other	23	20	34	30
Health	Health Staff - Total	77	112	115	64

Staff	Of which: Primary/ Community Health Staff	38	51	65	45
	Secondary Health Staff	21	40	30	13
	Mental Health Staff	18	21	20	6
Other sources of referral	Self-Referral	33	21	28	19
	Family member	68	65	79	46
	Friend/ Neighbour	12	12	10	11
	Other service user	0	1	0	1
	Care Quality Commission	3	1	1	4
	Housing	8	3	8	6
	Education/ Training/ Workplace Establishment	0	2	2	1
	Police	6	27	32	29
	Other	33	36	32	20
	<b>Total</b>	<b>499</b>	<b>586</b>	<b>620</b>	<b>478</b>

## Individuals with safeguarding enquiries

### Age group and gender

The table below shows age groups for individuals who had a safeguarding enquiry in the previous four years. The majority of enquiries (67%) were for individuals aged 65 and over. There has been a slight increase (5%) in the amount of enquiries carried out for people aged 18-64.

Table 3 – Age group of individuals with safeguarding enquiries, 2014-18

Age band	2014-15	% of total	2015-16	% of total	2016-17	% of total	2017-18	% of total
18-64	117	29%	128	27%	138	27%	132	32%
65-74	36	9%	61	13%	58	11%	43	10%
75-84	98	24%	120	25%	150	30%	101	24%
85-94	131	32%	141	29%	133	26%	111	27%
95+	23	6%	26	5%	24	5%	26	6%
Age unknown	3	1%	3	1%	7	1%	2	1%
Grand total	408		479		510		415	

As with previous years, more women were the subject of a Section 42 safeguarding enquiry than males. 55% of safeguarding enquiries started in the year were for females. This figure reflects what has been found nationally that 60% of all safeguarding enquiries in 2016-17 involved females.

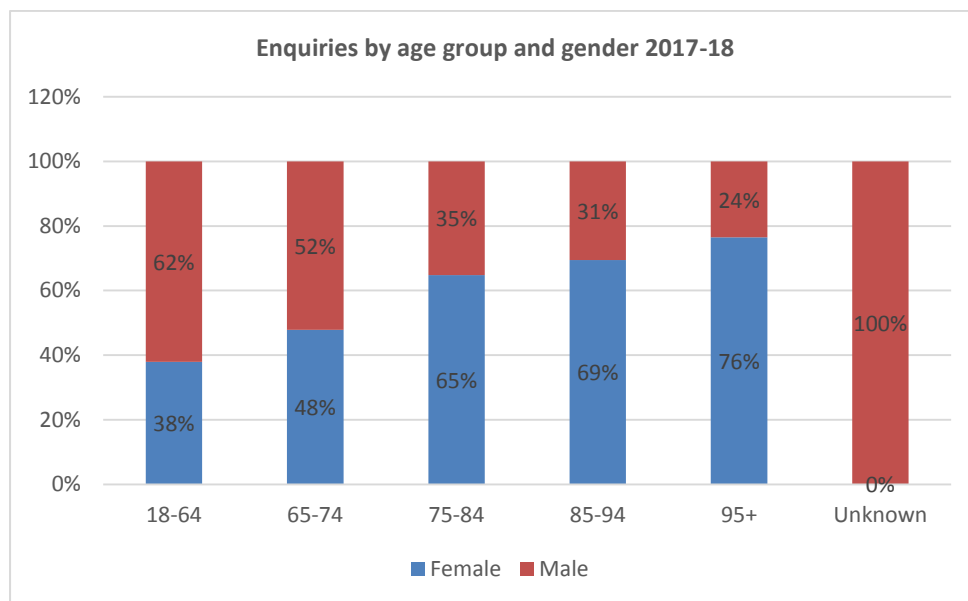
Table 4 – Age group and gender of individuals with safeguarding enquiries 2017-18

Age group	Female	Male
18-64	52	85
65-74	22	24
75-84	68	37
85-94	75	33

95+	13	4
Unknown	0	2

The chart below shows safeguarding enquiries increases with age for women indicating increased likelihood of abuse for older women.

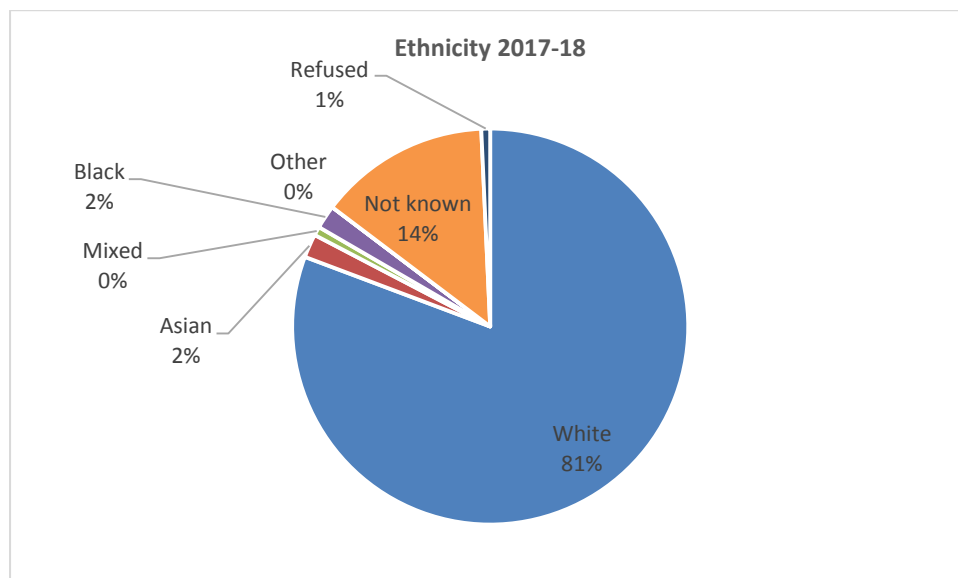
Figure 2 - Safeguarding enquiries by age group and gender, 2017-18



### Ethnicity

Eighty one percent of all individuals who had a safeguarding enquiry were of white ethnicity. 14% did not have any ethnicity recorded. 4% were recorded as as belonging to a BME ethnic group or recorded as 'other'. This is lower than the 11% reported from the 2011 Census, however comparisons are skewed by the high proportion where this information was not recorded.

Figure 3 – Ethnicity, 2017-18



### Primary support reason

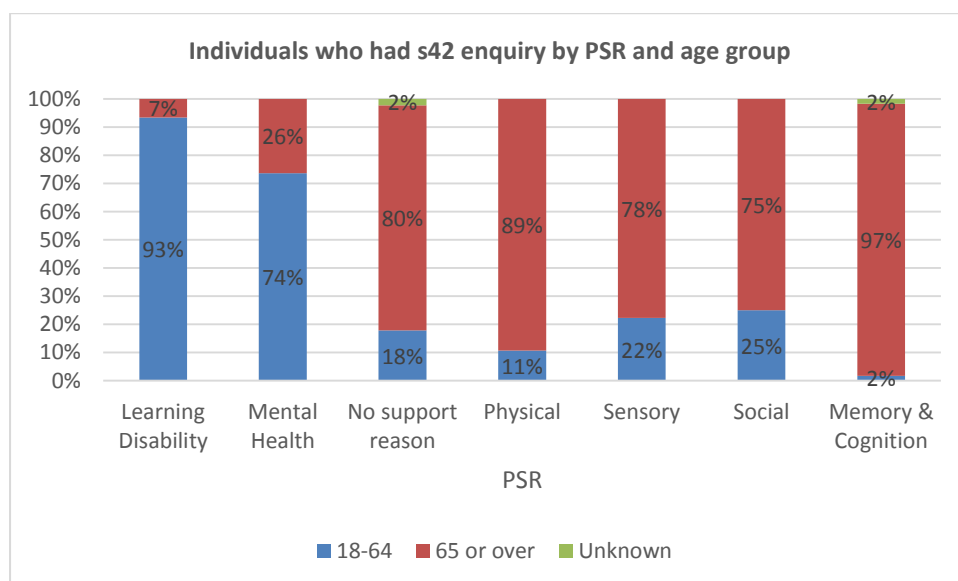
Table 5 below shows breakdown of individuals who had a safeguarding enquiry by primary support reason. For the majority of cases the primary support reason was physical support (45%) followed by learning disability support (22%) and support for memory and cognition (14%).

The chart below (figure 4) shows enquiries broken down by age group and primary support reason. Individuals who had physical support were more likely to be aged 65 and over whereas those who had a primary support reason of learning disability were aged 18-64. This may be because even though older people may have a learning disability due to increasing frailty their primary need may be for physical support.

Table 5 – Primary support reason for individuals with safeguarding enquiries, 2014-18

Primary support reason	2014-15	% of total	2015-16	% of total	2016-17	% of total	2017-18	% of total
Physical support	197	48%	225	47%	237	47%	187	45%
Sensory support	8	2%	13	3%	14	3%	8	2%
Support with memory and cognition	69	17%	87	18%	111	22%	60	14%
Learning disability support	99	24%	101	21%	91	18%	92	22%
Mental health support	17	4%	24	5%	28	5%	19	5%
Social support	6	1%	9	2%	8	1%	4	1%
No support reason	12	3%	19	4%	21	4%	45	11%
Not known	0	0%	1	0%	0	0%	0	0%
	408		479		510		415	

Figure 4 - Individuals who had safeguarding enquiry by PSR and age group, 2017-18



### Case details for concluded enquiries

#### Type of alleged abuse

The table below shows enquiries by type of alleged abuse in the last four years.

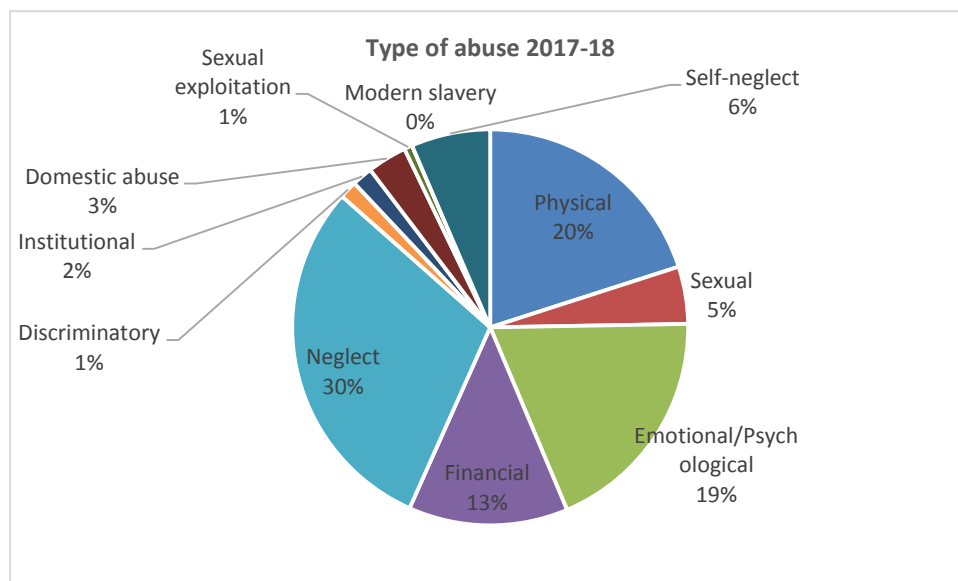
The majority of the allegations were for neglect accounting for 30% of all recorded risks followed by physical abuse at 20% and emotional abuse at 19%. The number of enquiries with physical alleged abuse increased over the last two years, however the number accounts for a smaller proportion of the overall number of concluded enquiries.

The types of abuse that increased in 2017-18 as a proportion of total concluded enquiries were self-neglect, discriminatory, sexual exploitation and financial abuse.

Table 6 – Concluded enquiries by type of abuse, 2017-18

Concluded enquiries	2014-15		2015-16		2016-17		2017-18	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Physical	150	29%	165	26%	171	20%	180	20%
Sexual	19	4%	9	1%	17	2%	42	5%
Emotional/Psychological	78	15%	94	15%	123	15%	170	19%
Financial	58	11%	57	9%	98	12%	117	13%
Neglect	195	38%	254	41%	329	39%	268	30%
Discriminatory	6	1%	4	1%	4	0%	13	1%
Institutional	13	3%	23	4%	35	4%	15	2%
Domestic abuse	-		8	1%	28	3%	29	3%
Sexual exploitation	-		0	0%	2	0%	6	1%
Modern slavery	-		0	0%	0	0%	0	0%
Self-neglect	-		10	2%	39	5%	58	6%

Figure 5 – Type of abuse 2017-18



### Location of alleged abuse

As with previous years the most common locations where the alleged abuse took place was a care home or the persons own home. However there has been a significant reduction (122 > 51) in abuse reported in nursing homes and a smaller reduction (192 > 170) in residential homes. 36% of safeguarding cases were reported to have happened within care homes in England.

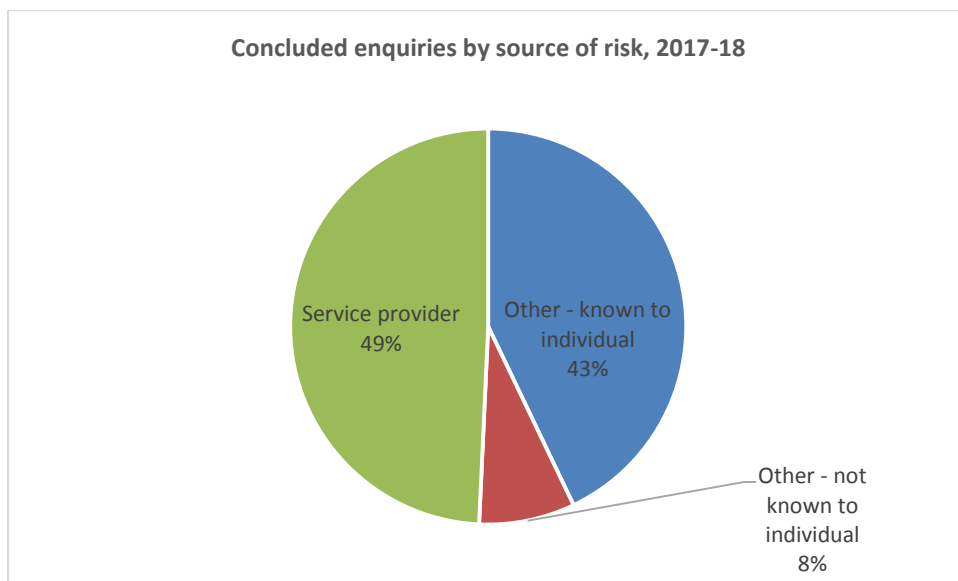
Table 5 – Location of abuse, 2017-18

Location of abuse	2017-18
Own Home	316
In the community (excluding community services)	46
In a community service	16
Care Home - Nursing	51
Care Home – Residential	170
Hospital - Acute	4
Hospital – Mental Health	4
Hospital - Community	4
Other	26

### Source of risk

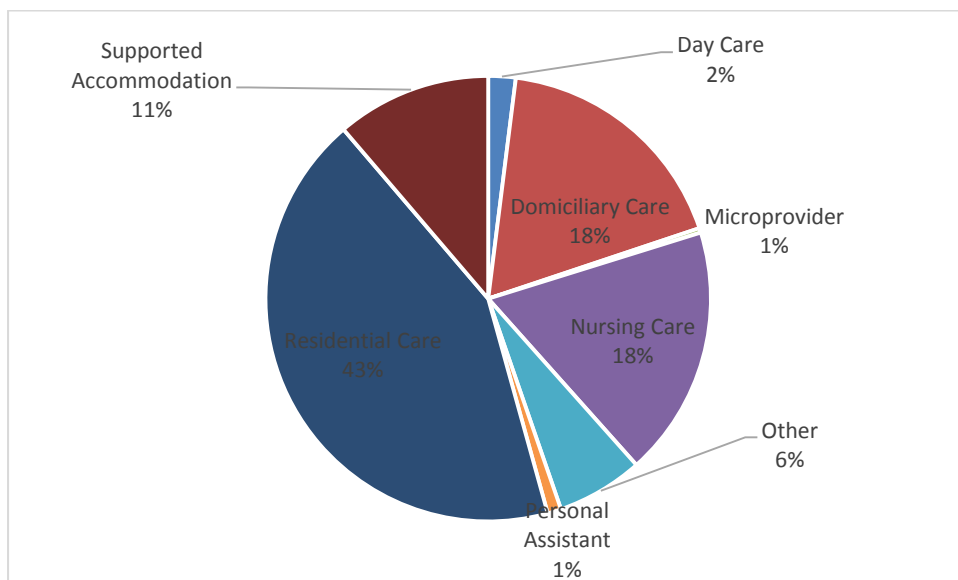
In 49% of cases, the source of risk was a service provider. Service provider refers to any individual or organisation paid, contracted or commissioned to provide social care services regardless of funding source and includes services organised by the council and residential or nursing homes that offer social care services. This category includes self-arranged, self-funded and direct payment or personal budget funded services. Health or social care staff who are responsible for assessment and care management do not fall under this category.

Figure 6 - Concluded enquiries by source of risk, 2017-18



The chart below shows a breakdown of service provider category. Where the source of risk was a service provider, residential care staff were most commonly reported as the alleged abuser (43%). Domiciliary care staff accounted for 18% of this category.

Figure 7 - Breakdown of source of risk Service provider by service type, 2017-18



### Action taken and result

The table below shows risk assessment outcomes for concluded enquiries. In 88% of cases, a risk was identified and action taken. Regionally (South-East) in 69% of

cases, a risk was identified and action taken. Nationally (England) in 77% of cases a risk was identified and action was taken.

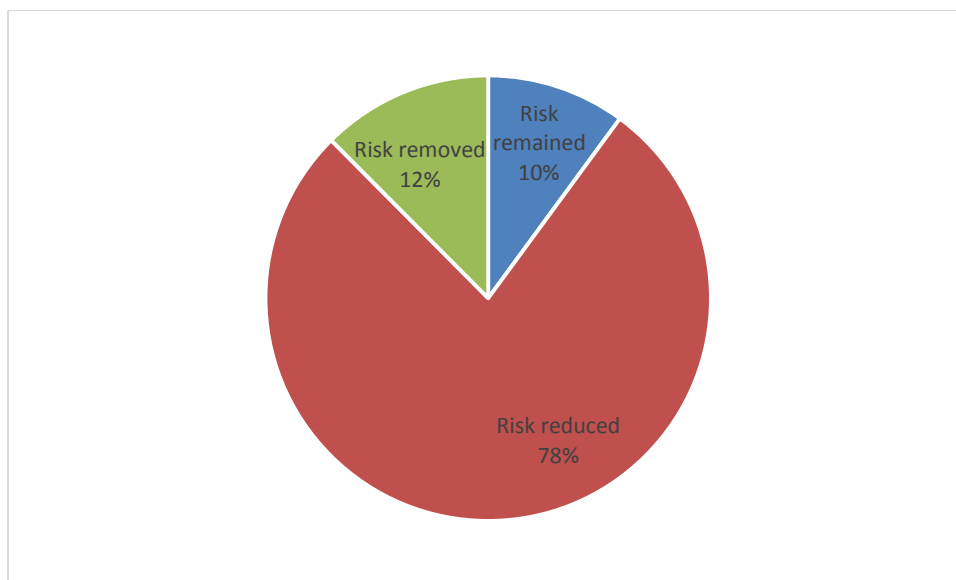
**Table 6 – Concluded enquiries by risk assessment outcomes, 2017-18**

<b>Risk assessment outcome</b>	<b>Total</b>
Risk identified and action taken	542
Risk identified and no action taken	4
Risk - Assessment inconclusive and action taken	40
Risk - Assessment inconclusive and no action taken	5
No risk identified and action taken	11
No risk identified and no action taken	2
Enquiry ceased at individual's request and no action taken	9

The chart below shows concluded enquiries by result in cases where a risk was identified. In the majority of cases the risk was reduced or removed. The picture nationally shows where a risk was identified, the risk was reported as being reduced at the conclusion of the enquiry in 61 per cent of cases (51,660 enquiries). The risk was removed in 26 per cent of cases and the risk remained in 13 per cent of cases.

There is a wide range of variation at a local authority level across England in terms of the risk outcome; the proportion of risks where the risk remained varied from 0 per cent to 67 per cent, and the proportion where the risk was removed varied from 3 per cent to 70 per cent.

**Figure 8 - Risk outcomes of concluded enquiries, 2017-18**

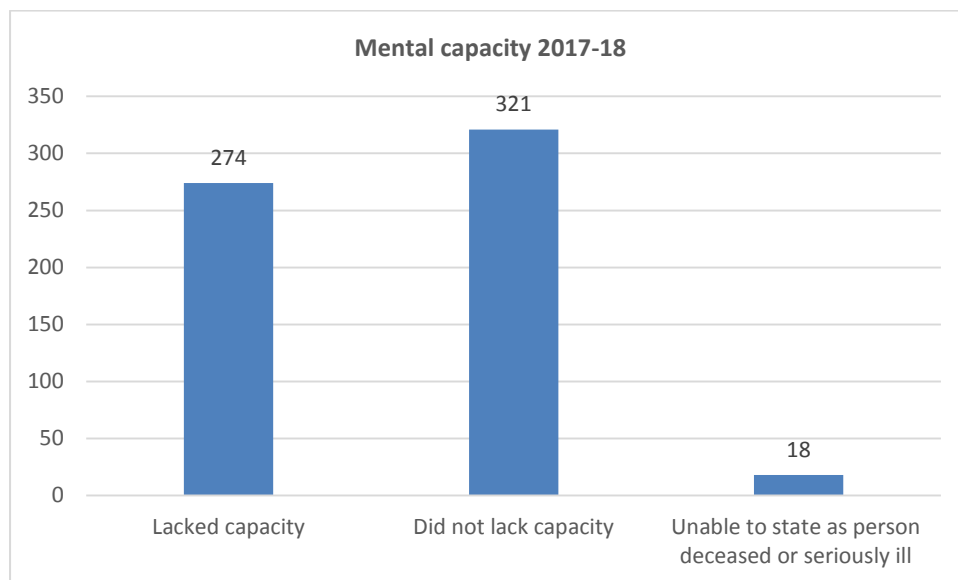


## **Mental Capacity and Advocacy**



The chart below shows mental capacity for concluded enquiries. The percentage of people lacking capacity in Wokingham was 47% in 2017-18 there has been no change in the percentage of people who lack capacity since last year.

Figure 9 – Mental capacity, 2017-18



Of the 274 concluded enquiries where the person at risk lacked capacity in 253 of these cases (92%) support was provided by an advocate, family or friend.

### Deprivation of Liberty Standards

477 applications were received in the financial year 2017-18. This is a reduction of 13% compared to 2016-17 (when 547 referrals were received).

An increased amount of assessments (429 - 89%) were signed off in 2017-2018. Possible explanations for this include increased capacity of assessors within the council. In November 2016, we employed 14 BIA's (within the council). By September 2017, the local authority had increased its complement of internal BIA's to 25, a figure that remained constant to end of March 2018.

Outcome	Count 2016-17	% of total signed off	Count 2017-18	% of total signed off
Not Granted	97	25.2%	58	14%
Granted	235	74.8%	371	86%
Awaiting allocation for assessment	215		141	

Total signed off	357		429	
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In 2017/2018, we have been able to reduce the amount of people awaiting allocation for assessment at the end of the financial year.

The number not granted due to assessment criteria not being met has fallen due to fewer assessments taking place.

<b>Reason not granted</b>	<b>Count 2016-17</b>	<b>Count 2017-18</b>
<b>Assessment criteria not met</b>	<b>17</b>	<b>19</b>
Mental Capacity Requirement	13	14
Mental Health Requirement	2	2
Eligibility Requirement	2	3
Best Interests Requirement	0	0
<b>Change of circumstances</b>	<b>25</b>	<b>15</b>
<b>Death</b>	<b>55</b>	<b>2</b>