



Appendix B

Achievements by partner agencies 2018-19

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 facilitate continued improvement and increased knowledge in safeguarding. 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.

The safeguarding children and adult teams are fully integrated to facilitate a more joined-up 'think family' approach to safeguarding. During 2018/19 an in-house on-call safeguarding advice line continued to be provided by safeguarding named professionals to enable staff to discuss cases and seek advice on safeguarding matters.

Achieving a high level training compliance is a priority for BHFT and the Trust have achieved compliance above 94% for safeguarding adults training at level one and above 85% at level two with extra courses being facilitated. Training compliance for PREVENT training is 96%.

Improvement in staff understanding of and application of the Mental Capacity Act (MCA) 2005 has been priority for the Trust. Extra training has been facilitated and compliance to training has increased to over 90%. MCA champions have been appointed to further this work and are mentored by the MCA lead for the Trust. A safeguarding named professional joined the team in a secondment post to lead on supporting staff to embed application of the Mental Capacity Act 2005 in practice and has facilitated practical workshops on the wards and with community teams.

A service improvement group has been formed to improve patient experience at Prospect Park Hospital and work has included safety work to prevent absconding and sexual safety work in response to a CQC report on sexual safety in mental health settings.

Berkshire West CCG

Berkshire West Clinical Commissioning Group (CCG) have continued to raise the profile of safeguarding adults across primary care and with health commissioned providers. In 2019 we undertook a themed face to face audit across all our primary care Service for safeguarding building on our previous audits within primary care and we achieved a 100% engagement with primary care service. The audit will be reported to the Safeguarding Adults Board in early 2020, overall the results were positive and an improvement on previous audits. We are pleased with the positive engagement and commitment of our safeguarding lead within Primary care. The Designated leads for the CCG in 2019 have

increased and formalised the primary care training, offering an annual safeguarding programme for primary care for level 3 covering both children and adults running 4 evening courses per annum. We have achieved an excellent attendance rate and the training was reviewed in line with national guidance. The training has a think family approach and demonstrates the CCGs compliance addressing and achieving key areas under priority 3, including learning from local serious cases reviews in all level 3 training and a focus on domestic abuse. The CCG in 2018/2019 designed and delivered a bespoke level 4 training for our Directors with a specific focus on commissioning and accountability. A further achievement has been for the CCG to support and facilitate bespoke GP training for domestic abuse delivered by a Local GP with special interest in partnership with a local provider delivering domestic abuse services.

The Quality Team and Safeguarding Team have in place quality monitoring indicators and processes for safeguarding for commissioned providers and this includes quality assurance visits to providers, self-assessments, quality schedule reports and close working with providers to support safe and effective care. Practical application has been a focus and has been supported by the introduction of templates for GP reporting on enquiries which was established in partnership and collaboration with our local health services. In addition, the Safeguarding and Quality Team have in place a commissioning checklist in line with safeguarding and best practice for the organisations and continues to be proactive in raising the learning and commissioning accountability within the CCG.

The Designated Head of Adult Safeguarding remains a proactive and consistent member of the Safeguarding Adults Board, chairing the Safeguarding adult review panel and facilitating contribution to multiple reviews, including partnership learning, Domestic Homicide Reviews, Prevent and individual safeguarding cases across the area. Multi-agency audits and training events have been co-ordinated and contributed to by the Designated Head of Adult Safeguarding. The CCG and health services undertook the lead on updating the Berkshire wide policy and procedure working on allegations management in 2018/2019 supporting the partnership to achieve areas identified under Priority 2 . The CCG will continue to represent and be an active member working together within the partnership.

Reading Borough Council (RBC)

Have implemented and embedded in 2018-19 the “Conversation Counts” strategy for engaging with adults in Reading. The approach is focused on supporting adults to recognise and develop their own strengths, building resilience in individual’s lives and in communities, and improving communication between organisations, so that early responses and solutions are available to resolve situations before they deteriorate. These reflect the principles of Making Safeguarding Personal which are a cornerstone of good Safeguarding practice.

The development of the Advice and Wellbeing Hub, who receive referrals for information, advice, support and assessment for adults currently not in receipt of Local Authority services, has been a key activity in safeguarding residents locally in Reading, by preventing the escalation of risk and harm at an early stage, making appropriate advice and guidance

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accessible and supporting people to connect effectively with their local networks and communities, increasing independence and resilience.

The social care teams are supported through training, informal learning lunches and support and guidance from the Safeguarding Adults Team to ensure that practice is consistent, led by the adult and reflects the priorities outlined in the Care Act and further outlined by West Berkshire Safeguarding Adults Board.

In 2019/20 RBC S42 recording will be held centrally within the Safeguarding Adults Team in order to ensure greater accountability, transparency and consistency in Safeguarding practice.

Royal Berkshire Fire and Rescue Service (RBFRS)

RBFRS' key achievements for 2018 to 2019 are measured through our Strategic Performance Board and our corporate measure 3, measures the percentage of safeguarding referrals made and signposted through to Local Authorities within 24 hours. 100% of all referrals were signposted within 24 hours during this financial year. All Safeguarding referrals were met within the 24-hour Corporate Measure. There were 46 Safeguarding referrals made during Q1, 49 in Q2, 60 in Q3 and 86 in Q4. These figures are for all 6 Berkshire Local Authorities. The total number of referrals for 2018/2019 was 241 within Berkshire and 11 Over the Border (OTB) resulting in a figure of 252. 50% of these referrals were self-neglect and neglect. Other categories within our Safeguarding remit have included referrals involving domestic violence, acts of omission, sexual abuse/exploitation, Modern Day Slavery, financial/material abuse, emotional/psychological abuse and physical abuse. Since the Safeguarding function began in RBFRS four years ago, we have seen an increase in submitted referrals by 504%. Out of the 252 referrals 20% were signposted to Children's Services and 80% were adult referrals.

RBFRS continue to promote their Adult at Risk Program (ARP) and provide awareness raising training to numerous partnership agencies in order to improve referral rates. This work has generated an increase in vulnerable adult referrals to RBFRS across Berkshire including safeguarding referrals as one of the impacts.

Royal Berkshire Hospital NHS Foundation Trust (RBHFT)

- Safeguarding (adults) clinical governance has continued throughout the year and the safeguarding team medical clinical lead role is a valued part of the safeguarding team. There are vacancies in both NCG and UCG to recruit during 2019.
- 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 SAR's continues to be included in Safeguarding training.
- The Lead Nurse Adult Safeguarding continues to be part of the SAR panel.
- Safeguarding Champions conference was held in November, this was evaluated positively by participants. A very successful half day champions meeting was held in June

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2019 to consolidate learning. Another conference is planned for later in 2019 focusing on Learning Disability.

South Central Ambulance Service NHS Foundation Trust (SCAS)

- The delivery of face to face level 2 safeguarding update training to all patient facing staff
- A completion of new adult and children's safeguarding policies
- The implementation of a new web based referral system for our Clinical Call Centres
- The implementation of new safeguarding referral servers
- A review and update to our Allegation policy, Domestic Abuse policy and Prevent policy
- Assisted the Welsh Ambulance service to develop an electronic safeguarding referral process
- Worked with NHS Digital to develop CP-IS for Ambulance services
- Developed a Trust Modern Slavery statement and training for staff to identify victims of Modern Slavery
- The implementation of a safeguarding governance process for private providers and taxi firms used on our patient transport service

Thames Valley Police (TVP)

Thames Valley Police (TVP) has continued to work in strong partnership with statutory and voluntary organisations focussed on safeguarding. Our Integrated Offender Management (IOM) officers now support MAPPa and have widened their remit to include more women who need support and domestic abuse offenders. We have continued to run effective MARAC meetings involving relevant agencies in the area and over 2018-2019 215 cases were discussed with a view to safeguarding. 118 of these were referrals from TVP so we remain the biggest identifier of domestic risk. 70 of the 215 cases were "repeats" who had already been discussed at MARAC previously and returned following a repeat incident being identified.

Our Domestic Abuse team have held joint training sessions with BWA to ensure officers are well equipped to safeguard individuals as well as investigate. Additional training was delivered by the CQC to DA officers across the Force area to increase understanding of how TVP and CQC can work together to investigate Care Home allegations effectively.

TVP co –chair People Solutions Meeting with RBC where cases are raised where there is concern for an individual who may be at risk, to find a partnership solution. We continue to support MEAM (Making Every Adult Matter), and work with PACT charity to support Women with complex needs. Our neighbourhood teams work closely with RBC to protect adult vulnerable to exploitation

Reading Police and CMHT are piloting a High Intensity User Group meeting to work with partners across health and social care to improve identification and intervention of adults with additional needs due to mental health concerns, and reduce their impact on statutory resources. The Street triage (BHFT / TVP) joint response to MH crisis also continues daily 1700hrs – 0100hrs.

Involve, Bracknell Forest and Wokingham Borough

Involve has continued to provide support to charities and groups across the Wokingham Borough, many of whom work with adults and vulnerable people in our communities.

Involve has attended and supported the Wokingham Adults Safeguarding Forum, as well as the Community Safety Partnership through the year and information and updates relating to safeguarding and awareness raising regarding vulnerability have been shared widely to the sector through our fortnightly newsletter which reaches nearly 600 contacts.

Training specifically in safeguarding has been provided directly to 5 Wokingham Borough charities and other courses have been delivered in the borough on subjects such as: lone working, introduction to mental health, drug & alcohol awareness, introduction to domestic abuse and suicide awareness. All these subject areas increase awareness and support opportunities for people in our communities.

Involve held 2 key Community Awareness events in Wokingham in 18/19. These were on Community Safety and Mental Health. Both were delivered in partnership and had a great reception by the community, partners and attendees.

Reading Voluntary Action (RVA)

Our focus continues to be on Safeguarding Adults training for trustees and volunteers, to ensure that they understand their responsibilities in safeguarding adults. Reading Voluntary Action delivered 3 half-day workshops for a total of 31 trustees and volunteers. Staff and trustees that require more in-depth training, for example as Designated Safeguarding Lead, are signposted to relevant training offered by Reading Borough Council.

RVA's Advice Worker is an accredited Safeguarding trainer, having attended the Train the Trainer course. She attends the BW SAB Learning and Development Sub-group and has shared useful resources such as a video clip on Hoarding to add to existing training programmes. RVA regularly updates advice on Safeguarding which is held on our website - this is freely accessible. <http://rva.org.uk/knowledge-base/safeguarding-knowledge/>

We continue working with the Safeguarding Adults team at Reading Borough Council to ensure that we work effectively together to support vulnerable adults at risk.

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.

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During the last year we ran the suicide prevention action group and trained 68 front line workers from the sector. We ran a volunteer recruitment event called V365 which attracted 275 members of the public visiting 60 charities.

We provided training courses, funding advice and guidance and operated transport services, befriending services, community navigations services and a mental health project. We attend numerous partnership boards and clerk the children and young people's board and the special educational needs board.

We ran four safeguarding courses for the sector between April 18 and March 31st at which 48 People attended. We also trained further 4 Befrienders in safeguarding delivered by West Berkshire District Council.

West Berkshire District Council (WBC)

2018/19 has been an exceptionally busy year for the Safeguarding Adult Service in West Berkshire council. 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).

The Service has had some significant personnel changes in the past twelve months. There is now a permanent Service Manager in post and investment in the service has led to the recruitment of a Safeguarding Social Worker and a part time admin role within the service. We have now been using our threshold decision making tools for over twelve months and as a result have been able to capture the large amount of work that we do as a service with concerns which so not meet the S42 Inquiry threshold, however do require sign-posting or liaison with other professionals to support the person or their Carer. We have seen an increase in safeguarding concerns of 46% in 2018/19 compared to the previous year. Completed S42 Enquiries has risen by 72% over the same period.

Organisational Safeguarding has been a particular pressure on the service over the past twelve months. We have had one local care home who were under an organisational safeguarding for over six months, two local domiciliary care providers who were also under organisational safeguarding and also one Berkshire wide provider who have been under a police investigation and serious provider concerns framework which West Berkshire Safeguarding Service has led on due to the head office for the provider being in our area.

This has put a great deal of pressure on both the safeguarding service, but also the ASC staff who have assisted in the process to ensure that service users under these providers are safe. We have worked closely with the CQC and our partner local authorities to undertake relevant S42 Inquiries and also undertake the provider concerns process.

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

Service Improvements

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- We have recently redesigned the safeguarding forms to make them more user friendly and these are due to go live following training with all ASC staff in the autumn.
- The service manager; alongside the PSW, has run Risk Training to push the agenda of prevention of safeguarding and mental capacity, hoarding and scamming training is being delivered shortly.
- Section 42 audits now being completed on at least 10% of cases. This is now on Care Director and makes this much easier to complete.
- Safeguarding and Care Quality are joining forces to relaunch a joint Intelligence Forum for Providers and ASC, Health and partner staff
- SAR training is being completed locally with findings of local SARs. This is being completed by the PSW and Safeguarding Adults Service Manager
- All safeguarding forms are being reviewed on Care Director and will be much more user friendly and intuitive to assist staff in completing S42 Enquiries. This will include compulsory Risk Assessments being completed at the start and end of the Enquiries.
- DoLS/LPS paperwork will be completed on the Care Director system to share information with ASC staff.
- Development of Risk Management escalation process for both in house staff and those in our partner agencies. This will allow us to prevent safeguarding by working with the wider MDT to put measures in place to protect service users at an earlier stage.

Wokingham Borough Council

Safeguarding Adults is a strategic priority for Wokingham Borough Council (WBC) and a core activity of Adult Social Care.

Wokingham Borough Council achievements for 2018/19 are listed under the SAB priorities for this period:

Priority 1 – to strengthen our communication and engagement across groups and communities in the West of Berkshire to ensure that our plans and actions are informed by the widest range of people

- Proactive work was undertaken to ensure accessible safeguarding information is available for all
- Adult Social Care continued to engage with the community and promote the prevention agenda via quarterly Wokingham Adults Safeguarding Partnership Forum (WASPF) meetings wherein matters relevant to the safeguarding agenda were discussed
- A focus was maintained in independent case file audits on the principle of 'empowerment' and promoting back to the workforce the importance of obtaining feedback from customers in line with principles of Making Safeguarding Personal (MSP) both to deliver effective outcomes for customers and to inform service and strategic development

Priority 2 – to extend links with other partnerships to work together to break down barriers across agencies and to promote approaches that safeguard people with those that care about them, in their family and community

- Adult Social Care developed and delivered bespoke training in use of recognised risk assessment tools for Domestic Abuse. This was made mandatory for all adult social care

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practitioners to support more effective risk assessment and joint working with partner agencies in this context

- A consistent link worker was provided for the Multi Agency Risk Assessment Conference (MARAC) and Multi Agency Public Protection Arrangements (MAPPA) to support interagency networking and interfaces
- Mandatory Carers Assessment training was delivered to all staff
- Various events were held to disseminate learning from SARs dynamically
- Mandatory training was delivered for the workforce on working with self-neglect and hoarding, including the provision of toolkits to assist in this complex area of practice

Priority 3 – to share learning and develop innovative ways to support both paid and unpaid organisations across the partnership to continually build confidence and the effectiveness of everyone’s practice

- Wokingham Borough Council actively participated and engaged in SARs commissioned by the SAB, including contributing to designing innovative models of review to generate effective learning
- Organised and participated in bite-size learning events agreed via the Learning and Development subgroup
- Adult Social Care reviewed and developed training plans to ensure mandatory training encompassed priorities of the SAB and was responsive to emerging findings from SARs
- Supervision audits undertaken on regular basis to provide assurance around effectiveness of practice
- Use of Safeguarding Champions Group as means of providing ‘subject matter experts’ in each service area
- Increased focus on MSP in all training materials relates to safeguarding

Priority 4 – to understand how effective adult safeguarding is across the West of Berkshire, to ensure we identify emerging risks and take action accordingly

- Continuation of 10% audits of completed safeguarding work to understand trends and risks and inform service deliver and development
- Ongoing review of performance data to understand what it tells us about safeguarding activity in the area
- Review of current safeguarding structure and pathways to consider more effective ways of delivering safeguarding in the Borough, thereby improving outcomes for adults at risk. This included submitting a proposal to Leadership on the development of an Adult Safeguarding Hub (ASH) in 2019/20