



Appendix C

Achievements by partner agencies 2021-22

Berkshire Healthcare NHS Foundation Trust (BHFT)

Audit

Two internal safeguarding audits were undertaken during 2021/22

Safeguarding Advice Line Audit

The audit was carried out using a Survey Monkey Questionnaire. The purpose of the questionnaire was to ascertain practitioner's views regarding their experience of using the advice line including their views regarding the advice given by the Named Professionals (this was a combined children and adults advice line audit). This is the first time that practitioner's views have been sought regarding their experience of using the advice line. The audit period of August 2021 to February 2022 was used. During this period 628 calls were made either to the adult or the child advice line.

Disappointingly only 39 replies to the survey monkey were received, representing 6% of those surveyed. However, those response received were overwhelmingly positive including comments such as: 'really grateful the service exists', 'prompt and professional advice', 'very approachable and friendly' and 'so knowledgeable and helpful'.

Key findings from the report

- Practitioners find having access to the Safeguarding Advice lines valuable, supportive, and helpful
- The Child and Adult advice line received very similar amounts of telephone calls during the audit period
- There was a low percentage (6%) of returned surveys

Recommendations from the Audit

- The Safeguarding Advice Lines to continue to be promoted to staff via available platforms, including Nexus intranet, team Brief, screensavers.
- Safeguarding Team to encourage staff to contact the advice line at their earliest opportunity to support practitioners to be able to complete any agreed safeguarding actions plans in a timely way and maintain a work-life balance.
- Safeguarding Team to remind practitioners that safeguarding referrals to the local authority must be made by the individual who identifies the concern unless internal procedures clearly identify named Managers to undertake this responsibility.

Mental Capacity Act Audit 2021-22 Consent to Admission

An MCA audit has been completed looking at consent for admission to the community wards across the Trust. The audit concluded the following:

- Obtaining and documenting a patient's consent to their admission is variable across the inpatient wards
- Practice across the wards on the process of obtaining and documenting consent to admission, or a lack of capacity to consent to admission is variable with differing practice found.
- Audit 2 found that the application of the DoLS process when indicated is in use across the wards however there was variation in the compliance level to this and the specificity of the capacity

assessment decision in some of these cases could be improved. The process for sending DoLS applications through the safeguarding team is well embedded and accurate

- The identification and documentation of a person with responsibility for decision making i.e., a Lasting Power of Attorney requires improvement however the dedicated area on RiO for recording this is difficult to find and not intuitive.
- Berkshire healthcare has recently appointed an MCA and DoLS/ LPS lead to support the implementation of LPS when it is introduced. It is imperative that clinical staff can use the MCA framework confidently and identify patients who may be deprived of their liberty. The MCA lead will be able to work with clinical leaders on the wards to support this.

A request has been submitted to the Quality Improvement team for resource to drive the necessary improvements across community inpatient services from a ward level and will be supported by the newly appointed MCA lead.

Learning from local serious case reviews and partnership reviews:

During 2021-22 there has been several significant safeguarding incidents across the partnership leading to 2 new Safeguarding adult reviews being conducted across the West partnership. Named professionals have provided reports and chronologies for the reviews and supported practitioners throughout the process. The Head of Safeguarding or her deputies attend all safeguarding adult review sub-groups across Berkshire and safeguarding review panels and are responsible for ensuring lessons are disseminated to BHFT staff and action plans are developed, completed, and reported on.

Clear pathways are in place to disseminate learning, monitor action plans and ensure oversight at board level. All Patient Safety and Quality Groups (PS&Q) are attended by a member of the safeguarding team and learning from SAR's is disseminated. Learning has also been cascaded through the internal trust magazine Learning Curve. Action plans are also monitored externally through safeguarding committees, safeguarding partnership sub-groups and CQC.

Safeguarding Policies/Protocols

All Trust Policies are reviewed and updated at least every two years. The following policies and procedures have been reviewed and ratified during 2021/22 in accordance with the Policy Scrutiny Group and the Safety and Clinical Effectiveness group –

- CCR164 Promoting Sexual Safety on Mental Health and Learning Disability Inpatient Wards
- CCR125 Chaperone Policy
- CCR072 Child Protection (Safeguarding and Promoting the Welfare of Children)

A new policy is being developed by the safeguarding team; Was Not Brought/Non-Attendance of Appointments or Declined Service for Adults at Risk. This will be reviewed by the Policy Scrutiny Group once it has been completed and will align with the Trust 'Was Not Brought Policy' for children.

Safeguarding Training

Training	Level	Compliance level				Target
		Q1	Q2	Q3	Q4	
Safeguarding Children	One	79.82%	84.13%	88.19%	89.29%	90%
Safeguarding Children	Two	90.35%	90.38%	91.83%	92.53%	90%
Safeguarding Children	Three	86.09%	87.02%	90.48%	89.22%	90%
Safeguarding Adults	One	88.60%	88.00%	95.40%	93.67%	90%
Safeguarding Adults	Two	60.18%	79.22%	85.76%	90.92%	90%
Safeguarding Adults	Three	26.77%	38.01%	66.16%	81.60%	90%
Prevent	Wrap	94.90%	95.50%	96.95%	98.39%	90%
Prevent	Channel	95.60%	94.33%	99.51%	99.56%	90%
MCA		84.69%	84.77%	85.97%	86.77%	90%
DoLS		82.50%	87.84%	93.42%	95.92%	90%

Safeguarding training is provided to all staff internally by the safeguarding team. All clinical staff receive safeguarding adult training at levels one and two at induction followed by level three according to role requirements within six months of induction. PREVENT, MCA and DoLS training is also provided at induction.

A programme of refresher training is provided, and staff are also able to access external training through the safeguarding partnership boards although this is reduced compared to previous levels. All volunteers starting with the trust receive safeguarding adults and children training at level one as part of their induction. The provision of training is an area of strength within the team and requires flexibility and commitment. The team acknowledges the need for a positive attitude towards training and operates within the Trust inclusion policy, offering training in accordance with respecting and providing for the diverse need of a large workforce. Bespoke training is facilitated for hard-to-reach staff groups. Small group training and seminars are also provided where required for example on the community wards regarding DoLS.

Due to the Covid-19 pandemic and varying levels of restrictions, the safeguarding team have worked hard to develop virtual face to face training or pre-recorded and broadcast session for local learning from safeguarding adult reviews. Due to an initial cancellation of training at the beginning of the pandemic, compliance to training targets dropped in some areas. Training compliance was carefully monitored, and extra training sessions facilitated to ensure training levels increased.

In July 2021, all clinical staff Band 6 and above working with adults were moved to require level three safeguarding adults training, to align with the requirements of the Intercollegiate Document: Roles and Responsibilities for Healthcare Staff (2018). This led to an initial dramatic drop in compliance levels. Extra training has been facilitated to meet this need as well as Level 2 and 3 broadcast sessions has been developed to support staff who find attending face to face training difficult due to their shift patterns and roles. This training has been very highly evaluated and has been shared with local multi-agency partners as an area of good practice.

The Trust internal magazine Learning Curve is dedicated to Learning from safeguarding reviews twice a year.

Mental Capacity Act and Deprivation of Liberty Safeguards / Liberty protection safeguards

An MCA and DoLS / LPS lead has been appointed to the team and commenced in post June 2022.

The role of the MCA lead in the adult safeguarding team is to act as a point of reference for colleagues, to develop and train trust staff and team colleagues, review and develop the training programme and support the trust leadership about the MCA Framework. The role will also focus on driving improvements in use of the MCA as identified in audit as well as leading the strategic implementation and application of the new Liberty Protection Safeguards.

Work is being undertaken with the Rio transformation team to implement changes to the MCA assessment form, and to recording of Lasting Powers of Attorney which is identifiable and accessible to staff. The Rio team will be allocating a project worker to implement a system enabling the recording of LPS applications, assessments, and reviews in line with current Trust recording of Mental Health Act status.

The Safeguarding team have been delivering Consent and the MCA workshops to community services focussing on scenarios and practical application. MCA and the Interface with the Mental Health Act workshops are currently being held at Prospect Park Hospital.

The newly appointed MCA lead will work towards moving the MCA training from e-learning to a virtual platform. The training will be split into 3 levels; General Awareness, MCA in practice (for registered and qualified staff) and MCA in 16-18-year-olds for staff who work predominantly with children. The training will be available generally via the Learning and Development platform and will also be offered to targeted teams.

The Adult Safeguarding team continue to support the Trust with identifying and applying for a Derivation of Liberty when the criteria is met. The team have full oversight of all the trust

applications and support ward staff to complete the process, ensuring applications are of a good quality. Training on DOLS is available for staff on a virtual platform. The Safeguarding adult advice line continues to support staff in practice with advice from named professionals for safeguarding adults on matters of adherence to the Mental Capacity Act, complex cases, and challenges in practice.

Future Plans

- Develop an understanding of the evolving safeguarding environment because of Covid-19. This includes the potentially new safeguarding risks and new effective ways of working, such as the impact of online/remote work.
- Establish a hybrid model of working including virtual platforms that provides an efficient and effective service.
- Continue to embed good practice in safeguarding
- Provide responsive safeguarding advice to all Trust staff via the on-call advice line.
- The appointed LPS / DOLS lead to plan the strategic and operational implementation of LPS in 2022/2023
- All safeguarding training to be minimum 90% compliant across the Trust
- Share learning across the Trust in multi-media formats and through patient safety and quality groups and the leadership sub-groups.
- Continue to provide strong representation on the Multi-Agency Safeguarding Arrangements and Local Safeguarding Adult Boards.
- Support services to recognise when pressure areas are a safeguarding concern and take the appropriate action.
- Support improvement of mental capacity Act on physical wards using QI improvement approach

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) – previously Berkshire West CCG

Berkshire West have continued to keep safeguarding adults at the forefront across primary care networks and with health commissioned providers through training, supervision, meeting attendance and dissemination of learning from Safeguarding Adults Reviews (SARs).

Our key achievements have included providing a Covid response at the beginning of the year, providing regular safeguarding training sessions to primary care, commissioning the contractures service, continuing to work in partnership with other agencies and the SAB, and providing requested assurances.

Training

Safeguarding Level 3 training and refresher training sessions have been offered throughout the year to primary care with nine sessions in the last five months. Learning from Safeguarding Adults Review (Steven) was incorporated as a case study to encourage attendees to consider and reflect on the actions and referrals they would make in similar circumstances. Primary Care's protected time on 13th July 2022 was used to facilitate a workshop style training session where various speakers from the local authorities spoke on radicalisation, the new Domestic Abuse Act 2021 among other safeguarding topics. Virtual training has mostly remained, however, there are plans to arrange face-to-face training as part of the newly formed ICB.

Postural Management Service

Berkshire West commissioned a pilot project on the management of contractures which has since become a permanent ongoing service. The service is a single point of access for West of Berkshire Care Home residents who require support in Postural Management. The service is provided by the Berkshire Healthcare Integrated Care Home Service. The service was initially commissioned after the

need was identified during a SAR process. Leaflets and future information on the service remain on the SAB website.

Liberty Protection Safeguards

A BOB-wide LPS health steering group was set up and continues to meet regularly to discuss the LPS and Mental Capacity Amendment Act. Information from this group is also shared at the LPS Health Forum which is attended by both Berkshire West NHS and LPS leads from the local authority.

Quality and Safeguarding

The Quality team and Safeguarding team continue to have quality monitoring indicators and processes for safeguarding for commissioned providers and this includes quality assurance visits to providers; collating self-assessments and quality schedule reports; and close working with providers, including independents, to support safe and effective care. We have a good established partnership, and this was demonstrated as a strength in the last two years where health and key partners worked together to reduce risk of harm in various settings. Our health services and our Local Authority leads have refreshed the safeguarding templates for health reporting on enquiries and continue to make changes to respond to improving the quality of information and recording. Our primary care colleagues have participated in serious case review and domestic homicide reviews sharing the learning from practice. The Safeguarding and Quality team maintain the use of their commissioning checklist in line with safeguarding and best practice for the organisations demonstrating their commitment to learning from serious case reviews. The Integrated Care Partnership and Strategic Care Home Performance groups continue to meet. These are place-based groups that facilitate the exchange of information and opportunity to explore themes and create innovation to work together.

Other

The designate head of adult safeguarding remains a proactive and consistent member of the SAB, co-chairing the Performance and Quality subgroup, and attending the SAB and Executives meetings. In addition, the designate chairs the Liberty Protection Safeguards Health Forum and facilitates contribution to multiple reviews, including partnership learning, Domestic Homicide Reviews, Prevent and Channel Panel, the Domestic Abuse Partnership Boards and individual safeguarding cases for all three areas. The role remains busy due to covering all three areas (Reading, West Berkshire and Wokingham).

Looking forward, changes to the team and other processes are likely following the formation of the new ICB which in addition to the Integrated Care Partnership, makes up the Integrated Care System – 1 of 42 ICSs in England. Internal safeguarding policies for the NHS ICB have been merged, however, discussions around training across the NHS ICB are ongoing. A new Chief Nursing Officer, Rachel Corser, will be in post from 12th September 2022 and she is expected to continue the discussions internally and with place based partners.

[Reading Borough Council \(RBC\)](#)

Please refer to [Reading Borough Council Safeguarding Annual Report](#).

[Royal Berkshire Hospital NHS Foundation Trust \(RBFT\)](#)

- Safeguarding Adults Clinical Governance continued to meet quarterly throughout 2021/22. SAR action plans are monitored by this group.
- 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 21/22
- Adult safeguarding, mental capacity and domestic abuse policies are up to date.
- The safeguarding champion list has been updated with the information provided by the care groups.

- NCG and UCG safeguarding medical leads attend adult clinical Governance alongside the Matrons from the three care groups.
- MCA auditing continued including an initial targeted audit in AMU. The findings have been similar to previous audits and highlighted poor/limited documentation of assessment/ best interest discussions and meetings. However there was good documentation of clinical discussions with families.
- Starting on the 14th June 2021 a patient level DoLS report is submitted each weekday Monday to Friday to Clinical Site Managers, Matrons and Senior Duty Nurses with the aim to support better care planning and patient experience for this vulnerable cohort of patients.
- The number of DoLS application has increase by 79% (136 2020-21, compared to 244 2021-22) on the previous year. Only 30 DoLS were granted compared with 49 in the previous year.
- The Lead Nurse for Safeguarding Adults represents the RBFT on all sub groups of the West Berkshire Safeguarding Adults Board (SAB) including the SAR panel as well as the Berkshire West Liberty Protection Safeguarding (LPS) working group and the regional LPS groups.
- The Lead Nurse for Safeguarding Adults attends the Reading, West Berkshire and Wokingham Domestic Abuse partnership groups and represents the RBFT on the Reading Domestic Abuse Strategy working group.
- A Trust Domestic Abuse working group has been set up to cover patients and staff.
- A member of the Safeguarding team continues to attend Multi agency risk assessment conference (MARAC) – where victims identified as being at high risk of domestic abuse are discussed.
- The Lead Nurse for Safeguarding Adults continues to be part of Safeguarding Adult Review (SAR) group and other SAB subgroups.
- Virtual training via MS team has continued throughout 2021/22 this has included level 2 adult safeguarding and Enhanced mental capacity and DoLS training.
- Learning from SARs continue to be included in face to face –virtual training.
- Level 3 Adult Safeguarding training - mapping exercise undertaken and training passports provided to staff to enable them to recognise any existing training they have undertaken. The roll out of this programme has commenced. Prevent awareness training has been mapped to all staff either as awareness or at level 3.
- Adult safeguarding concerns raised against the Trust are triaged and a fact finding investigation completed by the Lead Nurse for Safeguarding Adults. All concerns raised were identified on discharge. Common themes remain as pressure damage and discharge.

Key Concerns

- Preparation and roll-out for Liberty Protection Safeguards implementation – LPS lead job description has been banded.
- Managing and reporting the continued roll out of level 3 Safeguarding Adult training and new competency added for basic Prevent training.

Key Areas of Work for 2022/23

- Preparation for Liberty Protection Safeguards implementation is ongoing. Business case to go to the review group for approval.
- Work with UCG/NCG Medical Safeguarding Leads and clinical team to develop a robust audit of MCA documentation in AMU and progress work with Capsticks to design advanced training on MCA BI Consent.
- Weekly monitoring of level 3 Safeguarding Adult and Prevent basic training compliance and development of bespoke action plans for priority groups.
- Continue work via the domestic abuse working group to embed knowledge and best practice.

- Pilot a Hospital based Into Safe Accommodation IDVA role – funding identified by Wokingham CSP.
- Arrange Domestic Abuse Conference for our Safeguarding Champions – October 2022.

Royal Berkshire Fire and Rescue Service

Please see the below points regarding RBFRS' Safeguarding Team's Key Achievements through 2021/2022 and how we have contributed to our duty of care with safeguarding vulnerable adults and what actions/priorities we have implemented:

- We have designed and created a Safeguarding Action Plan spreadsheet of our key actions and priorities. This is based around our quality assurances to ensure we are effective with partners and collaborating together to safeguard people. We seek assurance from specific safeguarding criteria or assessments, such as: the National Fire Chiefs Council (NFCC) Self-Assessment, Berkshire Safeguarding Adult and Children's Self Assessments/Section 11 Audits, actions as a result of Peer Review that RBFRS implement, the National Safeguarding Fire Standards, our internal Service Plans and HMICFRS (Her Majesty's Inspectorate and Constabulary for Fire and Rescue Service's).
- Due to the significant increase in Safeguarding and Threat of Arson referrals during Covid-19, in general and in the past five years, we believe that we have a very robust outcome-focused procedure in place to protecting individuals at risk of abuse and neglect. We have a 24/7 provision of support from managers within RBFRS who regularly collaborate and communicate to ensure we are being consistent in providing a good service to those most at need.
- We understand the importance of attending Berkshire Adult Safeguarding Boards and subgroup meetings. The Safeguarding Team have struggled with capacity in this area but to improve, we have designed a Meeting Structure Framework which has now formed part of our Safeguarding Action Plan with the hope to increase our attendance at Board meetings and their subgroup forums. This has the view that we intend to share our safeguarding responsibilities and accountabilities across different sectors of the service.
- Our Safeguarding Support Officer has recently redesigned our Safeguarding Intranet page to ensure it is more accessible and beneficial to staff and volunteers. As an example of change is that we now have a Case Review and Safeguarding Adult and Children Board/Partnership page to ensure we are continually improving and learning.
- The RBFRS Safeguarding Team are now the leads for our South West Regional Fire and Rescue Service Safeguarding Forum. This takes place on a quarterly basis. We have included a Case Review and Reflective Practice standard agenda item which has been received well with all 6 Fire and Rescue Services across the South West. The regional meetings are then feedback into the NFCC Safeguarding Practitioners Workstream across the UK.
- We now offer operational crews and any member of staff face to face Safeguarding Support Sessions. This is where the Safeguarding Team can visit teams/crews on fire stations to talk through the key elements of a case, to update them around the key learning and outcomes and to check on their own welfare and to offer support through this process. We have delivered two

Safeguarding Support Sessions to two different operational crews and fire stations which were received very positively. This also provided reassurance for them that their actions have made a difference to vulnerable adults or children.

- We have created a Safeguarding Training Framework that now involves e-learning training for adults and children as part of employee's refresher training and other courses are being designed online in core areas such as Prevent, Modern Day Slavery, Exploitation and Female Genital Mutilation (FGM). There are also face to face training provisions available also.
- Due to the increase of Domestic Violence cases during the Covid 19 pandemic, this has resulted in more Threat of Arson referrals being signposted through from external agencies such as TVP, Social Care, Mental Health Services and Domestic Violence Support Agencies. Approximately 50% of our Threat of Arson referrals received were related to Domestic Violence cases. As a result of the increase of Domestic Violence cases, the RBFRS Safeguarding Team arranged for some Domestic Violence training to ensure we understood the signs and indicators behind closed doors. This was delivered to 167 front line staff.
- In our last Safeguarding Working Group meeting internally, we invited Figen Murray, the mother of Martyn Hett, who tragically died at the Manchester Arena Bombing. She has created Martyn's Law which now forms part of the Protect Duty. Martyn's Law is a piece of legislation that creates a coherent and proportionate approach to protective security. The new law will apply to any place or space to which the public have access. Figen has lobbied for stronger anti-terrorist security measures. We have recorded this session to ensure we can share learning across the organisation with regards to signs and indicators behind closed doors.
- Within our internal Safeguarding Working Group, which takes place on a quarterly basis, we have a standard agenda item for case reviews and reflective practice. At each meeting we ask for discussion and learning around a case from either of our three departments; prevention, protection or response. We also include any learning from our Boards.

South Central Ambulance Service NHS Foundation Trust (SCAS)

No update received.

Thames Valley Police (TVP)

No update received.

Involve Community Services, Bracknell Forest and Wokingham Borough

Provided 12 level safeguarding training sessions for volunteers across Bracknell Forest and Wokingham. The training offer for 21/22 was expanded and we now offer enhanced safeguarding training for supervisors and managers with 5 sessions per year.

Issued a voluntary care sector newsletter on a fortnightly basis, where critical safeguarding messages are routinely communicated.

Volunteer Centre West Berkshire

Volunteer Centre West Berkshire continues to support the Berkshire West Adult Safeguarding Board and seeks to represent the generality of issues that the voluntary sector faces when concerned with the welfare of clients and customers.

When working with new and emerging charitable organisations we provide best advice on safeguarding procedures and policies. Templates are provided after listening to and working with organisations.

We continue to signpost front line workers and members of the public to the West Berkshire Safeguarding portal and alert them to its presence and the ease by which it is possible to make a referral.

Our director took part in the interviewing of our excellent new chairman Professor. Keith Brown and welcome his unparalleled experience to the board.

We continue to publish safeguarding bulletins issued by the board and information via our weekly voluntary sector bulletin. This is published to 850 working in the sector each week.

We have also disseminated a document provided by the adult safeguarding lead in West Berkshire via our weekly bulletin on two occasions in the past year.

West Berkshire District Council (WBC)

2021/2022 has presented continued challenges as a result of the pandemic that stretched into this reporting year. However, the teams had already adapted well to working differently and more creatively to counter the challenges from 2020-2021 and as a result have been able to continue providing appropriate safeguarding responses and Deprivation of Liberty Safeguards (DoLS) authorisations.

It is as relevant this year, as it was last year, to acknowledge the tremendous work carried out and sacrifices made by the entire Adult Social Care workforce across West Berkshire and to acknowledge and remember those who are no longer with us.

2021/22 has mirrored 2020/21 and been a very busy year for the Safeguarding Adults Service in West Berkshire Council. Delivery of the safeguarding function is shared between the operational social care teams, (such as the Locality teams and Hospital Discharge team) and a small safeguarding team that provide a triage and scrutiny function, signing off all investigations and leading on investigations into organisational abuse and out of county placements. They also coordinate the response in relation to DoLS.

As reported in the 2020/21 Annual Report, work progressed to review our safeguarding processes specifically in respect of how concerns received were recorded. New recording forms were developed and launched in April 2020 in order to more accurately reflect the work of the team. However, during this reporting year, it became clear volumes of concerns were increasing and the time taken to administer that recording system had had a significant effect on the amount of time available to properly triage the concerns that were referred in. Therefore, the decision was taken to make changes to the recording of some concerns raised by our emergency service partners. All concerns are triaged and dealt with appropriately by forwarding to appropriate teams and services for action as a social welfare concern, but not all are administered through the case management

system as reportable concerns. This change of process has impacted on numbers and conversion of concern to enquiry rates.

Volumes of activity in all areas of the service increased during 2021/22 reporting period. Overall concerns, including those triaged for a social welfare response increased by 14% with equivalent increases in both S42 enquiries opened and concluded.

COVID related restrictions continued to bring their own unique challenges particularly in respect of effectively managing applications for Deprivation of Liberty Safeguards authorisations. However, despite those challenges the team were able to coordinate the assessment and authorisation process clearing the entire backlog of outstanding standard applications from 2020/21 and taking over a much smaller backlog of applications from 2021/22, which we anticipate should be cleared at a much earlier stage in the coming year. This was despite an increase in applications of 26% from the 2020/21 reporting period.

Organisational Safeguarding was a feature during the last quarter of the year with an enquiry into one home inflating the number of S42 enquiries opened quite significantly.

In 2021/22 we opened 1661 concerns. This is slightly higher than the 1563 opened in 2020/21 but it would have been much higher had we not changed our process of recording, as detailed above. There are no significant themes or trends emerging from the concerns raised that explain the increase. Generally, volumes across the sector have risen and is potentially indicative of a depleted social care workforce post pandemic and an increasingly older, frail and unwell cohort of residents. It should be noted that in addition to concerns reported statutorily, the safeguarding team receive additional notifications where there is immediate clarity that safeguarding thresholds are not met (often social welfare concerns from providers), these are referred on to the relevant Adult Social Care or Mental Health teams to review and take any appropriate action but are not reported statutorily. In 2021/22 there were 1352 additional notifications received. Therefore, a total of 3013 notifications were received and reviewed during the 2021/22 reporting period; an overall increase of 14% in volumes compared to 2020/21.

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 Achievements

- Responded flexibly to demands on capacity, created by increased volume across all areas of work, whilst ensuring all notifications were triaged and dealt with appropriately
- Achieved 10% audit target of concluded safeguarding enquiries.
- Cleared the 2020/21 backlog of DoLS applications awaiting an authorisation determination.
- Made authorisation decisions on 753 DoLS applications and reduced the carry forward pending cases from 2021/22 to less than 24% of applications received.
- Managed overall performance in the face of increasing volumes and demands on our services achieving strong performance relating to timeliness, advocacy, Making Safeguarding Personal and removal/reduction of risk.

[Wokingham Borough Council](#)

Please refer to [Wokingham Boroughs Council Safeguarding Annual Report](#).

Healthwatch West Berks, Wokingham, and Reading

In April 22 a new provider for Healthwatch was commissioned, each Local Authority Area Healthwatch function is now delivered by the Advocacy People. Due to this change a key achievements summary for 21/22 is not available.