



# Haringey Council Safeguarding Adults

## Annual Report 2007/08

# The London Borough of Haringey's Safeguarding Adults Annual Report – 2007-08

## Executive Summary

Haringey's safeguarding adults' policy and procedures which were implemented in 2002, can be said to be fully embedded into practice in 2008. This achievement was accomplished through a robust multi agency approach following the Department of Health guidance "No Secrets", in 2000.

In September 2007, the Safeguarding Adults Board, (SAB) was restructured and the membership was reduced from 46 to 15 and members were recruited from more senior positions. *Appendix 1*

The new SAB is linked directly into the other strategic partnership boards which ensures that safeguarding adults issues are on all their agendas. Furthermore, one of the local elected councillors has also accepted the position of the Dignity Champion<sup>1</sup>.

The policy and procedures were reviewed to reflect the changes in the National Framework for Best Practice, 2005. A joint information sharing protocol was also produced to aid the sharing of information during investigations. All these documents are available on the Haringey website.

As a result of these changes, there was an increase in safeguarding referrals and investigations. In 2005-6, there were 96 investigations; in 2006-7, there were 158 and in 2007-8, there were 189. Some of these investigations were from agencies which had not accessed the service previously. We also had joint investigations with the Police, Domestic Violence Team and Children's services.

Training has played a vital role. There were 499 attendances on the courses in 2007-8 compared to 335 attendances in 2006-7. Training is available to all partner agencies including the private and voluntary sectors. There was a significant increased uptake of training by the HTPCT and Mental Health Services.

A publicity campaign and outreach work to the Black and Minority Ethnic BME population and Faith groups are planned to commence in the summer of 2008.

## Action Plans for 2008-9

- To recruit members from the carers/service users forum to the SAB;
- To develop a structure for the safeguarding leads to communicate;
- To monitoring self-funders placements in the borough;
- To continue to raise awareness through briefings to services areas not accessing safeguarding service;

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<sup>1</sup> <http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm>

- To undertake outreach work with BME, Faith organisations and other voluntary providers;
- To seek and make available funds for CRB checks to small unregistered voluntary providers;
- To organise a publicity campaign targeting all community groups;
- To complete individual partners and service providers audits and review audit processes;
- To develop closer working relationship with the Victim Support service;
- To commence 'Training the Trainers' and 'Refresher' courses.
- To offer safeguarding training to local councillors

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## 1. Introduction

The annual report is an account of the progress made in safeguarding adults in the London Borough of Haringey in 2007/08.

The purpose of the report is to share with members of the Safeguarding Adults Partnership Board, service users, carers, the local elected members and the public at large information on our achievements and challenges and our plans in overcoming these challenges in 2008/9. This information is also accessible through Haringey's website so that anyone interested in learning of Haringey's performance has access to it. The report is also a requirement of the Commission for Social Care Inspection (CSCI) which monitors our performance

We are very proud to share our achievements and our future improvements plans with everyone. We believe that our strategies will make Haringey a better place to live and people will know that there is a zero tolerance to abuse and exploitation against all sections of the community. Our goal is that through raising awareness and publicity, everyone including children, can recognise abuse and know how to report and access services to protect and prevent further abuses.

Haringey has a high level commitment to safeguarding vulnerable adults and is shown by the inclusion of the Safeguarding agenda in the following key strategic planning documents.

We will:

- Provide support and protection to the most vulnerable members of our community – Sustainable Community Strategy 2007-2016
- Protect vulnerable adults from abuse – Well-being Strategic Framework – 2007- 2010.
- Promote independent living while supporting adults and children when needed – Council Plan 2007- 2010.

Our achievements have been a result of proactive collaboration between our partner agencies. 2007-08 saw a great deal of improvement, particularly since the restructuring of the Safeguarding Adults Board (SAB). The statutory organisations on the Board have been particularly proactive. Barnet, Enfield, Haringey Mental Health Trust (BEHMHT), Haringey Teaching Primary Care Trust (HTPCT) and the North Middlesex University Hospital (NMUH) have appointed safeguarding leads and the Whittington Hospital is in the process of making a similar appointment. Two senior police officers are also board members.

## 2. The Safeguarding Adults Board

In September 2007, the SAB was reviewed, restructured and reduced membership from 46 to 15. The Board has five subgroups: the Quality Assurance, Training, Prevention, Champions Forum and Serious case Review. The previous membership was predominately Haringey Council which made it difficult to progress with the implementation in other organisations. Additionally, individual responsibility was unclear as each organisation had two or three nominated representatives. Representatives on the restructured board are from service manager to assistant/deputy director level. The structure and the terms of references will be reviewed in October 2008. The SAB realised that it would be difficult to engage with all our partner agencies at the same and it decided to focus on the statutory agencies in the first phase. The second phase of the restructuring is the recruitment of representatives from Black and ethnic minorities, service users and carers. This phase will be completed in 2008/9.

The make up of the Board is now felt to be more balanced. Since this change, there has been a greater ownership of the policy with improved working relationships within the partnership. There were increased referrals from the HTPCT, NMUH, BEHMHT and the Police. For example, in 2005-06, there were no referrals from, HTPCT and the hospitals and only four referrals from the mental health services. In 2007-08, there were significant referrals these sources in comparison to 2006-07. See below figure 1.

It is the view of CSCI that there has been an increase in the level of safeguarding awareness in Haringey, since the restructuring.

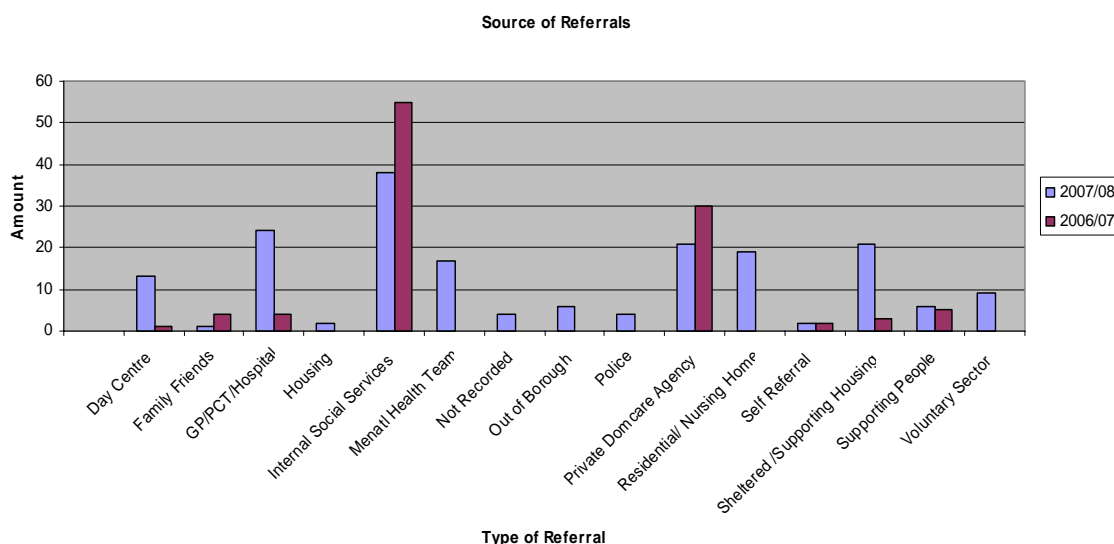


Fig.1 Source of Referrals

The [policy and procedures](#) (including the serious case review procedure and the Information Sharing Protocol) were reviewed and amended reflecting changes in the National Framework for best practice. All these are available on Haringey Council's website and have been shared with all key stakeholders.

### **3. Partnership Working**

The Metropolitan Police is a member of the Safer Communities Partnership. They participate in safeguarding adults through the implementation of various strategies: The Hate, Crime and Harassment Strategy, and the Community Cohesion Strategy.

The Police share with the SAB, information on Discriminatory abuse which are reported routinely to the Police by the public. They refer to it as *Hate Crimes and Harassment*. These abuses are not being reported to social services. The total numbers of reports to the Police on homophobic and racist abuse was 283 in 2007/8.

Safeguarding adults training has improved the response from staff in the mental health services some of whom now regard safeguarding as an integral element of the Care Programme Approach (CPA). Safeguarding issues are raised as good practice at CPAs and the safeguarding manager has been invited to meetings in a few complex cases.

The Combined Learning Disabilities Partnership has also embraced the policy and is actively working to improve some of its residential care facilities.

In NMUH, senior managers report of an increased level of awareness and consequently increased number of safeguarding referrals. Safeguarding questions are raised at job interviews.

In the HTPCT, there was a very significant uptake of the three levels of training courses. The HTPCT has agreed to increase training fund contributions. CSCI, HTPCT, NMUH and The Whittington Hospital have agreed to participate in the development of a joint training programme.

In general, there has been a great deal of progress in the statutory agencies. We now need to concentrate our attention on the non-contracted and unregistered voluntary organisations particularly the small ones. Some of these organisations have indicated that they might not be able to fund the Criminal Records Bureau checks (CRB) on all of its volunteers. If these organisations are to operate safely, it is the SAB's responsibility to either make funding available to them or provide them with information to apply for funding.

### **4. Equality Impact Assessment**

In 2007/08, the Equality Impact Assessment (EIA) highlighted concerns about access to some groups in the community. The Equality Impact Assessment is self-assessment undertaken by each service area. Religious

beliefs and sexual orientation of individuals were not recorded in the 2007-8 EIA, but will be included from 2008-9 onwards.

The outcome of the report was a corporate agreement to include these datasets based on the Equality Monitoring Framework. The SAB responded by commissioning promotional materials and there is a plan to engage more fully with these communities via the Haringey Association of voluntary and Community Organisations (HAVCO) in the summer.

The action plan of 2008-9 will initiate outreach work with Black and Ethnic Minorities groups in the summer of 2008. The SAB will also be undertaking a publicity campaign to raise awareness to groups who do not seem to be referring for safeguarding services. In 2008/9, we intend to increase representatives from these groups within the Champion's Forum.

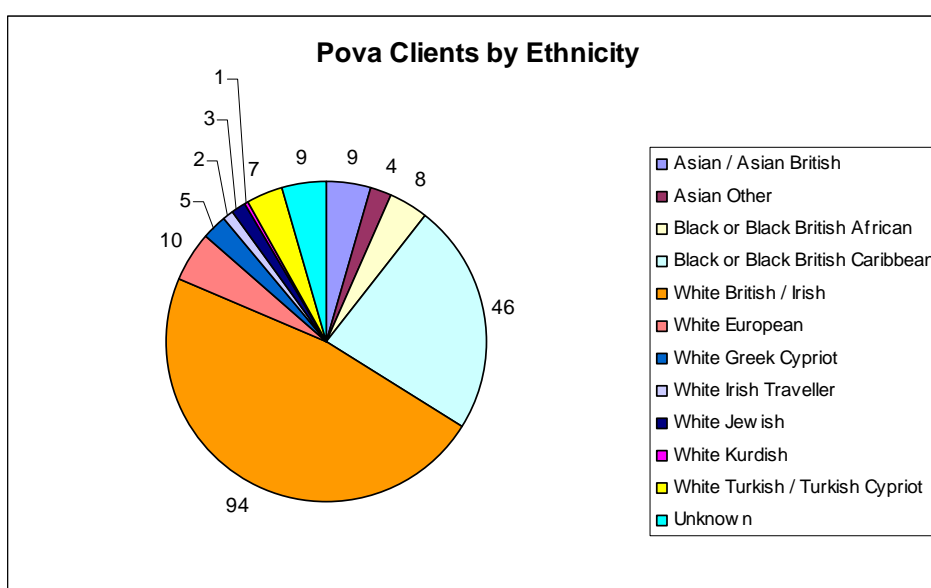


Fig 2 Referrals by Ethnicity

## 5. The Safeguarding Adults Champions Forum

This is one of the sub-groups of the SAB. Its core function is to discuss operational issues including the sharing of good practices and policy developments. It consists of operational managers across the partnership. They also identify training issues which are raised by the Chair with the SAB.

A local councillor has agreed to be the Dignity Champion, to promote safeguarding adult issues at the most senior level within the council. This action will ensure that the same status and profile as safeguarding children is achieved at the corporate level within the Council. In addition, extra resources of £40K have been committed to the post of Safeguarding Adults Officer. The Safeguarding Adult Officer has an operational lead. The



officer will report to the Safeguarding Adults Manager. The Safeguarding Adults Manager will be responsible for overseeing the strategic functions.

NMUH, HTPCT and BEHMHT have appointed safeguarding leads and The Whittington Hospital is in the process of doing so. These are operational managers and are responsible for reporting progress and challenges in their individual organisations to the Safeguarding Adults Manager. It is the SAB's plan for each partner agency to have a lead person and will achieve this by the end of 2008/9.

## **6. Improvements within Adult, Culture and Community Services (ACCS)**

In the BEHMHT, an improvement in signposting of services has contributed to the improved responses to referrals and subsequent investigations. Additional resources of £40K have been committed to fund an operational safeguarding lead. Complaints involving safeguarding issues are investigated under the safeguarding procedures. Safeguarding is built into the planning of services through the commissioning process. Individual Service Level Agreements are made between commissioners, service providers and the individuals.

Robust working arrangements are in place across parts of ACCS. The focus of these arrangements is to ensure improved outcomes for people at risk and to identify improvements in practice. Strong action is taken when services are found to perform below standard. Rigorous mechanisms to affect prompt and effective outcomes are applied to concerns about poor practices in regulated services. Three such services were suspended and one decommissioned during the year.



## **7. Safeguarding Referrals**

189 safeguarding referrals were made in 2007/08. By comparison, there were 172 referrals (including six inappropriate referrals) in 2006/7. This is a positive sign that structures and systems in signposting referrals have improved and are working.

There were five referrals to the Domestic Violence Team and three to the Safeguarding Children’s team during the safeguarding adult investigations in 2007-8.

One was investigated under the Multi-Agency Risk Assessment Conferencing protocol MARAC which had a successful outcome. This is an example of improved multi agency working.

It is anticipated that recent safeguarding awareness raising in Drugs & Advisory Groups, Haringey (DASH) and Haringey’s Advisory Group on Alcohol (HAGA) will result in an increased number of referrals.

### SOVA Clients by Age Group

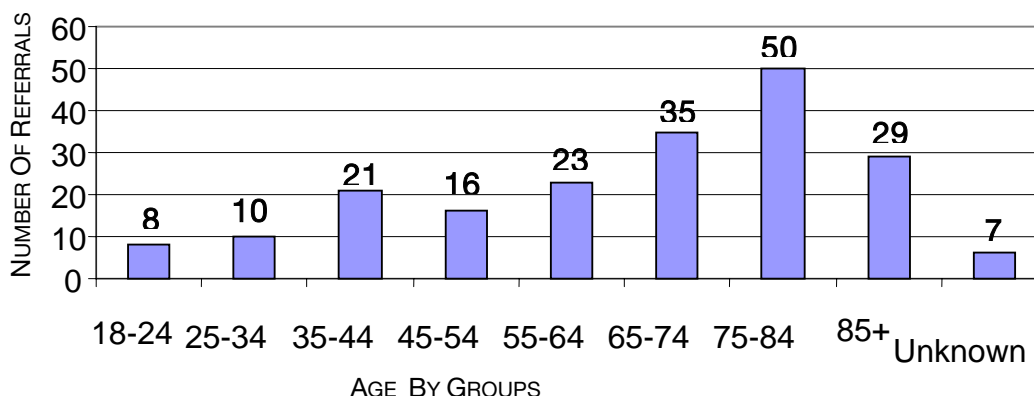


Fig 2 Breakdown of Referrals By age

The Older People’s Service, (OPS) provides social care to a higher proportion of the population than other adult groups and it is therefore in line with the local population profile that higher number of referrals relates to the 65+ age groups.

## 8. Outcome of Investigations

There was one referral to the (provisional) Protection of Vulnerable Adults (POVA) register in 2007-8. The POVA register is divided into two parts, provisional and permanent. It is a register for workers who have abused and exploited vulnerable adults. It prevents them from working with vulnerable adults forever. This investigation is still on going.

The safeguarding investigations highlighted the need to review and amend care packages which supported the individual more appropriately.

Thirteen applications were made to the Court of Protection for Power of Attorney and eleven Appointeeship agreed to protect individuals in 2007-8 compared with seven Court of Protection Orders and six appointeeships in 2006-7.

Training was offered to relevant staff/managers where training needs were identified.

Five investigations led to three detailed investigations of the establishments and placements were suspended temporarily until CSCI requirements were met.

These actions helped to ensure that the vulnerable adults were provided with appropriate protection and support.

## **9. Quality Assurance and Monitoring; Managing the Process**

Timescales for raising alerts and strategy discussions was met in 70% of referrals in 2007-8. Strategy discussions/meeting deadlines of five working days were met for all high-risk referrals. In 2008-9, a more integrated approach has been established to performance managing timescales and actions under the safeguarding procedures. The target for 2008-9 is 15%. This task will be achieved through monthly performance management. The implementation of electronic recording of safeguarding investigation processes will be used as a monitoring tool.

Team meetings and Champions Forum are used as vehicles for retrospective learning.

Individual partner agencies and service providers have commenced the process of self-auditing their services based on the National Framework of standards for good practice and outcomes and will be formally reporting findings to the SAB in October 2008.

*The Data Protection Act 1998 and the Freedom of Information Act 2001*, pose some challenges on the sharing and recording of information. The Joint Safeguarding Adult's Information Sharing Protocol provides guidance on the management of sensitive data. This will be an area for further development for the SAB in 2008-9.

Regular one to one supervision of staff is mandatory in all service areas and includes a discussion on safeguarding issues. The SAB has made it a requirement that safeguarding issues are discussed in team meetings to share experiences and lessons learned.

The policy, procedures and templates for raising the alert and recording minutes are on the Haringey website.

Standardised audit templates based on the standards in the national Framework are used as audit toolkits by partner agencies and service providers for self-auditing.

## 10. Safeguarding Adults Training Courses

There are three levels of courses available based on roles and responsibilities:

- Level 1 is the Basic Awareness course for all care staff;
- Level 2 is 'Managing the Process', a two-day course aimed at practitioners and first-line managers;
- Level 3 is 'Decisions and Outcomes' aimed at team managers and beyond.

Organisation	Level 1 attendees	Level 2 attendees	Level 3 attendees
BEHMHT	47	29	17
HTPCT	131	19	9
ACCS	128	42	20
Sheltered/Supported Housing	10	1	-
Voluntary	17	3	4
Private Agencies	3	5	2
Pensioners	2	-	-
Totals	348	99	52

The total number of staff trained in 2007/8 was 499 compared with 335 in 2006/7 an increase of 164 or (48.96%). The target for 2008/9 is 50% increase in Housing and Voluntary sector and 70% in the Private sector.

### Comparisons by organisations in 2006/7 and 2007/8

Organisation	2006/7 attendees	2007/8 attendees
ACCS	227	290
BEHMHT	11	93
HTPCT	9	159
Private Agencies	30	10
Housing	6	12
Voluntary	0	24
Miscellaneous	0	2 (pensioners)

Real commitment by members of the SAB has been demonstrated by the high number of staff trained in the policy and procedures. Training is mandatory in all adult services and is available to all partner agencies including the private and voluntary sectors. The total number of those who attended the courses in 2007-8 with a waiting list of 20. Partner agencies

are accessing the courses with a significant uptake by the HTPCT, BEHMHT and the voluntary sector.

### **Training the Trainer Courses**

A recommendation was made by the SAB to develop 'a training the trainer' course in 2007/8. This would enable providers to train a member of staff who is then responsible for delivering training to colleagues. This course together with safeguarding refresher courses will be delivered from the autumn of 2008.

## **11. Involvement of Service Users and Carers**

In 2007/8, nine briefing sessions were made; one to a black sheltered housing scheme, two sessions at sheltered housing schemes, two Supporting People schemes and one for managers at headquarters, one session at HAVCO, one at the Alexandra Crisis unit and one at the learning disabilities carers forum and one care agency.

There are plans for twenty-eight briefings mainly to the voluntary sector especially BME and faith groups from summer 2008.

Service users and carers representation on the SAB will ensure that the views of service users and carers are included in the design and provision of service.



## **12. Outcomes for Service Users and Informal Carers**

- Training has developed greater awareness of safeguarding issues among staff and carers and has led to the prevention and early detection of abuse;

- Safeguarding plans are agreed in conjunction with the service user and their representatives;
- Risk assessments are mandatory for all service users. Potential opportunities are identified and measures introduced with the consent of the service users and their carers to manage and monitor the risks hence preventing abuse;
- The multi-agency approach of the policy ensures that all relevant parties are aware of the issues and any breakdown in the safeguarding plan is quickly detected and reviewed;
- The Mental Capacity Act 2005 and the introduction of Independent Mental Capacity Advocacy in April 2007 has empowered service users to make decisions or supported to make decisions to reflect the principles in the white paper, 'Our Health, Our Care, Our Say', (DH 2006) and Choice, Respect and Dignity;
- The quality of life, choice and dignity of the vulnerable adult has improved by empowering service users with information and involvement in the decision-making process about their care.
- Carers assessments and the provision of respite service are offered as part of the safeguarding strategy to reduce the stress and pressures on families caring for vulnerable adults; and
- Rapid Response Services support people with high-level needs to remain in the community.
- Floating Support and 60+services provide bespoke services. These services are sometimes provided alone or in conjunction with a social care package.

### 13. Trends

- Multi agency approach to safeguarding is now a standard practice.
- Increased use of informal and formal advocacy services.
- Increased level of referrals following awareness raising and training.
- Investigations requiring more resources.
- Financial abuse from bank accounts and other savings accounts seems to be on the increase.



#### 14. Work Plan for 2008-9

- To recruit members from the carers/service users forum to the SAB;
- To develop a structure for the safeguarding leads to communicate;
- To monitor self-funders placements in the borough;
- To continue to raise awareness through briefings to services areas not accessing safeguarding service;
- To undertake outreach work with BME, Faith organisations and other voluntary providers;
- To seek and make available funds for CRB checks to the small non contractual and unregistered voluntary providers;
- To organise a publicity campaign targeting all community groups;
- To work with local businesses and local financial organisations in raising safeguarding awareness and in particular financial abuse.
- To complete individual partners and service providers audits and review audit processes;
- To develop closer working relationship with the Victim Support service;
- To commence 'Training the Trainers' and 'Refresher' courses;
- To offer safeguarding training to local councillors

A detailed action plan from the list above will be made available at the next SAB meeting in October 2008.

## Appendix 1

### SAFEGUARDING ADULTS BOARD

