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# Wandsworth Safeguarding Adults at risk

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Wandsworth Safeguarding Adults Board  
Annual Report 2015-16



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# 1 Welcome from the Chair

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I am pleased to present the annual report of the Wandsworth Safeguarding Adults Board (WSAB) for 2015-16. The board is required to report on progress on our priorities from the previous year and look forward and plan our priorities as a board for the following year. This annual report demonstrates how we have made a difference to safeguarding adults at risk in Wandsworth over the last year and how we have included learning from national and local developments.

This year has been the first year of Care Act implementation and the focus of the board has been on consolidating and updating multi-agency safeguarding adults arrangements and ensuring all agencies incorporate, understand and comply with pan-London policy and procedures. The profile of adult safeguarding continues to improve and the engagement and contribution of agencies to this area of work is increasing. Working together has never been more important, as there are significant changes in agencies structures, working arrangements and continued funding challenges across the partnership. Of particular note are new planned partnership arrangements across adult services between Richmond and Wandsworth. These will include some aspects of the function of the board. This will provide both challenge and opportunity to consolidate and develop safeguarding across the two boroughs. The board will continue to hold partners to account for making a positive difference to people's lives and ensuring safeguarding remains a top priority during this period of change.

We have delivered on most of the objectives for the year and the report covers the areas in more detail, but of particular note has been the development of processes to manage and share risk more effectively. Following the Serious Adults Review (SAR) published last year we have developed a Vulnerable Adult and Risk Management Meeting (VARMM) and Community Multi-Agency Risk Management Panel (CMARAP). This has significantly improved risk management to prevent abuse and respond to self-neglect including oversight of high risk cases. Staff have also responded positively to its introduction and the support and focus it provides. Also of note is the WSAB conference held in November 2015 on Nothing About Me Without Me as notable for raising awareness and improving working together.

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Our vision for next year is to ensure that Wandsworth is an increasingly safer borough for adults at risk of abuse. We will be refreshing our core values – safety, wellbeing, dignity, prevention, personalisation, proportionality and partnership. The priorities for the board and the actions we will be taking to deliver these, are outlined in the updated development plan (separate from this report). There will be a particular emphasis on increased service user input to shaping future safeguarding and also on evidencing how safeguarding has impacted on the safety and wellbeing of adults at risk.

To conclude, I would also like to thank members of the board, from across the partnership of our voluntary, community and statutory services and all the frontline practitioners and managers for their commitment, hard work and effort in improving outcomes for adults at risk. Their work is not always recognised or understood by service users and their families, but it is highly valued by the board. With significant challenges ahead we need to continue to work together across the partnership to meet the vision of making Wandsworth an increasingly safer borough for adults at risk of abuse.

**Nicky Pace**

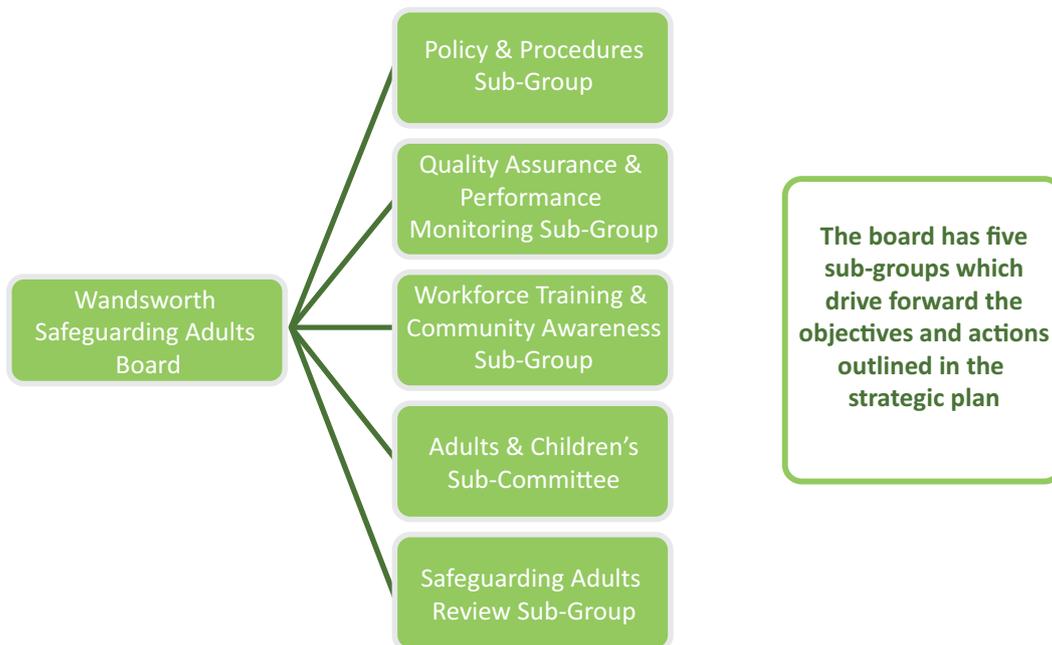
Independent Chair  
Wandsworth Safeguarding Adults Board

## 2 Who we are and what we do?

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From April 2015 the board has taken on statutory duties and powers invested by the Care Act 2014. The statutory board members are the Local Authority Department of Adult Social Services, the Clinical Commissioning Group and the police. The board has a responsibility to oversee an effective multiagency safeguarding adults service in the borough. Our vision is to ensure that Wandsworth is an increasingly safer borough for adults at risk of abuse. For 2016-17 we have refreshed our commitment to shared values in achieving this vision; those of safety, wellbeing, dignity, prevention, personalisation, proportionality and partnership. We have specific responsibilities to produce and monitor the successful implementation of an annual strategic development plan; to complete safeguarding adults reviews when appropriate; to carry out safeguarding adults enquiries in response to abuse and neglect, or to cause other agencies to carry out enquiries; and to prevent abuse and neglect. In an updated strategic development plan we will also update our priority objectives, including an emphasis on developing further opportunities for service users to shape future safeguarding, and on evidencing the impact of safeguarding on the safety and wellbeing of adults at risk.





Wandsworth Department of Adult Social Services, as the lead coordinating agency, has continued to invest in a Safeguarding Adults Team to support safeguarding adults work in the borough. The team provides a wide ranging safeguarding service, including consultation to managers and practitioners across agencies; chairing and minuting safeguarding meetings; coordinating some safeguarding enquiries alongside those addressed by social work teams; and taking lead responsibility for Deprivation of Liberty Safeguards in the borough.

As a further challenge and opportunity to build on current services, Wandsworth and Richmond upon Thames Borough Councils are embarking on a new Shared Staffing Arrangement which is due to start autumn 2016. In the new arrangement, the two Safeguarding Adults Boards will continue as separate entities, with a single Safeguarding Adults and Deprivation of Liberty Safeguards Team and joint Adult Social Services Social Work Teams.

Communities have a part to play in preventing, detecting and reporting neglect or abuse, so if you wish to discuss a safeguarding concern please contact the Wandsworth Council Access Team: [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

If you think that you could assist the board in its work in any way, please contact the Wandsworth Council Safeguarding Team: [safeguardingadults@wandsworth.gov.uk](mailto:safeguardingadults@wandsworth.gov.uk)

For a complete list of board members, contact details, meeting times, policies and procedures, and the board's action plans please contact the Wandsworth Council Safeguarding Team: [safeguardingadults@wandsworth.gov.uk](mailto:safeguardingadults@wandsworth.gov.uk)

### 3 Safeguarding in numbers

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There has been a year-on-year improvement in the quantity and quality of safeguarding adults data collected, including the nature and trends of concerns raised and the level of achievement in securing safe outcomes for adults at risk. This has continued in 2015-16 with evidence of robust safeguarding responses and the Safeguarding Adults Board is committed to further improvement.

There are a number of noteworthy trends in the performance management information collected for 2015-16:

1. Following a dip in the number of concerns raised in 2014-15, which may have been due to a transitional period for people to increase their understanding of the Care Act requirement, the previous upwards curve in concerns raised has resumed. This indicates a vital community awareness of abuse and neglect and a commitment to reporting concerns.
2. An increasing number of safeguarding concerns are addressed at an initial enquiry stage, only progressing to further enquiry when this is necessary to address the presenting risk, and this demonstrates a commitment to proportionality in safeguarding responses.
3. Wandsworth has a large mental health inpatient setting and other specialist mental health resources. Therefore safeguarding concerns raised in mental health settings are disproportionate to other settings and higher than other London boroughs. This affects the performance management data in Wandsworth when compared with London averages and the board continues to focus on safety in mental health settings.
4. Making Safeguarding Personal is not yet a national reporting area as this is still a fledgling initiative in terms of performance management. In Wandsworth there is a need for further improvement in evidencing of personalised practice but considerable strides have been made. In a majority of enquiries there is evidence of individuals and representatives being formally asked about their desired outcomes, and in most of these cases the desired outcomes are met or partly met.
5. In regard to case conclusions, the number of enquiries which lead to substantiated or partly substantiated outcomes is higher than the London average and in most cases the presenting risk is either removed or reduced. In cases involving risk remaining, a scrutiny of these cases is completed by the safeguarding adults policy and development manager.
6. Considerable progress has been made in the development of effective Deprivation of Liberty Safeguards arrangements, with the number of referrals higher in Wandsworth than the London average and almost all assessments concluded within the reporting year.

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## **Quality Assurance**

An increased range of safeguarding adults audits have been conducted in 2015-16, with received learning contributing to the board and Adult Social Services Quality Assurance Framework, and improving arrangements to evidence transfer of learning to practice.

Within Adult Social Services, Safeguarding Adults Managers complete a peer audit of safeguarding practice three times per year, amounting to approximately 70 audits each year. The most recent peer audit was completed during April and May 2016, with 92 per cent of enquiries considered to be excellent, good or adequate. An action plan on development areas was agreed, including further improvements in management oversight of timely enquiries, further improvements in engagement with adults at risk and representatives in stating desired outcomes, and further improvements in the understanding by referral agencies of thresholds for concerns and enquiries.

Also, Safeguarding Adults Manager reflective workshops were introduced in 2015-16 with an audit focus and more recently this has been expanded to include partner agencies on a themed basis, initially with the inclusion of Wandsworth Police.

The Wandsworth Safeguarding Adults Policy and Development Manager completes regular audits of safeguarding enquiries on a themed basis, primarily in response to performance management trends.

An annual comprehensive audit of safeguarding practice is externally commissioned by Adult Social Services, most recently in June 2016.

## **2016 Audit**

The commissioned audit in 2014 had an outcome of 81 per cent of cases in which practice was considered to be good or adequate, rising to 95 per cent in 2015, and no cases were considered to be unsafe.

The audit in 2016 had a similar but expanded theme to previous years, with a focus on key areas which are in line with the board's values – those of safety, wellbeing, proportionality, personalisation, timeliness, partnership working and service user feedback. A total of 40 cases were audited, along with interviews of multi-agency practitioners and service users.

The audit outcome was overall positive, in which practice was considered to be good or adequate in 89 per cent of cases, with no cases considered to be unsafe. The slight reduction on the previous year's figures is believed to be due to a period of transition in embedding new procedures in line with the Care Act.

### 3 Safeguarding in numbers

Recommendations from the audit included further training and reflective workshops on quality practice and recording, particularly in regard to the new Care Act safeguarding arrangements, prevention, mental capacity and personalisation; increased opportunities for multi-agency training; and further improved management oversight of timeliness. These actions are recommended by the auditor to raise practice to a consistent level of excellence; they are already in place and continuous.

A further comprehensive practice audit will be commissioned in 2017 to gauge progress, along similar lines and with an additional focus on the impact of safeguarding on the safety and wellbeing of adults at risk.

**Table 1a – safeguarding concerns**

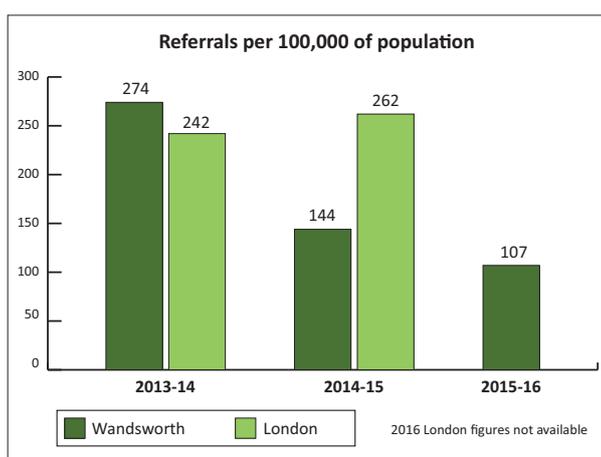
The number of safeguarding concerns totalled 1,269 in 2015-16 equating to 503 per 100,000 of the population. The level of concerns has resumed its upward trend, and the increase compared to the previous year is likely to be due to an increased awareness and commitment on the part of referral



agencies to report suspected abuse. The dip in 2014-15 is believed to have been due to a transitional period in which referral agencies familiarised themselves with the new Care Act arrangements.

**Table 1b – referrals (further enquiries) per 100,000 of population**

As shown in table 1b, there is a decreasing trend in Wandsworth referrals. In 2015-16, a total of 107 concerns per 100,000 of the population were progressed as referrals or further enquiries, with the remainder concluded at an

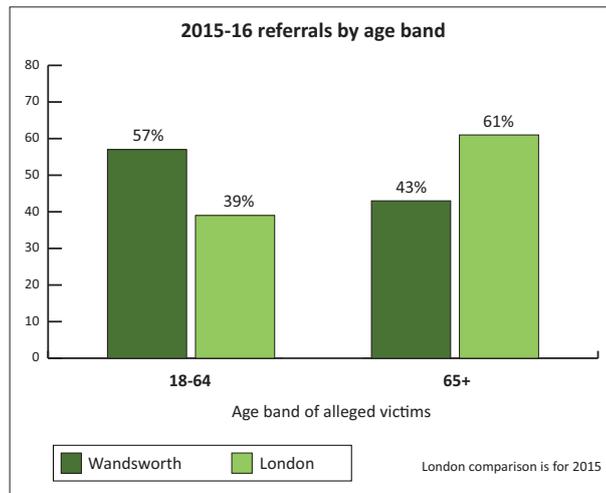


initial enquiry or planning meeting stage and not progressed further. This is in line with the Care Act requirement to ensure that responses are proportionate to the risk presented. This will continue to be monitored and audited to ensure that enquiries are both robust and proportionate.

**Table 2 – referrals by age band**

The proportion of people aged 18-64 and 65 plus who were subject to safeguarding concerns in 2014-15 was fairly balanced at 51 per cent. In 2015-16 there has been an increase in the proportion of concerns affecting people aged 18 to 64, rising to 57 per cent.

This is in contrast to figures for London which show the proportion of concerns affecting people aged 18 to 64 as 40 per cent and 39 per cent in the two respective years.

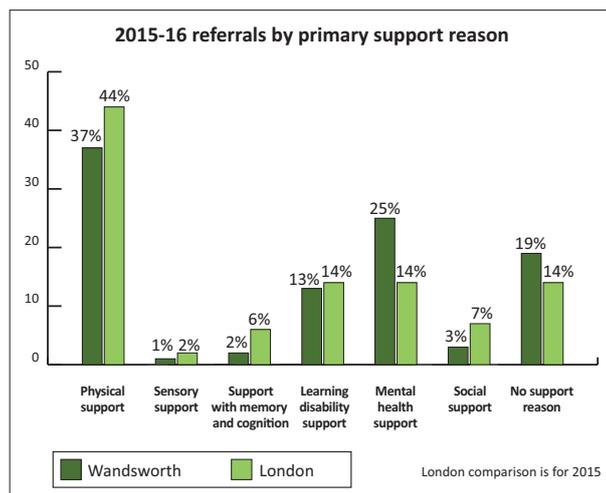


This is in part explained by the higher number of mental health service users in Wandsworth than in London generally, due to the location of a large mental health hospital in the borough and a concentration of other mental health settings.

Wandsworth also has a younger population profile than some other London boroughs which also explains some of this trend.

**Table 3 – referrals by primary support reason**

This is a continuation of the focus on primary support needs rather than on a category applied to the person. The figures closely resemble the previous year, with the highest volume of concerns relating to people in need of physical support, both in Wandsworth and in London



generally. As in the previous year, the key difference with other London boroughs is a higher proportion of people with mental health support needs. This has reduced from 28 per cent last year to 25 per cent this year, with the comparative figures for London generally standing at 14 per cent.

### 3 Safeguarding in numbers

**Table 4 – referrals by ethnic group**

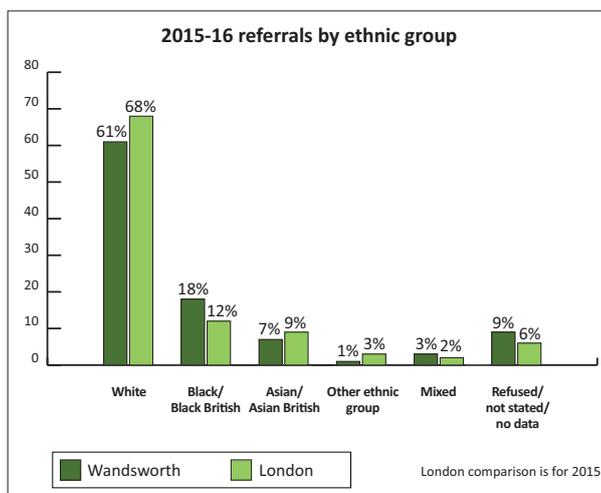
In the 2011 census, 75 per cent of the Wandsworth population were described as White and 20 per cent were described as Black (nine per cent) or Asian (11 per cent).

A comparison with previous years' figures for safeguarding adults concerns raised in relation to Black/Black British people shows a decrease from 20 per cent of all

concerns raised in 2013-14 to 13 per cent in 2014-15 and 18 per cent in 2015-16.

Whilst there is not a consistent trend, the number of Black people for whom safeguarding concerns has raised is higher than White people as a proportion of the population, and is higher than the London average.

In 2016-17 there will be a focus on BAME adults at risk, with increased understanding of any significant factors through a breakdown of concerns and other data, including outcomes, and a commitment to outreach work.

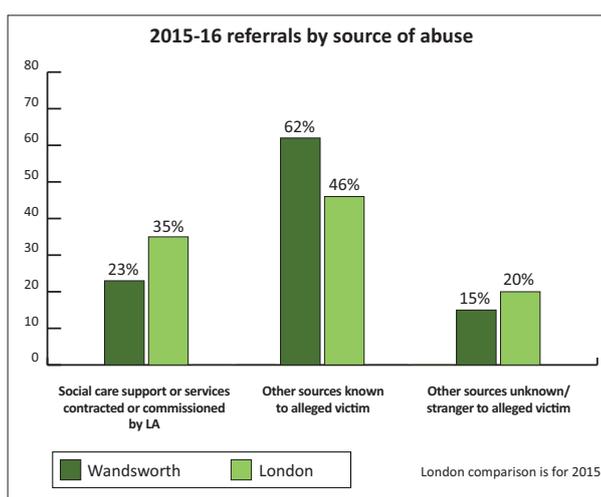


**Table 5 – referrals by source of abuse**

In contrast to the position in London generally, a higher number of people alleged to have caused harm are known to the alleged victim of abuse, and the figure has risen from 53 per cent in 2014-15 to 62 per cent in 2015-16.

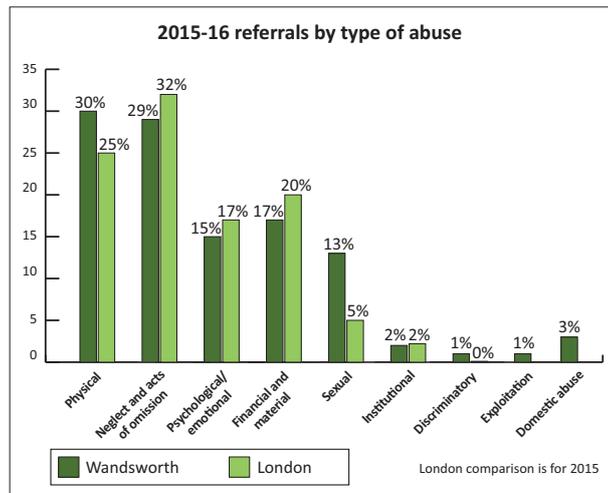
Of those people who were known to the alleged victim, 36 per cent

were family /relatives and 64 per cent were other known but not related. This figure may in part be due to a significant number of concerns raised about service users presenting a risk to other service users, particularly in mental health settings, and the trends relating to mental health will continue to be subject to monitoring and audit.



**Table 6 – referrals by type of abuse**

As in previous years, physical abuse is the highest reported category of abuse in Wandsworth, remaining at the previous year's figure of 30 per cent of all concerns raised in 2015-16. The second highest reported abuse is neglect, increasing from 25 per cent in 2014-15 to 29 per cent in 2015-16. This contrasts slightly with London generally in which neglect is the highest and physical abuse the second highest reported abuse in 2015-16.

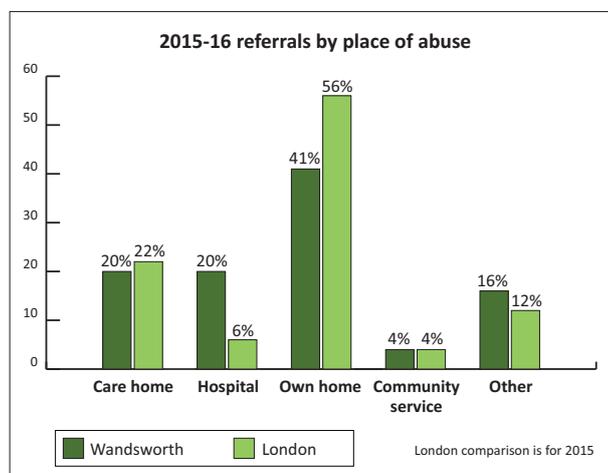


There is a disproportionately high rate of sexual abuse in Wandsworth than in London generally, amounting to 13 per cent against five per cent respectively, and the figure has risen from eight per cent in the previous year. Targeted auditing in this area reveals a higher level of risk between service users in mental health settings and this will also be a further area of scrutiny.

The Care Act has introduced three new categories of abuse: domestic abuse, modern slavery and self-neglect. The recording of suspected abuse remains low in these areas, with three per cent of all concerns recorded as domestic abuse and nil for modern slavery, and this will be addressed by increased awareness raising in these areas. There is an increased priority afforded to risk management in response to self-neglect and this will be recorded within safeguarding figures from August 2016.

**Table 7 – referrals by place of abuse**

Whilst the location of suspected abuse is significantly higher in the adult's own home than any other setting, both in Wandsworth and in London generally, there is a higher proportion of suspected abuse in hospital settings in Wandsworth than in London generally. This has remained fairly stable in Wandsworth, from 19 per cent in 2014-15 to 20 per cent in 2015-16. The higher incidence is clearly attributed to the prevalence of mental health hospital settings in the borough.

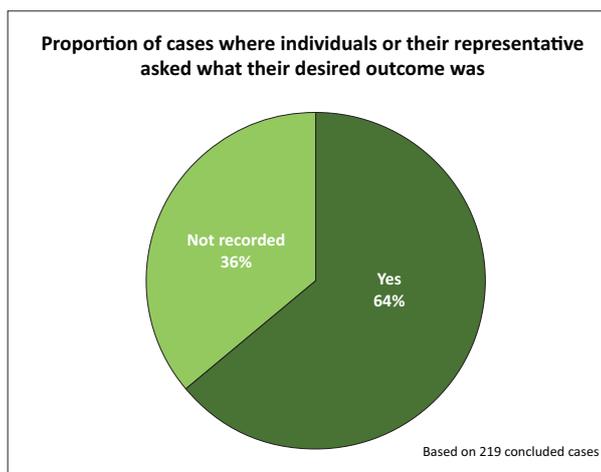


### 3 Safeguarding in numbers

**Table 8 – proportion of cases where individuals or their representative asked what their desired outcome was**

This is a new reporting field and there is no general London comparison as recording of Making Safeguarding Personal is still at a fledgling stage. The performance in Wandsworth is recorded, although this is a developing recording field

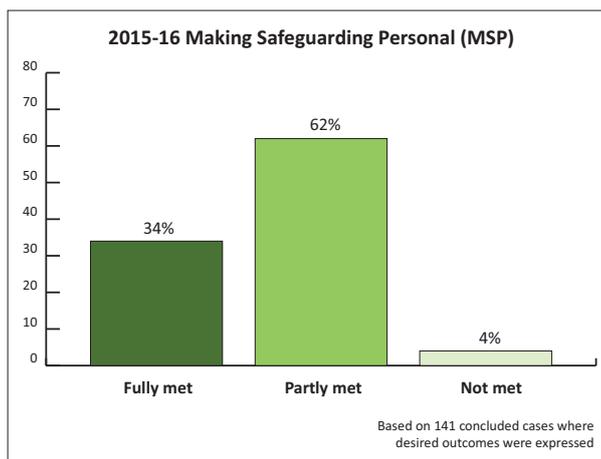
and it is anticipated that figures for 2016-17 will more accurately reflect the progress in this area. It is encouraging that a formal Making Safeguarding Personal interview and stated desired outcomes is recorded in two-thirds of enquiries.



**Table 9 – Making Safeguarding Personal**

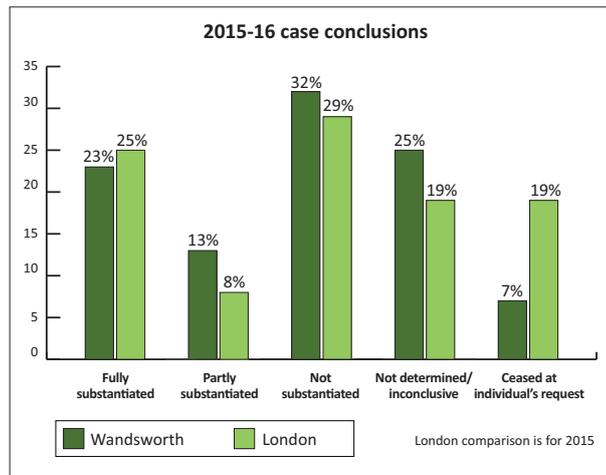
As in the previous table, recording of Making Safeguarding Personal is a developing field and is not a required reporting field in London, but is included in Wandsworth's figures to demonstrate progress in this area. The table shows that in almost all enquiry outcomes the

desired outcomes of adults at risk or representatives were either met or partly met, rising from 75 per cent in 2014-15 to 96 per cent in 2015-16.



**Table 10 – case conclusions**

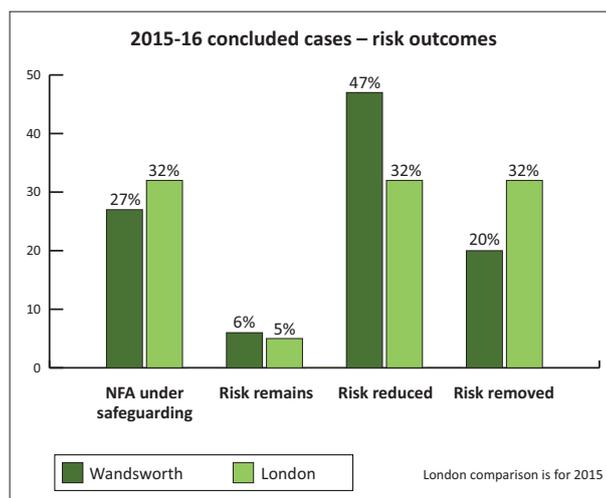
The Care Act places less emphasis on formal findings of enquiries in terms of substantiated and not substantiated, but this nevertheless remains a helpful measure of the success of safeguarding in uncovering abuse and neglect.



This has been an area of improvement in Wandsworth with an increase in substantiated and partly substantiated outcomes from 32 per cent in 2014-15 to 36 per cent in 2015-16, whilst the figure for London generally has decreased from 39 per cent to 33 per cent in the same period.

**Table 11 – concluded cases – risk outcomes**

This data field probably provides a more accurate measure of case outcomes as it is specifically concerned with the impact on risk.

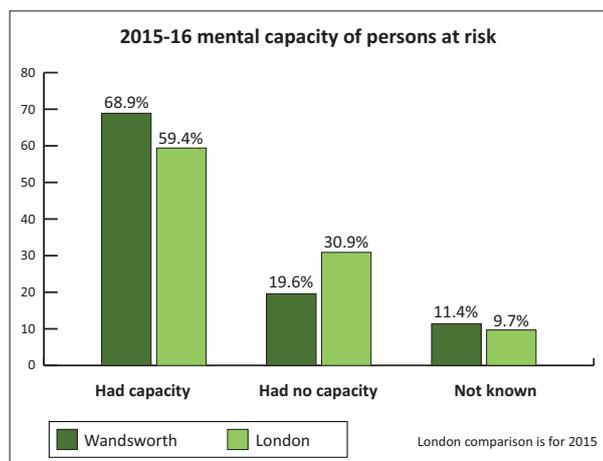


In Wandsworth the proportion of cases in which it is considered that risk is reduced or removed has risen from 64 per cent in 2014-15 to 67 per cent in 2015-16, whilst the proportion in London generally has increased from 58 per cent to 65 per cent in the same period. In the small number of cases in which it is considered that risk remains, amounting to five per cent and six per cent in the past two years, audits are completed and these tend to be situations in which adults at risk with capacity make decisions to remain in relationships involving risk.

### 3 Safeguarding in numbers

**Table 12 – mental capacity of persons at risk**

As highlighted in the previous reporting field, decision-specific mental capacity is an important factor in the degree to which adults at risk are able to make decisions which involve high risk. Mental capacity is assumed unless there are grounds to question

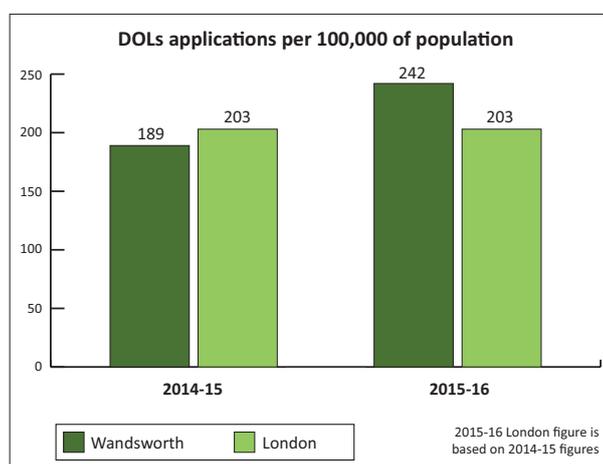


capacity, in which case a formal mental capacity is necessary in relation to high risk decisions. In Wandsworth there is a higher proportion of adults at risk who are deemed to retain mental capacity, which may be positive in terms of self-determination, but will be subject to further monitoring and audit to ensure that mental capacity assessments are conducted when necessary and that a consideration of mental capacity underpins safeguarding practice.

Although not included in this performance management report, there is a higher use of advocacy for adults deemed not to have mental capacity in Wandsworth than in London generally.

**Table 13 – DoLS applications per 100,000 of population**

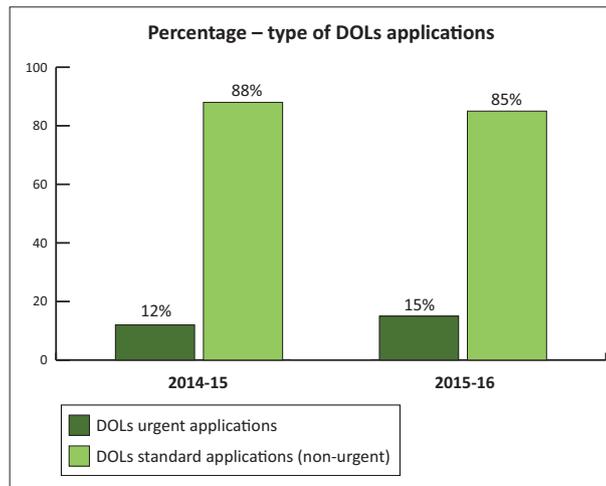
The Cheshire West ruling has led to a steep national rise in the number of Deprivation of Liberty Safeguards (DoLS) referrals, rising year on year from a real figure of 37 prior to the judgement to a figure of 242 per 100,000 of the population. The increase is higher in Wandsworth than in London generally, reflecting an increasing level of awareness, particularly in care and nursing homes.



**Table 14 – Decision of DoLS applications as a proportion of the number of applications**

As a positive trend, a higher proportion of referrals led to authorisations in 2015-16 than in the previous year, again reflecting an increased level of awareness among referral agencies.

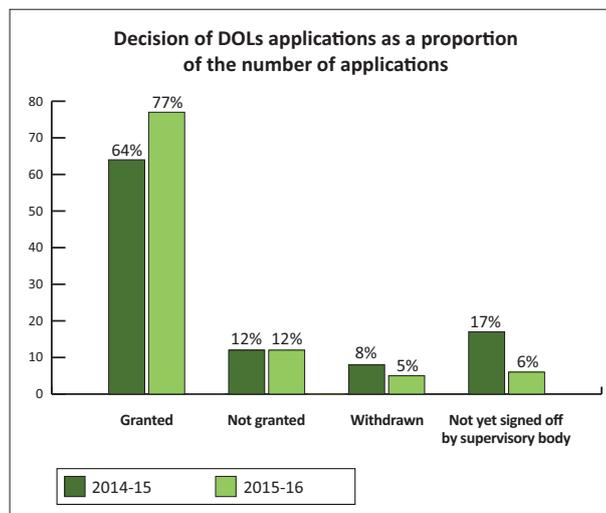
It is particularly noteworthy that the proportion of DoLS



assessments not completed at the end of the reporting year has fallen from 17 per cent in 2014-15 to six per cent in 2015-16, which places Wandsworth in a favourable position relative to London generally, and is testament to the development of an efficient system for the management of a higher than average volume of DoLS referrals in the borough.

**Table 15 – percentage – type of DoLS applications**

As in the previous reporting year, most DoLS assessments are completed as standard applications. In line with national guidelines, a clear criteria is used to determine which applications are urgent and these are prioritised for assessment. The board will focus in 2016-17 on receiving evidence of risk prioritisation in the timely completion of assessments.



As a further measure of the impact of DoLS interventions, there will be further consideration of a reporting field to capture assessments which lead to reduced constraints on liberty and improved wellbeing.



## 4 What the board did in 2015-16

No.	Objectives	Actions	Responsible Officer	Timeframe	RAG Rating	Progress
1	A Safeguarding Adults Board that works in partnership to oversee an effective safeguarding adults service in the borough.	Develop and achieve an updated annual Board Strategic Improvement Plan.	Nicky Pace	July 2015		Draft annual strategic improvement plan to SAB on 28 July 2015.
		Produce an Annual Report reflecting the work of the Board over the previous year and the planned action to achieve objectives.	Clive Simmons	July 2015		Draft Annual Report to Board on 28 July 2015.
		Improve and embed the local version of the pan-London information sharing protocol.	Nicky Pace	October 2015		Draft version agreed by SAB in principle on 28 April 2015; due for revision.
		Review and update the Safeguarding Adults Review procedure in line with the Care Act 2014.	Nicky Pace	April 2015		Completed.
		Plan and develop Wandsworth DESS and Richmond SSD shared safeguarding adults and deprivation of liberty safeguards service.	Dawn Warwick/ Kerry Stevens/ Clive Simmons	April 2016		Initial scoping report on structure options completed.
2	Safe, proportionate and personalised safeguarding adults enquiries in response to the suspected abuse and neglect of adults at risk.	Implement the revised pan-London policy and procedures with local arrangements; including eligibility thresholds, Making Safeguarding Personal, Think Family and partnership working.	Clive Simmons/ David Parry	January 2016		Pan-London policy and procedures scheduled for implementation in January 2016; local procedures and guidance already updated and to be reviewed.
		There will be a continued emphasis on working with the Mental Health Trust on assurance of safe practice on mental health inpatient wards; including benchmarking other local authorities with a mental health hospital provision.	Jeremy Walsh/ David Parry	November 2015		Working arrangements with Trust as a service provider from November 2015 initiated.

## 4 What the board did in 2015-16

No.	Objectives	Actions	Responsible Officer	Timeframe	RAG Rating	Progress
3	Effective risk management to prevent abuse and neglect and in response to self-neglect.	Further improved risk management arrangements to prevent abuse and respond to self-neglect; including oversight of high risk cases and embedding the VARMM and CMARAP initiatives.	Kerry Stevens/ David Parry	July 2015		VARMM procedure in place and used. Initial CMARAP on 17 July 2015. Monthly multi-agency Briefing sessions from September 2015.
4	Effective response to concerns about service providers and prevention of abuse and neglect by working with service providers to promote dignity.	Further improved shared intelligence and responses to service provider concerns through the multi-agency Quality Control Panel, with an emphasis on working with providers to promote dignity, to prevent and respond to abuse and neglect.	Rob Persey/ David Parry	October 2015		Quality Board and Quality Control Panel in place. Revised provider concerns procedure drafted.
5	Effective deprivation of liberty safeguards to ensure that adults at risk who lack mental capacity do not have unreasonable constraints placed on their freedom.	Review the Deprivation of Liberty Safeguards service to further improve effectiveness in managing the substantial increase in referrals and assessments.	Clive Simmons/ David Parry	April 2016		Service review of DoLS system to be initiated. Initial planning of shared DoLS service with Richmond.

No.	Objectives	Actions	Responsible Officer	Timeframe	RAG Rating	Progress
6	Clear and transparent multi-agency quality assurance and performance monitoring to show that safeguarding outcomes are safe, proportionate and personalised.	<p>Further develop a multi-agency quality assurance and performance monitoring dashboard, providing assurance to the Board and partner agencies that abuse and neglect are being prevented and that enquiry outcomes are safe, proportionate and personalised. This will include an increased emphasis on desired outcomes and on a range of audit approaches.</p> <p>Performance monitoring will include a focus on risk thresholds, substantiated outcomes, making safeguarding personal, BAME referrals, domiciliary care, care and nursing homes, and mental health inpatient wards, which are areas highlighted in 2014-15 quality assurance and performance monitoring.</p>	Sandra Storey/ David Flood	October 2015		Annual Report providing springboard for quarterly reports. Dashboard nearing completion and requiring increased multi-agency focus.
			Sandra Storey/ David Flood	October 2015		As above.

## 4 What the board did in 2015-16

No.	Objectives	Actions	Responsible Officer	Timeframe	RAG Rating	Progress
7	A multi-agency workforce that is equipped with the skills to prevent, report and respond to abuse and neglect.	Further improved workforce training plan with new and improved courses. These will include advanced training on conducting safeguarding enquiries; achieving best evidence joint training with the Police; joint training to residents and staff in care homes on awareness of abuse and promotion of dignity; and continued briefings to Safeguarding Adults Managers, Social Work Teams and partner agencies on enhanced practice, alongside the promotion of team champions. There will also be a focus on training in mental health inpatient wards and to domiciliary care agency staff.	Sandra Storey/ Mark Barnard	October 2015		Training Plan 2015-16 in place and most training commissioned.
		Further improved management and reporting on multi-agency attendance at relevant training for competency levels; alongside clearer evaluation of the effectiveness of training on influencing improved practice.	Sandra Storey/ Mark Barnard	October 2015		As above

No.	Objectives	Actions	Responsible Officer	Timeframe	RAG Rating	Progress
8	Active engagement with the local community to ensure that the safeguarding service is responsive to the needs and aspirations of people in the borough, including BAME, faith and LGBT communities.	<p>Completion of a bi-annual Wandsworth Safeguarding Adults Conference in the Town Hall Civic Suite, with a wide range of participants from across the borough, on the theme of implementing the requirements of the Care Act 2014.</p> <p>Increased engagement with community groups to raise awareness and reporting of abuse, including BAME, faith and LGBT communities.</p>	Clive Simmons/ Mark Barnard	November 2015		Conference scheduled for 4 November 2015 at Civic Suite on Care Act themes.
			Clive Simmons/ Mark Barnard	November 2015		Information stands held on Wandsworth safeguarding week in June 2015. To develop improved community outreach contacts.

## 5 What the partners did in 2015-16

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*The comments in this section are provided directly by partner agencies and are not the responsibility of the wider Safeguarding Adults Board.*

### **Wandsworth Council Department of Adult Social Services**

Wandsworth Adult Social Services had an effective year as the lead co-ordinating agency for safeguarding adults, ensuring that local arrangements developed in line with the expectations of the Care Act.

A Safeguarding Adults Improvement Plan 2015-16, aligned to the Safeguarding Adults Board Improvement Plan for the same period, was introduced and monitored at monthly senior management meetings to ensure that progress was made.

The following key initiatives are of particular note:

- A review of the Safeguarding Adults and Deprivation of Liberty Safeguards structure and roles was initiated prior to the anticipated implementation of new working arrangements between Wandsworth and Richmond.
- The pan-London Safeguarding Adults policy and procedures were implemented, alongside updated local practice guidance and recording arrangements, in line with the Care Act guidance.
- The effectiveness of Making Safeguarding Personal was improved by the implementation of updated practice guidance on establishing and monitoring achievement of service users and representatives desired outcomes from safeguarding enquiries.
- Improved risk management arrangements were embedded through Vulnerable Adult Risk Management Meetings and a Community Multi-Agency Risk Assessment Panel, in response to the requirements of a Safeguarding Adults Review in the previous year and the Care Act.
- A joint Adult Social Services and Health Quality Board and Quality Control Panel led to improved intelligence sharing and decisions on provider concerns. During the reporting year a provider concerns response was in place in relation to a large care home in the borough and, on the decision of the service provider to close the home, residents were moved efficiently and sensitively to new placements.
- Deprivation of Liberty Safeguarding arrangements were reviewed and further improved with, in the face of a significant increase in referrals above the London average, almost all assessments completed within the year.

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- An improved Quality Assurance Framework was developed, including safeguarding adults, with provision for an action plan incorporating learning from audit activity. A comprehensive commissioned audit of safeguarding practice is covered in the Safeguarding in Numbers chapter in this report. This was alongside regular Safeguarding Adults Managers peer practice audit and reflective workshop practice audits.
  - A bi-annual Wandsworth Safeguarding Adults Conference was held in November 2015 on the theme of safeguarding and personalisation, with the title 'Nothing About Me Without Me'. This was a very effective day, involving presentations, drama and workshops, contributing to local networking and to Safeguarding Adults Board planning. The event was attended by approximately two hundred delegates from across a broad spectrum of borough organisations and was very positively evaluated by those who took part.
  - A comprehensive and updated safeguarding adults training programme was provided during the reporting year. This included courses on adult abuse basic awareness and reporting, safeguarding adults for provider managers, learning signs and symptoms of abuse, risk assessment and recording. As almost all social work managers and practitioners had received safeguarding adults manager or investigation training within the previous three years, a new advanced modular training was introduced, covering safeguarding adults decision making, mental capacity and domestic situations.

### **The Police**

- The safeguarding structure implemented in January 2015 has been maintained and developed. This is led by a Detective Chief Inspector and encompasses all of the teams that deal with safeguarding matters (both adults and children).
- The police safeguarding governance process remains in place. The weekly conference call continues to identify vulnerable people, ensuring that the correct referrals are made and that they receive the help they need. The effectiveness of this weekly meeting is currently being reviewed to ensure that it delivers effective outcomes. On a monthly basis a safeguarding 'tasking' meeting is held. This enables discussions on how police resources will be tasked against safeguarding issues.

## 5 What the partners did in 2015-16

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- The MASH continues to deal with Merlin Adult Coming to Notice reports (ACN), with the numbers increasing again on last year. This enables more effective assessment and earlier interventions where necessary.

*1 April 2014–31 March 2015 = 1,380*

*1 April 2015–31 March 2016 = 3,472 (250% increase on previous year)*

- Domestic abuse continues to be a priority for Wandsworth Police with the investigating team, the Community Safety Unit (CSU) resourced to conduct the investigations and protect vulnerable adults. The police continue to chair the MARAC, with a new Detective Inspector taking the role. The police have this year made effective use of Domestic Violence Protection Notices and Orders to protect vulnerable adults when criminal charges cannot be immediately brought. These give police and the courts powers to ban perpetrators from returning to a residence or from having contact with the victim.
- Police worked with other agencies to support the annual conference, assisting in its organisation and delivery, with an officer taking part in the stage performance.

### **St George's Healthcare NHS Trust**

St George's Healthcare NHS Trust has a commitment and responsibility to ensure that all patients receive safe, effective and dignified care. In particular we have a duty to adhere to Care Quality Commission (CQC) regulations to ensure that those adults most at risk are 'protected from abuse and that staff should respect their human rights'. In 2015-16 the lead nurse for adult safeguarding dealt with 971 contacts across the whole of the organisation and across different boroughs. These contacts or referrals were screened for evidence of neglect and abuse and a proportion of these (approximately 33 per cent) were referred on to local authorities as safeguarding alerts. Where possible the lead nurse identifies what the client or patient's wishes are in regard to their expected outcome and ensures that this is shared with the identified investigator or safeguarding manager. There has also been a significant increase in the number of referrals for assessment or authorisation of Deprivation of Liberty Safeguards.

### **South West London and St George's Mental Health Trust**

#### *Aim 1: Leadership, Governance and Partnership*

The Safeguarding Adults policy describes the leadership and governance arrangements in place to maintain the highest standards of practice and performance. Making services safe for service users is fundamental to the provision of high-quality health services. The

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trust has made this a top priority as part of a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against statutory, national, and local guidance, policy and standards.

The trust governance of adult safeguarding is achieved through clearly defined roles with responsibilities for the oversight of governance and operations of adult safeguarding, including line management accountability and reporting lines. The safeguarding governance system is also mapped out in terms of the responsible internal groups and committees.

***Aim 2: Prevention, Community Engagement and Awareness Raising***

The Integrated Learning Group ensures that appropriate structures and support processes are in place to identify learning through the review of data and information from Patient Experience, Claims, Inquests, Serious Incidents and Safeguarding Adult Reviews.

***Aim 3: Policy, Practice and Staff Development***

The Safeguarding Adults policy was reviewed and updated to align with the Care Act and associated statutory guidance. The policy describes the responsibilities of the trust as a provider organisation in its own right and how the trust works in partnership with borough-specific Safeguarding Adults policies and procedures.

The policy sets out the main roles and responsibilities of staff in key roles. It also lays out the training requirements and other human resource processes.

***Aim 4: Person-Centred Practice and Making Safeguarding Personal***

In 2014-15 the Safeguarding Adults leadership team initiated a monthly 'Making Safeguarding Personal Group'. Throughout 2015-16, monthly meetings were held and the group has formulated a number of recommendations that have been presented to the Safeguarding Adults Quality and Compliance Group.

The Trust Care Programme Approach policy was reviewed and updated. Active service user involvement and engagement is at the heart of the approach, and it will focus on reducing distress and promoting social inclusion and recovery. It is based on a thorough assessment of the service users' individual circumstances. Care plans are developed with full collaboration of the service user and focus on the service user's strengths, and seek to promote their recovery. Care plans recognise the diverse needs and preferences of service users, reflecting their cultural and ethnic background as well as their gender and sexuality.

***Aim 5: Accountability, Performance, Quality and Achievement***

The local authority has met regularly with the trust to address practice, performance and operational issues arising in Safeguarding Adults practice in Wandsworth after the termination of the section 75 arrangements.

## 5 What the partners did in 2015-16

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### **Wandsworth Clinical Commissioning Group (WCCG)**

- The NHS Wandsworth Clinical Commissioning Group (WCCG) is a key member of the Safeguarding Partnership Board, Quality Control Panel, Policy and Procedures Group, VARMM & CMARAP and chair of the Training and Development Group. This partnership approach has led to better communication, support and guidance for driving and delivering the board agenda, as well as facilitating better co-ordination and oversight that ensures the health and wellbeing of patients is promoted, and the best possible outcomes are achieved.
- WCCG has undertaken regular quality assurance visits to nursing homes where there are identified concerns jointly with social care. This has led to improved patients' experience and outcomes, as appropriate action plans are put in place to identify and remedy risks.
- WCCG has contributed to the SAB Self-Assessment and supports in monitoring of actions that ensures continuous improvement, and robust systems and processes to underpin delivery.
- WCCG has worked with Wandsworth Council to ensure that Making Safeguarding Personal (MSP) is embedded in practice, both through input in safeguarding enquiries and ensuring cases are effectively investigated by being open and transparent, and ensuring the views and wishes of patients are central.
- WCCG has been a key contributor to safeguarding enquiries and provision of clinical advice as appropriate.
- WCCG participates in the mental health Clinical Quality Review Group (CQRG), where any emerging safeguarding issues are highlighted within relevant health provider organisations and WCCG forums, which ensures appropriate interventions are identified, agreed and implemented.
- WCCG has revised the Safeguarding Adults policy to reflect the local and national procedures and guidance.
- The majority of WCCG staff have accessed Safeguarding Adults training, this is a significant improvement from the gap identified by internal audit.
- WCCG supports its health partners in training provision:
  1. WCCG made available Prevent online training to all GP practices; and
  2. WCCG provided Workshop Raising Awareness of Prevent (WRAP) to Primary Care staff.

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- WCCG recruited a part-time member of staff to audit Mental Capacity Act compliance within the CCG commissioned organisations.
  - WCCG has jointly developed a Quality Dashboard for Care Homes to monitor quality and provision of safeguarding assurance.
  - WCCG placed a team of nurses to support a failing care home, which was identified as exemplary practice by the 2015-16 NHS England Deep Dive Audit.
  - Wandsworth CCG contributed to the NHS England (London Region) Safeguarding Deep Dive audit, undertaken between October 2015 and January 2016. Several areas of good practice were identified across London, particularly in terms of governance, systems and processes. Wandsworth CCG was highlighted in three areas of good practice, relating to assurance and oversight including the aforementioned placement of a turnaround team into a failing nursing home.
  - Supervision arrangement for leads: peer supervision is in place for Safeguarding Leads.

### **Wandsworth Council Housing Department**

The Housing Service, part of the Housing and Community Services (HCS) Department, has continued with its programme of providing refresher safeguarding training to all frontline officers. 204 Housing Service staff members received this training in 2013-14 and 2014-15 and this year an additional 67 staff have been trained over six sessions. The training covered safeguarding in general as well as focusing more specifically on housing processes and procedures for when and how to make appropriate referrals, including the Care Act, self-neglect, Vulnerable Adults Risk Management Meeting (VARM) and Community Multi-Agency Risk Assessment Panel (CMARAPs). It also focused on increasing staff awareness of training available via TPD online. The percentage of Housing Services officers who have completed safeguarding training within the last three years has increased from 76 per cent in 2014-15 to 87 per cent in 2015-16. Additionally, all staff members in the Rent Collection Service (RCS) have received safeguarding training within the last three years.

A letter was sent to all contractors in February 2016 reminding them of their safeguarding responsibilities and who the safeguarding adults lead contact is within housing. A safeguarding briefing note and supporting safeguarding leaflets on 'safeguarding adults in Wandsworth' was included.

## 5 What the partners did in 2015-16

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Following an office move in January 2016, safeguarding adults posters were placed on all floors of the Housing Services' two office sites and in the main reception areas of Putney Bridge Road.

The RCS reintroduced the Multi-Agency Rent Arrears Group (MARAG), held six-weekly to discuss all vulnerable tenants and households who are in rent arrears. These cases also include families who have failed to engage with the rent collection and housing service to help identify if there are any known vulnerabilities. Where an eviction is to be applied for, it allows officers to put in place a plan of action for the post eviction period where appropriate. The RCS work closely with the Financial Inclusion Team (FIT) who can help with money, benefit and debt advice to WBC tenants to assist households to maintain their tenancies.

During the year, 30 safeguarding adult alerts were made by staff in the Housing Service. This is an increase on the 22 sent in 2014-15 and could reflect increased awareness among officers through staff briefings, updated procedures and training sessions delivered in the year.

A safeguarding adults and children article was published in the June 2015 edition of Homelife to raise awareness of safeguarding issues amongst council residents; this is delivered to 33,000 Wandsworth households living in council tenanted or leasehold accommodation.

The Safeguarding Adults procedure was updated in the year to reflect current local practice and in conformity with the Care Act. This included the response to self-neglect cases by way of managing risk through the VARMM and CMARAP. The Housing Service has been represented at all meetings of the Safeguarding Adults Board and CMARAP which has seen positive outcomes for high risk vulnerable adults. Additionally, a new joint eviction procedure with the RCS has been agreed that will strengthen and clarify arrangements to check the details of households facing eviction.

In March 2016 an internal audit was completed which highlighted good oversight, multi-agency working and transparency. It also identified actions including updating the Joint Working Protocol, raising awareness of Prevent and ensuring that safeguarding arrangements are in place in preparation for the Shared Staffing Arrangement (SSA).

The Housing Tenancy Support Service (TSS) continues to provide intensive advice and support to vulnerable residents, assisting them to successfully manage their tenancies. The TSS worked with 167 tenants, 115 of whom had rent arrears at the point of engagement with the service.

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## **Healthwatch Wandsworth**

This is the second year that Healthwatch Wandsworth (HWW) has been represented on the borough's Safeguarding Adults Board. It has given us a welcome opportunity to contribute to the board's ongoing efforts to develop and improve the quality of multi-agency working, which is crucial to the success of adult safeguarding services. One of the key issues considered by the board during the year has been the need to agree and adopt protocols about information sharing between professional staff working within different agencies. This is a matter to which HWW attaches great importance, as it underpins the effectiveness of multi-agency working. Our role on the SAB is helped by the fact that the Quality Board—which monitors the quality of service provision in health and social care and reports to the SAB—is chaired by a member of HWW.

## **Community Safety Division (Public Health)**

The staff of the Community Safety Division, through their day-to-day contact with the various communities of Wandsworth, are all likely to encounter a potential safeguarding issue at some point.

However, there are three areas of work where this is most likely to happen:

### *Tackling Violence Against Women and Girls*

The Violence Against Women and Girls co-ordinator develops and drives a wide range of activities across the spectrum of violence offences, through a strategy and action plan. She also contract manages the advocacy service which provides advice and support to victims. One of the most important areas of work is the administration and support provided to run the Multi-Agency Risk Assessment Conferences (MARAC) which considers the cases of those at highest risk. Through this group, police callouts to MARAC victims fell by almost 40 per cent during 2015-16.

### *Prevent (primarily Children's Safeguarding)*

The Prevent co-ordinator sits within the community safety team and works closely with a number of key partners to drive the Prevent delivery plan. This identifies, prioritises and facilitates the delivery of projects, activities and interventions to reduce the risk of people being drawn into terrorism. The work streams are:

1. Institutions – working with sectors and institutions where there is a risk to radicalisation.
2. Individuals – preventing people being drawn into terrorism and ensure that they are given appropriate advice and support.
3. Ideologies – responding to the ideological challenge of terrorism and threat we face from those that promote it.

## 5 What the partners did in 2015-16

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### *Integrated Offender Management*

Community Safety provides the project and operational management for a small multi-agency team which is managing 75 of the borough's most persistent and prolific offenders. That management involves identifying the drivers of each individual's criminality and developing a plan to address those drivers. Within the offender group there is a very high level of substance misuse and mental health conditions such as anxiety and depression. Initial work by the team's clinical psychologist found in a sample group that 96 per cent required a full assessment for personality disorder.

Despite the difficulties presented by the group, criminality fell substantially during the past year with arrests of the individuals by the police falling by 60 per cent.

### **Probation Service**

Since the inception of the National Probation Service in June 2014, a significant amount of work has taken place to review our operating model as part of our ongoing E3 transformation programme (Excellent, Efficient and Effective). A national review of our Adult Safeguarding Policy and Procedures has been completed as part of this programme.

A National Probation Service (NPS) Safeguarding Adults policy statement and supporting practice guidance (January 2016) have been developed.

They reflect the provisions of Part 1 of the Care Act 2014. This sets out a statutory framework for the provision of adult social care and for adult safeguarding in England and came into force in April 2015. The policy statement and practice guidance have been developed in consultation with the NPS National Adult Safeguarding Group.

The policy statement focuses on NPS involvement with offenders in the community, either as part of a community sentence or following release from custody. It acknowledges the NPS's responsibility for safeguarding and promoting the welfare of adults at risk as well as the contribution NPS staff can make to the early identification of an offender's care and support needs.

The practice guidance is in two sections. The first gives background information on adult safeguarding and care and support needs to provide context; the second focuses on the identification, assessment and management of offenders within that context. It has been

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produced to support NPS staff working with offenders in the community who:

- pose a risk of harm to adults at risk
- pose a risk of harm to adults at risk in general
- are adults at risk
- have care and support needs
- are carers in need of support

The governance arrangements and structure for Safeguarding Adults within London NPS has been established. The senior manager with lead responsibilities is James Jolly. He attends and reports on Safeguarding Adults matters to the NPS London, Public Protection Sub-group. This reports to the NPS London Senior Leadership Team.

All Clusters now have a Senior Probation Officer and practitioner, Single Point of Contact lead for Safeguarding Adults. Both staff are in place in Wandsworth NPS.

Quarterly practitioner SPOC forums are held at which developments are discussed.

Adult Safeguarding awareness briefings were rolled out to all staff in Wandsworth NPS in 2015.

In February 2016, mandatory Adult Safeguarding e-learning was made available to all grades of staff with follow-up classroom-based training for practitioners (one day). The training has been revised to reflect the responsibilities of probation within the Care Act.

The training makes links to: Prevent, safeguarding children, domestic abuse, and equality and diversity issues.

The MAPPAs Strategic Management Board held a MAPPAs Chairs training event on Safeguarding Adults. It was attended by managers from the Metropolitan Police and London Probation. The aim was to promote understanding of safeguarding adults and the role of MAPPAs.

There is a strong commitment to engaging in issues of abuse and neglect. This includes having senior managers as portfolio leads across a range of public protection areas: safeguarding children, adults, domestic abuse, Serious Group Offending (gangs), Central Extremism Unit. The NPS is also involved in a number of multi-agency forums regarding public protection, including MAPPAs, MARAC, G-MAP.

## 5 What the partners did in 2015-16

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### **London Fire Brigade**

In the previous year we have added the details of over 100 vulnerable persons onto our risk database, which provides incident commanders with risk information and in turn leads to more a accurate, specific incident plan, thus ensuring the individual has a reduced risk of harm from fire. We have also continued to develop strong links with partner agencies regarding sharing of information relating to risks to individuals. A prime example is the work completed around hoarders; in some cases we have been able to work with the individuals to clear out properties. This has been achieved in collaboration with partner agencies.

## 6 What the board will do in 2016-17

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In 2016-17 the Safeguarding Adults Board will continue to learn from quality assurance and performance management information and will further develop the safeguarding adults service. In the previous year there had been a concentration on embedding the changes required by the Care Act 2014. In the year ahead we will be more focused on the impact and outcomes of safeguarding actions for adults at risk in the borough. There will also be an even greater emphasis on the prevention of abuse and on involving adults at risk and the community in shaping services. A board development plan will be produced with clear priorities and how they will be addressed. The following is a snapshot of some of these priorities.

1. The board has introduced a Quality Assurance Framework with comprehensive performance management and audit information on safeguarding concerns and responses. This also includes a consideration of safeguarding concerns, quality concerns and complaints across all care providers in the borough, information that is used by a Local Authority and Health Quality Control Panel to take action to address concerns where necessary. In 2016-17 further progress will be made in how we systematically learn from performance management and audit and transfer this learning into improved practice, with a deep dive into performance and trends across partner agencies. This will include further consideration of safeguarding in respect to adults at risk in Prison and in Mental Health Services.
2. The Care Act requires proportionality in safeguarding responses and consequently an increased number of concerns are addressed fully and appropriately at an initial enquiry stage, progressing to further enquiry when necessary. There will be continued board scrutiny to ensure that enquiries are both robust and proportionate to the risk presented.
3. The Care Act also requires that domestic abuse, modern slavery, self neglect and radicalisation are considered as categories of abuse. In 2016-17 the board will receive evidence of responses in these areas, including the impact of the risk management arrangements in place to address self neglect.
4. A key development in 2016-17 will be further improvement in evidencing a personalised approach to safeguarding, through Making Safeguarding Personal interviews with adults at risk and measuring the extent to which desired outcomes have been met, building on positive work already progressed in this area.

## 6 What the board will do in 2016-17

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5. In 2016-17 the board will oversee increased involvement of adults at risk and carers into providing feedback on the impact of safeguarding through Making Safeguarding Personal follow-up interviews and, alongside the development of a Service User Group which will be represented on the board, will contribute to the continuous shaping of safeguarding adults arrangements.
6. Wandsworth is a vibrant and diverse community, with a wide range of people characterised by different ethnicity, culture, faith, gender, sexuality, age and disability. In 2016-17 the Board will improve the analysis of Black and Minority Ethnic (BAME) and Lesbian, Gay, Bisexual and Transgender (LGBT) data to ensure that everyone has access to safeguarding arrangements. In addition, this will inform an expansion of outreach work to improve community awareness and the prevention, reporting and tackling of abuse and neglect.
7. Performance management information provides evidence of effective Deprivation of Liberty Safeguards arrangements and all referrals are prioritised in accordance with the level of risk. In 2016-17 the Board will focus in more detail on receiving assurance of risk prioritisation.
8. There will be a continued emphasis on a range of audit checks on safeguarding adults practice, with an increased focus on partnership working and contact with adults at risk and carers, as represented in a comprehensive audit in 2016 which is covered in the section below.

## 7 What the partners will do in 2016-17

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*The comments in this section are provided directly by partner agencies and are not the responsibility of the wider Safeguarding Adults Board.*

### **Department of Adult Social Services**

As the lead co-ordinating agency for safeguarding adults arrangements, Adult Social Services will introduce an updated Safeguarding Adults Development Plan 2016-17, to take forward relevant commitments within the Board Development Plan for the same period. Whilst this is to be finalised as part of the joint arrangement with Richmond, the following priorities are expected to feature in the plan.

- Prevention of abuse and community engagement; including person-centred care training in care homes and increased engagement with community groups in contributing to improvements in safeguarding arrangements.
- Further improved service user engagement in enquiries and in contributing to improvements in safeguarding arrangements.
- Carrying out safeguarding enquiries which are proportionate and timely, and which encompass the new safeguarding categories highlighted in the Care Act of self-neglect, domestic abuse, modern slavery and radicalisation.
- A further improved quality assurance framework, with learning from performance management and audits contributing to improvements in safeguarding arrangements, and with a focus on the impact of safeguarding on the safety and wellbeing of adults at risk.
- A training programme that is even more multi-agency, contributing to improved partnership arrangements with the police and health, and which reflects the commitments outlined above.

### **St George's NHS Trust**

- To review safeguarding training in light of Intercollegiate training framework.
- To review MCA/DOLS training framework and introduce level 1 e-learning training to all staff.
- To review safeguarding guidance and adopt pan London procedures.
- To review MCA/DOLs guidance.

## 7 What the partners will do in 2016-17

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### **Wandsworth Police**

- To continue to raise the profile of adult safeguarding through recognising the importance of dealing with vulnerability. This includes both victims and offenders.

The strategic objectives are to make Wandsworth safer:

- through early, proactive and preventative interventions;
- by conducting thorough and effective, victim-based investigations to achieve a positive outcome for the victim;
- through working with partners to identify and manage risk, and to deliver effective outcomes; and
- by creating a positive environment in which people can operate and deliver effectively.

In addition to these objectives, all police officers are to be set the following personal objective to be measured through the annual performance development review (PDR):

- Safeguarding, the protection of vulnerable children and adults, is everyone's priority and responsibility. Vulnerability comes in many forms and is not always obvious.

Our objective is:

- To be proactive in identifying vulnerability.
- To identify threats/risks to prevent further harm.
- To take responsibility and positive action to keep people safe.

The setting of this objective for all police officers will be supported through training. The next round of local professional development days (PDD) will be safeguarding themed and we are working with the local authority training staff to deliver this training.

### **Wandsworth Council Housing Department**

- The Housing Service and RCS will continue to ensure that staff have a good knowledge of safeguarding. The safeguarding training course has become mandatory for staff that have not been trained within the last three years, therefore this programme will continue until all frontline members of staff have been trained. This does not replace introductory safeguarding training and all new staff or those who have not attended safeguarding training in the past will still be required to complete this training provided by TPD.

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- Online training will continue to be promoted to staff and monitored for uptake. There are also discussions being held with the training and development team about the possibility of publishing the Housing Service refresher training in an online format that can be undertaken periodically by staff. This will in the future enable greater numbers of staff to be trained and reminded of their responsibilities.
  - There will be a continued focus on ensuring that housing and rent collection staff are aware of the work and the referral process to the FRP and troubled families. Whilst many families referred to the FRP may be social housing tenants, the number of referrals from the Housing Service remains low. This is explained by the fact that vulnerable households will be identified by other agencies before they come to the attention of housing management. It is, however, still an area where focus will be given to raising awareness to ensure that appropriate families are referred.
  - The Joint Working Protocol will be updated as well as any changes to policies and procedures required for the SSA.
  - The service will improve the feedback of case progression and outcomes of safeguarding alerts, through working with partners and through the performance monitoring and quality assurance subgroup. Additionally, the service will increase awareness amongst its officers of the risk management frameworks available for self neglect, including hoarding, and understanding of the Mental Capacity Act.

#### **Mental Health NHS Trust**

- The trust is looking forward to working with Wandsworth on implementing and monitoring new reporting and referral arrangements.
- Workforce development will be prioritised. Comprehensive training plans have been developed that give detail to the competences and roles within adult safeguarding, including Prevent and the Mental Capacity Act.
- The trust aims to ensure that all its staff have access to the appropriate safeguarding training, learning opportunities and support to facilitate their understanding of the clinical aspects of adult welfare and information sharing.
- Current compliance with Safeguarding Adults Level 1 stands at 92 per cent.

## 7 What the partners will do in 2016-17

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### **Wandsworth CCG**

- Ensure that all WCCG staff and commissioned services complete safeguarding training, including Female Genital Mutilation and Honour-based Violence & Forced Marriage, that is commensurate with their roles.
- All WCCG staff and provider services to complete Prevent training.
- WCCG to ensure that all GP Leads complete Safeguarding Adults training.
- WCCG will continue to strengthen partnership working and promote safeguarding activities from the board.
- WCCG to provide strategic oversight and ensure best possible outcomes are achieved for patients identified to be at risk.
- MCA compliance audit for all provider services.
- Jointly establish, with Wandsworth Council, appropriate processes for managing Safeguarding Adults Reviews.
- Ensure quality assurance framework is robust and used as an evidence base in monitoring and improving outcomes for patients.

### **Community Safety Division (Public Health)**

- Review / risk assess impact on potential loss of some / all LCPF grant money on service delivery.
- Procure a Domestic Violence and Abuse Advocacy Service for Wandsworth and Richmond Councils post-March 2017.
- Look to develop / include DV perpetrator programmes.
- DV crimes against the elderly are properly flagged and referred.

### **Probation Service**

- To ensure the principles of making safeguarding personal are embedded in staff practice.
- To ensure all staff have completed the NPS Adult Safeguarding e-learning package and classroom-based training.
- Arrange a training event with Wandsworth Adult Safeguarding Training Lead regarding local referral procedures.

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- Review MAPPA arrangements to ensure they are responsive to Adult Safeguarding concerns.
  - To undertake an internal Adult Safeguarding Case Audit.
  - To review the transition arrangements with Wandsworth Youth Offending Service to NPS. We have a key responsibility to ensure any identified vulnerability is responded to as the young person approaches 18 years (as carers, victims of all forms of abuse including domestic abuse and serious youth violence, ongoing support needs relating to mental and physical health).

### **London Fire Brigade**

- We have a standard to arrive on average to all incidents across London in six and eight minutes, which we achieve London-wide. In addition, we plan emergency cover on a London-wide basis so if fire engines are unavailable, for whatever reason, whether it is because they are already attending another incident, crews are training or because of staff availability, we still have enough resources in place across the capital to deal with whatever we are called to. We will also reach those most in need by continuing to work more smartly with partner agencies, where they can identify those most at risk and signpost them to the LFB.
- Our staff will continue to receive training to support changes in legislation as per previous years.
- We are now engaging with care providers throughout the borough to improve awareness of risks and what the LFB can do proactively to improve the risk reduction strategy.

