

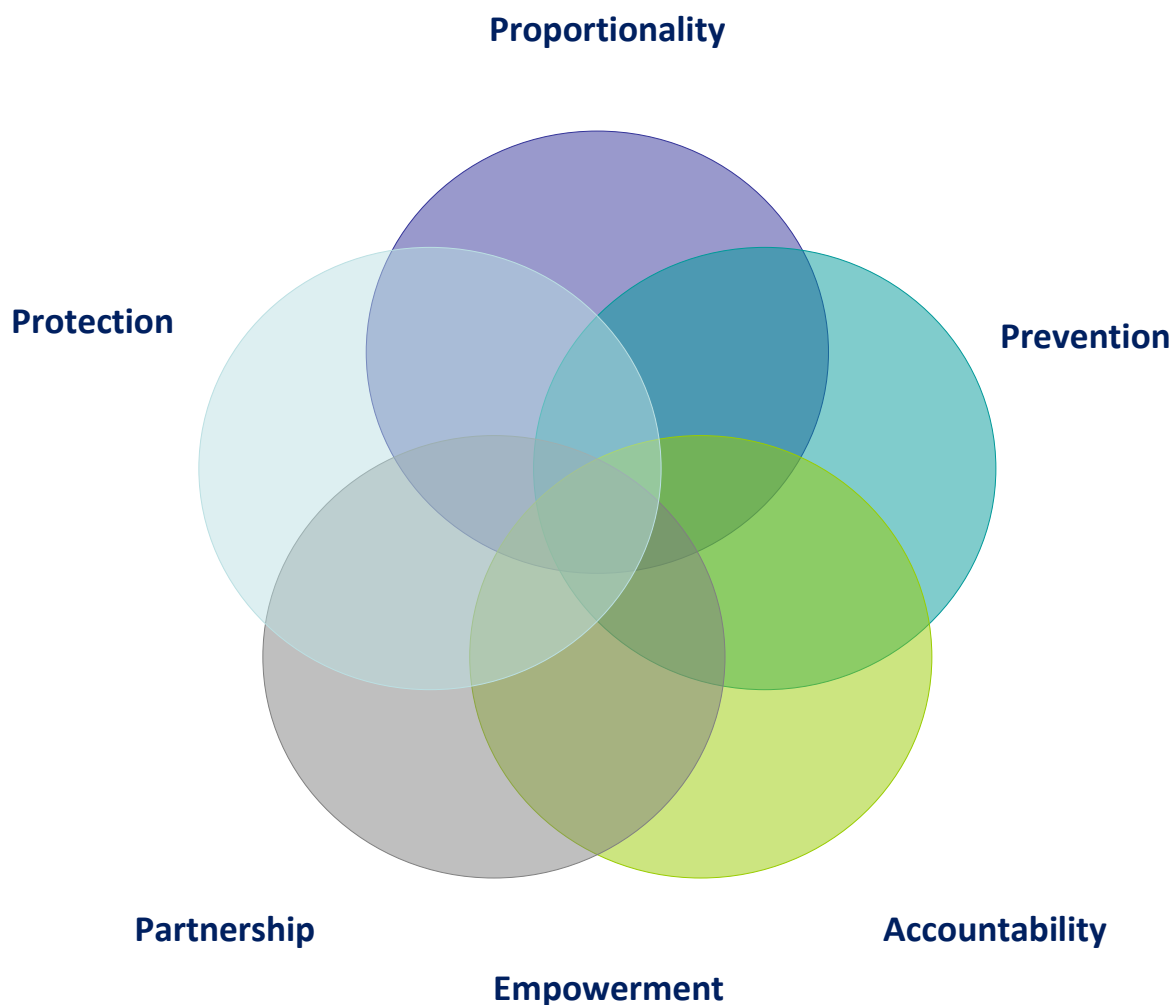
Oxfordshire Safeguarding Adults Board

Annual Report 2012 - 2013



Safeguarding is everybody's business...

Agencies working together to ensure a coherent policy and a consistent and effective response for the protection of vulnerable adults at risk of abuse



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Oxfordshire Safeguarding Adults Board

Annual Report 2012 - 2013

1. Introduction

- 1.1. 'Adult safeguarding' is the process of protecting adults with care and support needs from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.
- 1.2. Safeguarding is mainly aimed at people with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect by others. In these cases, local services must work together to spot those at risk and take steps to protect them.
- 1.3. The Oxfordshire Safeguarding Adults Board has a role to play in bringing together these local services by way of leadership and management of safeguarding activity across the County. The Board's purpose is to create a framework within which all responsible agencies work together to ensure there is a coherent policy for the protection of vulnerable adults and a consistent and effective response to any circumstances giving ground for concern.

2. Purpose of this report

- 2.1. This report outlines the work of the Oxfordshire Safeguarding Adults Board from April 2012 to the end of March 2013, focusing on safeguarding activity that the Oxfordshire Safeguarding Adults Board has had direct oversight of.
- 2.2. Unlike with Safeguarding Childrens Boards, there is not a clear set of laws and regulations that underpin the Safeguarding Adult Boards and in turn no formal requirement set out in government guidance to produce an annual report. However, the Oxfordshire Safeguarding Adults Board recognises the value of a yearly review of the Board's work.
- 2.3. Safeguarding Boards will be made mandatory in the Care and Support Bill (section 35: safeguarding) by 2015 and it is likely that they will have to produce annual reports.

3. The Safeguarding Adults Board in context

- 3.1. The creation of a local multi-agency committee as a means of achieving effective partnership working was recommended in the government report, No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health, 2000). This Guidance, issued under Section 7 of the Local Authority Social Services Act 1970, requires local authorities, in their social services functions, to play a coordinating role in the development of local policies and procedures for the protection of vulnerable adults from abuse.
- 3.2. The publication of Safeguarding Adults: A national framework of standards for good practice and outcomes in adult protection work (ADASS, 2005) led the committee to re-evaluate its existing title and Terms of Reference and become the Oxfordshire Safeguarding Adults Board.
- 3.3. In May 2011, the Minister for social care, Paul Burstow M.P. announced that adult safeguarding boards are to be made mandatory, although we are still waiting for guidance. The current coalition government's commitment to adult safeguarding is demonstrated through the publication of the Care Bill (Department of Health, 2013), which pledges to develop a legal framework underpinning Safeguarding Adults Boards by which key organisations and individuals with responsibility for adult safeguarding can agree on how they must work together and what roles they must play to keep adults safe.
- 3.4. The Bill says that the Safeguarding Adults Board must:
 - include the local authority, the National Health Service (NHS) and the police, who should meet regularly to discuss and act upon local safeguarding issues;
 - develop shared plans for safeguarding, working with local people to decide how best to protect adults in vulnerable situations;
 - publish its safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way.
- 3.5. Although we are still waiting for guidance, Paul Burstow M.P. said that Safeguarding Adults Boards should not wait for legislation to prepare themselves for statutory and mandatory status. Given the strong partnership and firm commitment established in Oxfordshire, we will be well placed to respond to the formal implementation of legislation when it is forthcoming.

4. Scope

'Safeguarding Adults' relates to all work that enables vulnerable adults to be able to live a life that is free from abuse and neglect.

4.1. Definition of a vulnerable adult who may need safeguarding

An adult aged 18 years or over 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (Department of Health, 2000).

'Community care services' will be taken to include all care services provided in any setting or context. In determining who is or may be in need of community care services, reference should be made to the Fair Access to Care Eligibility Criteria.

4.2. Definition of abuse

'Abuse' is a violation of an individual's human or civil rights by any other person or persons' (Department of Health, 2000).

The term abuse in adult safeguarding includes: physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and institutional abuse.

In addition the Oxfordshire Safeguarding Adults Board has adopted the Action on Elder Abuse definition of abuse to include acts, which whilst in themselves may not constitute a violation of an individual's right, nevertheless may result in harm: 'A single or repeated act or lack of appropriate action occurring within any relationship where there is an expectation of trust which causes harm or distress (to a vulnerable person).'

'Harm' in this context includes but is not limited to:

- ill treatment (including sexual abuse, exploitation and forms of ill treatment which are not physical)
- the impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural)
- self-harm and neglect
- unlawful conduct which adversely affects property, rights or interests (for example, financial abuse).

5. Oxfordshire's Safeguarding Adult Board arrangements

5.1. Structure

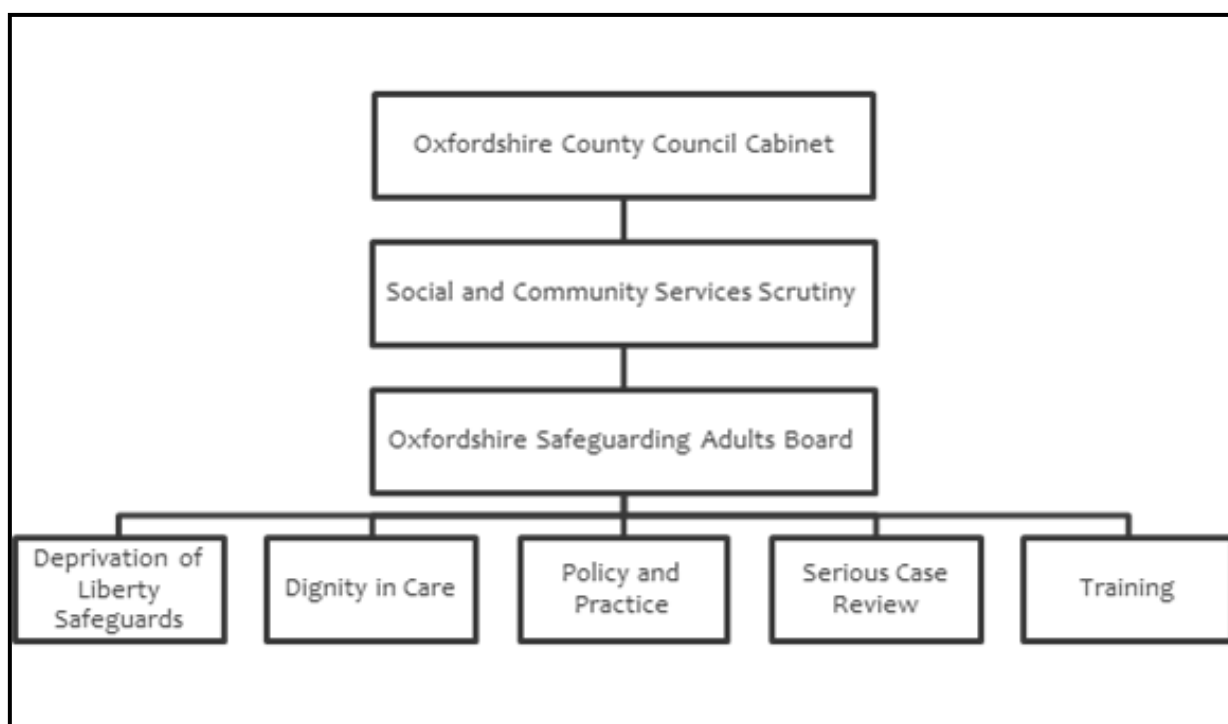


Figure 1: Oxfordshire Safeguarding Adults Board Structure

5.2. The Oxfordshire Safeguarding Adults Board has been chaired by the independent chairman, Donald McPhail, since 2009.

Role Description for the Independent Chair

1. To ensure that the Oxfordshire Safeguarding Adults Board operates effectively and exercises its functions and responsibilities as set out in No Secrets (Department of Health, 2000), the Oxfordshire Safeguarding Adults Board's policies and procedures, and all new legislation, regulations and guidance regarding safeguarding adults.
2. Lead the Safeguarding Adults Board in the implementation of the Safeguarding Adults agenda, together with the executive group, determine priorities in service development.
3. Providing independence and quality assurance in the conduct of the Oxfordshire Safeguarding Adults Board and its subgroups.
4. Ensure that performance management is integrated into the role and function of the Safeguarding Adults Board and its subgroups to deliver improved outcomes for vulnerable adults and their carers.

5. Encourage and support the development of partnership working between the partner members of the Safeguarding Adults Board and its subgroups.

6. To promote the Oxfordshire Safeguarding Adults Board's ability to independently fulfil objectives of monitoring and challenge and scrutinise the effectiveness of partnership working to safeguard vulnerable adults.

- 5.3. The Board meets four times a year, where strategic issues are debated, subgroups report on progress and all partner agencies highlight activities and work within their organisation, and are subject to the governance and reporting structures within their own organisations.
- 5.4. As the Board is not on a statutory footing at this time, there are no set criteria about which agencies should join the board. However, we are fortunate that there is excellent commitment from agencies across Oxfordshire to the Board and subgroups (see appendix 2).

Role Description for Safeguarding Adults Board Members

1. The Board member must have (or be given) sufficient authority within their own agency to be able to represent their agency's view to the Board.

2. The Board member must be able to (or be given the authority to) commit the resources of their agency to support the work of the Safeguarding Board.

3. The Board member must ensure that the Board is informed of all relevant professional and practice issues that will impact on the ability of the agencies represented on the Board to work together to safeguard vulnerable adults in the County.

4. The Board member must be able to influence the strategic planning for safeguarding vulnerable adults within their agency.

5. The Board member must be able to secure appropriate information from their agency to support the work of the Board.

6. The Board member must represent the position of the Board within their own agency, whether this is in conflict with their agency or not.

7. The Board member must ensure that decisions of the Board are promoted within their own organisation and any impediments or delays to their implementation are reported to the Board.

8. The Board member must ensure that the work of the Board, its policies and decisions, is communicated effectively within their own agency.

5.5. Member agencies have continued to make financial contributions to the Board budget which has helped ensure the delivery of the board business plan and the multi-agency training programme. The Oxfordshire Safeguarding Adults Board is primarily funded by Oxfordshire County Council (Adult Social Care) with contributions from Oxford Health National Health Service Foundation (NHS) Trust, Oxfordshire Clinical Commissioning Consortia and Southern Health NHS Foundation Trust. Other costs and expenses, e.g. time spent by partner agencies on Board activities and facilitating staff release for training are borne by the individual organisations.

6. Aims, principles and responsibilities

6.1. Aims

The Aim of the Board is to ensure that all incidents of suspected harm, abuse or neglect are reported and responded to proportionately, and in doing so:

- Enable people to maintain the maximum possible level of independence, choice and control
- Promote the wellbeing, security and safety of vulnerable people consistent with his or her rights, capacity and personal responsibility, and prevent abuse occurring wherever possible
- Ensure that people feel able to complain without fear of retribution
- Ensure that all professionals who have responsibilities relating to safeguarding adults have the skills and knowledge to carry out this function
- Ensure that safeguarding adults is integral to the development and delivery of services in Oxfordshire.

6.2. Principles

To achieve this aim, everything we do must be underpinned by the following key principles:

- **Empowerment:** Providing people with support, assistance and information, and enabling them to make choices and give informed consent
- **Protection:** Support and representation for those in greatest need
- **Prevention:** It is better to take action before harm occurs
- **Proportionality:** Proportionate and least intrusive response appropriate to the risk presented

- **Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability:** Accountability and transparency in delivering safeguarding.

These principles can be used by agencies to benchmark existing adult safeguarding arrangements and to measure future improvements.

6.3. Responsibilities

The responsibilities of the Oxfordshire Safeguarding Adults Board are:

- To encourage and promote the development of services that: recognise the rights of vulnerable people; enable vulnerable people to live safely and free from abuse; and, actively promote individual's access to support services.
- To oversee the development and implementation and review of local policies and procedures for the protection of vulnerable adults from abuse in Oxfordshire.
- To encourage and promote a framework which ensures that all individuals and agencies working with vulnerable people understand what is meant by abuse and their role and responsibilities in reporting and responding to concerns of abuse.

7. Priorities

- 7.1. The priorities for safeguarding adults in Oxfordshire have been developed in accordance with government guidance for safeguarding adults (No Secrets, Department of Health, 2000), best practice standards (A national framework of standards for good practice and outcomes in adult protection, ADASS, 2005) and in response to learning and experience both locally and nationally.
- 7.2. The annual Safeguarding Adults Board Business Planning Day is a key forum for setting priorities for the year ahead. Through a combination of presentations, discussion and group work the attendees of the business planning meeting assess the progress of the work of the Board over the last year, explore options to develop the Board and outlined priorities for the year ahead.
- 7.3. In planning the work programme for 2012-2013, the Board gave particular emphasis on:
- Training and development
 - Review

- Developing the Board's management functions

7.4. These priorities sit alongside the general business of the Board as set out in the Terms of Reference of the Board and its subgroups. This work includes: the strategic oversight and management of multi-agency safeguarding adults work by holding statutory agencies to account in relation to performance around adult safeguarding; monitoring of safeguarding activity data; the implementation of a multi-agency training strategy and the publication of relevant policies, procedures and protocols.

8. Progress made against the responsibilities and priorities

8.1. Training and development

The Oxfordshire Safeguarding Adults Board have provided, through the implementation of the training strategy, a comprehensive multi agency training programme to support single agency training in the areas of prevention, recognition and responsiveness to abuse and neglect.

Training competency framework

The Oxfordshire Safeguarding Adults Board Training Competency Framework is a guide to identify the training requirements for all levels of staff working with vulnerable adults in Oxfordshire. The Oxfordshire framework demonstrates clear links to the National Competence Framework for Safeguarding Adults (Bournemouth University, 2012). Through the Safeguarding Board the framework has been developed to offer best practice guidance and standardise the training offered to all agencies across the Oxfordshire area. The safeguarding training delivered by the Board is evaluated against this framework and the Training subgroup is working with agencies across the County to help them ensure their training meets the framework's standards.

Service user involvement in training

This year the Board have reviewed and evaluated existing service user involvement in training through work with service users and practitioners to produce recommendations. These recommendations have led the Board to develop its training strategy to broaden the range of courses that service users are delivering; this includes the identification and implementation of the specific training and support needed by the people who use services and who may be undertaking a safeguarding role.

8.2. Review

Serious Case Review

The purpose of the Serious Case Review subgroup is to make recommendations to the Oxfordshire Safeguarding Adults Board and to manage the Serious Case Review process in accordance with the Board protocol for serious case reviews in adult safeguarding.

One case has been recommended by the Board for a Serious Case Review this year. The case met the Serious Case Review and Domestic Homicide Review criteria. Whilst individual organisational reviews have been conducted simultaneously, the Oxfordshire Safeguarding Adults Board and the Domestic Homicide Review panels wanted to avoid unnecessary duplication so it was agreed that the Serious Case Review would be conducted jointly with the Community Safety Partnership under the auspices of a Domestic Homicide Review. The Serious Case Review subgroup agreed that the best scenario was for the Domestic Homicide Review to integrate the requirements of the Oxfordshire Safeguarding Adults Board into their Terms of Reference.

The purpose of a Domestic Homicide Review is to learn lessons in order to prevent further homicides. Domestic Homicide Reviews were established on a statutory basis under section 9 of the Domestic Violence, Crime and Victims Act 2004. This creates an expectation for local areas to undertake a multi-agency review following a domestic violence homicide. This provision came into force on 13th April 2011.

The details of this review are not available for publication at this time; the final report is going to the Community Safety Partnership for a decision on publication.

Partnership reviews

The Serious Case Review group subgroup has also conducted a range of Partnership Reviews to learn from serious incidents, significant safeguarding events and serious case reviews in other regions.

The Mid Staffordshire National Health Service Foundation Trust Public Inquiry

On 9 June 2010 the Secretary of State for Health, Andrew Lansley MP, announced a full public inquiry into the role of the commissioning, supervisory and regulatory bodies in the monitoring of Mid Staffordshire Foundation National Health Service Trust. The inquiry was established under the Inquiries Act 2005 and chaired by Robert Francis Queens Council, who made recommendations to the Secretary of State based on the lessons learnt from Mid Staffordshire. The inquiry was built on the work of his earlier independent inquiry into the care provided by Mid

Staffordshire National Health Service Foundation Trust between January 2005 and March 2009.

The final report of the Mid Staffordshire National Health Service Foundation Trust Public Inquiry was published on Wednesday 6 February 2013.

All hospital trusts have reported their action plans to the Oxfordshire Safeguarding Adults Board.

8.3. Audits and Inspections

The Board had been assured that action plans are implemented through challenge and overview of a range of reviews, inspections and audits, including:

- Care Quality Commission Dignity and Nutrition Audit
- Department of Health Review of Winterbourne View
- South Gloucestershire Serious Case Review
- Oxfordshire County Council Internal Audit
- Winterbourne View Hospital

8.4. Commissioning Standards

The Board has developed commissioning standards that all agencies of the Board must ensure are included in commissioning requirements.

1. Requirement to follow Oxfordshire Safeguarding Adult procedures, including allegations against staff
2. Requirement to follow Oxfordshire Information Sharing protocols
3. Ensure that staff receive appropriate safeguarding training
4. Safer Recruitment policies are adhered to
5. Agencies contribute as necessary to Serious Case Reviews.

8.5. Communications plan

This year the Board have consolidated their approach to communication and have developed a Board Communication Plan which aims to:

- deliver official board information, priorities and decisions to key stakeholders
- efficiently find out what others are doing and saying, and quickly test ideas and campaigns
- collaborate with partners and the public and find better solutions

8.6. Raising awareness of safeguarding arrangements

The first Oxfordshire Safeguarding Adults Board conference, 'The Challenge of Empowering Adults at Risk', was held on 10th May 2012. Attendance was from multiple agencies and included students studying social work programmes at local universities.

8.7. Policy, practice and procedures

The Board has reviewed its core policy and overseen the development, implementation and review of local policies and procedures for the protection of vulnerable adults ensuring:

- that the abuse of vulnerable adults is identified where it is occurring;
- there is a clear reporting pathway;
- there is an effective and coordinated response to abuse where it is occurring;
- the needs and wishes of the vulnerable adult are central to the adult protection process.

8.8. Dignity in Care

The Oxfordshire Safeguarding Adults Board helps ensure that everyone in Oxfordshire experiences dignity in the care and support they receive. The Dignity in Care subgroup focuses on how to ensure issues with dignity in care are identified and tackled from the 'bottom up', to support and link to the many 'top down' monitoring and quality assurance mechanisms that exist.

This year, a series of meetings of Chief Executives and senior managers concluded very positive engagements with Oxford Health NHS Foundation Trust, Oxford University Hospitals Trust, and the Commissioning Team's Quality Committee leading to agreement on further collaboration.

Meeting with the County Council in March to review the progress on Dignity in care, current developments (including the Francis report and government response and Age UK NHS Confederation Local Government Association initiative 'Delivering Dignity'), and the scope of the sub-group. It has been agreed:

- That the group develops a process and tool for undertaking dignity audits particularly in community and hospital settings (including care at home).
- The group will also oversee further development and use of the tool for measuring and monitoring performance discussed at the last meeting.
- The group will also undertake further work to improve communications to patients at the John Radcliffe Hospital, building on initial work on Level 7 in the hospital.

The 'Dignity Every Day' awards

The Dignity in Care subgroup has overseen the Dignity Awards. The 'Dignity Every Day' awards celebrate professional carers who have displayed exceptional qualities and given excellent service. This year the awards celebrate the achievements of carers to older people. The group plan to widen the scope in future years to all carers. The awards have a panel of judges with experience in the care sector that will review the nominations, and make decisions for each of the 4 award categories:

- An employee giving care to older people either in their own home, in a care home, or in hospital
- A care home, ward or acute unit that has exemplified good practice across its whole service
- A senior manager who has shown leadership in taking forward the cared-for person's dignity as a strategic issue
- A volunteer giving care to older people either in a care home or in hospital

'Dignity Every Day' Awards 2013

Do you know someone who has demonstrated outstanding care for older people?

Someone who has gone above and beyond the call of duty for you or someone in your family?



8.9. The Safe Place Scheme

The Oxfordshire Safeguarding Adults Board has supported the development of the Safe Place Scheme in Oxfordshire which is due to be launched in 2013.

The Safe Place scheme helps vulnerable people deal with things that happen to them while they are out and about, such as harassment, bullying or if the person they are meeting doesn't turn up. The safe places will also help anyone that needs it.



Several other areas are now operating The Safe Place scheme, including Bracknell Forest, Cornwall, Derbyshire, Gloucestershire, Hampshire, Peterborough, Sandwell, Southampton and Wokingham.

Businesses and public venues sign up to the scheme and we issue Safe Place stickers for them to display. People with learning disabilities carry an 'I need help' card with emergency contact details on.

The Safe Place logo using the Widgit Symbol is nationally recognised which means safe places can be found all over the country. This logo is easily identifiable and highly visible.

Some shops have already signed up. Mencap will follow up, making sure the shops are completely aware of what they are signing up to and if they are suitable for the scheme.

If a person needs help and goes somewhere showing a Safe Place sticker, the staff from the Safe Place will then either call the contact number on the 'I need help' card or call Oxfordshire Police if it is an emergency.

8.10. Deprivation of Liberty Safeguards

The Board has continued to ensure that the Deprivation of Liberty Safeguards (DOLS) are effectively and lawfully applied across Oxfordshire, providing overview scrutiny of the activity of the Supervisory Body, appointed assessors and Managing Authorities.

8.11. Experience of the criminal justice system

The Oxfordshire Safeguarding Adults Board has worked with the Crown Prosecution Service and statutory agencies working in Bedfordshire, Berkshire, Buckinghamshire, Hertfordshire and Oxfordshire to improve vulnerable adults' experience of the criminal justice system.

Outcome of this work:

- Raised awareness of crimes typically committed against vulnerable adults and how and when to report criminal behaviour against vulnerable adults to the police
- Raised practitioner awareness of the roles and responsibilities of each agency involved in Safeguarding Vulnerable Adults, and in particular to understand their needs, concerns, expectations
- Worked to ensure that the best possible evidence can be gathered and presented in court (e.g. through the use of intermediaries).
- An understanding about the process for achieving the best evidence and how it can be presented in court.
- To raise awareness about the Crown Prosecution Service Code for Crown Prosecutors, the required standard for a prosecution and prosecution policies.
- Increased reporting of incidents that may amount to criminal offences
- Facilitate networking in order to establish more effective working relationships between the agencies

Outcomes of this work will continue to be implanted during 2013-2014.

8.12. Partnership

This year has seen the development of the Health and Wellbeing Board and its move out of its 'shadow' function. A protocol between the Oxfordshire Health and Wellbeing Board and the Oxfordshire Safeguarding Adults Board has been developed to set out the working relationship and support both partnerships to operate effectively, being clear about their respective functions, inter-relationships and roles and responsibilities of all those involved in keeping adults safe.

The Oxfordshire Safeguarding Adults Board and the Oxfordshire Safeguarding Children Board reported on the progress made to the Shadow Health and Wellbeing Board in 2012 and this arrangement will continue annually to ensure that the Health and Wellbeing Board is informed and updated on safeguarding adults and children.

8.13. Consultations

The board has taken part in consultations to ensure that issues relevant to safeguarding adults are appropriately considered:

- Health and Wellbeing Board Consultation Response
- Health and Wellbeing Board Strategy
- Care and Support Bill, Department of Health

8.14. Responding to Abuse and Neglect

Adult protection refers to investigation and intervention, where it is suspected that harm may have occurred as a result of abuse or neglect of a vulnerable person or adult at risk.

The Oxfordshire County Council's Social and Health Care Team is the contact point for all adult safeguarding alerts and enquiries. Its aim is to respond to customer needs quickly and ensures that they are directed to the place most appropriate to their needs. All alerts and referrals of safeguarding are managed through Adult Social Care, Oxfordshire County Council, who has an enhanced duty to investigate adult protection cases or to cause an investigation to be made by other agencies. The Board has worked to ensure that all Board member organisations have specialist safeguarding leads within their organisation whose role is to develop adult safeguarding within their organisations.

The Safeguarding Adults Team provides a dedicated safeguarding function operating independently of practitioners but continuing to provide support and challenge to adult social care. This provides senior professional leadership with a continuing support and development function in relation to both adult protection within localities and the broader safeguarding information and development needs for adult safeguarding. Please see appendix 4 for Adult Protection activity data.

9. Looking ahead

In planning the work programme for 2013 - 2014, the Oxfordshire Safeguarding Adults Board has put particular emphasis on 'hearing the voice of service users' and 'analysis and understanding'.

The Oxfordshire Safeguarding Adults Board priorities for 2013 - 2014		
Key cross-cutting themes: ' hearing the voice of service users ' and ' analysis and understanding '.		
Work area	Action(s)	Lead
Hearing the voice of service users	<ul style="list-style-type: none"> • Involve people in shaping and developing the work of the Board <ul style="list-style-type: none"> - The development of a Service User Forum • Develop a newsletter from the Service User Forum • Take the OSAB Business Plan to the Service User Forum • Capitalise the service user input through using video diaries and the media where possible • Develop Outcomes focused approaches to safeguarding 	Board Information & Development Officer Board Business Officer Board Business Officer Board Business Officer Board Information & Development Officer Policy & Practice
Ensure issues with dignity in care are identified and tackled from the 'bottom up'	<ul style="list-style-type: none"> • Support and link to the many 'top down' monitoring and quality assurance mechanisms that exist • Make proposals to OSAB initially for subsequent discussion with OCC, Oxford Health and OUHT for a formal advocate scheme the objective of which is to empower users of care to express and achieve their needs; 	Dignity in Care

	<ul style="list-style-type: none"> Working with carers e.g. via Carers Oxfordshire pilot 'iwantgreatcare' – the initiative giving immediate feedback about patient experience to assess its contribution to promoting dignity in care and also to assess its effectiveness in harnessing the experiences of older people. Support, promote and advocate OUHT's values-based interviewing initiative, to ensure that dignity is mainstreamed in HR processes across care organisations. 	
Dignity awards 2013	Launch in July Year 2 of the Dignity Awards scheme 'Dignity Every Day', establishing multi-agency participation, champion celebrity backing and strong media profile.	Dignity in Care
Further work to improve communications to patients at the John Radcliffe Hospital	<ul style="list-style-type: none"> Continue and finalise work on Level 7 on embedding dignity messages in communication to patients and their families, specifically new leaflets/communications material; Working with Oxford University Hospitals National Health Service Trust and the Health and Social Care Panel of older people, pilot for 6 months a volunteer scheme on Level 7 to provide information and support in securing dignity in care for patients; 	Dignity in Care
Strategy and understanding	<ul style="list-style-type: none"> Consider the wider societal actions that influence safeguarding <ul style="list-style-type: none"> Use evidence and information within the Joint Strategic Needs Assessment to formulate priorities Work to ensure the Joint Strategic Needs Assessment includes information about the needs of vulnerable adults Partner agencies to adopt the Board policy Reporting from agencies from their complaints system 	All agencies
Quality Assurance	<ul style="list-style-type: none"> Develop and implement a Board Quality Assurance Tool Maintain an overview of the outcomes emerging from Operation Bullfinch Develop a Board Escalation Policy Further development and use of the dignity tool for 	Caroline Heason Board Agenda Policy & Practice Dignity in

	<p>measuring and monitoring performance</p> <ul style="list-style-type: none"> • Circulate measurement report for discussion at Director level by end July. 	Care Dignity in Care
Effectiveness to monitoring, audit and evaluation	<ul style="list-style-type: none"> • Implement a planned, regular audit program. • Consider recruiting an independent auditor to look at effectiveness regarding the application of thresholds and other emerging issues. • Consider the development of a Board Monitoring & Evaluation subgroup • Ensure there is clarity around the safeguarding process and unnecessary bureaucracy is reduced (including front door and thresholds) • Review role of audits in promoting dignity and conduct dignity audits • Develop a process and tool for undertaking dignity audits particularly in community and hospital settings (including care at home) 	Board Chair (Monitoring Evaluation Committee if established) Policy & Practice subgroup Dignity in Care Dignity in Care
Performance Management	<ul style="list-style-type: none"> • Arrange a start-finish group to agree the performance and information needs of the Board. • Listening to and analysing information from complaints reporting - complaints information from member agencies to be submitted at each Board meeting • Benchmarking against local comparator group, the national picture and/or against findings of enquiries elsewhere and research findings 	Business Officer All agencies Safeguarding Manager, OCC
Ensure that Deprivation of Liberty Safeguards are effectively and lawfully applied across Oxfordshire.	<p>Assurance that policy and practice for DOLS is in place</p> <ul style="list-style-type: none"> - Members to notify subgroup of a list of relevant policies in place for their organisation. - Recording in minutes what policies are in place and identifying any gaps. - Resolving issues relating to application and interpretation of DOLS - Receive activity report at each subgroup meeting. 2. Receive BIA update at each meeting. - Agree a communication plan of action following the report. <p>Standardisation of policy and procedures in respect of DOLS. Annual reviews</p> <ul style="list-style-type: none"> - Sample of requests from different MAs to compare 	DOLS Subgroup DOLS Subgroup DOLS Subgroup Managing authorities Supervisory

	<p>procedure.</p> <ul style="list-style-type: none"> - Identify any learning points raised by the sample. - Review internal policies <p>Share learning from complex cases, changes in legislation Raise at subgroup meeting when necessary - standing agenda item</p> <p>Share changes in legislation or case law - standing agenda item.</p> <p>Mechanism for SB to raise concerns re compliance and capacity of staff Raise at subgroup meeting using Activity Report to provide links.</p> <p>Monitoring training needs</p> <ul style="list-style-type: none"> - Feedback from MAs on the level of training available to their staff on MCA and DOLS - Identify and agree actions for discussion at the training subgroup <p>Development and promotion of assessors</p> <ul style="list-style-type: none"> - Activity report to include analysis of cohort of assessors - Produce Good Practice Guide and Quality standards manual for assessors - Link with BIA competency framework work being undertaken by The College of Social Work <p>Monitor, review and report on the interface between DOLS and IMCA service</p> <ul style="list-style-type: none"> - IMCA service to present their quarterly monitoring report <p>Monitor, review and report on the interface between DOLS and paid RPR service - IMCA service to present their quarterly monitoring report</p> <p>Own and review joint Oxfordshire MCA and DOLS policy.</p> <p>Monitor and audit organisational policies on restraint, ss5 and 6 MCA</p> <p>Contracts team to feedback on reviews completed in care homes each quarter. Standing agenda item.</p> <p>Monitor and review interface between MCA and MHA</p>	<p>body Supervisory body</p> <p>Supervisory body</p> <p>Supervisory body</p> <p>IMCA service and Supervisory Body</p> <p>IMCA service and Supervisory Body</p> <p>Subgroup OCC Contracts AMHP manager and DOLS manager</p>
<p>Governance, partnership & the working of the</p>	<ul style="list-style-type: none"> • Implementation of a Learning and Improvement Framework • Finalise the communication plan • Complete the ADASS Quality Assurance 	<p>Board Chair Business Officer Board Chair</p>

Safeguarding Board	<p>Framework on behalf of the Board</p> <ul style="list-style-type: none"> • Review membership to ensure that it reflects the needs and priorities of the Board • Maintain and develop strategic Links with other partnerships: Oxfordshire Safeguarding Adults Childrens Board; Healthwatch; the Health and Wellbeing Board; The Community Safety Partnership • 6 monthly review of progress against Board priorities • Maintenance of a focused agenda 	<p>& Business Officer</p> <p>All agencies Coordination Group</p> <p>Coordination Group</p>
Effective practice	<p>The following areas of work were identified as priority areas for focused analysis:</p> <ul style="list-style-type: none"> • Restraint • Issues around transition • Hate Crime • The Boards interface with prisons • The Crown Prosecution Service and Safeguarding Adults • Institutional Abuse 	<p>To be reflected on the Board agenda</p>

Appendix 1: Summary of work undertaken against the priorities set out in the Business plan for 2012 - 2013

Theme	Action	Progress
Oxfordshire Safeguarding Adults Board (OSAB) Management	The establishment of a OSAB coordination group consisting of the Chairs of the Board and sub-committees	Completed
	OSAB to be more robust about organisations reporting changes.	'Consultations' and 'organisational change' added to OSAB standing agenda items
	OSAB Subgroup development	Coordination group set-up to improve coordination of subgroup work and provide support to Chairs; Subgroup development day to be considered
Membership	Clinical Commissioning-Director of Quality and Innovation to become OSAB member when in post	Completed
	Develop ways for the views of people who use services and carers to be regularly considered and responded to by the Safeguarding Board.	OSAB established link with the Public Involvement Network; Service user forum developed
Working with other Boards and Partnerships	Formalise links with the Oxfordshire Safeguarding Childrens Board (OSCB)	Regular meetings between OSAB and OSCB management and support staff; Joint membership; Development of a joint e-learning training package
	Oxfordshire Safer Communities Partnership (OSCP) to be OSAB's route to the Police and Crime Commissioner.	The interim head of Community Safety (lead member of OSCP) and Trading Standards is an OSAB member to ensure adequate links between OSAB and OSCP
	Health and Wellbeing Board:	Protocol in place; there is

	– Develop a protocol between the safeguarding board and the Health and Wellbeing Board as accountabilities are not clear.	opportunity to escalate issues to the Health and Wellbeing Board when necessary
	– Link with Crime and Disorder Partnership	There are links with the Crime & Disorder Partnership via Thames Valley Probation.
	Re-consider the Safeguarding definition	OSAB's Policy & Practice subgroup recommended that the existing definition is retained until the government formulise definition changes.
	Dedicated email address for raising of practice issues (not client specific) - reviewed at each P&P meeting with actions agreed.	Email account setup: OSAB@oxfordshire.gov.uk , however it is not currently a core route for raising practice issues.
	Reduce duplication and improve efficiency of recording processes in electronic systems	The streamlining of safeguarding recording continues to be a priority for 2013-2014
	Performance, outcomes and activity	Regular presentation of management reports. Work in progress to ensure that outcomes are person centred
	Direct reports back to teams on performance, feedback and decisions made.	Safeguarding adults work is more closely aligned with operational governance arrangements.
	Consideration needs to be given to how agencies are measuring the effectiveness of training.	The training subgroup have introduced quality assurance measures to OSAB multi-agency training
Training and development	Increase the availability of a generic e-learning package for the increasing number of community/voluntary agencies requiring safeguarding adults training.	Training section added to the Safe from Harm website; E-learning package being considered

	Continuing Professional Development (CPD) workshops planned for 2012-2013 are: Self- Neglect (this is a cross county event with Buckinghamshire and Milton Keynes), Pressure Care, Role of the Court of Protection, Personalisation and Safeguarding.	Workshops delivered
	Partnership Reviews	Completed at each Serious Case Review subgroup meeting
Serious Case Review	Building links with prisons	In progress: work has started with Bullingdon Prison: Safeguarding Policy in place; multi agency training planned; the agreement that OSAB will provide an overview scrutiny of self-harm audit data. The links to be broadened to include all Oxfordshire Prisons.
	Learning from audit of casework and from serious case reviews	Audit is a standing item at the Board. The rigour of implementing of learning is to be improved through the Learning and Improvement Framework and is a priority for the newly formed Monitoring and Evaluation subgroup.
	Consider revisiting the definitions and statements that define dignity.	Dignity subgroup continue to review the definitions and statements defining dignity
	Mainstreaming in strategy and commissioning	Dignity subgroup have worked to improve their alignment with the strategic teams at the County Council
	Measurement approach in place	Dignity subgroup have been working with the Picker Institute to develop a

		measurement tool
	Programme of reinforcement of good practice	Launch of the Dignity Awards
	Dignity for staff programme	Dignity programmes installed in Oxford Health and Oxford University National Health Service Trust
	Extension to other user groups	In progress
Deprivation of Liberty Safeguards (DOLS)	How comprehensive is the use of DOLS, particularly with regard to Prevention?	A core responsibility of the subgroup
	There are developments in the use of 'advanced directives' in regards to care. How are these being monitored?	DOLS subgroup are working to ensure that 'advanced directives' are monitored
	Subgroup Chair to deliver a DOLS overview presentation at the OSAB	Completed
	The Board need to ensure that service users know how to raise concerns.	Subgroup working with agencies to develop resources or adapt existing resources.
Communications and engagement	Develop communication plan	Completed
	Develop OSAB Safe from Harm website	This work was put on hold by the ICT department because of prioritisation towards internal web development. A commitment has been given to review the Safe from Harm website during 2013
	Develop systems for Information Sharing	Review of the Information Sharing Protocol; OSAB Coordination group in place to improve information sharing between subgroups
	Consider introduction of Safeguarding adults self-assessment and assurance framework for health care services	Agreed and due to be in place in 2013

Quality Assurance	Development of an Outcomes framework	Policy and Practice subgroup and Board Information and Development Officer have made progress in developing outcome focused approaches in safeguarding.
Performance management	Performance management to reflect partner agencies experience	Increasing focus on agencies outside the County Council to submit performance data; governance around this to be strengthened through the Monitoring and Evaluation subgroup.
Issues from local and national drivers -Responding to national policy directives	Domestic Abuse and ensuring that vulnerable adults who are experiencing domestic abuse are effectively supported	Cross cutting issues reflected in the work of the Board
	Abuse in Care	
	Mental Health	
	Prisons	
	Crown Prosecution Service and the courts	
	Dignity	
	Missed visits	

Appendix 2: Membership of the Oxfordshire Safeguarding Adults Board in the period between March 2012 to April 13

- **Donald McPhail**, Independent Chair
- **Councillor Arash Fatemian**, Portfolio Holder for Adult Social Care, Oxfordshire County Council
- **Lucy Butler**, Deputy Director, Adult Social Care, Oxfordshire County Council
- **Ray Howard**, Detective Chief Inspector, Thames Valley Police
- **Claire Mackie**, Head of Social Care, Southern Health NHS Foundation Trust
- **Deborah Humphrey**, Deputy Director of Nursing, Oxford Health NHS Foundation Trust
- **Duncan Hume**, Senior Probation Officer, Oxford City, Thames Valley Probation
- **Hugh Ellis**, Safeguarding Manager, Safeguarding Adults Team, Oxfordshire County Council
- **Caroline Heason**, Safeguarding Adults and Patients Services Manager, Oxford University Hospitals NHS Trust
- **Larry Johnson**, Inspector, Oxfordshire Protecting Vulnerable People, Thames Valley Police
- **Moira Gilroy**, Safeguarding Adults Manager, Oxford Health NHS Foundation Trust
- **Paul Cann**, Chief Executive, Age UK Oxfordshire
- **Pasquale Brammer**, Partnerships Coordinator, Drugs and Alcohol, Public Health, Oxfordshire County Council
- **Richard Webb**, Deputy Head of Trading Standards and Community Safety, Community Safety, Oxfordshire County Council
- **Sula Wiltshire**, Associate Director Quality & Clinical Standards, NHS Oxfordshire
- **Tony Heselton**, Clinical Development Manager, South Central Ambulance NHS Trust
- **Tracy Duce**, Senior Legal Executive, Legal Services, Oxfordshire County Council

The Board is supported by:

- **Kathy Norman**, Safeguarding Adults Board Development and Information Officer
- **Katy White**, Safeguarding Adults Board Coordination

Appendix 3: Safeguarding Performance Summary 2012/13

Oxfordshire Safeguarding Adults Board

Terms of Reference & Responsibilities of Member Organisations

1. Background information about the Board

- 1.1. The creation of a local multi-agency management committee (safeguarding adults) as a means of achieving effective inter-agency working was recommended in the Department of Health report, No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (2000). This guidance, issued under Section 7 of the Local Authority Social Services Act 1970, requires local authorities in their social services functions to play a coordinating role in the development of local policies and procedures for the protection of vulnerable adults from abuse.
- 1.2. A multi-agency working group was established in Oxfordshire in 2001, which led to the development of the Oxfordshire Codes of Practice for the Protection of All Vulnerable Adults from Abuse, Exploitation and Mistreatment in May 2002 and the development of the Oxfordshire Adult Protection Committee.
- 1.3. The publication of Safeguarding Adults – A national framework of standards for good practice and outcomes in adult protection work (ADSS, 2005) led the committee to re-evaluate its existing title and terms of reference and become the Oxfordshire Safeguarding Adults Board.
- 1.4. The Oxfordshire's Safeguarding Adults Procedures (2009) superseded Oxfordshire Codes of Practice for the Protection of All Vulnerable Adults from Abuse, Exploitation and Mistreatment (2002).

2. Purpose

- 2.1. The purpose of the Oxfordshire Safeguarding Adults Board is to create a framework within which all responsible agencies work together to ensure a coherent policy for the protection of vulnerable adults at risk of abuse and a consistent and effective response to any circumstances giving ground for concern or formal complaints or expressions of anxiety.

3. Structure

- 3.1. The main board is supported by five sub-groups: Policy and Practice; Training; Dignity in Care, Serious Case Review (SCR) and Deprivation of Liberty Safeguards (DOLS).
- 3.2. The Chairs of these sub-groups will be members of the Oxfordshire Safeguarding Adults Board.
- 3.3. The chart (figure 1) shows the structure of the sub-groups responsible for implementing the safeguarding requirements.



Figure 1: Structure of the Safeguarding Adults Board

4. Main Features & Responsibilities

The Oxfordshire Safeguarding Adults Board's responsibilities are:

- 4.1. To encourage and promote the development of services that: recognise the rights of vulnerable people; enable vulnerable people to live safely and free from abuse, and; actively promote individual's access to mainstream criminal justice and victim support services.
- 4.2. To oversee the development and implementation and review of local policies and procedures for the protection of vulnerable adults from abuse in Oxfordshire that ensure:
 - The abuse of vulnerable adults is identified where it is occurring
 - That there is a clear reporting pathway

- That there is an effective and coordinated response to abuse where it is occurring
 - That the needs and wishes of the vulnerable adult are central to the adult protection process.
- 4.3. To encourage and promote a framework which ensures that all individuals and agencies working with vulnerable people understand what is meant by abuse and their role and responsibilities in reporting and responding to concerns of abuse, and actively work together to:
- Respond effectively to abuse where it is identified
 - Act to reduce the risk of harm to vulnerable people as a result of abuse
 - Develop & implement strategies designed to safeguard vulnerable adults from abuse.

This includes:

- i.** developing and agreeing local policies and procedures for inter-agency work to protect vulnerable adults, within the national framework provided by “No Secrets”
- ii.** auditing and evaluating how well local services work together to protect vulnerable adults, for example through wider case audits
- iii.** encouraging and helping develop effective working relationships between different services and professional groups, based on trust and mutual understanding
- iv.** ensuring that there is a level of agreement and understanding across agencies about operational definitions and thresholds for intervention
- v.** improving local ways of working in the light of knowledge gained through national and local experience and research, and to make sure that any lessons learned are shared, understood, and acted upon
- vi.** undertaking case reviews where an adult has died or – in certain circumstances – been seriously harmed, and abuse or neglect are confirmed or suspected
- vii.** making sure that any lessons are understood and acted upon
- viii.** communicating clearly to individual services and professional groups their shared responsibility for protecting vulnerable adults, and to explain how each can contribute
- ix.** helping improve the quality of adult protection work and of inter-agency working through specifying needs for inter-agency training and development, and ensuring that training is delivered

- x. raising awareness within the wider community of the need to safeguard vulnerable adults and promote their welfare and to explain how the wider community can contribute to these objectives
- xi. actively seeking to identify where there is a risk of institutional abuse to vulnerable adults, and
- xii. developing strategies to prevent the abuse of vulnerable adults whenever possible
- xiii. monitoring, collecting and analysing information in accordance with local and government requirements
- xiv. working with local and adjacent area child and adult safeguarding boards
- xv. ensuring compliance with formal government requirements.

5. Reporting

- 5.1. The Board will report annually to the Oxfordshire County Council, Social & Community Services Scrutiny Committee.
- 5.2. In addition each core/statutory member of the Oxfordshire Safeguarding Adults Board will be expected to report to its own management committee.
- 5.3. The Board will produce an annual report that will include a review of the previous years' work. This report will be subject to scrutiny by the Oxfordshire Social Services, Social and Community Services Scrutiny Committee
- 5.4. The five board subgroups will contribute to the Board's annual report
- 5.5. Individual member reports will be included as annexes to the annual Board report.

6. Membership

Chairperson: Donald McPhail (Independent)

Member Agency	Lead representative	Other representatives
Oxfordshire County Council	Cllr Judith Heathcoat Cabinet Member, Adult Social Care	
Social & Community Services Oxfordshire County Council	John Jackson Director, Adult Social Care	Lucy Butler Deputy Director, Adult Social Care Hugh Ellis

		Safeguarding Adults Manager
Community Safety Oxfordshire County Council	Richard Webb Acting Head of Trading Standards and Community Safety	Carys Alty Manager, Safer Communities Unit
Legal Services Oxfordshire County Council	Tracy Duce Senior Legal Executive	
Public Health Oxfordshire County Council	Pasquale Brammer Partnerships Coordinator, Drugs and Alcohol	
Fire and Rescue Oxfordshire County Council	Stuart Garner Home and Community Safety Manager	
NHS England	Julie Kerry Assistant Director of Nursing, Patient Experience, and South of England Mental Health Homicide Lead	
Thames Valley Police	Ray Howard Chief Inspector	Larry Johnson Inspector
Thames Valley Probation	Duncan Hume SPO Integrated Offender Management	Clare Honeysett SPO Oxford City
NHS Oxfordshire Clinical Commissioning Group	Sula Wiltshire Associate Director Quality & Clinical Standards	
Oxford Health NHS Foundation Trust	Deborah Humphrey Deputy Director of Nursing	Moira Gilroy Safeguarding Adults Manager
Oxford University Hospitals NHS Trust	Caroline Heason Safeguarding Adults and Patient Services Manager	
Southern Health NHS Foundation Trust	Sue Chapman Head of Quality and Safety	Rachel Miller Safeguarding Lead

	(Learning Disability Division)	
South Central Ambulance NHS Trust	Tony Heselton Clinical Development Manager	
Age UK Oxfordshire	Paul Cann Chief Executive	

6.1. Each core/statutory board member organisation must have a designated director for the implementation of safeguarding adults' work and a nominated senior lead to represent that organisation and make multi-agency agreements.

7. Member responsibilities

7.1. Each core/statutory member of The Board is committed to the aims, objectives and principles outlined in the Oxfordshire's Safeguarding Adults Procedures. To this end each partner agency will:

- Have a set of internal guidelines and reporting structure, which are consistent with the Oxfordshire's Safeguarding Adults Procedures, and which set out the responsibilities of all workers to work within the Oxfordshire Codes of Practice
- Ensure that all staff members and volunteers at all levels have training and information commensurate with their role in relation to the Oxfordshire Codes of Practice
- Ensure that all adult safeguarding concerns are systematically logged along with the actions taken and outcomes arising

7.2. In addition each agency will undertake an annual risk assessment/review of services provided by the organisation and establish an agreed action plan for promoting the protection of vulnerable people served by the organisation.

7.3. Each core/statutory member of the Oxfordshire Safeguarding Adults Board will provide an annual report to the board detailing progress and developments in relation to 5.1 and 5.2 above.

8. Frequency of Meetings

8.1. Quarterly

Appendix 3: Adult Protection Activity Reporting 2012-2013

Recorded alerts by client group

Recorded alerts/referrals	All client groups	Older people	People with a learning (LD) disability	People with a mental health (MH) need	People with a physical disability (PD)
Total April - March 2010 - 2011	1357	874	270	81	120
Total April - March 2011 - 2012	1579	962	364	65	126
Total April - March 2012 - 2013	1507	923	312	82	117
Projected total 2012 - 2013	2289	1437	442	123	181
% change	52%	56%	41%	50%	55%
Number of contacts made by the general public					
April - March 2011 - 2012	286				
April - March 2012 - 2013	271				

Referrals made by Oxfordshire Safeguarding Adults Board (OSAB) partners (non Oxfordshire County Council)

Agency	Apr-May	Jun-Jul	Aug-Sep	Oct-Nov	Dec-Jan	Feb-Mar	total
NHS 2010 - 2011	43	56	45	52	47	66	309
NHS 2011 - 2012	38	54	41	66	66	60	325
NHS 2012 - 2013	82	76	102	99	98	83	540
Police 2010 - 2011	22	25	23	14	15	27	126
Police 2011 - 2012	15	12	11	21	13	16	88
Police 2012 - 2013	40	27	21	18	26	26	158
Housing agencies 2010 - 2011	3	4	8	6	4	8	33
Housing agencies 2011 - 2012	3	4	2	4	4	5	22
Housing agencies 2012 - 2013	7	6	2	10	3	4	32
Probation & criminal justice (2012 - 2013)	0	1	0	0	0	0	1
Care Quality Commission (2012 - 2013)	3	4	1	1	1	3	13

Agency	Apr-May	Jun-Jul	Aug-Sep	Oct-Nov	Dec-Jan	Feb-Mar	Total
Total OSAB partners non OCC 2010 - 2011	68	88	83	72	66	102	479
Total OSAB partners non OCC 2011 - 2012	57	72	56	94	86	82	447

Total OSAB partners non OCC 2012 - 2013	132	114	126	128	128	116	744
Total OCC Social Community Services 2010 - 2011	20	27	18	25	12	56	158
Total OCC Social Community Services 2011 - 2012	23	23	17	31	30	28	152
Total OCC Social Community Services 2012 - 2013	21	30	26	14	29	19	133
No of alerts/referrals received from other adult social care providers:							
Total 2010 - 2011	47	60	45	67	59	65	343
Total 2011 - 2012	81	89	92	90	116	135	603
Total 2012 - 2013	133	131	163	177	161	166	931

The proportion of completed alert discussion/decision made within 3 days to new cases

Response Rates (target 85%)	Total	Adult Social Care	Continuing Care	LD	MH
New alerts	2289	1678	4	513	63
Outcome not recorded/error	415	320	1	24	51
Average initial response time (where recorded)	3.28	4.06	Insufficient data	0.83	Insufficient data
Proportion completed within 3 days (where recorded)	76%	71%	Insufficient data	96%	Insufficient data
2011/12	82%	78%	94%	92%	70%

Completion rates

Recorded case concluded (where recorded)	All	Adult Social Care	Continuing Care	LD	MH
Concluded 2012 - 2013	1949	1411	5	486	19
% conclusions total 2012 - 13 (target = 95%)	85%	84%	125%	95%	31%
% conclusions total 2011 - 12	92%	84%	125%		