# Annual Report 2015-2016 - Partner Agency Contributions

City of London Adult Social Care
Marion Willicome–Lang Adult Social Care Service Manager

**1. What has your agency undertaken to meet the SAB Principles?**

**Principle One: We will raise awareness of adult safeguarding and together will learn from the experience**

The Department of Community and Children's Services (DCCS) Business Plan 2015-17 has as its first strategic priority, 'Safeguarding: Ensuring effective arrangements are in place for responding to safeguarding risks, promoting early identification and support to prevent escalation of issues and keeping children and adults at risk safe.'

The City of London Adult Social Care (CoLASC) team has primary safeguarding responsibility for adult residents of the square mile. As a generic adult social care service, safeguarding responsibilities are for anyone over 18 who has an additional need together with the needs of their carers.

The City of London Adult Safeguarding Sub-Committee, now chaired by Dr Adi Cooper provides greater understanding and accountability on the part of officers and partners as to their responsibility to safeguard adults in the City of London, and acts as a sub group of the main board. This is an important conduit to cascading messages from the CHSAB and a means of developing a City specific work plan in line with the board's priorities. CoLASC sits on this committee and provides regular practice updates and performance data which are open to challenge and scrutiny and learning. The Director of DCCS and Assistant Director for People sit on the CHSAB. The AD sits on the CHSAB executive Board and chairs the SAR sub-group. The ASC Service Manager and Team Manager sit on the SAR and L&D Sub groups.

The CoLASC service is accountable to the Community and Children's Services Grand Committee and reports directly on adult safeguarding matters to the Member led Safeguarding Sub-Committee. This fulfils the type of scrutiny function associated with other local authority scrutiny governance structures. A Member of the Safeguarding Sub-Committee is also a member of the CHSAB. Another member is the Rough Sleeper Champion and chairs the Adult Advisory Group.

We have held training sessions and briefings regarding adult safeguarding for Members sitting on the Safeguarding Sub-Committee. These aim to provide greater clarity on adult safeguarding to Members who in turn can provide challenge and scrutiny to performance and practice in CoLASC.

An Improvement Plan, following from an independent audit in 2014/15 was developed, implemented and completed over 2015/16. The action plan has been rag rated and reported

on at Safeguarding Sub-Committee and through the Adults Senior Management Team meeting forum.

Through case supervision the CoLASC team has worked on learning alongside individual case audit templates. Learning from the Improvement Plan is shared with practitioners at service team meetings.

The recommendations of Mrs A+ Mr B SAR have been presented to the CoLASC team in an extended team development session with the compilation of a localised Improvement Plan. Five key learning points from the SAR were developed by and for the CoLASC service:

1. Reviewing COL supported living contracts with Commissioning colleagues
2. Reviewing ASC risk assessment processes
3. Reviewing ASC working practices with clients out of borough on CPA
4. Training standards of staff in CoL contracted supported living
5. Fire risk training standards across ASC and LFB jointly. To be raised at COL Safeguarding Adults Sub-Committee.

The London Multi Agency Adult Safeguarding Policy and Procedures have been fully disseminated around the team in electronic and individual hard copy pack format, with development sessions held at each fortnightly team meeting since January 2016 to embed awareness and understanding.

Each CoLASC team member's individual learning objectives will highlight safeguarding practice and include specific mandatory safeguarding learning and development goals. These are tailored to their post grade.

ASC attended the following training rolled out to partners of the CHSAB following the publishing of the new London safeguarding adults procedures:

Safeguarding Awareness (Alerter) ½-day session (3 members of ASC)
Coercion & Emotional Abuse ½-day session (5 members of ASC)
Domestic Violence ½-day session (4 members of ASC)
Domestic Violence 1-day session (5 members of ASC)
Modern Slavery ½-day session (5 members of ASC)
Self-Neglect & Hoarding ½-day session (6 members of ASC)
Autism Awareness ½-day sessions (2 members of ASC)

The current provider of the CoLASC's community provision, Toynbee Hall, delivered workshops with City residents to raise awareness of adult safeguarding. The workshops allow discussions and learning so that participants become empowered to make decisions, and seek support where necessary. This has been especially effective with participants with learning disabilities as a number did not realise financial abuse was a type of abuse and does not need to be tolerated. The workshops have also allowed Toynbee Hall to be made aware of participant concerns, and raise cases with CoLASC.

**Principle Two: We will promote a fair and open culture**

CoLASC have continued to work with Commissioning colleagues to ensure that safeguarding is embedded within the contracting and commissioning process. A current recommissioning process of all CoLASC community provision has seen safeguarding as a key priority in the tendering process, with a case study and explicit training and development question. There is currently a Domiciliary Care service specification being devised which CoLASC will work closely with Commissioning colleagues on to ensure safeguarding is embedded fully within the tendering and contract process.

CoLASC along with all partners of the CHSAB completed the London Chairs of Safeguarding Adults Boards and NHS England's Safeguarding Adults at Risk Audit Tool 2015-16. The aim of the tool was to inform the strategic vision of the CHSAB.

The CoLASC self-assessment process identified that it meets 22 (Green) of the 29 requirements, with 6 (Amber) assessed as requiring additional action. No Reds were identified. The strong evidence of a Green rating, illustrated the priority and commitment shown towards safeguarding adults at risk, through the golden thread of the Corporate Safeguarding Strategy, highlighted within the DCCS Business Plan, through to the core business and professional practice of the Adult Social Care Service.

The CHSAB's aim was to utilise the completed audit tools to inform the Board's 5 year Strategy. CoLASC were involved in the support and challenge session at the SAB Development Day in February 2016.

CoLASC as a service within the Department for Community and Children's Services has full access to an escalation policy, as well as access to the AD and Director if issues remain unresolved at an operational level.

**Priority Three: We want to improve the competency of all those involved in adult safeguarding activities**

A City of London Corporation Safeguarding Policy is now in place, which has raised the profile of Safeguarding Adults and Children across the Corporation. Safeguarding is now on the Corporation Risk Register. These high level elements coupled with the Notice the Signs Safeguarding Campaign conducted throughout 2014/15 has assisted in greater understanding and awareness of Adult Safeguarding for both city staff and residents.

A Corporation Safeguarding Champions meeting takes place quarterly, chaired jointly by the Service Manager for Adult Social Care and Safeguarding and Quality Assurance Service Manager, which aims to improve knowledge and understanding of safeguarding for non-social care staff.

The Adult Social Care Service Manager holds the role of Adult Principle Social Worker and is a member of the London Safeguarding Adults Network. These roles and duties enhance the social work development brief around competent safeguarding practice, alongside the current scrutiny provided by the case audit work of the ASC Senior Management Team. The developing peer support between the ASC Service Manager and the Hackney Safeguarding Adults Coordinator has been very constructive in focusing a generic role to consider safeguarding solely from a specialist post's perspective.

Positive results from pooling good practice in safeguarding has meant the sharing of the Hackney Adult Social Care Safeguarding Policy, alongside new safeguarding workflow templates between the 2 different ESCR systems (Mosaic and FWI). A City of London Case Audit template will be trialled in 2016 , and will include a key performance indicator focused on capturing the requirement to keep the person who raised the safeguarding concerns updated as to the outcome. This has been worked on collaboratively across the two authorities. There is also a plan to work jointly on a public awareness raising campaign around Making Safeguarding Personal (MSP) in the autumn of 2016. The CoLASC Service Manager is also the named lead to complete the DASS (Directors of Adult Social Services) MSP (making safeguarding personal) Temperature Check exercise in the summer 2016.

The Knowledge Transfer Partnership with City of London and Goldsmiths University has developed a safeguarding agenda around social isolation and loneliness. A learning and

development day which was attended by Dr Adi Cooper and the Chief Social Worker for Adults Lynn Romeo was highly effective in raising awareness of the risks of safeguarding in conjunction with the loneliness and isolation of many older people.

The CoL WFD group is about to be developed through the Senior Management Team, and a training matrix around safeguarding will reflect these developments in coming months.
It is hoped that level 1 Safeguarding Awareness training will become a mandatory training course across DCCS, departmental Corporate Safeguarding Champions and nominated departmental representatives.

CoLASC has worked hard this year to embed the principles of Making Safeguarding Personal. Workflows have yet to be built to make it possible to fully report on this qualitative measure , but evidence of MSP safeguarding adults casework was reported on as part of the independent audit conducted in 2015 and this sound social work practice has continued as evidenced through case audits and supervision notes.

There is clear evidence of MSP in evidence through the increased presence of the AAR, and family members involved and attending throughout the safeguarding process. There is also an increase in the use of safeguarding specific advocacy.

The new safeguarding templates prompt social workers to consider the AAR's desired outcomes at the beginning of the safeguarding process and again at the end. The social workers have spent time at a recent team away day looking at this and how to be more MSP outcomes focused in adult safeguarding.

Victim Support safeguards adults by raising awareness about safeguarding and rights with victims and witnesses who use our services. Staff regularly read up on safeguarding policy from both internal as well as external resources. This can be evidenced as part of staff's quarterly meetings with senior management as. This has helps staff in their performance and quality of work as they have a sound knowledge and understanding of the safeguarding policy and procedures.

Victim Support staff also attended external training around safeguarding such as the MAST training. The training looked at how partners could identify and appropriately refer safeguarding concerns to the relevant service. Staff were also encouraged by the organisation to attend the Pan-London conference which enables them to network with other professionals but crucially learn more around appropriate ways to identify and adequately support safeguarding concerns.

**Principle Four: We will understand how effective adult safeguarding is across the communities we work with**

With the inclusion of Self Neglect and Hoarding into the London Multi Agency Adult Safeguarding Policy and Procedures, the City of London has adopted the City and Hackney Self Neglect and Hoarding Protocol, and has set up a Self-Neglect and Hoarding Panel, chaired by the Adult Social Care Service Manager. The panel commenced in January 2016 and has partner involvement from London Fire Brigade, City of London Police, Environmental Health, Public Health, a City of London legal advisor, City of London Housing, primary care GP representation on a case by case basis and an independent hoarding specialist organisation MRS (Making Room Service, who are a commissioned member of the One Hackney and City Voluntary Sector Framework). This panel has been working very effectively with five cases discussed to date, and multi-agency pathway plans developed on each case.

On-going work has taken place this year with commissioning colleagues to ensure any safeguarding work that includes our commissioned domiciliary care agencies or residential or supported living placements are followed up contractually and through CQC. CoLASC have also worked with Commissioning to draw up a new specification the retender of Adult Social Care's community provision - the Reach Out Network; a memory group, a carers support group and an adult support group (The Wellbeing and Independence Service (WISE)). This has placed safeguarding practice at the heart of the new contract. We have sought to embed the vital importance of early intervention and prevention within commissioned community provision, as the eyes and ears of the community. An outcomes approach to capturing effectiveness is being developed.

The retendering of domiciliary care provision within the city will also provide an opportunity to embed Adult Safeguarding processes in an outcomes based specification that seeks to hold services to account for their direct care provision to our most vulnerable service users in the community.

**2. What difference has your agency made to improve the safeguarding of adults and in promoting their welfare?**

In 2012/13 there were 20 Safeguarding Alerts, with 14 within the city
In 2013/14 there were 28 safeguarding alerts, with 16 within the city
In 2014/15 there were 29 safeguarding alerts, with 22 within the city
In 2015/16 there were 29 safeguarding alerts, with 26 within the city

There has been a rise in numbers of adults being referred regarding safeguarding's concerns, which is a positive outcome of professionals' and residents' increased awareness and understanding of adults at risk.

CoLASC completed 54 carer's assessments in 2015/16. Safeguarding Carers was focused upon during an ADASS peer review of our Care Act compliance to working with carers and CoLASC's approach was commended by the Peer Review Team in 2015.

There were 12 permanent placements to residential or nursing care over 2015/16.

140 people receiving long-term support from CoLASC in 2015/16 through a personalised Supported Self-Assessment Process and subsequent Individual Budget.

There are 34 people who are subject to Deprivation of Liberty safeguards, all living in Residential or Nursing Care. There are 2 people living in supported living accommodation under DOLS via the Court of Protection.

CoLASC have worked very successfully in parallel with MARAC and Safeguarding Adults on 4 cases of domestic abuse where one or more persons have an additional need. Collaborative work has been especially effective alongside housing partners and the City of London Polices Public Protection Unit colleagues and Vulnerable Victims and Domestic Abuse Coordinator.

CoLASC have seen an increase in the number of safeguarding case work where mental capacity is an issue. There has been an increased use of and subsequent pressure to obtain Advocates and Relevant Persons Representatives in line with both the Care Act and The Mental Capacity Act. Adult Social Care is working with commissioning to remedy this issue.

Toynbee Hall's Dignify awareness raising project aims to reach older people and those with mental health issues. Workshops have been delivered at a variety of settings which include

City residents attending Toynbee Hall sessions as well as sessions based through City 50+ coffee mornings.

**3. How does your agency evaluate its effectiveness and what evidence do you have?**

CoLASC along with all partners of the CHSAB has completed The London Chairs of Safeguarding Adults Boards and NHS England Safeguarding Adults at Risk Audit Tool 2015-16, and highlighted areas for improvement.

CoLASC seeks to be open to the scrutiny and challenge of officer and member led safeguarding committees, as well as taking on board the challenges of the CHSAB QA sub-group and continuing to develop through peer support and challenge with Hackney. Going forward we will adopt the Hackney case audit tool and continue to utilize the safeguarding tool kit devised for practitioners following the last Safeguarding Adults Review in 2014/15

The resident workshops led by Toynbee Hall evaluated their effectiveness by asking participants to identify types of abuse, symptoms of abuse and also where to go if you are concerned about abuse. After participation in the sessions, generally 80% of participants are able to report this.

At Victim Support the National Safeguarding Lead Officer completes an annual audit of safeguarding referrals, organisational responses, trends and impact across the organisation for the Board of Trustees. Project staff are able to evaluate safeguarding every week as part of their case review meetings. Additional to this staff have monthly team meetings in which they are able to speak about difficult cases and share good practices. Lastly the designated safeguarding officer always follows up on any referral made and looks to speak with the support worker around the case and where applicable better methods to handle future cases.

**4. How has your agency challenged itself and others to improve safeguarding arrangements? What were the risks and impact of your challenge?**

CoLASC has sought to ensure that Intake and Duty are staffed by qualified social workers so that all safeguarding concerns are followed up in a timely manner. A business case was made in relation to the Care Act to employ a senior practitioner to further develop the service and offer duty advice and guidance including Safeguarding Adult Manager (SAM) scrutiny on all incoming work.

CoLASC seeks to use the scrutiny of Members as well as the SAB and SAR sub groups to be open to challenge.

CoLASC seeks to analyse specific case work where better outcomes were felt to be achievable for service users and use team meetings and developmental sessions to analyse these findings as lessons learnt for improved practice.

Safeguarding quarterly data reports are published for senior managers and Members and performance is analysed. This is seen as a challenge exercise to provide narrative and ensure we understand our safeguarding processes and timescales.

Through contract monitoring alongside Commissioning, CoLASC seeks to have a presence to ensure operational safeguarding practice is fully raised and addressed within our commissioned services.

Toynbee Hall recently took part in a safeguarding Challenge & Support panel session with Tower Hamlets SAB. This work will also benefit Toynbee Hall service provided to City of

London residents. As a result of this Toynbee Hall have reviewed their Safeguarding Policy, obtained a peer review of the new policy, organised online training for new starter staff and volunteers, included 'safeguarding' as a prompt for team meetings and one to one supervisions and included a 'safeguarding' prompt for Exit Interviews to see how staff felt the organisation manages any concerns or disclosures.

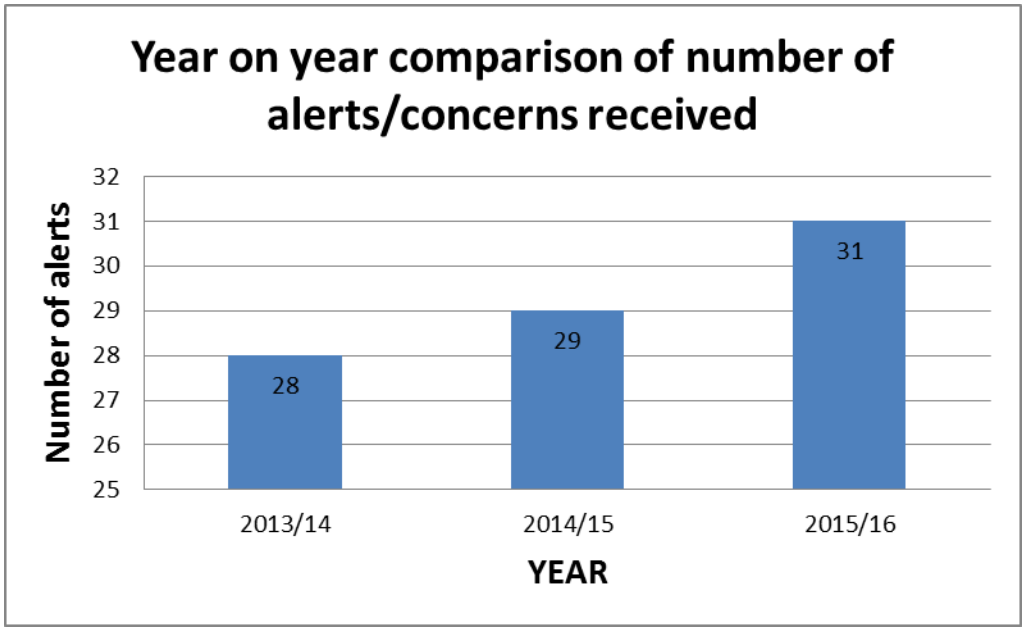
Victim Support challenges itself through regular reviews of its service. Feedback is sought from clients and partners in order to effectively evaluate the service we provide. Where negative or average responses are found, the service looks to find new and innovative ways to improve delivery of services. Furthermore the internal training team constantly look to improve both the online as well as practical in office content offered to staff and volunteers.

**Priorities and Plans for 2016/17**

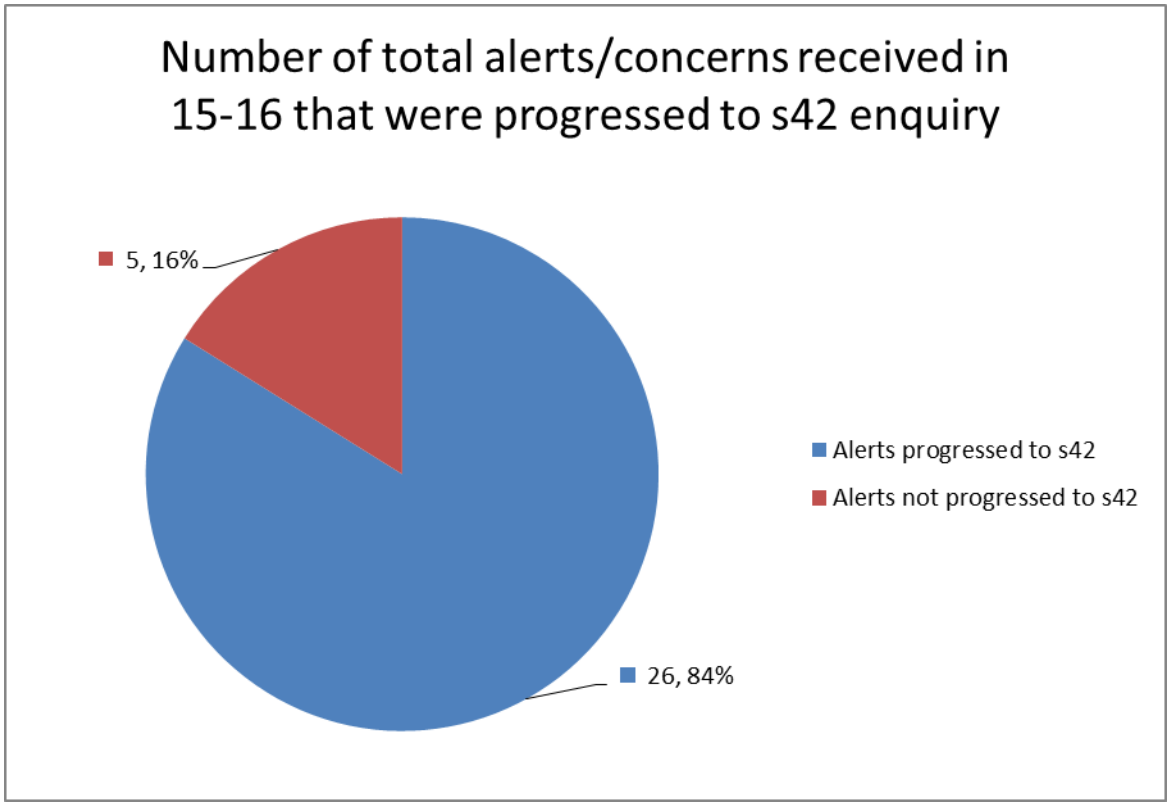
- Organising and securing funding for Mandatory Level 1 Safeguarding Awareness training for staff and providers within CoLASC
- Safeguarding training for CoLASC around new safeguarding adults policy and procedures.
- Working with Hackney on MSP public awareness raising campaign
- Developing an MSP outcomes approach that can be reported upon effectively
- Raising awareness in the City to financial abuse
- Addressing safeguarding linked to social isolation
- Addressing domestic abuse ( from a Think Family perspective through collaborative work with City Safeguarding Children Executive Board)
- Progress the Carers Action Plan to ensure positive outcomes are maximised and carers are supported to fulfil their caring roles
- Progressing City Self Neglect and Hoarding
- The new five stages of safeguarding under the London Policy and Procedures will be developed over 2016/17 and training put in place with new templates and workflows in framework

**Appendix One: City of London Safeguarding Adults Data**

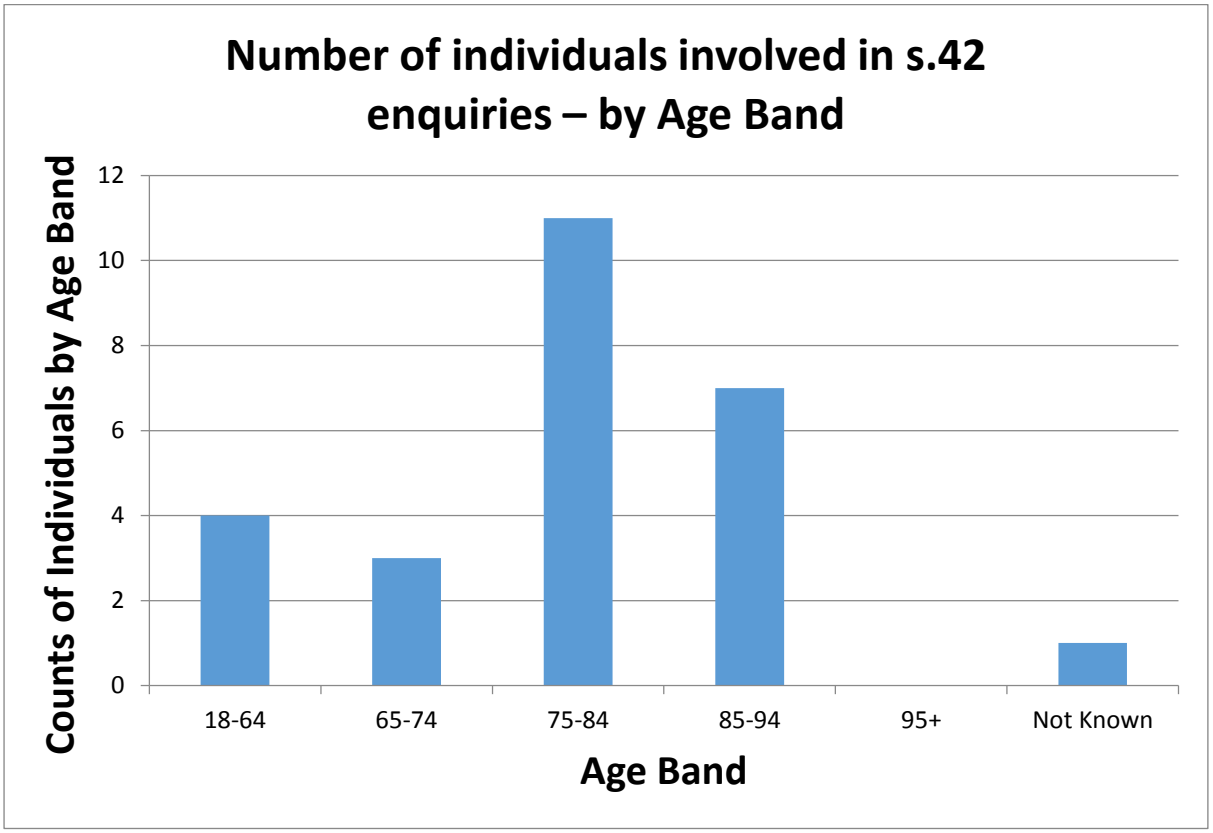
**Year on year comparison of number of alerts/concerns received**



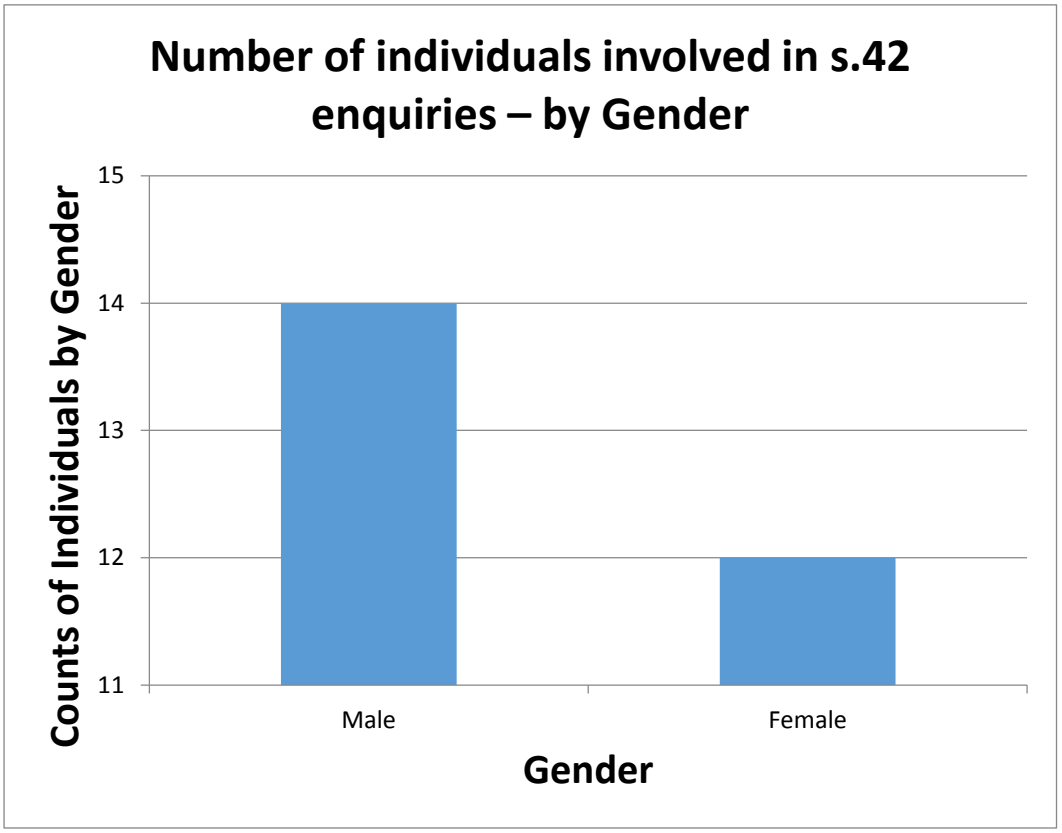

**Number of total alerts/concerns received in 15-16 that were progressed to s42 enquiry**



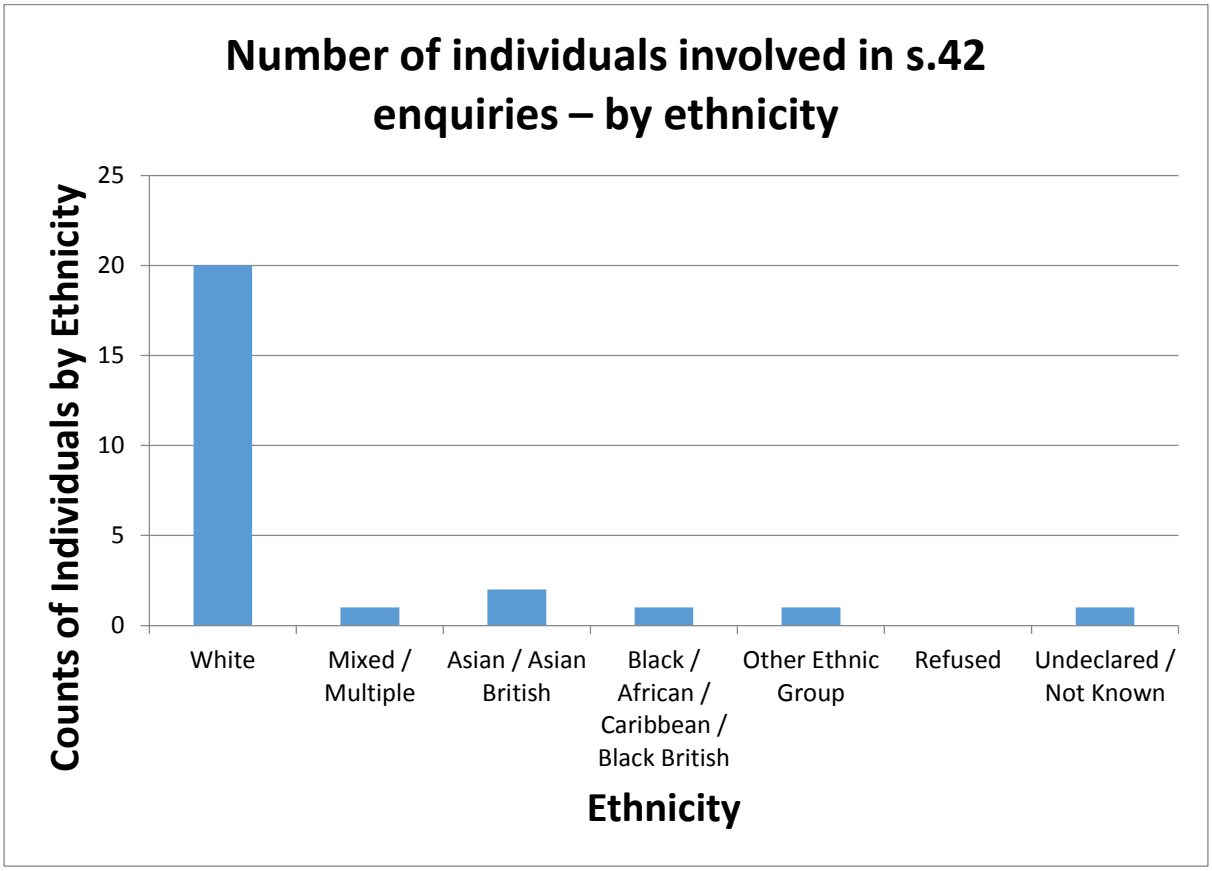
**SG1a: Number of individuals involved in s.42 enquiries – by Age Band**



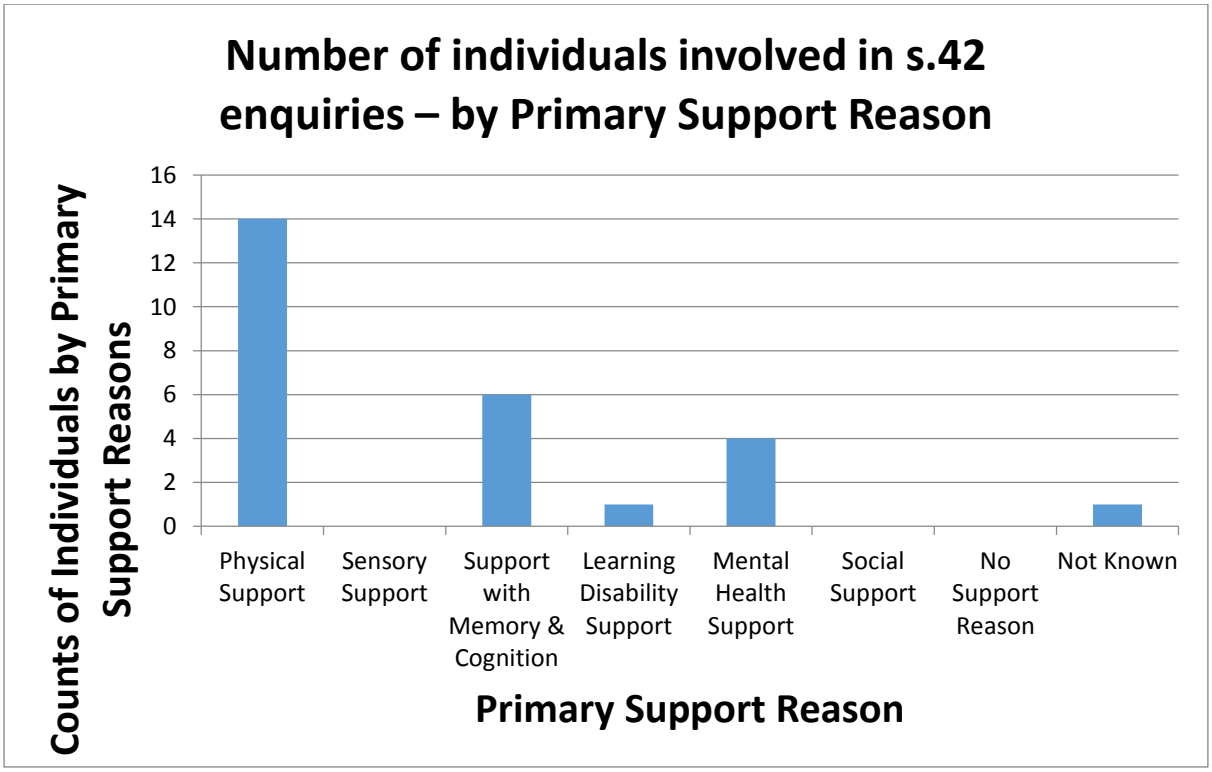

**SG1b: Number of individuals involved in s.42 enquiries – by Gender**



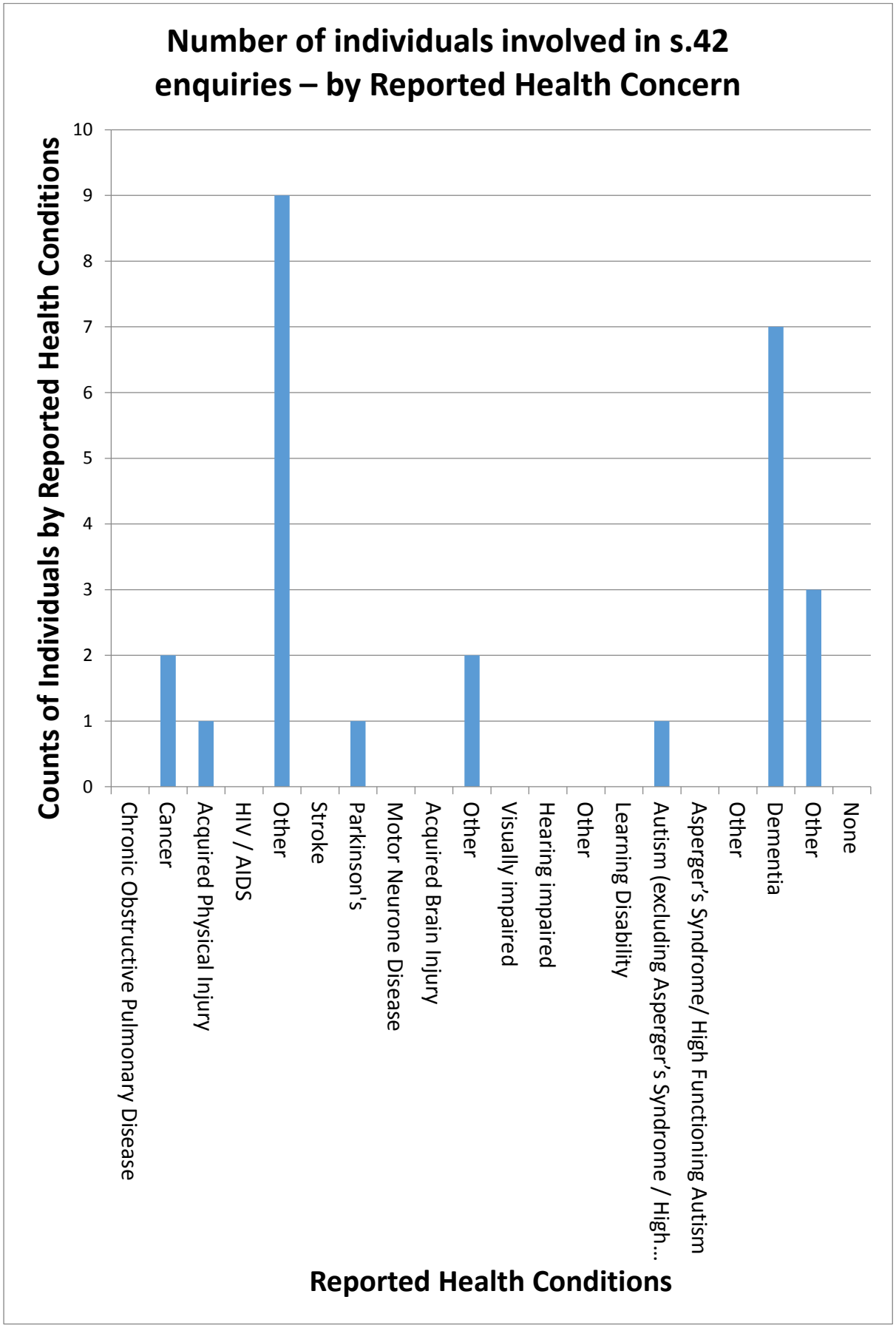
**SG1c: Number of individuals involved in s.42 enquiries – by ethnicity**



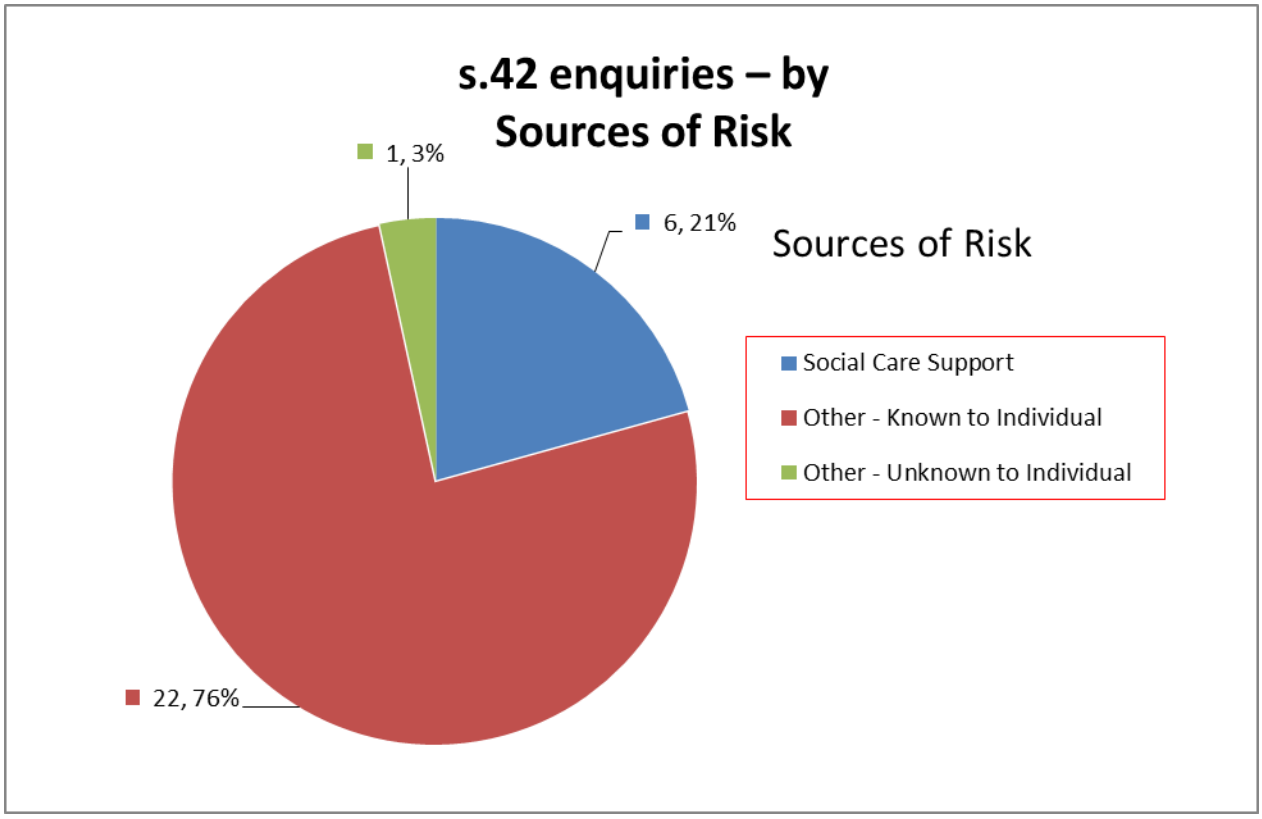

**SG1d: Number of individuals involved in s.42 enquiries – by Primary Support Reason**

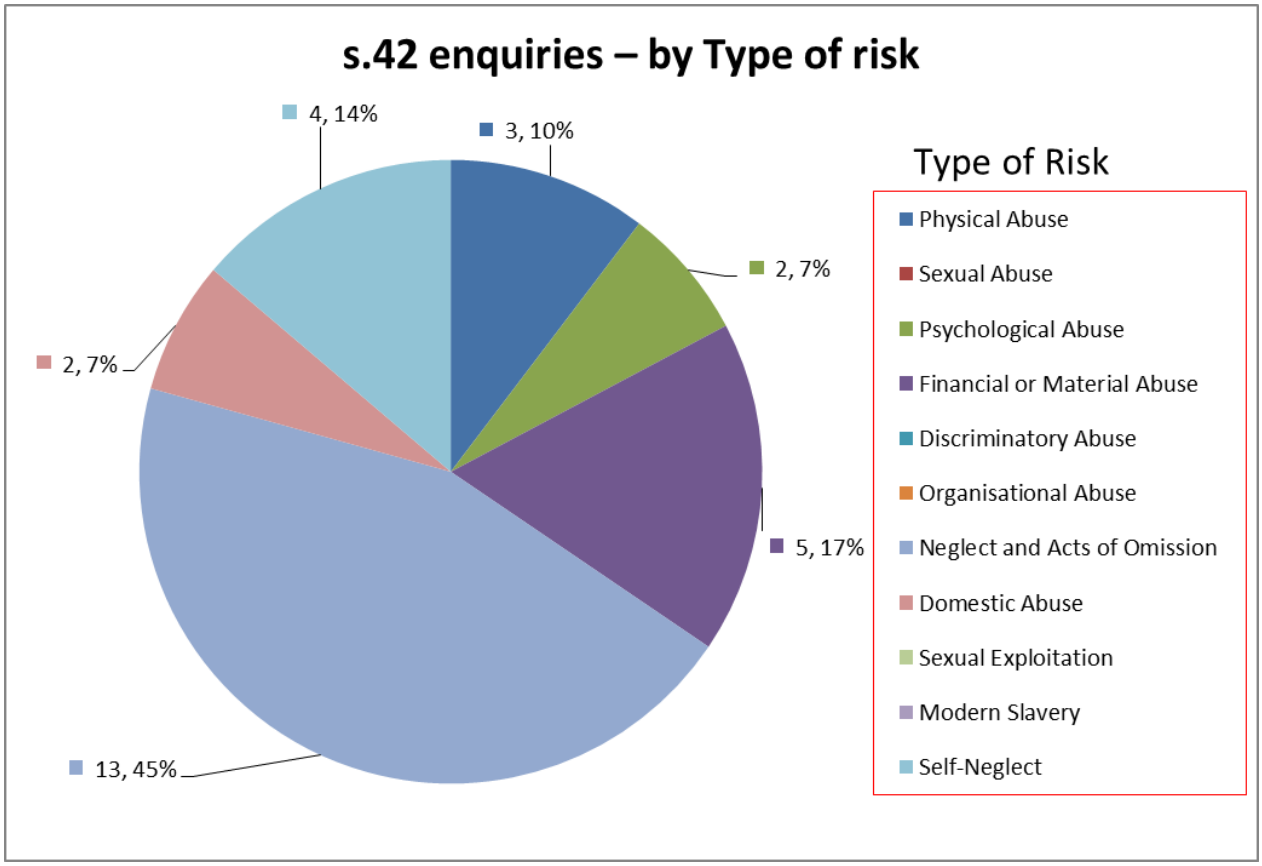


**SG1e: Number of individuals involved in s.42 enquiries – by Reported Health Concern**

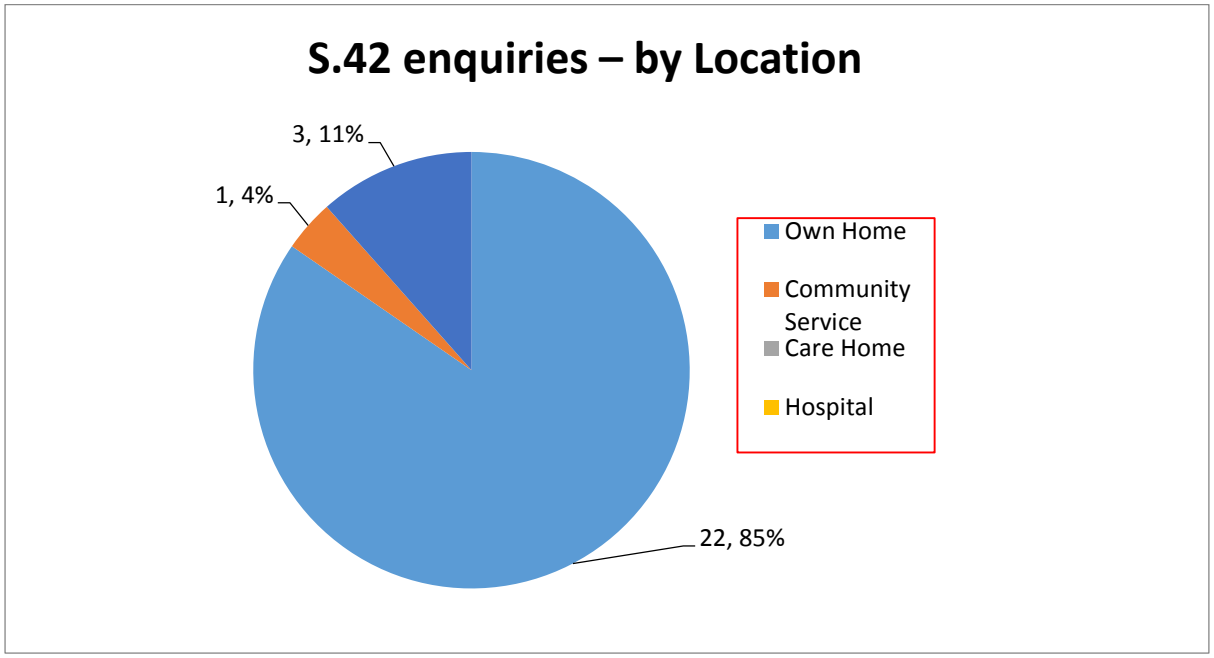


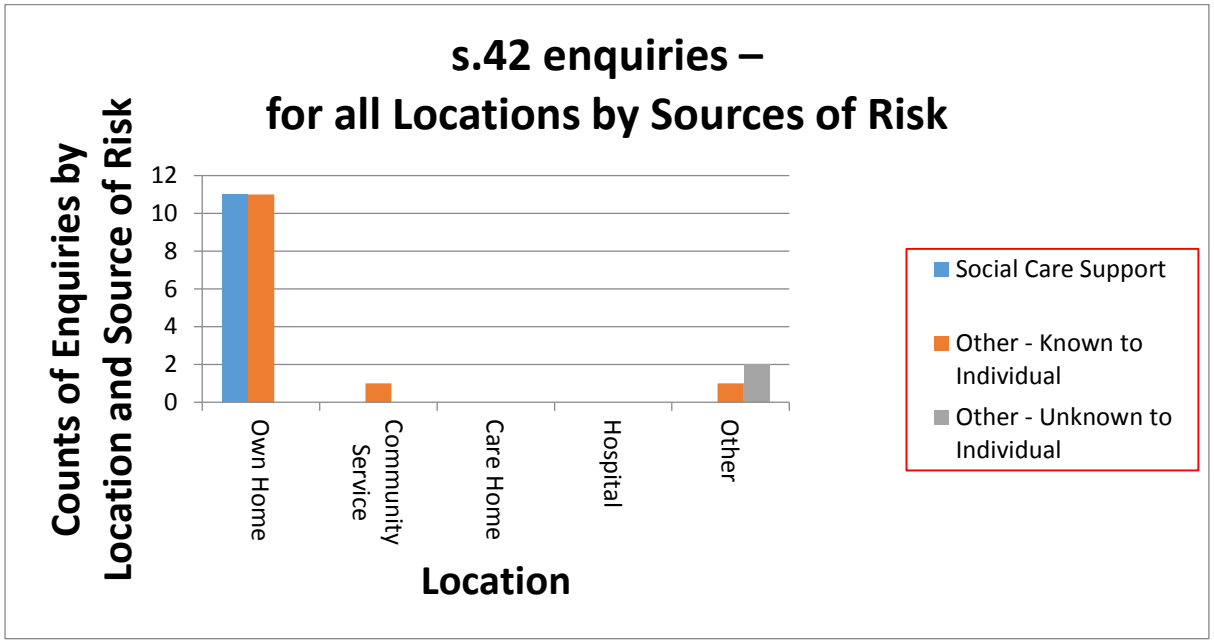
**SG2a: s.42 enquiries – by Type + Source of Risk**



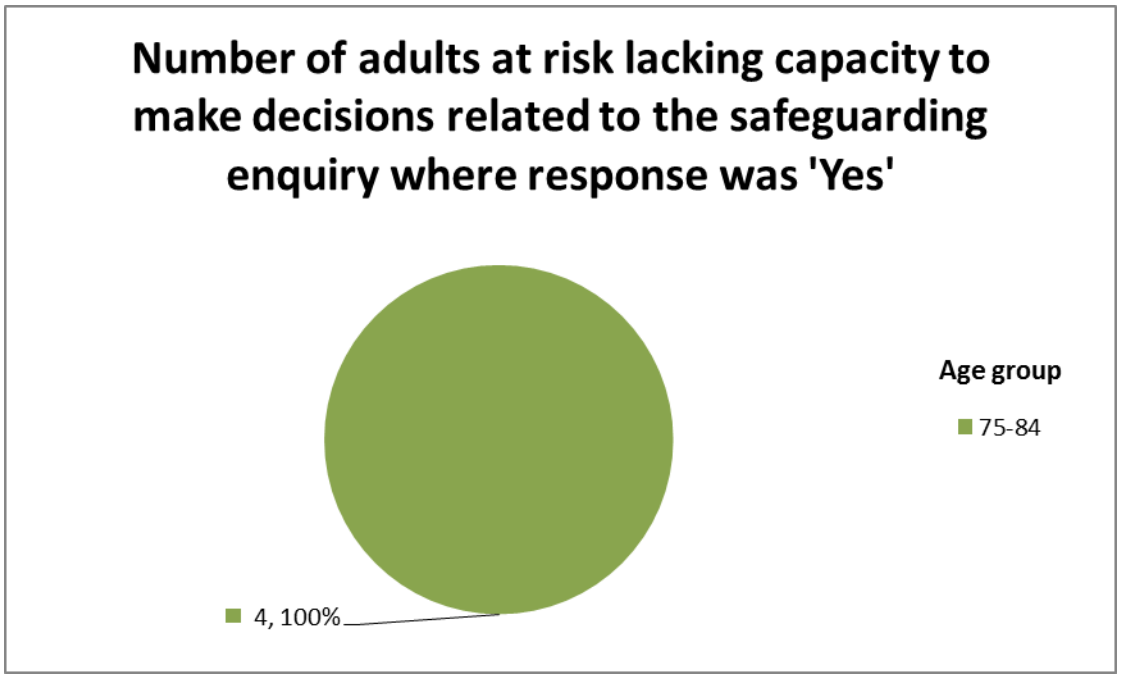
**SG2b: s.42 enquiries – by Location + Source of Risk**



**SG3a: Mental Capacity and s.42 enquiries – by Mental Capacity + Age**

| | 18-64 | 65-74 | 75-84 | 85-94 | 95+ | Not Known |
|---|---|---|---|---|---|---|
| Yes | 0 | 0 | 4 | 0 | 0 | 0 |
| No | 4 | 3 | 6 | 8 | 0 | 1 |
| Don't know | 0 | 0 | 0 | 0 | 0 | 0 |
| Not recorded | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 4 | 3 | 10 | 8 | 0 | 1 |
| Of the enquiries recorded as Yes in row 1 of this table, in how many of these cases was support provided by an advocate, family or friend? | 0 | 0 | 4 | 0 | 0 | 0 |



## Appendix Two: City of London DoLS Activity Data

### Number of applications

| Overall | From care home | From hospital |
|---|---|---|
| 34 | 25 | 9 |

### Number of applications authorised

| Overall | Care Home | Hospital |
|---|---|---|
| 29 | 25 | 4 |

### Number of applications not authorised

| Overall | Care Home | Hospital |
|---|---|---|
| 5 | 0 | 5 |

### Number of standard and urgent applications

| Overall | Care Home/Urgent | Hospital/Urgent | Care Home/standard | Hospital/standard |
|---|---|---|---|---|
| 34 | 4 | 9 | 21 | 0 |

### Number of applications completed within timescales

| Overall | Care Home | Hospital |
|---|---|---|
| 28 | 24 | 4 |

### Number of applications by Age

| Age | No. |
|---|---|
| 18-64 | 8 (1 hosp) |
| 65-84 | 18 (6 hosp) |
| 85 & over | 8 (2 hosp) |
| total | 34 |

### Number of applications by gender

| Female | Male |
|---|---|
| 16 | 18 |

### Number of applications by ethnic origin

| White | Mixed/Multiple ethnic group |
|---|---|
| 33 | 1 |

### Sexual Orientation

We do not record this.

**Disability**

| Mental Health needs - Dementia | Mental Health needs - other | Learning Disability | No disability | Physical disability - other |
|---|---|---|---|---|
| **21** | 4 | 3 | 2 | 4 |

**Number of applications by Managing Authority service area**

N/A

**Number of applications by In/Out of Borough locations**

| In | Out |
|---|---|
| 1 | 33 |

**DoLs by duration**

| less than 1 month | 1-3 months | 3-6 months | 1 year |
|---|---|---|---|
| 0 | 0 | 12 | 17 |

**Number of Court of Protection DoLs**

| Completed | In progress |
|---|---|
| 1 | 1 |