

Message from our Chair

This report covers our second full year as a statutory board under the Care Act (2014). The programme for 2016/17 was ambitious and overall we made good progress against our objectives for the year. However, our ability to progress some of our actions has been impacted by capacity issues facing the Board during the year. Statutory partners have continued to face significant funding pressures and increased workloads so the support to the board has been stretched. We are seeking to address this in our plans for 2017/18.



Protecting and safeguarding people at risk of abuse or neglect continues to be our focus. We have worked on improving community awareness of abuse through the launch of our Prevention Strategy and a range of communication activities and media coverage. We have also continued to work on the development of our website, in partnership with the Children's Board. Partnership working with our colleagues on the Worcestershire Safeguarding Children Board, Health & Well-Being Board and Community Safety Partnership on those issues that cut across all Boards has continued to strengthen.

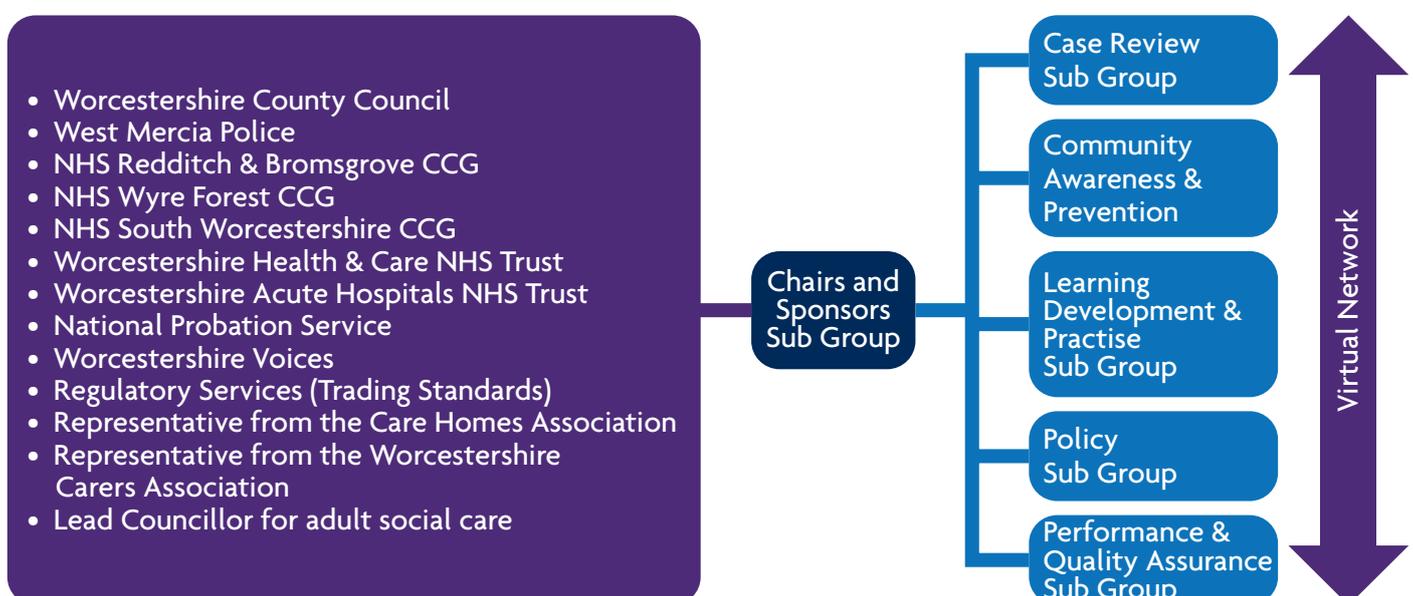
A key challenge for the Board has continued to be the need for better engagement with people who have experienced safeguarding processes and to make sure that we listen to what people tell us. We have continued to work on developing links with local community groups and by inviting adults or carers who have experienced safeguarding to share their stories with the board.

Partner agencies continue to demonstrate commitment to the work of the Board despite the challenges of capacity and resources and I have no doubt that the Board will carry on building on its' current strengths to meet the challenges ahead.

Kathy McAteer
Independent Chair of Worcestershire Safeguarding Adults Board

Board Structure

The WSAB is made up of representatives from 14 key agencies and sectors who are involved in safe-guarding adults in the county. They help to shape the Board and are responsible for the delivery of the Boards objectives . To do this they work within Sub Groups, each one with a clear focus on its remit.



Changes from the Care Act

Care Act Criteria

The Care Act (2014) introduced a statutory requirement to undertake Safeguarding Adults Reviews (SARs). They are commissioned when:

- There is reasonable cause for concern about how WSAB members or other agencies providing services, worked together to safeguard an adult,

and

- The adult has died, and WSAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died)

or

- The adult is still alive, and WSAB knows or suspects that the adult has experienced serious abuse or neglect.

A Safeguarding Adults Review (SAR) is a multi-agency review process which seeks to:

- Determine what relevant agencies and individuals involved could have done differently that could have prevented harm or a death from taking place
- A SAR is not to apportion blame
- It is to promote effective learning and improvement to prevent future deaths or serious harm occurring again.

During 2016/17 there were 9 referrals requesting the consideration for a SAR to be undertaken. Of these,

- Five met the SAR's criteria and one of these was completed and published during the year: [Download Published SAR](#)

Priorities achievements and challenges for 2016/17

WSAB Objective	Achievements and Challenges
1. To improve the way that we communicate with the public and our partners and explain what the Board is and what it does.	<p>Capacity has been a big challenge in meeting all the actions for this objective.</p> <p>A number of technical challenges and policy changes have meant that the Board has not yet introduced a dedicated stand-alone website and App for the WSAB.</p> <p>The Board are now working with the Children's Board, supported by independent website designer to complete work on the website during 2017/18.</p>
2. To check that the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) are properly understood and being used fully in their everyday work by health and social care staff.	<p>An implementation plan for the knowledge and skills framework for MCA was developed to promote the learning model.</p> <p>Work has progressed on the Training Strategy due to be finalised early in 2017/18.</p> <p>Agencies have delivered training on MCA and DoLS.</p> <p>Work continues to be developed in ensuring that training is being embedded and is a key priority for 2017/18.</p>

WSAB Objective	Achievements and Challenges
<p>3. Improve the way that the Board listens to Worcestershire's adults with care and support needs and involve them in the Boards work.</p>	<p>Significant work has taken place to ensure that 'Making Safeguarding Personal' is at the centre of the work health, care and support organisations carry out.</p> <p>An Engagement strategy was adopted and Published.</p> <p>Introduced adult and carer speakers on 'lived experience of safeguarding' at all board meetings.</p> <p>Resources and Capacity has again been a barrier in moving this forward at the pace the Board would have liked.</p> <p>The development of a Reference Group will continue in 2017/18.</p>
<p>4. Build on the existing work with other Boards e.g. Children's Safeguarding Board, Health and Well Being Board and Safer Communities Board.</p>	<p>Cross cutting work has continued to develop and a Joint Protocol is now in place.</p> <p>A process is being developed to clarify linkages with other subgroups to take forward the learning and improvement actions from SARs.</p> <p>The biggest challenge has been in ensuring existing multi-agency policies are reviewed in a timely way.</p>
<p>5. To continue to work with partner agencies to show where there might be risks for adults (at risk of abuse or neglect) within Worcestershire and use this to target the work of the Board.</p>	<p>Development of the Performance Management Framework has continued, a board scorecard with key indicators has been delayed due to a lack of capacity. This has been rolled forward to 2017/18.</p> <p>The Annual Assurance Statement, focusing on agencies compliance with Care Act safeguarding duties, was completed by all statutory board members.</p> <p>A process is being put in place for findings from SAR investigations to be shared across relevant parties in Worcestershire. A SAR Learning Event for practitioners was held.</p> <p style="text-align: center;">Learning Event Presentations October 2016</p> <p>An investigation was completed examining agencies Missing Person policies, in line with learning from a SAR.</p>
<p>6. Continue to improve community awareness of abuse and a prevention strategy</p>	<p>Awareness raising across workers has continued to move forward, particularly on Making Safeguarding Personal, the Mental Capacity Act and Deprivation of Liberty requirements and expectations.</p>
<p>7. Complete any work from WSAB's 15/16 Objectives that are not finished.</p>	<p>Five activities were rolled over from 2015/16 and three are now fully completed.</p> <p>Capacity issues have made it difficult to combine three existing strategies.</p> <p>An approved list of SAR Chair/Reviewers was delayed due to changes to procurement requirements.</p>

The following documents were formally adopted and published during 2016/17

- WSAB Engagement Strategy
- WSAB Prevention Strategy
- Leaflets and Posters – Produced to highlight abuse and what to do if somebody suspects that they, or somebody else, is being abused and the person has care needs and cannot protect themselves. These include;

The posters are arranged in a 2x2 grid. Each poster features a central image and text, with a WSAB logo and contact information at the bottom.

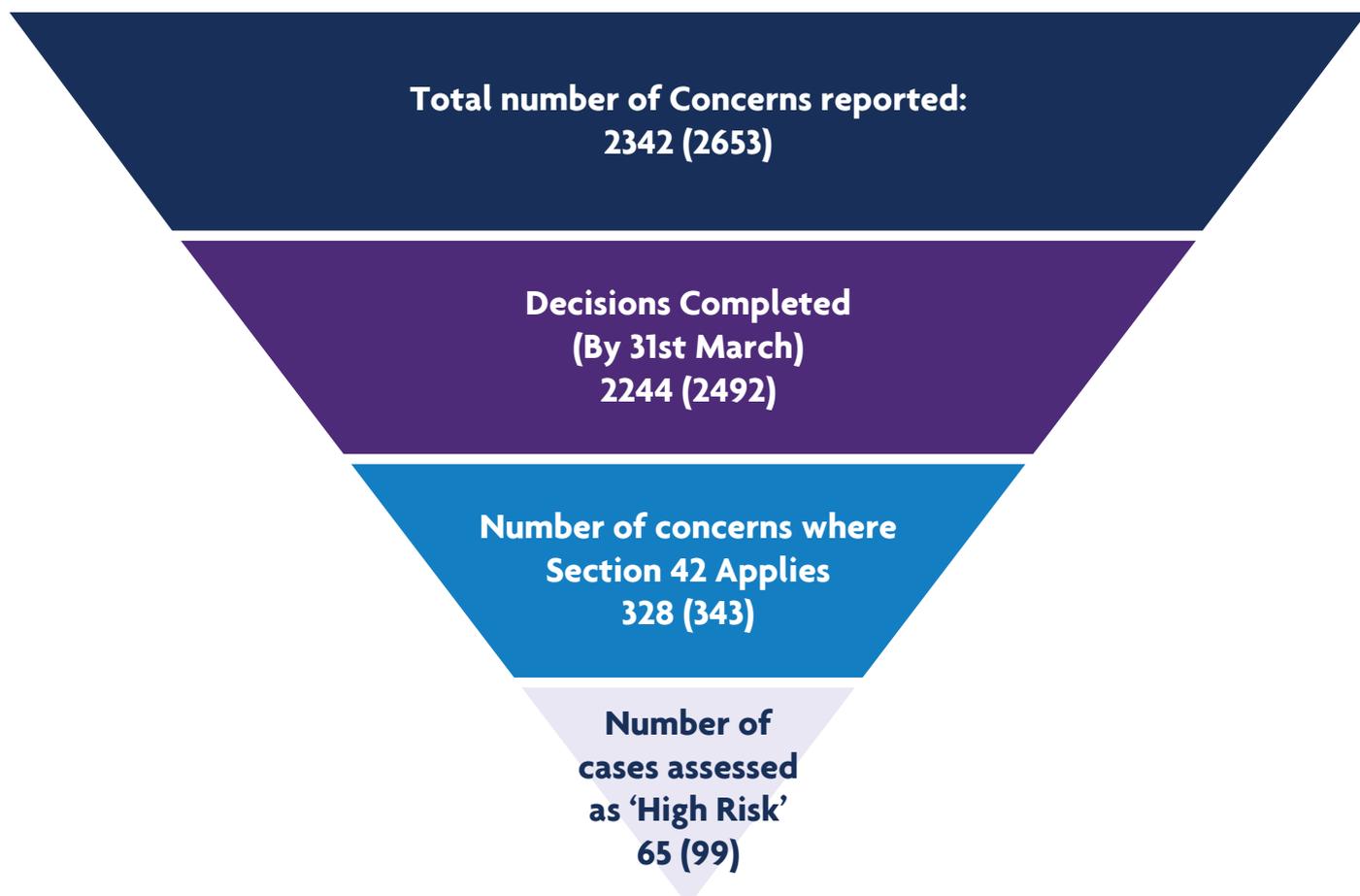
- Poster 1 (Elderly Abuse):** Features an elderly woman's face with a torn paper effect. Text: "When you take away their voice you take away their choice".
- Poster 2 (Financial Abuse):** Features a broken piggy bank. Text: "Neglect or physical, sexual, emotional or financial abuse is not always obvious.".
- Poster 3 (Neglect):** Features an empty supermarket aisle with a single apple on a shelf. Text: "Neglect or physical, sexual, emotional or financial abuse is not always obvious.".
- Poster 4 (Hatecrime):** Features a man's face with a torn paper effect. Text: "Friend or Faux?".

Below each poster is a caption box:

- Safeguarding Adults Elderly Abuse Poster April 2016**
- Safeguarding Adults Financial Abuse Poster April 2016**
- Safeguarding Adults Neglect Poster April 2016**
- Safeguarding Adults Hatecrime Poster April 2016**

Outcomes

A total of 2342 safeguarding 'Concerns' were raised during 2016/17 compared to 2653 the previous year. Of the 2244 where a decision has been made only 15% (328) met the section 42 criteria for being a safeguarding concern. Analysis has identified that the poor conversion rate is due to a high level of incorrect referrals. This is being addressed through the work of the Board.



Our Journey Forward 2017/18

With capacity being an ongoing issue the Board has ensured that the Business Plan for 2017/8 contains fewer but more targeted actions that focus on the top priorities.

1. Improving awareness across all stakeholders of what 'Safeguarding' is as well as what it isn't.

2. Demonstrate listening to adults and gathering their views

3. Continue to seek assurance from partners in relation to MSP and MCA DoLs

4. Continue with cross cutting work with WSCB in relation to professional curiosity and transition.

Each of the Sub Groups work together, with other service providers, service users and local communities, to achieve these priorities and to ensure Worcestershire a safer county for all of its adults at risk.



More information about WSAB and safeguarding can be found at:
www.worcestershire.gov.uk/wsab

