



## **Appendix B**

### **Achievements by partner agencies 2020-21**

#### **Berkshire Healthcare NHS Foundation Trust (BHFT)**

Berkshire Healthcare NHS Foundation Trust have continued to work closely throughout the year with partner agencies across all Berkshire localities, participating in serious case reviews and meeting regularly to share information, influence policy change and discuss relevant cases to facilitate continued improvement and increased knowledge in safeguarding. There have been additional multi-agency meetings across the partnership for support and information sharing around Covid -19 including sharing information about working policies during the pandemic, changes to services, highlighting additional risks and promoting wellbeing and support for staff. The Trust continued to be represented by named safeguarding professionals at all relevant Safeguarding Adult Board (SAB) subgroups, with senior management representation provided at the SAB.

The safeguarding children and adult teams remain fully integrated to facilitate a more joined-up 'think family' approach to safeguarding. During 2020/21, the in-house on-call safeguarding advice line continued to be provided by safeguarding named professionals to enable staff to discuss cases and seek advice on safeguarding matters. During the first lockdown period the safeguarding adult's advice line was extended to the weekend to give extra support to staff. The trust recognised the importance of strong safeguarding support for staff during the pandemic and no safeguarding staff were relocated to other teams.

The model of delivery for safeguarding was partly amended during the Covid pandemic, to meet the additional support needs of staff, whilst staff were working in new ways. The safeguarding team operated remotely using virtual technology and all safeguarding supervision was offered on the virtual platform. An audit of supervision in December 2020 found that staff found virtual supervision easier to access and equally useful and this has led to a new model for supervision going forward. Regular briefings were given to staff through the online staff team brief and screen savers were used to highlight some important safeguarding messages such as domestic abuse, modern slavery and female genital mutilation. The trust online journal learning curve featured learning from adult and child safeguarding reviews in quarter four. A video was developed by the safeguarding team to promote safely asking the question about domestic abuse when seeing patients using virtual technology. This was shared across the partnership.

During the lockdown periods in quarter one and quarter four, all training for staff was suspended to prioritise patient care and changes to services. This led to a lower compliance level for safeguarding adult training at the end of the year:- 75% for safeguarding adults training at level one and 60% at level two. Safeguarding training on the virtual platform was developed during the year and a catch-up programme is scheduled with extra courses planned going forward at levels one, two and three. For Safeguarding children, the trust achieved 79% for level one and 87% for level 2 and 85% for level three. Training compliance for PREVENT training remains above 97%. MCA training was 80% compliant and DoLS training 81%.

Improvement in staff understanding of and application of the Mental Capacity Act (MCA) 2005 continues to be a priority for the Trust. A MCA audit was carried out which identified very good

compliance to the Act for the inpatient wards at Prospect Park Hospital but identified the need for further training on the community wards. A project has started to introduce a template for use when admitting patients, to ensure compliance to the Act around consent is achieved. Work continued within the trust around the implementation of the Liberty Protection Safeguards (LPS). Implementation has been delayed nationally until October 2022.

### **Berkshire West CCG**

Berkshire West Clinical Commissioning Group (CCG) have continued to raise the profile of safeguarding adults across primary care and with health commissioned providers.

Our key achievement during a challenging unprecedented time have been that we have continued to maintain a good effective engagement with primary care teams (PCTs) and the partnership. During the challenges of the last year our safeguarding leads have worked virtually with our PCTs providing training and consultations. In addition to this they have shared information on support services, reviews and mental capacity within primary care and across the CCG as key priority areas of the board. The Designated leads for the CCG during the pandemic reviewed the training making it more accessible with a focus on remote assessment and responses to domestic abuse, during a time when it was difficult for people to access services. We have achieved an excellent attendance rate and the training was reviewed in line with national guidance. The training and safeguarding practice leads meetings have continued to raise the profile of adult safeguarding and includes practice discussion from serious adults' reviews, domestic homicide reviews, and domestic abuse. The CCG has supported a landing page for primary care for safeguarding and within this created helpful guides for GP on domestic abuse which are located on the board website.

The quality team and safeguarding team have in place quality monitoring indicators and processes for safeguarding for commissioned providers and this includes quality assurance visits to providers, self-assessments, quality schedule reports and close working with providers to support safe and effective care. We have a good established partnership, and this was demonstrated as a strength in the last year where health and key partners worked together to reduce risk of harm in various setting. Our health services and our Local authority leads have refreshed the safeguarding templates for health reporting on enquiries and continue to make changes to respond to improving the quality of information and recording. Our primary care colleagues have participated in serious case review and domestic homicide reviews sharing the learning from practice. The safeguarding and quality team maintain the use of their commissioning checklist in line with safeguarding and best practice for the organisations demonstrating their commitment to learning from serious case reviews.

The CCG designates continues to be proactive in raising the learning and commissioning accountability within the CCG which is part of the SAB priorities focusing on commissioning and organisational abuse. The CCG are proactively involved with our local services and chair the integrated care partnership, strategic care home group. This is a place-based group that facilitates the exchange of information and opportunity to explore themes and create innovation to work together. During the pandemic this group supported key communication for our care sector and working together in task groups with our partner agencies. The CCG safeguarding team were part of the provision and interface with primary care and support for infection control in the care home sector across the partnership including safeguarding support to asylum seeker provision in our area.

The designate head of adult safeguarding remains a proactive and consistent member of the SAB, chairing a newly formed safeguarding leads group, the Safeguarding adult review panel and facilitating contribution to multiple reviews, including partnership learning, Domestic Homicide Reviews, Prevent and individual safeguarding cases across the area. Innovative practice includes the promotion of mobility and movement as a preventative approach to pressure ulcers and the designate has provided material for the SAB website for families and professional to use. As a safeguarding team we are committed to providing information shared learning across our services in health and see this promotional work to raise awareness as a strength in the partnership. The CCG will continue to be working toward our Integrated Care System for Buckinghamshire, Oxfordshire and Berkshire West building on and developing or safeguarding governance that support and promotes leadership in safeguarding across the wider system. This work already includes an ICS approach to commissioning a level 4 safeguarding training events for GPs' and project work to reach people and raise awareness in key areas of abuse in a range of languages. The CCG look forward to being an active member working together within the partnership.

### **Reading Borough Council (RBC)**

#### **Operational Teams**

The Adult Safeguarding Team continues to undertake the screening process for all the safeguarding concerns for Reading Borough Council and the Locality Teams undertake most of the section 42 enquiries.

There remains in place a robust oversight of all section 42 enquiries by managers.

There have been bite size learning events with managers regarding key aspects of the safeguarding process where it has been identified through consultation with managers that they felt the necessity for greater clarity.

#### **Service Development**

##### **Hoarding and Self Neglect**

Adult Social Care (ASC) during the COVID Pandemic noted that individuals who needed help to address their hoarding and self-neglect were reported when their situation had often become acute. The challenges for all professionals during the pandemic were that because of reduced interaction in the community these cases were not identified until a later stage. The impact of hoarding and self-neglect can be significant and risks which are associated with the condition may include:

- Delays in hospital discharge and associated additional costs of 'bed-blocking'.
- Fire hazards.
- Poor physical and mental health.
- The potential for safeguarding concerns to be raised.
- The potential for individuals presenting on multiple occasions to services – the revolving door scenario.

This created ongoing challenges for all agencies working alongside ASC, which resulted in reaching an agreement to produce a hoarding and self-neglect local procedure and pathway for the residents of RBC.

ASC identified that there were opportunities to apply for a hoarding grant and were successful in securing funding of £58,030 from the Social Impact Voluntary and Community Grant. The grant which RBC have been awarded will be used to develop a multi-agency hoarding and self-neglect procedure and pathway.

### **Aims of the Project:**

- Provide practical and emotional support to people who hoard/self-neglect.
- Research to identify how best to support people with self-neglect or hoarding tendencies in the community and ensure interventions and support meet longer term needs.
- Establish a multi-agency network to provide a joint and joined-up approach
- Establish integrated pathways and a multiagency “panel” with safeguarding leads to support with risk management and interventions.
- Set up a framework in collaboration with participating agencies and using service users views and experiences of service users involved.
- Educate statutory and voluntary agencies on hoarding and self-neglect, raise awareness and impact on wellbeing.

### **Expected benefits for the target group**

- Promoted independence and support for a group of people who often refuse support and are hard to engage.
- Increase access to services to support mental wellbeing, reduce social isolation and stigma.
- Increased access to community and health services
- Prevent crisis and hospital admissions through preventative work
- Enabling people to stay healthy and active in their community and at home

### **Research aims**

To use qualitative research methods to gain an understanding of the service users experience of our service. This will guide future service development for this group.

The funding identified will include:

- Lead Practitioner for 9 months to run the project .
- Specialist training and service development support will be offered from Hoarding UK.
- Development of “Train the Trainer” in order to ensure a consistent high level of expertise in this area of work.
- Workshops to review the existing Hoarding pathways and services with all agencies across Reading.
- Development of a Reading hoarding and self-neglect procedure/pathway for all partner agencies involved in delivering services in Reading.
- Focus groups with service users to understand how RBC can support them through the process, what worked well and changes they feel would be beneficial in their journey.

### **Section 42 provider enquiry template**

There was in existence a section 42 provider enquiry template that was primarily being used for GP’s to respond to ASC with information to assist in the section 42 enquiry. A staff survey highlighted that it was not being consistently used across the service and feedback demonstrated the need for clarity regarding the content of the document and which external professionals should be completing the form.

A review of the safeguarding process highlighted the need for consistency of approach to gathering information from providers as part of the section 42 enquiry. The inconsistency of approach resulted in lack of accountability by some providers, difficulties in identifying the feedback by providers in Mosaic with defined outcomes and the learning. Unclear timeframes for the enquiry to be completed which resulted in some drift. All of this resulted in the need to ensure that a coherent and consistent approach to all section 42 enquiries was adopted across all provider organisations.

The decision about how best to approach an enquiry is made by the Local Authority. Under Section 45 of the Care Act, any professional or organisation asked to co-operate in the enquiry has a duty to do so.

Where the approach involves another professional or organisation making enquiries, the Local Authority remains the lead agency, with responsibility for monitoring progress of enquiries made by others and coordinating the safeguarding process.

- The specific enquiries to be made
- Who has been allocated which enquiry?
- The timeframe within which the enquiry must be made

A group of Safeguarding Leads worked together to update the template, and this culminated in the relaunch in November 2020 of the Section 42 enquiry provider template.

A review took place in the Spring of 2021 regarding the implementation and use of the template. Feedback from staff and providers was positive and the template is now consistently used.

### **Safeguarding Concerns – working alongside partners**

An audit of Safeguarding Concerns being sent to the Safeguarding Team was undertaken by the Safeguarding Senior Manager. It identified several themes in respect of the interpretation of Care and Support needs, what constitutes a safeguarding concern and appropriate pathways for individuals who are experiencing a mental health episode. This work sat alongside the launch of the West Berkshire Safeguarding Threshold document which supports professionals in making decisions to refer a safeguarding concern to the appropriate Safeguarding Team.

A programme of work was identified to address these issues with external partners, and this resulted in working alongside Thames Valley Police to address the emerging themes.

Over a 2-day period auditing of TVP safeguarding concerns took place which identified a total of 15 safeguarding concerns that Thames Valley Police had sent to the team which clearly demonstrated that the two agencies needed to work closely together to ensure that the right professionals received the right information at the right time. It was a collaborative approach and has resulted in the development of a Power Point presentation by the police for police officers to enhance their knowledge and skills in respect of adult safeguarding. This will be implemented over the coming months with input from the managers within the Safeguarding Team.

It is the intention of the managers involved with this collaboration to undertake further audits at the end of the year examine what differences there have been with the quality of the safeguarding concern post the workshops, and to continue to support police officers to understand their role in referring a safeguarding concern to RBC.

### **Mental Capacity Act (MCA) Training**

A review of the MCA Training took place, which included the themes that had arisen from Safeguarding Adult Reviews across West Berkshire. In addition, feedback from staff and managers identified the necessity to implement further training to support their professional practice. It was identified as level 2 and level 3 training.

The learning outcomes for level 2 training were as follows:

- Demonstrate knowledge and understanding of the concept of capacity and incapacity
- Understand the importance of the key concepts in the context of the relevant safeguards of the MCA
- Understand and apply the key principles of supporting individuals to make decisions
- Understand the requirement for undertaking formal assessments

Level 3 training leads on from level 2 training and is an opportunity for staff to come together and discuss in detail how they have applied the learning from level 2 training by using case studies.

The learning outcomes for level 3 training is as follows:

Demonstrate through case studies the learning from the level 2 training including the following aspects

- Who the MCA concerns?
- The MCA code of practice
- The five core principles of the MCA
- When and how to assess mental capacity
- How to make decisions in a person's best interests
- The importance of keeping good records
- What can be done within the law?
- When and how to use restraint

### **MCA Champions**

It was also identified that in order to maintain a good level of knowledge and skills within the service it was helpful to identify staff who would be willing to become MCA champions and apply the principles of the MCA. Only staff who attended the training would be asked if they would be willing to undertake the role of an MCA champion.

The objective of the MCA champion role is to promote the correct and effective application of the Mental Capacity Act (MCA) across ASC.

The intention is that there will be at least one MCA Champion for each team .

MCA champions would be asked to undertake the following:

- Providing a source of basic advice of MCA to colleagues within Adult Social care
- The Champions are not expected to provide legal expertise or to advise on complex matters but would be able to support colleagues in relation to matters such as:
  - The general issues relating to MCA
  - Promoting awareness of MCA in their team
  - How to locate the MCA resources on the intranet
  - Discuss in teams meeting any MCA updates
  - Support other staff with guidance on completion of the MCA assessment
  - Who to contact for more detailed advice (ie DoLS lead, Legal Services Team).

### **Safeguarding Consultation document**

The safeguarding consultation process and document was launched at the beginning of 2021. The document is completed by a manager within the Safeguarding Team. It is an internal recording tool and has been developed in order to ensure there is consistency in the approach to recording safeguarding consultations with staff across the service. In such situations it is a crucial recording tool which is well structured in order to ensure readability, to allow analysis and the practitioner's overview of the safeguarding concern and to follow the principles of evidence-based

content. The safeguarding consultation document is recorded in accordance with the following recording principles:

- Completeness: all information relevant to the consultation and the adult's circumstances is documented.
- Openness: any adult may request access to their file at any time
- Accuracy: all content is accurate - facts are distinguished from opinion

The safeguarding consultation document once completed is placed within Mosaic and as a stand-alone document is useful to all practitioners who are involved with the service user.

### **Safeguarding Adult Reviews (SAR)**

There have been no SARs for Reading Borough Council over the past 12 months.

ASC have reviewed their internal processes regarding SAR's and have developed robust SAR actions plans which meet internal quality assurance standards. Reading Borough Council existing SAR action plans are continually reviewed through the ASC Quality Board.

Safeguarding training plans are reviewed to ensure mandatory training encompasses the priorities of the SAB and remain responsive to emerging findings from SARs.

Internal briefings have taken place with all staff regarding the learning from SARs across West Berkshire.

### **Unexpected/Suspicious death process**

Significant work has been undertaken across RBC to produce procedures and templates to support all staff in implementing a robust approach to Unexpected/Suspicious deaths. It was identified as an area of work that could be challenging with what was lack of clarity regarding what constitutes an Unexpected/Suspicious death. This lack of clarity resulted in limited adherence to the Local Authorities statutory responsibilities within the Safeguarding process to consider transferrable risks. It also highlighted a risk regarding the Local Authorities statutory responsibility regarding the criteria for SARs which can arise from deaths of this nature. The clarity offered is as follows:

When an adult has died in unexpected/suspicious circumstances the following criteria must be applied:

- There is a suspicion, or it is known, that abuse, or neglect was a contributory factor in their death, and
- The abuse or neglect was caused by a third party.

Several workshops took place with managers to launch the procedures and templates and to facilitate an opportunity to discuss in detail the practical aspects of the process and to allow them time to understand their responsibilities as a manager.

RBC have implemented an action log of all Unexpected/Suspicious deaths which is overseen by the Safeguarding Locality Manager. Its function is to capture all the vital information and actions taken. It also highlights emerging themes which are addressed through task and finish groups. The action log is brought to the ASC Quality Board to be reviewed and identify any action required.

### **ASC Case recording system**

Mosaic is an online digital case management system which is easy for practitioners to use and quickly takes you to where you need to be in the person's journey. It simplifies how you record and monitor pathways and aligns your data with data from other services to save time and minimise risks. It has all the workflows and forms you need to adopt proven practices and meet statutory requirements.

An internal review of RBC Mosaic system identified the need to update the safeguarding pathway to support the work of all staff who undertake this statutory safeguarding work. The review also incorporated the themes from SARs specifically linked to working alongside commissioning colleagues and providers. The review included the views of managers and staff not only from ASC but from colleagues within the Performance Team and identified key areas to be addressed. There have been significant changes made to the safeguarding pathway and this work remains ongoing.

### **Royal Berkshire Hospital NHS Foundation Trust (RBFT)**

#### **Key achievements**

- Safeguarding Adults Clinical Governance continued throughout 2020/21
- The NCG safeguarding team medical clinical lead and matron have worked with the NCG Board to embed safeguarding governance and accountability.
- UCG and PCG safeguarding matrons' leads are members of the Safeguarding Adults Clinical Governance group and have provided valuable connections into their care groups
- Safeguarding concerns continue to be raised via the Datix incident reporting system this assists in giving feedback to the individual who raised the concern where available, and means that only one reporting mechanism is used 20/21 saw a 20% rise in concerns reported
- Learning from Safeguarding Adult Reviews (SAR's) continues to be included in Safeguarding training
- The Lead Nurse Adult Safeguarding continues to be part of the SAR panel and other subgroups.

#### **Mental Capacity and Deprivation of Liberty Safeguards (DoLS)**

- Staff knowledge of the MCA has improved. While this is a good assessment of the status of the Trust, work is still required to embed the knowledge, skills and consistency of staff in application of the MCA.
- Face to face Training for induction and core mandatory training was discontinued due to Covid restrictions
- Enhanced mental capacity training was recommenced in September 2020 via MS teams' sessions held on alternate months. Mental Capacity training also forms part of the managing 1:1 day
- A ward level point prevalence audit was undertaken in December 2020. The findings were similar to previous audits and highlighted limited documentation of MCA assessments and best interest discussions and meeting. However, there was good documentation of clinical discussions with families
- There was an increase in the number of DoLS applications made in 2020/21 where 136 applications were made compared to 102 applications in 2019/20 an increase of 33%
- Of the 136 DoLS applications made only 8(6%) were granted compared to 2019/20 where 11(11%) of the 102 applications were granted. The majority of patients were discharged or unfortunately died prior to the DoLS assessments being undertaken and completed.

#### **Adult safeguarding concerns**

- All concerns raised by our staff about potential harm or abuse outside of the Trust are reviewed by the local authority and if necessary, investigated through the safeguarding process
- During 2020/21 411 adult safeguarding concerns were raised to the local authorities compared to 341 in 2019/20 a 20% increase
- For externally raised safeguarding concerns about care a fact finding exercise is carried out by the Lead Nurse Adult Safeguarding. This information is given to the local authority for them to decide on the type of investigation and outcome of the concern. In most cases the safeguarding

concerns raised against the Trust continue to be around pressure damage and discharge processes. In the majority of cases there continues to be a lack of information provided about pressure damage as part of the discharge process

- Safeguarding concerns reported within or raised to the Trust related to staff members are investigated under our Managing Safeguarding Concerns and Allegations Policy.

### **Prevent (anti-terrorism)**

One Prevent concerns was discussed with outside agencies in 2020/21. Two members of the Safeguarding team regularly attend West Berkshire Prevent steering group.

### **Domestic Abuse**

Work is on-going to embed principals of good practice throughout the Trust including raising the awareness, routine enquiry and encouraging the use Domestic Abuse Stalking and Harassment (DASH) forms. The Safeguarding Practitioner regularly attends the three Local Authority Multi-Agency Risk Assessment Conferences (MARAC's). Victims identified as being High Risk by MARAC representatives, continue to be flagged on EPR for 12 months following the risk discussion. The Domestic Abuse Working Group will be relaunched in 2021

### **Key areas of work for 2021/22**

- Support the multi-disciplinary safeguarding champions and care group safeguarding adult medical leads and matrons to embed safeguarding across the Trust
- Relaunch the domestic abuse working group
- Promote the importance of clear documentation of mental capacity; this can be by either use of paper or electronic documentation of Mental Capacity assessments
- Work with Capsticks the Trust's legal firm for them to design and deliver Advanced Mental Capacity Act and Best Interest training for senior clinicians to be part of our new Level 3 adult safeguarding training programme
- Launch Level 3 adult safeguarding training, work with the team that manage 'Learning Matters' the electronic platform used to record and report safeguarding training to accurately recording this training
- Work with other members of the safeguarding team to review existing training methodologies to include virtual class room and digital opportunities developed during Covid, including expanding a 'train the trainer' approach and reflective peer review sessions
- Support the SAB work on safeguarding and pressure ulcer prevention and financial abuse
- Prepare for the implementation of Mental Capacity (Amendment) Act May 2019, new Liberty Protection Safeguards, originally planned by the government from April 2021 delayed until April 2022.

### **South Central Ambulance Service NHS Foundation Trust (SCAS)**

The safeguarding team have had a difficult year with a continued increase in safeguarding activity from the previous year. We continue to improve the way we work with our partner agencies but due to Covid and the restrictions surrounding, differently but in positive way. SCAS has continued our involvement in a number of projects like modern slavery, violent crime, child and adult exploitation, county lines and missing children and young persons to name some of these standalone projects. I have no doubt that the safeguarding world will have changed following the Covid 19 pandemic and will produced its own set of safeguarding issues that have not been seen before. SCAS are set to take on these challenges alongside our internal and external partners in safeguarding.

- Safeguarding level 3 training to be delivered face to face to all clinical staff.

- The development of a new safeguarding referrals system and implementation of new safeguarding servers to expand the use of technology to safeguard our patients.
- The development of a number of new electronic referral safeguarding forms to include a national Prevent referral form, a new domestic abuse, stalking and honour based violence (DASH) referral form, a new hoarding referrals form (including a clutter score), a separate adult and child safeguarding referral form and a standalone welfare referral form.
- The development of a safeguarding referral process for those GP's that have returned to assist with the Covid virus. This has formed part of our 111 service but at a national level.

### **Thames Valley Police (TVP)**

COVID 19 has changed life for everyone, and during the pandemic TVP implemented various strategies to identify those at risk of 'hidden harm' and enhance our response to those suffering from domestic abuse. In relation to 20 – 21 the Deputy Chief Constable reported that whilst the number of reports was stable, there was an 8% increase in the number that were recorded as crimes. There has been an increase in the volume of domestic abuse (DA) arrests (for urgent and immediate attended crimes) resulting in an arrest rate of 52%, an increase from 45% in the previous year. The volume of DA incidents attended within 4 hours was over 21,000, an increase of nearly 400 from last year which is a tremendous effort. This has resulted in almost 1000 more offences being resolved with a positive outcome. The use of DVPNs and DVPOs (Domestic Violence Protection Notice / Order) to protect victims has subsequently increased this year.

As well as there being an increase in the use of DVPN's and DVPO's there has also been an increase in arrests and positive outcomes for the stalking cases that have been reported. This is an indication of the success of the work that is being completed by TVP to strengthen the knowledge and understanding of our staff in respect of stalking offences.

DA Matters Training and the Specialist Domestic Abuse Investigators Courses have continued to deliver face to face training over 20 – 21 ensuring that the bespoke training of our staff has continued despite the logistical difficulties the pandemic has forced upon us all.

Following a review by our Service and Improvement Team, this year the MATAAC and MARAC process has been standardised across the force so that there is consistency for all of those involved in each of the meetings. Berkshire are currently leading a trial which will see the whole MARAC process being managed via MS Teams, removing the need for a second system (MODUS) for the administration. If the trials are success in Berkshire this will be adopted by all of the other TVP MARAC's.

Following on from last year's success of the West Berkshire Domestic Abuse Investigation Unit (WBDAIU) obtaining the Forces first Violent Offender Order (VOO) under Part 7 of the Criminal Justice and Immigration Act 2008, last month staff from WBDAIU successfully prosecuted the offender for breaching the order, having obtained sufficient evidence to prove that he had breached the VOO on four occasions. There was no evidence to suggest that the offender had caused harm to the females he was identified as being with, however due to the risk that he poses, by being with these females and not informing the police, he breached the order. The offender was imprisoned for three years for the four breaches. This case has proved what an effective tool the VOO is when it comes to protecting victims from harm, and TVP will seek further opportunities to apply for the order when managing other dangerous offenders. Further information can be found by following this link:

<https://www.thamesvalley.police.uk/news/thames-valley/news/2021/august/09-08-2021/man-sentenced-for-breaching-a-violent-offender-order--reading-crown-court/>

### **Involve Community Services, Bracknell Forest and Wokingham Borough**

Provided 12 level safeguarding training sessions for volunteers across Bracknell Forest and Wokingham. Will be expanding the training offer in 21/22 by offering enhanced safeguarding training for supervisors and managers.

Issue a voluntary care sector newsletter on a fortnightly basis, where critical safeguarding messages are routinely communicated.

### **Volunteer Centre West Berkshire**

Throughout the Pandemic and continuing The Volunteers Centre continued to share safeguarding training events and relevant information.

The charity delivered the following :

- VCWB Safeguarding Training - 17 March 2020
- Stop Loan Sharks training - community safety, safeguarding
- Safeguarding & Protecting Children - Online Classroom
- Get Berkshire Active
- NSPCC - Safeguarding and child protection free training
- Safeguarding Webinar for trustees of Village Halls and Community Buildings via our Training Alliance with CCB
- West of Berkshire Safeguarding Adults Board – Monthly Briefing Documents shared in newsletter.
- Childrens Safeguarding training session aimed at charities arranged for October 21
- August 21 drafted an adult safeguarding policy for a new charity Models for Heroes
- August we are delivering a scams awareness session to safeguard older people at Fair Close Centre
- Continue to share safeguarding bulletins

### **West Berkshire District Council (WBC)**

20/21 has been an unprecedented year. The pandemic brought challenges to the service unparalleled with any previous years or event in our lifetimes. The staff stepped up magnificently and supported all effort of the Council to provide the necessary support and practical help the residents of West Berkshire needed.

It seems fitting to recognise the extraordinary efforts made by all staff in ASC, including those in the Safeguarding and DoLS team, during this reporting period and acknowledge all of those people in West Berkshire who lost their lives to COVID-19.

2020/21 has been a very busy year for the Safeguarding Adults Service in West Berkshire Council. Delivery of the safeguarding function is shared between the operational social care teams, in particular the Locality Teams, who complete the majority of investigations into allegations of abuse and a small safeguarding team that provide a triage and scrutiny function, signing off all investigations and leading on investigations into organisational abuse and out of county placements. They also coordinate the response in relation to Deprivation of Liberty Safeguards (DoLS).

Periods of lockdown brought their own unique challenges to investigating safeguarding concerns and supporting those facing abuse and neglect during this year. All of ASC services worked hard to ensure that those most vulnerable and at risk received a safeguarding response where required and those most at risk due to restrictions were still able to access appropriate support where possible. April through to June were quiet for the team in comparison to previous years. However, as restrictions were relaxed in the summer of 2020 the service noted increased volumes of concerns and enquiries.

As reported in the 2019/20 Annual Report, work progressed to review our safeguarding processes to ensure our recording was efficient and best suited the needs of the service user and teams. New recording forms were developed and launched in April 2020. The forms incorporate clarification on the safeguarding criteria<sup>1</sup>, greater focus on our risk assessment approach at two stages and highlights the need for the use of the Domestic Abuse, Stalking and Honour Based violence (DASH) risk assessment in domestic abuse cases. Making Safeguarding Personal (MSP) remains key and the new recording format has given the option for the safeguarding team to set a review date for the protection plan. The review is used in certain cases where it is considered the risk is likely to continue beyond the initial safeguarding intervention.

Organisational Safeguarding has not presented the same pressures during 2020/21 as it did during previous reporting periods. This was welcomed.

In 2020/21 1563 concerns were opened. This is significantly higher than the 925 opened in 2019/20. The increase is directly attributable to changes in data collection applied in April 2020 ensuring all relevant concerns were captured and statutorily reported, rather than a significant increase in concerns received into the service.

The service continues to strike a balance between daily operations dealing with incoming safeguarding concerns and applications for Deprivation of Liberty Safeguards authorisations with raising awareness of safeguarding

### **Service Achievements**

- Introduced new, more effective safeguarding recording forms that encourages greater focus on a risk assessment approach to safeguarding
- Those new forms highlight the need for the use of the Domestic Abuse, Stalking and Honour Based Violence (DASH) risk assessment tool.
- Achieved 10% audit target of concluded safeguarding enquiries.
- Managed demand on services whilst supporting the Council's wider COVID 19 support strategies and delivering practical help to the community.
- Found creative ways to investigate safeguarding concerns and maintained a service in very challenging circumstances.
- Maintained a training offer to staff on relevant topics and learning from SARs and reviews delivered via in-house webinar's and other virtual media.
- Ongoing review of performance data across West Berkshire.

## **Wokingham Borough Council**

- The number of safeguarding concerns raised in 2020/21 totalled 1,758. This was a 37.5% increase on the previous year. Despite this, the service maintained an average of 87% of concerns having a decision assigned within 48 hours of receipt.
- Despite the limitations of the pandemic and several periods of lockdown, the service maintained face-to-face contact with adults at risk throughout, where this was proportionate in line with individual risk assessments. Whilst creative practice was adopted to increase the use of virtual meetings and internet calling, home visits were undertaken for those for whom this was the safest way of assuring their immediate wellbeing and assessing risk and required interventions or if communication needs required it. The service worked hard to ensure the principle of 'Making Safeguarding Personal', whilst disrupted by the pandemic, was not lost from practice or service delivery.
- In relation to practice with self-neglect, the service worked in conjunction with the Principal Social Worker, the Learning & Development team, and a local specialist organisation to develop a bespoke package of training on hoarding. The training was provided across three modules, which were competency based. 28 people attended the Level 1 training, 21 the Level 2 and 6 the Level 3. Feedback from delegates was overwhelmingly positive with all feeling it contributed to their confidence and capability in this complex area of work. Additional sessions have been added for the next financial year.
- Also, in relation to working with self-neglect (as well as more generic areas of practice), the service identified a learning need across the workforce around the Duties under section 11 of the Care Act 2014 and the requirements when there is a 'refusal' of assessment by an adult at risk of abuse or neglect. This has been incorporated into legal update training for ASC staff and is being reinforced in relation to self-neglect cases through case work.
- The Adult Safeguarding service has continued to develop strong links with Children's Services and with the Community Safety Partnership. Head of Adult Safeguarding & Care Governance has become Deputy Chair of Chanel, which strengthens the interface between Adult Social Care and the work under Prevent.
- The service supported the work around the tender processes for both the new Drug & Alcohol Service and the specialist Domestic Abuse support service, which ensured the profile and needs of Adult Safeguarding was embedded in both of those contracts and has set the scene for more integrated working with both of those services in the coming year.
- The service worked with the WBC Domestic Abuse Coordinator to develop and source bespoke training in relation to working with Domestic Abuse in Older People and Adult Social Care is looking forward to this being delivered during 2021/22.
- Joint work was undertaken with Children's Services and the Community Safety Partnership to roll out DARE (Domestic Abuse Routine Enquiry) to several key staff, including across Adult Social Care to support them in being able to identify and engage domestic abuse perpetrators. This complements the other training already provided and will be rolled out further in due course.
- A regular and consistent presence was maintained at MARAC and MATAC to ensure a joined-up approach to repeat or high-risk cases of domestic abuse and there was a focus on strengthening the working relationship with the TVP LPA safeguarding team, resulting in evidence of good joint work around some high-risk cases.
- The service participated in Berkshire wide Domestic Abuse partnership meetings throughout the year, to monitor the impact of the pandemic on prevalence of domestic abuse and to discuss and plan around any implications for service delivery. The service also ensured representation on the Domestic Abuse Operational Group to ensure the objectives of Adult Safeguarding are embedded within the work of that group.
- A Senior Social Worker within the ASH was identified to become a subject matter expert within Domestic Abuse and the objectives around this will be progressed during the next financial year, including in relation to developing expertise in relation to stalking, Forced Marriage and Honour Based Abuse.

- Effective links were established with the Forced Marriage Unit at the Home Office to support work within this area. There is evidence of strengthening interventions, including effective involvement of them in strategy meetings.
- The service has continued to be very active participants in the Safeguarding Adults Review panel of the SAB, which has endured throughout the pandemic, including both strategic and operational input.
- Alongside other partners, WBC launched the revised MARM (Multi-agency Risk Management) framework in July 2020 to consolidate effective multiagency working.
- The safeguarding service established the ASC Covid-19 Taskforce to support care providers during the pandemic and this has been the largest single piece of work throughout the year. This was initially set up in April 2020 to provide wrap around support to care homes but was later expanded to include all Adult Social Care providers. The Task Force structure and methodology used existing safeguarding networks and relationships to rapidly put in place a cohesive protocol that could be immediately implemented to ensure providers were effectively supported to mitigate the risks of Covid-19 in their settings, and to respond to and manage outbreaks where they occurred. This innovation not only ensured Providers were well supported, but enabled enduring relationships and partnerships to develop, and also enabled statutory oversight into care settings to be maintained during a time where other means of access were limited, and at a time where the overarching circumstances risked causing harm to some of our most vulnerable population.
- Towards the end of the year, a decision was made to transfer the Care Governance and Quality Assurance (of providers) framework across from strategic commissioning, to sit under the Adult Safeguarding umbrella. This will enable a seamless interface between the two teams, improve the ability to manage thresholds around quality and safeguarding issues and make responses to concerns of organisational abuse more cohesive. Embedding the new interface will be a key focus of work during 2021/22.

### **Healthwatch West Berks**

Healthwatch West Berkshire (The Advocacy People) ensure all staff have received the appropriate adult safeguarding training and it is up to date. This forms a key part of both staff and volunteer induction for anyone joining Healthwatch West Berkshire. We also ensure Safeguarding policies are in place, so all staff and volunteers understand either the escalation process within the organisation and the referral process in the local council adult safeguarding team. We regularly take part in joint meetings with the Berkshire West team to aid improvements to the process and collect feedback, where it is given from the public and other organisations. We also empower our team to highlight the importance of safeguarding in all meetings we attend where we feel an issue may arise. We attend and support the Safeguarding Adults board as often as our resources allow.

### **Healthwatch Wokingham**

Healthwatch Wokingham Borough staff have refreshed their adult safeguarding training over the past year. Volunteers where necessary receive adult safeguarding training. Safeguarding policies are in place and staff are aware of the internal escalation process within the organisation to the designated lead whose responsibility it is to raise safeguarding issues with the local council. Part of our work is to hear Wokingham Borough residents' experiences of health and social care services. All insight received, either face to face or digitally, is reviewed, one purpose of which is to identify any safeguarding concerns. As such we raised two safeguarding concerns in 2020-2021. After review by the local council the two concerns were deemed not to be safeguarding issues. We attend and support the West of Berkshire Safeguarding Adults Partnership.