

Agenda

Adult Care and Well Being Overview and Scrutiny Panel

**Wednesday, 27 September 2017, 10.00 am
County Hall, Worcester**

All County Councillors are invited to attend and participate

This document can be provided in alternative formats such as Large Print, an audio recording or Braille; it can also be emailed as a Microsoft Word attachment. Please contact Democratic Services on telephone number 01905 844964 or by emailing democraticservices@worcestershire.gov.uk

DISCLOSING INTERESTS

There are now 2 types of interests:
'Disclosable pecuniary interests' and **'other disclosable interests'**

WHAT IS A 'DISCLOSABLE PECUNIARY INTEREST' (DPI)?

- Any **employment**, office, trade or vocation carried on for profit or gain
- **Sponsorship** by a 3rd party of your member or election expenses
- Any **contract** for goods, services or works between the Council and you, a firm where you are a partner/director, or company in which you hold shares
- Interests in **land** in Worcestershire (including licence to occupy for a month or longer)
- **Shares** etc (with either a total nominal value above £25,000 or 1% of the total issued share capital) in companies with a place of business or land in Worcestershire.

NB Your DPIs include the interests of your spouse/partner as well as you

WHAT MUST I DO WITH A DPI?

- **Register** it within 28 days and
- **Declare** it where you have a DPI in a matter at a particular meeting
 - you must **not participate** and you **must withdraw**.

NB It is a criminal offence to participate in matters in which you have a DPI

WHAT ABOUT 'OTHER DISCLOSABLE INTERESTS'?

- No need to register them but
- You must **declare** them at a particular meeting where:
You/your family/person or body with whom you are associated have a **pecuniary interest** in or **close connection** with the matter under discussion.

WHAT ABOUT MEMBERSHIP OF ANOTHER AUTHORITY OR PUBLIC BODY?

You will not normally even need to declare this as an interest. The only exception is where the conflict of interest is so significant it is seen as likely to prejudice your judgement of the public interest.

DO I HAVE TO WITHDRAW IF I HAVE A DISCLOSABLE INTEREST WHICH ISN'T A DPI?

Not normally. You must withdraw only if it:

- affects your **pecuniary interests OR** relates to a **planning or regulatory** matter
- **AND** it is seen as likely to **prejudice your judgement** of the public interest.

DON'T FORGET

- If you have a disclosable interest at a meeting you must **disclose both its existence and nature** – 'as noted/recorded' is insufficient
- **Declarations must relate to specific business** on the agenda
 - General scattergun declarations are not needed and achieve little
- Breaches of most of the **DPI provisions** are now **criminal offences** which may be referred to the police which can on conviction by a court lead to fines up to £5,000 and disqualification up to 5 years
- Formal **dispensation** in respect of interests can be sought in appropriate cases.

**Adult Care and Well Being Overview and Scrutiny Panel
Wednesday, 27 September 2017, 10.00 am, County Hall,
Worcester**

Membership

Councillors:

Mrs J A Brunner (Chairman), Mr R C Adams, Mr T Baker-Price, Mr A Fry, Mr P Grove, Mr P B Harrison, Ms P A Hill, Mrs E B Tucker (Vice Chairman) and Ms S A Webb

Agenda

Item No	Subject	Page No
1	Apologies and Welcome	
2	Declarations of Interest	
3	Public Participation Members of the public wishing to take part should notify the Head of Legal and Democratic Services, in writing or by email indicating the nature and content of their proposed participation no later than 9.00am on the working day before the meeting (in this case 26 September 2017). Enquiries can be made through the telephone number/email address below.	
4	Confirmation of the Minutes of the Previous Meeting Previously circulated	
5	Worcestershire Safeguarding Adults Board	1 - 30
6	Social Work with Adults: Strengths-based Approach	31 - 32

Agenda produced and published by the Head of Legal and Democratic Services, County Hall, Spetchley Road, Worcester WR5 2NP To obtain further information or hard copies of this agenda, please contact Emma James/Jo Weston telephone: 01905 844964 email: scrutiny@worcestershire.gov.uk

All the above reports and supporting information can be accessed via the Council's [website](http://www.worcestershire.gov.uk/info/20013/councillors_and_committees)http://www.worcestershire.gov.uk/info/20013/councillors_and_committees

Date of Issue: Tuesday, 19 September 2017

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**ADULT CARE AND WELL BEING
OVERVIEW AND SCRUTINY PANEL
27 SEPTEMBER 2017****WORCESTERSHIRE SAFEGUARDING ADULTS BOARD**

Summary

1. The Independent Chair and Board Manager of the Worcestershire Safeguarding Adults Board (WSAB) have been invited to set out the role of the Safeguarding Board, and to discuss progress and developments in safeguarding vulnerable adults in Worcestershire. This will include the Board's Annual Report 2016-2017.
2. The Director and the Cabinet Member with Responsibility for Adult Social Care have also been invited.

Background

3. Safeguarding vulnerable adults is an important and ongoing part of the work of the Adult Care and Well Being Overview and Scrutiny Panel and this will be the Panel's fourth update on the work of the Safeguarding Board.
4. For the benefit of new Panel members, the Safeguarding Adults Board is an independent board, which seek to promote wellbeing and reduce the risk of harm for people with care and support needs. Statutory partners include the County Council, Clinical Commissioning Groups, National Health Services and West Mercia Police.
5. The Council's website has a section dedicated to safeguarding adults, www.worcestershire.gov.uk/wsab which includes useful definitions, information about who does what, newsletters, leaflets and WSAB Board papers.
6. The Care Act 2014 placed safeguarding adults on a statutory footing for the first time and made safeguarding boards a legal requirement, although Worcestershire's Board has been in place for several years. The Panel received a briefing in January 2015 on the changes that had been made to ensure that the Safeguarding Adults Board met the requirements of the Care Act, under its Independent Chair Kathy McAteer.
7. Regular meetings have taken place between the Panel and the Safeguarding Board Chair since the Panel's more in-depth scrutiny review of safeguarding adults in 2011, which recommended regular dialogue between this Panel, the Worcestershire Safeguarding Adults Board Chair and the Director and Cabinet Member, as part of the Panel's monitoring role.

Worcestershire Safeguarding Adults Board Annual Report 2016-17

8. Worcestershire Safeguarding Adults Board Annual Report 2016-17 will be available on the County Council's website [here](#) and copies will be circulated separately to members of the Scrutiny Panel.

9. Discussion of the Annual Report provides the Panel with an opportunity to verify that systems across Worcestershire, including those of the County Council are working well to safeguard Worcestershire's vulnerable adults. Discussions also enable the Panel to keep up to date with safeguarding statistics and trends, and to explore any issues identified through serious case reviews, and also through the Panel's own scrutiny work.

10. Worcestershire Safeguarding Adults Board Annual Report is also presented to the Health and Wellbeing Board and Healthwatch.

Purpose of the Meeting

11. The Panel has the opportunity to:

- learn about the role of the Safeguarding Adults Board
- understand and discuss key safeguarding statistics from this year's Worcestershire Safeguarding Adults Board's report
- identify any further information needs or potential areas for scrutiny.

Supporting Information

Appendix 1 – Presentation on Worcestershire Safeguarding Adults Board

Worcestershire Safeguarding Adults Board Annual Report 2016-17 – copies have been circulated to the Panel and the report will be available on the County Council's website: http://www.worcestershire.gov.uk/info/20363/safeguarding_adults/1105/safeguarding_adults_board_documents

Contact Points

County Council Contact Points

Worcestershire County Council; 01905 763763

Worcestershire Hub: 01905 765765

Specific Contact Points for this report

Emma James / Jo Weston, Overview and Scrutiny Officers, Tel: 01905 844964 / 844965

Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of the Adult Care and Well Being Overview and Scrutiny Panel on 21 November 2016, 22 January and 13 October 2015 and 5 September 2013
- Safeguarding Adults Scrutiny Report November 2011
http://www.worcestershire.gov.uk/downloads/file/3280/safeguarding_adults

Worcestershire Safeguarding Adults Board

Annual Report
2016/17

Care Act Statutory Requirements



- To put in place a Safeguarding Adults Board
- To publish an annual report that covers:
 - Delivery of annual objectives (Strategic Plan)
 - How SAB is monitoring progress
 - Safeguarding Adults Reviews undertaken
- Statutory Partners are LA, NHS and Police
- LA are responsible for ensuring the Board is in place though the Board is independent of the Council

Care Act Criteria

To protect adults in its area who:

- *have needs for care and support (whether or not the local authority is meeting any of those needs) and;*
- *are experiencing, or at risk of, abuse or neglect; and*
- *as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect.*

Purpose of WSAB

- The statutory duty and vision of the Board is to seek and provide assurance that adults at risk are safeguarded from abuse or neglect.
- All partners to the Board will work collaboratively to seek assurance that people who have care & support needs are empowered and kept safe from abuse or neglect, and that where abuse occurs, partners respond effectively and proportionately.

Board Membership 2016/17

- Worcestershire County Council
 - DASS
 - Lead Councillor for adult social care
- West Mercia Police
- NHS Clinical Commissioning Groups x 3
- Worcestershire Health & Care NHS Trust
- Worcestershire Acute Hospitals NHS Trust
- National Probation Service
- Regulatory Services
- Worcestershire Voices
- Care Homes Association
- Carers Reference Group

2016/17 Priorities

1. Improve communication with public and partners
2. Check Mental Capacity Act and Deprivations of Liberty Safeguards are understood and properly used
3. Improve how we listen to adults with care & support needs
4. Build on work with other boards (WSCB, HWBB, CSP)
5. Work with partners to identify risks for adults
6. Continue to improve community awareness and approve a Prevention Strategy.
7. And finally, to complete work from year 1

1. Improve communication with public and partners by



What we have done:

- Development of Website and App – this has been the main focus of the year. Work has slipped due to technical problems but progressing jointly with WSCB to be completed 2017/18.
- Publication of leaflets and literature
- Developing the engagement network
- Attendance at key events

2. Mental Capacity Act (MCA) and DOLS



What we have done:

- Development of a Competencies Framework which has been adopted by all agencies
- Review of training strategy which is ongoing into 2017
- Analysis of performance information which evidenced that agencies have delivered training
- Analysis of evidence from SARs (case reviews)

3. Listening to adults



What we have done:

- Developed the Engagement Strategy
- Developing links with organisations that support adults with care needs with the aim of developing a reference group by 2017/18
- Start each board meeting with an adult or carer story
- Scrutinised progress of Making Safeguarding Personal

4. Working with other Boards



What we have done:

- A Joint protocol across all boards has been agreed and signed
- Bi- annual meetings of chairs and officers of WSAB, WSCB, HWBB and CSP to share priorities and identify cross cutting issues
- Links made to share learning and improvements from SARs

5. Work with partners to identify risks for adults



What we have done:

- Continued to develop the Performance Assurance Framework with data now collected from all agencies and analysed to identify risks and trends
- Sharing learning from SARs including Learning & Development Event
- Deep dive into Missing Person's Policies in line with learning from a SAR

6. Community Awareness



What we have done:

- Prevention Strategy launched
- Awareness raising across health & social care has focussed on Making Safeguarding Personal, Mental Capacity Act and Deprivation of Liberty Safeguards
- Promotion of capability and skills frameworks
- Participation in regional conference of doorstep scams and financial abuse in partnership with Trading Standards

Summary



- Ambitious programme for the year, mainly to ensure foundations are in place and embedded to meet statutory functions
- Good progress overall and no major risks outstanding
- Though some work has slipped still on target to meet the 3 year objectives
- The main barrier to progress has been lack of capacity in all agencies to complete actions

Safeguarding Adults Reviews

- There were 5 reviews started during 2016/17
- **1** of these was completed and published during the year; 4 remaining reviews were carried over to 2017/18.
- The main theme continues to center around mental capacity, and this has fed into the priorities for 2017/18.
- The number of reviews and the lessons learnt were in line with other Boards, as evidenced in a West Midlands Review
- All reviews have action plans with target dates for completion; these are monitored by the Performance & QA Group.

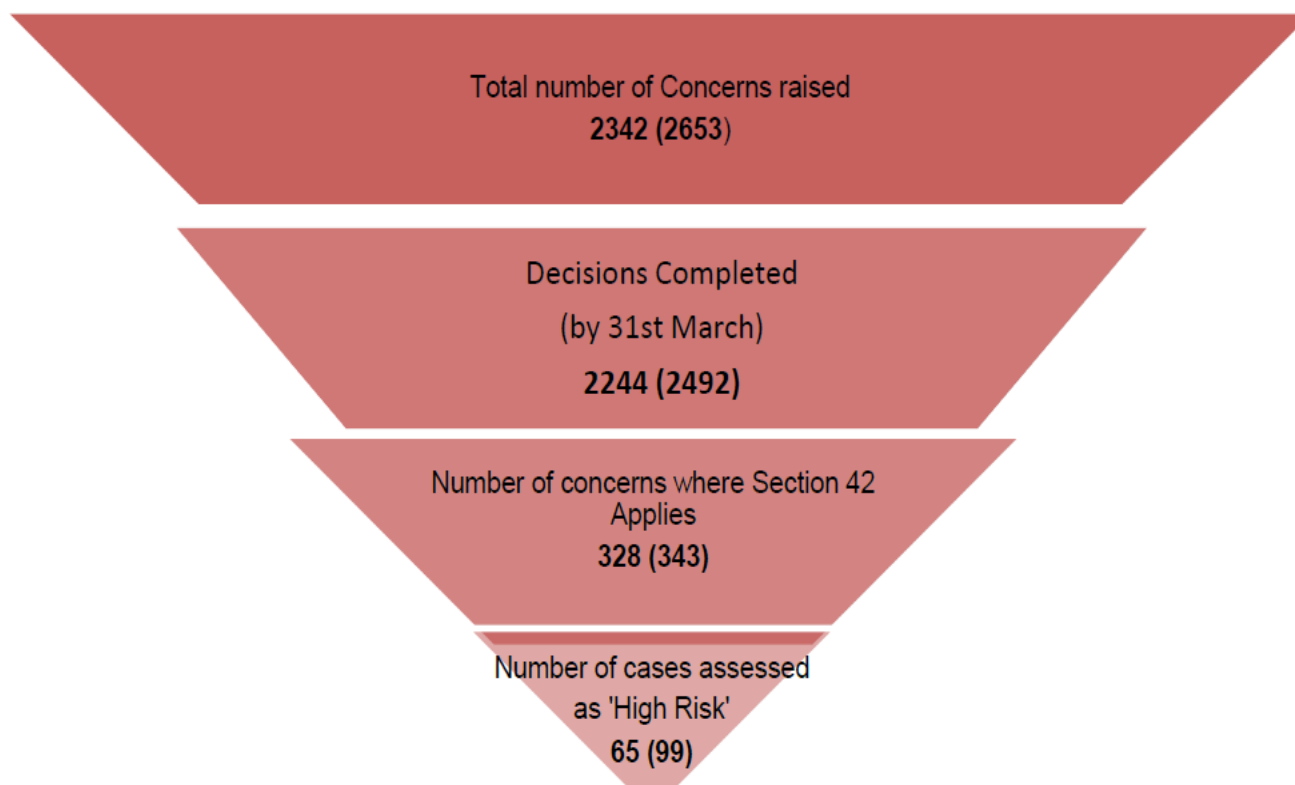
Activity Trends

- 2342 Concerns raised. (Compared to 2653 Previous years)
- Of these 15% met section 42 criteria.
- Of those meeting criteria 65 were high risk cases

Addressing inappropriate referrals through:

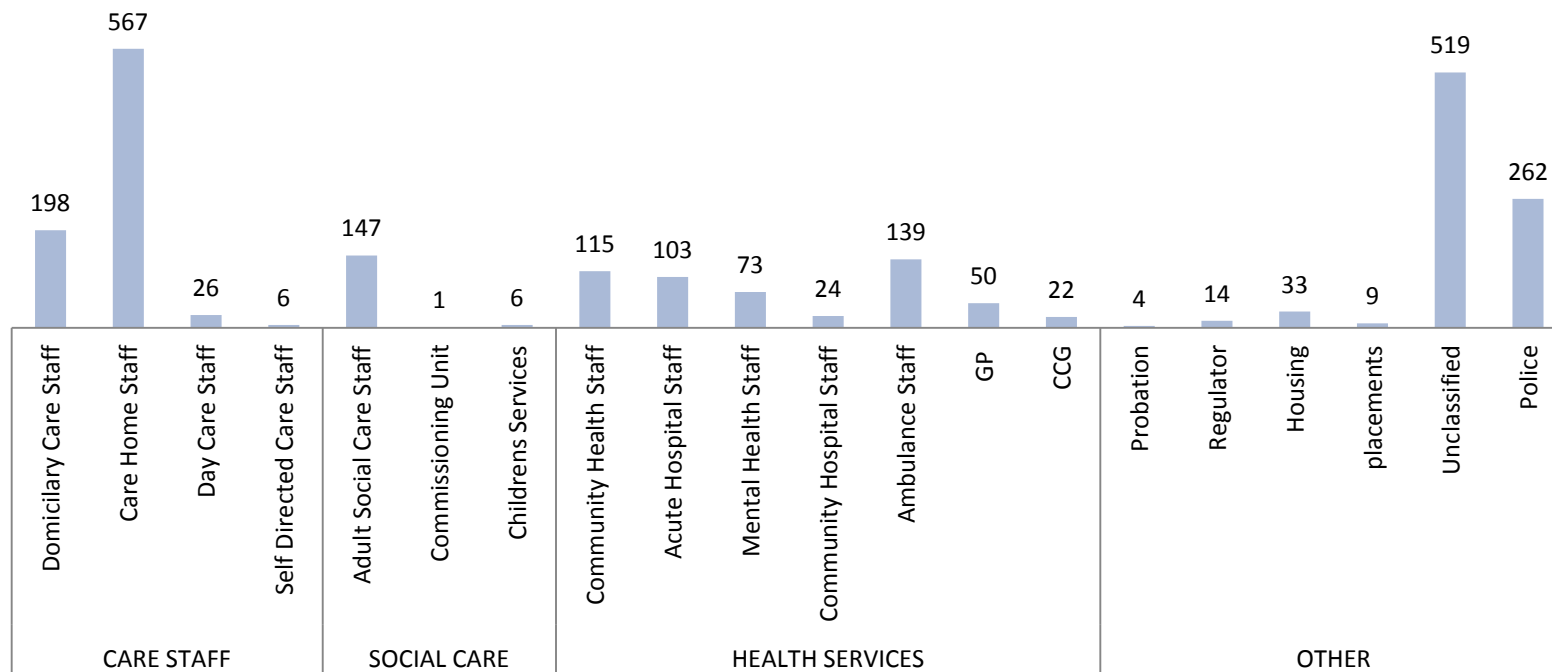
- Targeted training/ awareness raising
- changing the pathway for reporting care quality concerns

Numbers through the Safeguarding Pathway 2016/17 (compared to 2015/6)

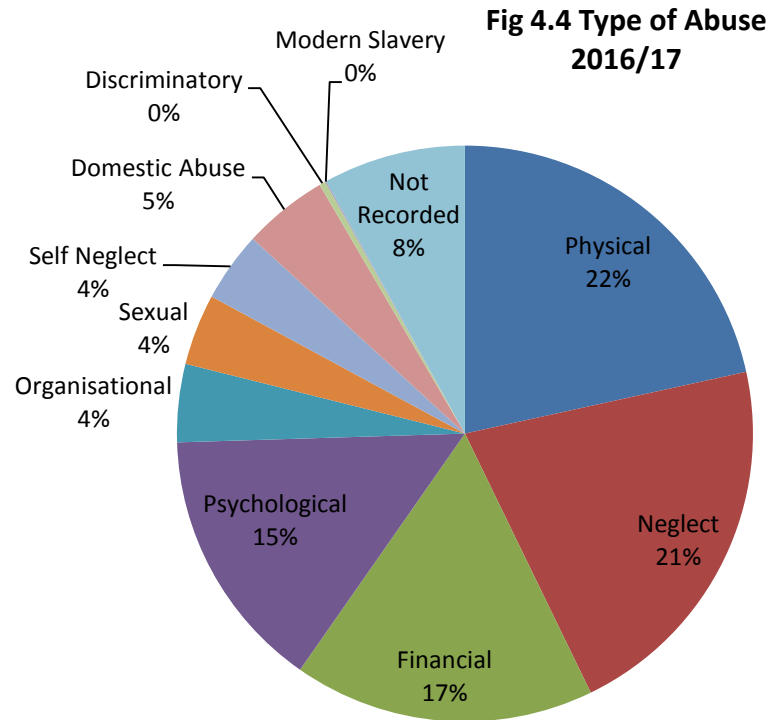


Source of Concerns

Fig 4.2 Source of Concern
(reported by)



Types of Abuse



Similar pattern to previous year, with slight reduction in numbers

Risk of Abuse




- Majority of incidents of abuse were recorded as taking place in the persons own home, as with previous year;
- Again, light reduction of incidents in both the persons own home and in care homes;
- Initial reporting continues to show majority of abusers are known to the individual (family, neighbour etc) followed by staff in a care settings

Demographics

- Concerns about women outnumber men in all age groups though less so in the 65-74 age group
- Older women most at risk, reflects demography
- Majority of concerns are for adults identified as white and continues to indicate under-reporting in BME groups
- Within BME groups Asian adults are the largest group

Making Safeguarding Personal

- Of 328 Section 42 cases, over 80% of adults identified outcomes they wanted to see
- Increase in level of outcomes achieved compared to previous year

% Personal outcome set	% All outcomes achieved	% Some outcomes achieved
 81% (62%)	 56% (38%)	 18% (8%)

Types of Outcomes

Desired Outcome	2016/7			2015/16
	Achieved %	Set	Achieved	Achieved%
To Be And To Feel Safe	100.0%	207	213	83%
To Know That Disciplinary Or Other Action Has Been Taken	100.0%	110	118	100%
To Have Exercised Choice	100.0%	47	47	100%
To Get New Friends	100.0%	5	9	100%
To Maintain A Key Relationship	100.0%	74	76	100%
To Maintain Control Over The Situation	100.0%	121	124	90%
To Be Involved In Making Decisions	98.2%	113	111	98%
To Know Where To Get Help	92.1%	38	35	100%
To Know That This Won't Happen To Anyone Else	93.1%	145	135	71%
To Have Help To Recover	74.5%	47	35	100%
To Have Access To Justice Or An Apology	85.4%	48	41	64%
Other Outcome	71.4%	21	15	83%

Overall seen an improvement on previous year

Case Example

- John is an elderly man who is using private carers following a stroke. Allegations that family are removing items to sell and stopping carers from completing their work, resulting in John being frustrated and upset.
- Capacity assessment identified he lacks capacity to engage with safeguarding and manage employment of carers. No LPA in place for health & welfare, deputy in place for finance. Referred for advocacy support and referred to police re items being removed.
- John clear he wants to stay at home with his regular carers and maintain family relationship.
- Desired outcomes: to be and feel safe, maintain relationships, maintain control, be involved in decisions and exercise choice.
- Action: working with family to resolve issues; referral to Court of Protection
- Outcome: deputy now in place for health & welfare; Police spoke to family and items returned; John remains at home with regular carers and continues to have contact with family via phone calls and visits when carers present.

Looking Forward – 2017/18 priorities



1. Improve awareness across professionals and all stakeholders of what “safeguarding” is
2. Demonstrate listening to service users and gathering their views by creating a Reference Group
3. Seek assurance from partners in relation to MCA & DOLs
4. Continue to work with WSCB on professional curiosity and transition

Key Safeguarding Risks

- Mental Capacity – still some inconsistent practice
- People living at home – data on incidents
- Older people - demographic
- Black & Ethnic Minority communities – lower rate of concerns raised per population
- Understanding of professionals and partners of the safeguarding criteria for Section 42 enquiries and pathways for quality concerns

Key Risks for delivery of Objectives & Mitigation



- Capacity of staff across all statutory organisations to support the work of the Board and sub groups could continue to delay delivery of work programme
 - A review of the Board Support arrangements will add additional capacity

Key Risks for delivery of Objectives & Mitigation



- Challenges in engaging adults with care & support needs who have experience of the safeguarding process, leading to a lack of understanding of their needs
 - To identify a Reference Group chair
 - Service user experience stories at board in place
 - Continue using existing forums

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ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 27 SEPTEMBER 2017

SOCIAL WORK WITH ADULTS: STRENGTHS-BASED APPROACH

Summary

1. The Adult Care and Well Being Overview and Scrutiny Panel will receive an update on the new strengths-based approach to social work with adults, since its introduction in April 2017.
2. Representatives from the Council's Directorate of Adult Services have been invited to the meeting.

Background

3. In March 2017, prior to the County Council elections, previous members of the Adult Care and Well Being Overview and Scrutiny Panel looked at a new, innovative approach being introduced to the Council's social care workforce, called 'The Three Conversations Model'.
4. The Directorate agreed to update the Scrutiny Panel on progress with implementation. A presentation will provide further information and this will also inform the new members of the Panel.
5. The Three Conversations Model involved a radical change in social work approach, putting empowerment and independence at the heart of our interactions with people. The model had evidence in other areas of better outcomes for residents, greater and sustained independence and a reduction in spend on services.
6. A strengths-based approach to social care builds on the resources and resilience that an individual already has, including family, friends and the wider community. The approach aims to turn on its head the custom and practice of current social work assessment models which start with the question: what can't you do? This will invariably lead to a focus on deficits and how the Council can provide services to meet those, rather than a conversation about how the individual and their wider networks can support and increase their own independence.
7. A key message from the Care Act 2014 is the requirement for local authorities to 'consider the person's own strengths and capabilities, and what support might be available from their wider support network or within the community to help'.
8. Staff would need to know people's communities and neighbourhoods to be able to work in this way, and learn a new way of recording work, with no hand-offs, no referrals, no triage or waiting lists – and lots more accountability and seeing things through to the finish.

9. The new approach would be introduced with two teams from April, with evaluation and innovation sites to learn new ways of working from May to July. It was planned to have the model working across the county from February 2018.

10. During the March 2017 discussion, panel members fully supported the new approach, whilst recognising the importance of community links, joint working with health partners and the significant cultural change for staff involved.

Purpose of the Meeting

11. Following the information provided and discussion of the strengths-based approach in social work with adults, the Scrutiny Panel is asked to:

- determine whether any further information or scrutiny work is required at this stage
- agree any comments to highlight to the Cabinet Member for Adult Social Care.

Supporting Information

- Further information on 'The Three Conversations Model', and other Council's experiences of implementing it, are available on the Partners4Change website, which can be accessed here: <http://partners4change.co.uk/>

Contact Points

County Council Contact Points

Worcestershire County Council; 01905 763763

Worcestershire Hub: 01905 765765

Specific Contact Points for this report

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Email: scrutiny@worcestershire.gov.uk

Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Social Care Institute for Excellence (SCiE) 'Strengths-based approaches for assessment and eligibility under the Care Act 2014 – the guide and other information is available on the Institute's website at: <http://www.scie.org.uk/search?sq=%27Strengths-based+approaches+for+assessment+and+eligibility+under+the+Care+Act+2014+>
- Minutes and Agenda of the Adult Care and Well-being Overview and Scrutiny panel on 16 March 2017 and 20 October 2016 – available on the Council's website at: [here](#)