

**BUCKINGHAMSHIRE
SAFEGUARDING VULNERABLE
ADULTS BOARD**

**ANNUAL REPORT
2007-2008**

Approved by Safeguarding Vulnerable Adults Board June 10 2008

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Introduction

2007/8 has been a year of opportunities and hard work across the Safeguarding Vulnerable Adults Partnership in Buckinghamshire. This report is designed to provide an overview of the work undertaken across the whole partnership, and represents the work of the Board during 2007/08 and our plans for 2008/09.

The safeguarding of the most vulnerable adults in our community is becoming an increasingly high priority for politicians, regulators and statutory bodies. The changing demographic profile of Buckinghamshire, with increasing numbers of older people, adults with disabilities or with mental or physical ill health, provides the challenge to ensure that organisations in Buckinghamshire work together effectively to protect vulnerable individuals.

Organisational changes to the Police, the NHS, within the County Council and to CSCI could have resulted in us losing our vision and drive to ensure that we provide the most robust support possible for those at risk; however, I believe that we have risen to the challenge of change by creating a stronger, closer and more effective partnership, spearheaded by the transition from a "Protection Committee" of operational managers to the Safeguarding Board of Senior managers and decision-makers.

All relevant statutory sector organisations are represented on the Board including the Commission for Social Care Inspection (see Appendix 1 for details).

The Board reports to the Buckinghamshire County Council's Strategic Director for Healthier Communities and Adult Services, and to the Buckinghamshire County Council Cabinet via the Cabinet Member for Adult Social Care. In addition, a system of regular reporting to Adult Services Overview and Scrutiny Committee has been established and we are examining the feasibility of establishing a reporting route to the Local Strategic Partnership.

The Board has drafted its terms of reference in accordance with national good practice guidance, and recognises that the current financing of the Board's activities is inequitable. We are discussing partners' resource contributions. The Terms of Reference of the board are attached as Appendix 2.

The Board receives regular updates and information to guide its work in establishing priorities. We are strengthening our links with other relevant strategic planning groups such as Community Safety and the Children's Safeguarding Board.

Donald McPhail

Chair, Buckinghamshire Safeguarding Vulnerable Adults Board

1. Membership of the Board

The Board consists of representatives of major partner organisations, bringing together chief executives or senior managers and representatives from 12 local organisations. There are currently 15 stakeholder members supporting the board (see Appendix 2).

The Board has established the following sub-committees:

Policy and Procedures
Mental Capacity Act and Deprivation of Liberty
Training
Safe Employment

In addition, the Board's Serious Case Review Protocol provides for the formation of Serious Case review Committees as required.

2. Achievements During 2007/08

The 2006/07 report outlined the following plans for 2007/08:

	Objective	Progress
a.	Ratification of the Safeguarding Board, and development of terms of reference.	Board now well established. All major partners are appropriately represented. Terms of reference rewritten and agreed. Core multi-agency policies, procedures and guidance revised and due to be agreed in April 2008, along with new Serious Case Review and information Sharing protocols.
b.	Commence implementation of recommendations from multi-agency training group, including mapping of training needs.	Multi-agency training group now established as formal sub committee of Board. Significant progress made in coordination of training schemes across agencies, although it is recognised that this has not yet been fully achieved. Training needs analysis under way within Bucks County Council – will be extended to all partner organisations during 2008/09.
c.	Ensure requirements of annual SAS are met.	Safeguarding elements of SAS fully completed on schedule. SWIFT recording module to be used for all case recording.
d.	Agree framework of levels, standards and competencies for the delivery of all adult	Mandatory training extended within Bucks County Council. Training sub committee has drawn

	<p>safeguarding training. This will include the implementation of specific investigation training for social workers.</p>	<p>up agreed level of competencies and formal training hierarchy. Some training was delayed while decisions were in process, but back on line by end of year. Accepted that there is work to be completed in 2008/09 to extend to partner organisations.</p>
e.	<p>Commence implementation of public awareness and information strategy.</p>	<p>Formal strategy still to be developed. Progress has been made on revising public information leaflets, including the development of an easy read version. These will be published in summer 2009.</p> <p>Website and intranet are being reviewed to ensure that they are as clear and user-friendly as possible.</p> <p>Safeguarding Conference for partner organisations arranged for May 2008.</p>
f.	<p>Other matters</p>	<p>“Safer Recruitment” pack produced by human resources team to provide guidance on best practice when recruiting. Available to all agencies and organisations.</p> <p>Commissioning strategies revisited to ensure appropriate regard paid to safeguarding issues.</p> <p>Recognition of need to extend safeguarding activities to cover carers who might themselves be at risk. Paper to be taken to Board in July 2008.</p> <p>Central Safeguarding Team redeveloped and increased.</p> <p>Audit tools developed for case analysis and to ensure effective recording and reporting of outcomes.</p>

3. Plans for 2008/9

3.1 Our initial plans for 2008/09 include are attached as Appendix 3

4. Safeguarding Vulnerable Adults Team.

The team has grown in the last year. The role of Safeguarding Vulnerable Adults Manager was reviewed, revised and advertised in 2007. The Adult Protection Manager was appointed to this new post (having been appointed as Adult Protection Manager in September 2003) and took up his amended duties on the 14th December 2007. A Care Manager now works within the Team to support and deputise for the Safeguarding Vulnerable Adults Manager role, and to act as lead investigator where appropriate. Both are working from the new Safeguarding Vulnerable Adults Office at County Hall. The team is now located in a designated office, having moved during the year from its former location in an open-plan setting. We believe that this will enhance the privacy and confidentiality that can be afforded to safeguarding issues. We have also gained a Quality Control and Audit officer to lead on monitoring and auditing for the partnership, and dedicated administrative support.

Auditing of the recording and the outcomes of cases has now become an established part of the team's work and provides important data to help manage the service and information to improve our responses and inform training needs. Auditing of the activity of provider agencies, including aspects of compliance with policies and procedures, has begun and will continue to develop.

5. Comments from Partner Organisations

5.1 Adult Social Care

“The agencies’ primary aim should be to prevent abuse where possible but, if the preventative strategy fails, agencies should ensure that robust procedures are in place for dealing with instances of abuse”

(No Secrets, DoH 2000 1.2 p6)

The “*Because Every Adult Matters*” (*bEAM*) strategy adopted by Buckinghamshire Adult Social Care and the links to strategic partners reflects a vision that inextricably links the safeguarding and preventative agendas. The drive to support vulnerable adults, to be involved in and benefit from interaction with their local communities opens up systems of care that were previously closed. The Board and the Service recognise the challenges this approach poses in terms of risk and will develop policies to manage them robustly without being overly intrusive. Opportunities will arise whereby vulnerable adults can benefit from supportive contact with professionals to be empowered to protect themselves more effectively. History tells us that individuals who are in receipt of

institutionalised service – in any social or health care setting - are likely to have fewer contacts with possible whistle-blowers, and potentially live within self-perpetuating cultures of abuse. We are well aware of this and are working vigorously to provide policies and procedures to eliminate risks in the area.

Finally, a suite of management and performance information is in place to provide relevant data and trend information and is being further developed. The Safeguarding Vulnerable Adults Team provide auditing and monitoring arrangements to ensure sound data and information collection on which to performance manage the process and to make judgements about how well Buckinghamshire is doing in achieving its aspirations.

5.2 Thames Valley Police

We are fully committed to the principles laid out in the Policy document of the Buckinghamshire Safeguarding Vulnerable Adults Board, and we are working to ensure that the interagency procedures are implemented by TVP across Buckinghamshire.

5.2.1 Major Investigations

During 2007/8 there have been a number of high profile cases of adult abuse. The response to such cases has necessarily been comprehensive and has had extensive support from Adult Social Care (ASC) and partner organisations. Two major cases that are current and ongoing have required considerable police time and resources. One case involves ASC service users receiving Direct Payments, involving a number of possible perpetrators. Another involves theft, fraud and wilful neglect of a mentally incapacitated person, an elderly lady that involves considerable amounts of money and property, as well as the personal neglect of the lady concerned.

The Public Protection Unit makes regular referrals to the Safeguarding Adults Team, which are dealt with by ASC in accordance with the agreed procedures. The referral system from ASC to TVP PPU works well; there is however a need to review the initial contact route to ensure no delays occur.

Further joint working is achieved by the Safeguarding Manager's membership of the local MARAC, and membership from ASC managed by the Safeguarding Manager of the two MAPPA panels in Buckinghamshire.

5.3 National Health Service Organisations

Buckinghamshire Acute Hospital Trust is almost ready to implement its internal policy and training strategy, which will be rolled out across all acute services.

The Buckinghamshire Primary Care Trust is actively implementing the SVA policies and procedures, although at a different stage to ASC.

Oxfordshire and Buckinghamshire Mental Health Trust is an integrated Trust providing both Health and Social Care Services. It is responsible both for identifying safeguarding concerns affecting patients and service users, and for undertaking investigation and safeguarding planning. We have a nominated Safeguarding Lead for the Trust in Buckinghamshire (an experienced social care manager) and we have identified Safeguarding Leads in all our ward and community-based teams to raise the profile and understanding of safeguarding issues.

6. National Reporting Requirements for SVA

Current practice and the use of the SWIFT Safeguarding Vulnerable Adults module facilitate compliance with the proposed data set. Further improvements to the SWIFT SVA module in version 24.0 will make easier use by practitioners and give reporting on groups and establishment that the current version is unable to do easily.

7. The Mental Capacity Act and Deprivation of Liberty

The Board has discussed issues arising from the implementation of the Mental Capacity Act and the Deprivation Of Liberty Safeguards. These matters have been referred to the newly formed Mental Capacity Act sub committee, and a full report has been scheduled as part of the 2008-09 work plan. The sub committee will also be examining the relationship between Safeguarding and MCA work, and will make recommendations to the Board, and then on to the Council's Adult Social Care Board, about any revisions to working arrangements that will enhance these links.

8. Training

The Training sub committee has been extremely active during the year, although attendance has fluctuated. The sub committee has drawn up its strategy for 2008-09, and this has been approved by the Board. The Plan is attached at Appendix 4.

9. Safe Employment

The Employment sub committee has concentrated during the year on ensuring that safe employment practices are followed and encouraging the

adoption of such practices across the partnership. The HR Team within Buckinghamshire County Council has drafted a "Safe Recruitment Toolkit" for Adult Social Care (due to be launched in April 2008), and the sub committee will be examining the potential to spread this across other partner organisations. The forward plan for the Employment sub committee is included in the forward plan for the Board.

10. Performance Information

The information presented in this report is obtained from concerns, disclosures or allegations of abuse of vulnerable adults reported to the Buckinghamshire Safeguarding Vulnerable Adults Manager in the period April 2007 to March 2008.

We acknowledge that last year our levels of safeguarding referrals did not appear to be proportionate to the population, when compared with similar authorities or the national average. Our overall review of the safeguarding system indicated that vulnerable people known to Adult Social Care had been adequately safeguarded and that the apparently low level of referrals has been largely due to inconsistent recording during the transfer from paper files to electronic databases. Recognising this potential weakness, we have implemented a more robust recording system, supported by rigorous quality audit and monitoring.

Significant work has been undertaken and is continuing to ensure the quality and quantity of recording continues to improve. The strengthening of the safeguarding response in Buckinghamshire ASC has resulted in better responses from practitioners and managers in relation to the recording of initial concerns and alerts, and improved training on the SWIFT Safeguarding module and continuous auditing from the Safeguarding Team will result in sustained improvement.

Our review of the safeguarding system and improved recording has resulted in a recent increase in referrals and alerts statistics. Our levels of referrals are now moving more into line with the expected level for the Buckinghamshire population.

Of the number of alerts/referrals, 83.94% were from the White population and 6.46% from the Black and Minority Ethnic population (9.48% did not record ethnicity). This compares favourably with the Buckinghamshire population as a whole, where 91.14% are from the White population and 8.85% from the Black and Minority Ethnic population.

An Equalities Impact Assessment has been carried out on the safeguarding service.

Chart 1 a and b – Alerts by Service Area

In 2007/08, 343 people were referred to Buckinghamshire's safeguarding process, and management information shows the following breakdown. There has been a 39% increase in the number of safeguarding alerts reported in the

year 2007/2008 over the same period 2006/2007, when 247 alerts were recorded, to or by Buckinghamshire Adult Social Care Services and joint teams with care management responsibility e.g. Specialist Teams for Older People, Community Mental Health Teams, Buckinghamshire Primary Care Trust Continuing Care Team and Learning Disability Teams. Comparing Buckinghamshire's population with national average referral rates, we would expect about 600 alerts to be recorded annually. The upward trend in the last quarter of 2007/2008 would suggest that, if the improvement in recording is continued, between 550 and 600 alerts will be recorded for 2008/2009.

Over a 5-year period the number of reported concerns has fluctuated for each client category. Alerts concerning people with a learning disability were identified as receiving the greater number of Alerts in 2006/2007. Chart 5 shows a consistent number in this Service User group for 2007/2008, but there has been an increase in the numbers reported for Older People that has taken this group to the most prevalent. This is consistent with national trends, and for Buckinghamshire demonstrates an improvement in reporting and recording across the service.

Alerts continue to be made from a variety of organisations and individuals. From April 08 all Alerts will be referred to the Safeguarding Vulnerable Adults Team, providing a single point from which to manage and monitor cases.

Independent sector providers remain a significant source of alerts/referrals to the safeguarding adults procedures, emphasising the importance of continuing to promote awareness of adult abuse in this sector, and valuing this sector's contribution to safeguarding vulnerable adults. Implementation of a new Information Sharing protocol and Procedures for reporting across the partnership will build on the progress so far.

Service Group %

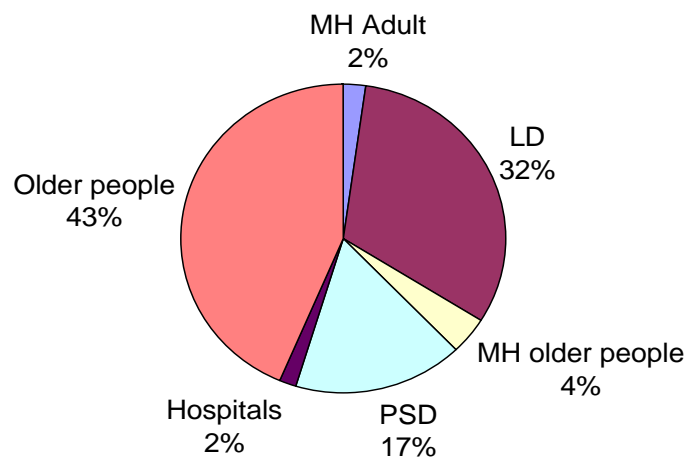


Chart 1a

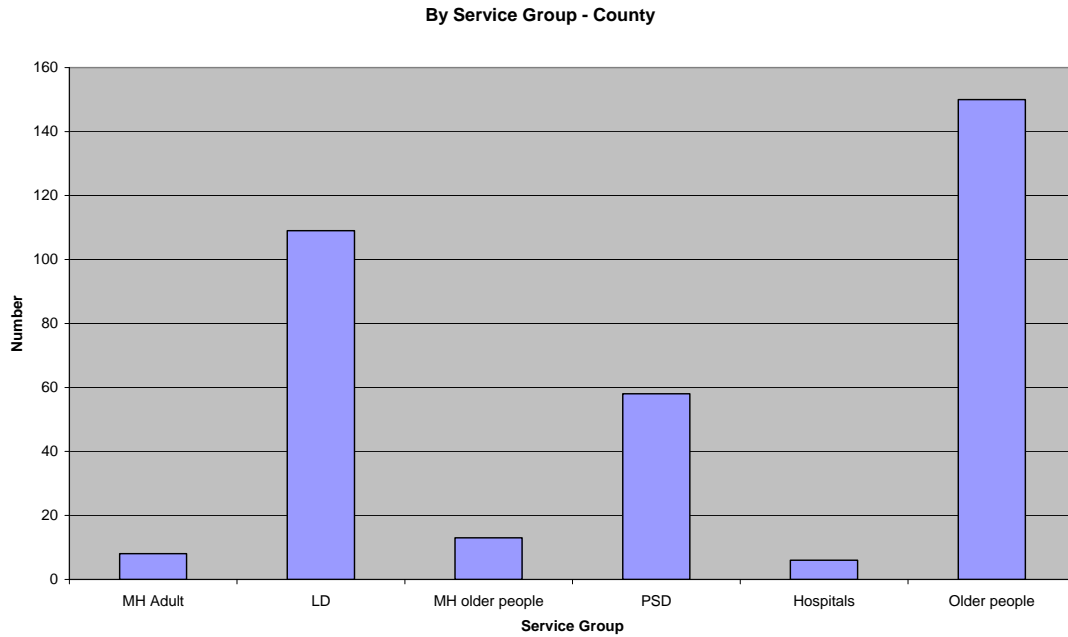


Chart 1b

Chart 2 a and b – Alerts by reported type of abuse

A significant proportion of the reports of physical abuse relate to domestic violence. This suggests a greater emphasis is required to engage with Domestic Violence Procedures with the Public Protection Unit of the Thames Valley Police and BCC Domestic Violence Coordinator. Risk assessment and management is now available through the MARAC (Multi-Agency Risk Assessment Conference) for severe cases of domestic abuse. The incidence of alerts regarding neglect is significantly below the level suggested by national research. Reasons for this will be investigated, jointly with BCC’s contracts unit and NHS partners, during 2008/2009.

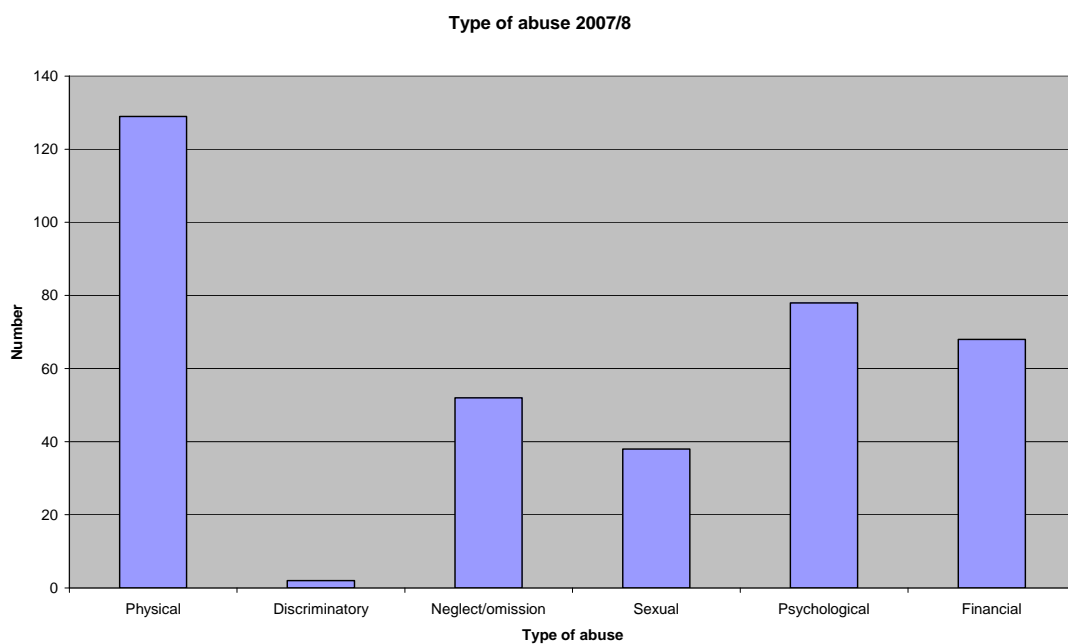


Chart 2a

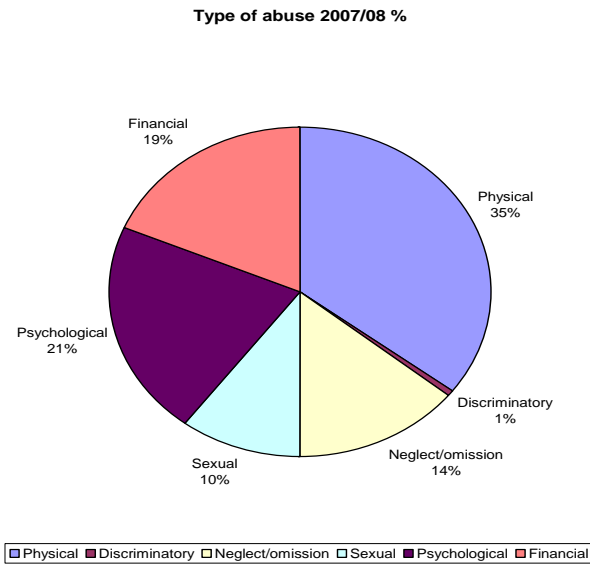


Chart 2b

Chart 3 a and b – Location of reported alerts

The majority of reports have consistently related to concerns of abuse occurring within the vulnerable person's own home. In 2007/2008 this has shown a marked increase. We do not anticipate any downturn in this trend. The County Council's bEAM (because Every Adult Matters) initiative is designed to widen the network of visitors received by vulnerable adults living at home. We anticipate that this relief from aspects of isolation will help turn existing closed relationships into more open ones, with a higher likelihood of suspicions of abuse being reported.

Some of these figures need to be viewed in context, particularly with regard to people living in "supported living" settings where the concern is properly recorded as occurring within the person's own home. Services offered through Supporting People in Buckinghamshire are part of the ongoing Service Audit.

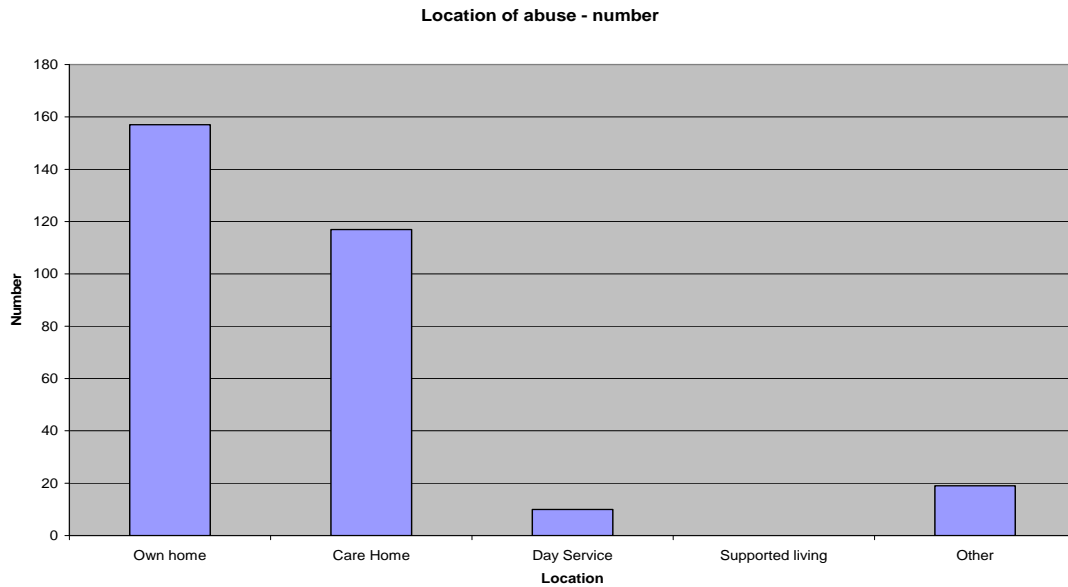


Chart 3a

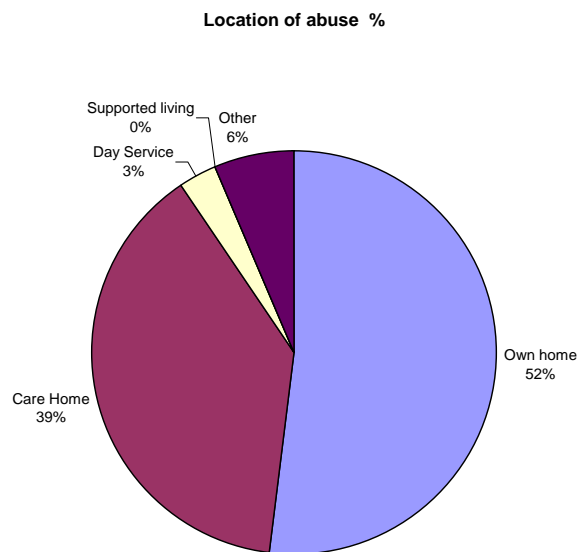


Chart 3b

Chart 4a and b – Outcomes of Safeguarding Inquiries and Investigations

During 2006/2007, of the 247 alerts, 21 (8.5%) were found to be substantiated, 134 (54.3%) unsubstantiated and 92 (37.2%) unresolved. Performance on completing cases improved during 2007/2008, with 28%

substantiated, 65% unsubstantiated and only 7% not resolved following investigation. We will seek to at least maintain this level of performance.

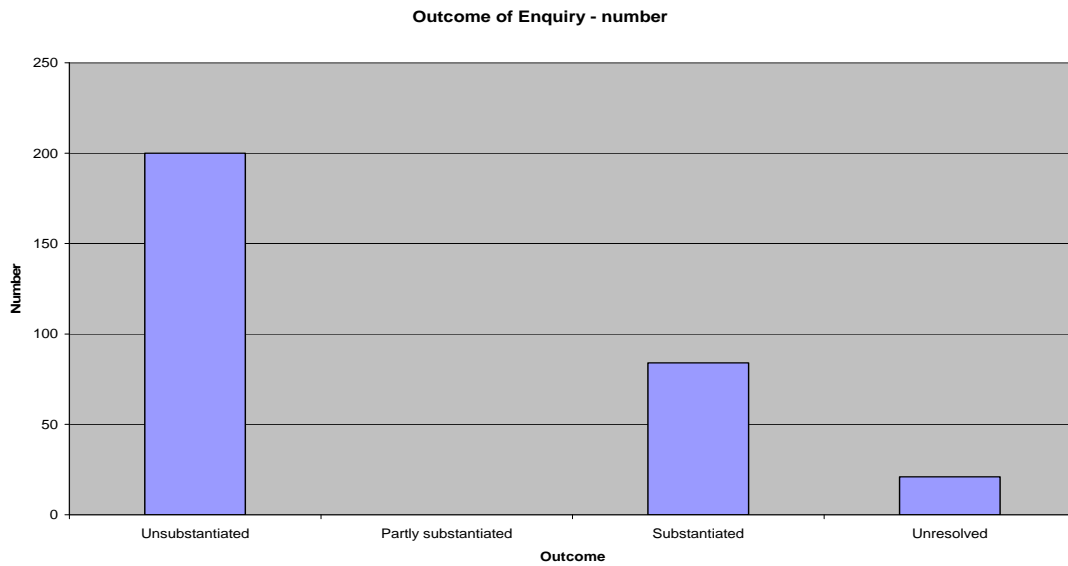


Chart 4a

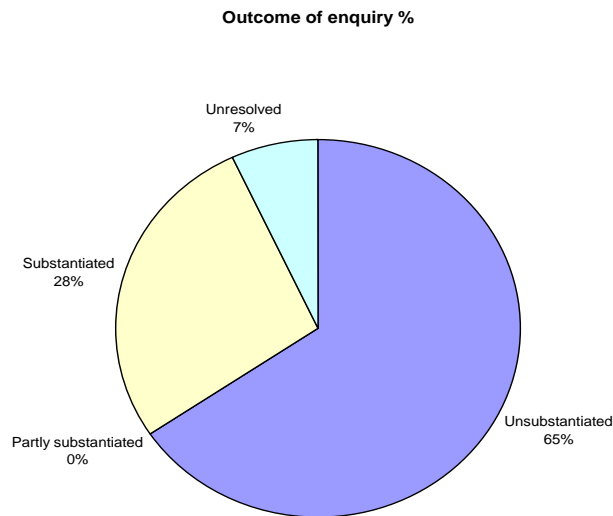


Chart 4b

Charts 5 a and b – Alerts received by age

Numbers of alerts in each age band were remarkably consistent, while there was a clear peak in the 80 – 89 years band. The peak of alerts for people in their 80s is in line with national data, but the fairly uniform incidence in other age bands is not. We will continue to collect and monitor this data to ascertain whether this is a statistical “blip” affecting a single year or a factor that requires further detailed analysis.

Alerts by age

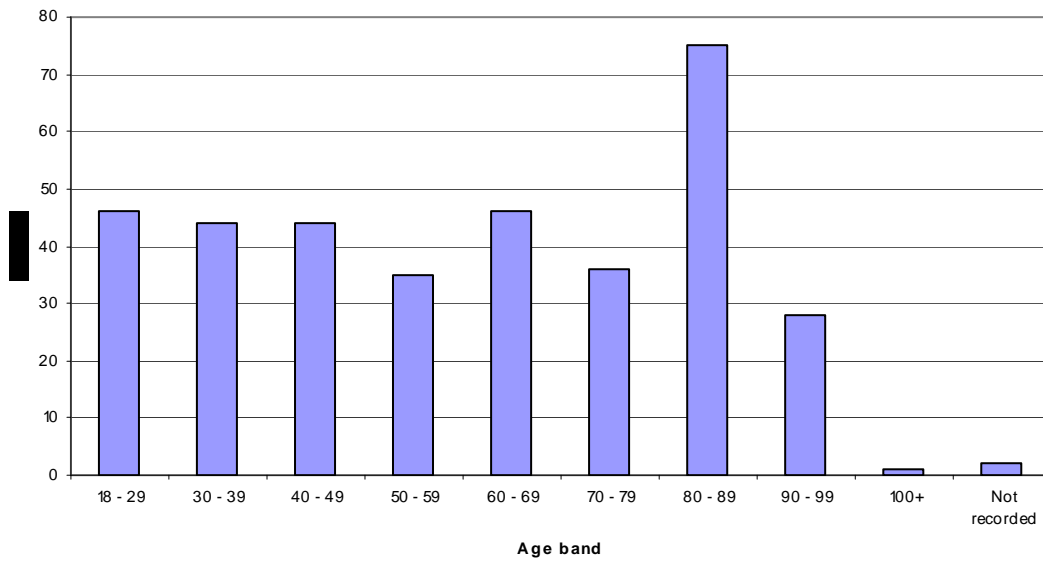


Chart 5a

Alerts by age (%)

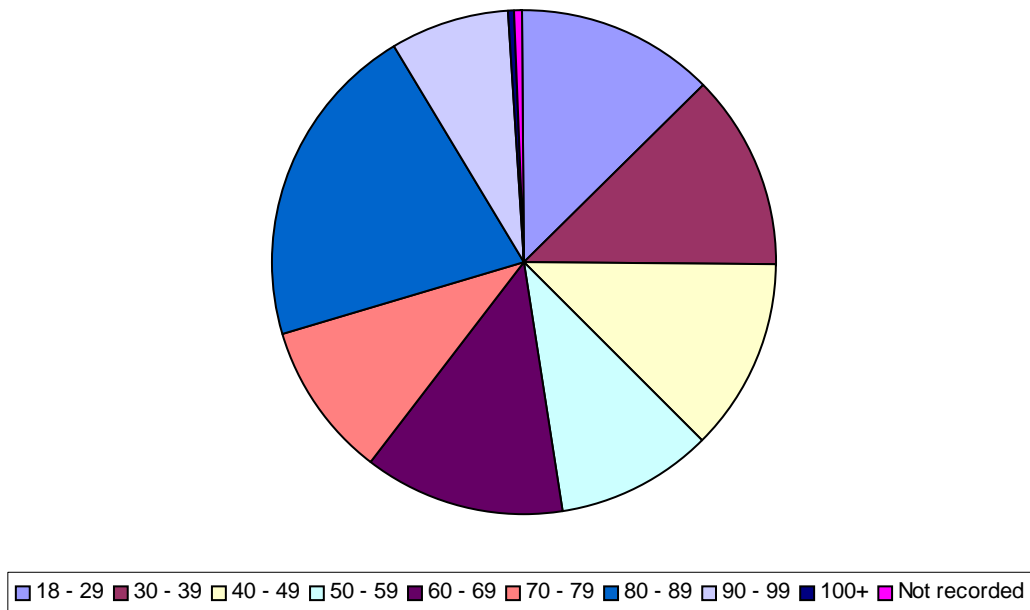


Chart 5b

Charts 6 a and b – source of alert

The majority of alerts continue to come from independent sector providers, followed by those generated by Buckinghamshire County Council. This is broadly in line with expectations. The number of alerts from primary and secondary health sources is low, and further work on ensuring that concerns are being properly reported will be undertaken during 2008/09.

Source of alert

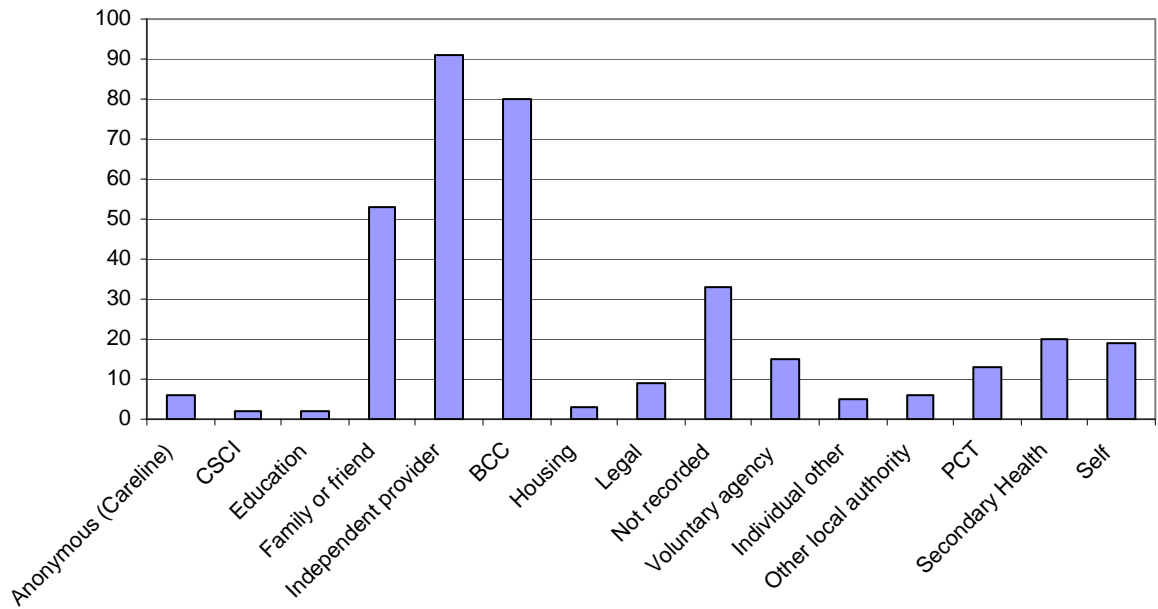


Chart 6a

Source of alert (%)

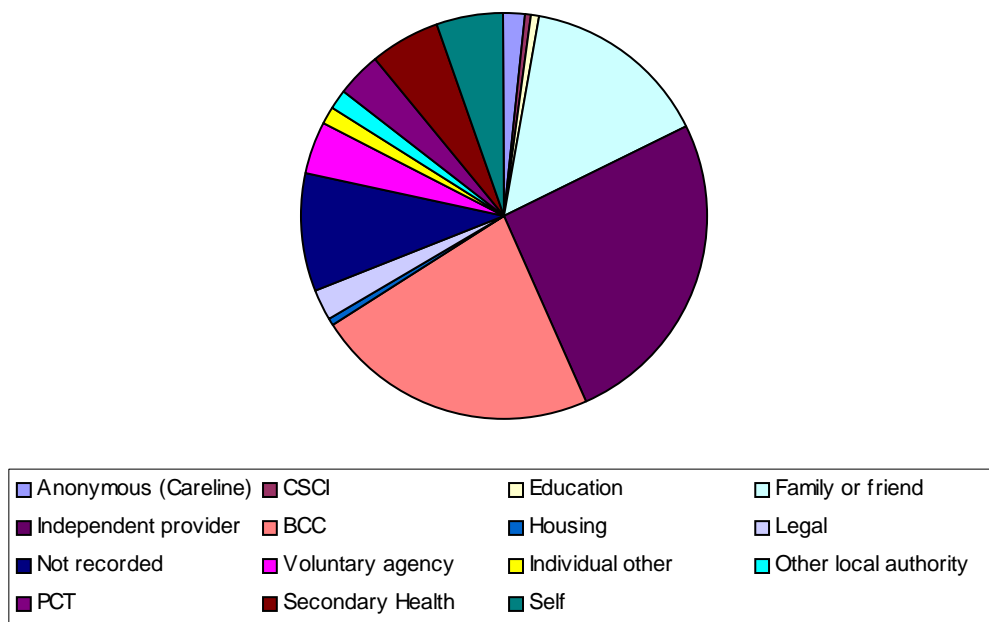


Chart 6b

**Membership of the Buckinghamshire Safeguarding Vulnerable Adults Board
at 31 March 2008**

Title	First Name	Last Name	Job Title	Company
Mr	Donald	McPhail	Independent Chair	
Cllr	Patricia	Birchley	Councillor	Buckinghamshire County Council
Ms	Chris	Daltry	Human Resources Manager	Buckinghamshire County Council
Mr	Peter	Cullimore		Buckinghamshire Domiciliary Care Association
Ms	Anne	Eden	Chief Executive Officer	Buckinghamshire Hospitals NHS Trust
Mr	Stuart	Townsend	Head of Older People Community Services	Buckinghamshire Primary Care Trust
Ms	Rachel	Rothero	Commissioning Manager	Buckinghamshire County Council
Ms	Sandra	Lemon		CSCI
DCI	Yvonne	Hitch	Crime Manager	Thames Valley Police
Mr	Steven	Tredwell	Housing Manager	Vale of Aylesbury Housing Trust
Mr	Kerry	Stevens	Head of Service Provision Adult Social Care	Buckinghamshire County Council
Ms	Alison	Bussey	Director of Operations, Buckinghamshire	Oxfordshire and Buckinghamshire Mental Health Trust
Mrs	Dot	Evans	Service Manager, Older People	Buckinghamshire County Council
Mr	Leon	Ferreira	Director of Care	Fremantle Trust/BACH
Mr	Richard	Kingston	Safeguarding Adults Manager	Buckinghamshire County Council
Mr	Stuart	Mitchelmore	Service Manager, Learning Disability	Ridgeway Partnership Trust

Buckinghamshire Safeguarding Vulnerable Adults Board

Terms of Reference

The Board will promote the independence, choice, dignity and the individuality of vulnerable adults in all aspects of the work of the Board. In particular it will:

1. Monitor the effectiveness of organisations' implementation of their responsibilities in relation to the safeguarding of vulnerable adults as detailed in 'No Secrets'
2. Ensure that there is communication with the public to develop awareness of the safeguarding of vulnerable adults and to provide information on how to access services to secure their safety and the safety of others.
3. Develop policies and procedures for safeguarding the welfare of vulnerable adults in Buckinghamshire.
4. Ensure that systems are in place to identify and support the safety of all vulnerable adults, including those who are in receipt of Direct Payments, who have individual budgets to provide care and who are privately funded.
5. Develop and implement a training strategy to meet the training needs of staff across all agencies to work effectively together to safeguard vulnerable adults.
6. Develop standards for the recruitment and supervision of persons who work with vulnerable adults and monitor their implementation and compliance
7. Ensure that systems are in place in all agencies for the investigation of allegations of breaches of safeguarding practices concerning persons working with vulnerable adults and to monitor compliance with procedures.
8. Ensure that the work of the Safeguarding Vulnerable Adults Board addresses the diverse needs of vulnerable adults from all communities in Buckinghamshire.
9. Monitor and evaluate the effectiveness of what is done by the Local Authority and board partners individually and collectively to safeguard vulnerable adults and advise them on ways to improve.
10. Participate in the local planning and commissioning of adult services to ensure that they take account of safeguarding vulnerable adults.
11. Formally report on its work to Buckinghamshire County Council's Strategic Director for Healthier Communities and Adult Services. Reports will also be made to Buckinghamshire's Cabinet Member for Adult Social Care, who will decide on issues to be reported to Cabinet. An annual report will be made to the Adult Services Overview and Scrutiny Committee of the Council.
12. Undertake serious case reviews in accordance with the Board's serious case review policy.

Buckinghamshire Safeguarding Vulnerable Adults Board

Forward Plan 2008-09

The ultimate purpose of the Board's activity, along with that of the Partner Organisations, is to reduce and eventually eradicate the abuse of vulnerable adults. We recognise that this is a long-term aspiration, and this forward plan represents the steps we will take during this year.

Category	Item	Responsible	Due Date	Comments
Management Information	The Board should agree and implement robust governance, performance management and quality assurance arrangements to achieve the key outcomes of keeping people safe. These should include the following: <ul style="list-style-type: none"> • formalised council scrutiny; • effective sub-group infrastructure; • practice monitoring; • case files and electronic records keep contemporaneous notes of all key actions; • data collection and performance analysis; and • outcome measurement 	Board	End October 2008	Overall plan to be agreed at Board Development Day. Individual developments may take place sooner.
	Accurate data should be collected regarding the quality as well as the quantity of investigations and should be extended to include recording wider safeguarding incidents and better interpretation of trends.	RK/DE	End July 2008	Key issues for data collection are for BCC to implement.
	Safeguarding leads should hold annual quality audits of safeguarding case records and practice, and feed back their findings to practitioners.	RK/DE	Immediate	Safeguarding Team includes audit component to further this work

Category	Item	Responsible	Due Date	Comments
	The council and its partners should ensure that people who use services and carers contribute fully to the monitoring and development of safeguarding work.	RK/DE	September 2008	Report to Board in September in involvement of Service Users and Carers
Board Development	Secure proportionate investment – in cash and in kind - by key agencies to support inter-agency work	Board	June 2008	Report to June Board to pave the way for this development
	To further develop formal links with relevant statutory agencies, including the Community Safety Partnership and the Children's Safeguarding Board	Board/RK	July 2008	
	To develop joint arrangements with the Children's Safeguarding Board regarding those young people at the stage of transition from adolescence to adulthood	RK/Children's Safeguarding Manager	Report to both Boards by October 2008	
	The Safeguarding Board will arrange a planning day to develop multi-agency performance indicators and targets, and to help ensure consistency across the partnership.	RK/DE	October 2008	Planning/team building day agreed for October
	The Safeguarding Adults Board should strengthen its leadership role to ensure the proper level of engagement of partner organizations so that safeguarding activity is supported by all agencies.	Board/RK/DE	Ongoing	
	The Adult Safeguarding Board should strengthen the specific commitments of partner agencies within the inter-agency adult safeguarding procedures and implement a structured system of compliance monitoring to ensure minimum standards of performance.	Board Members	Ongoing	
	Statutory bodies will be encouraged to name Member or Board level safeguarding champions to provide representation at the highest levels within local authorities and NHS Trusts.	DMcP/RK to co-ordinate	June 2008	Already in hand

Category	Item	Responsible	Due Date	Comments
	World Elder Abuse Day on June 15 th 2008 will be marked in Buckinghamshire by staffed publicity stands in three shopping areas across the county: Aylesbury, Wycombe and Amersham .	RK and Team	June 2008	Done
	To ensure that the Policy and Procedures sub committee keep the revised policies and procedures under review and report back on any changes required in the light of operational experience by 31 st March.	P&P sub committee	March 2009	
	To ensure that the views of service users and carers are directly represented to the Board	DE/RK	Report to Board by October 2008	
	To examine the relationship between the Safeguarding and Mental Capacity Act/Deprivation of Liberty activities and to make appropriate recommendations about their coordination.	MCA sub committee	July 2008	
Training	Assist the Training sub committee to achieve all training targets, including those for SWIFT training, and 100% coverage of training provision and updating according to agreed schedules.	Training sub committee	Ongoing	
	Ensure that team 'champions' have the required competencies and support in place to best deliver their roles.	Training sub committee	Plans in place by September 2008	
	The Training sub committee should ensure that appropriate training and guidance is given to: <ul style="list-style-type: none"> • advocates who are dealing with safeguarding issues • all lead investigators • HIV/AIDS and Drug and Alcohol Services' staff. 	Training sub committee	Plans in place by September 2008	
	Promote risk management, prevention and protection planning through training for staff and managers	Training sub committee	Plans in place by September 2008	
	A Safer Recruitment training workshop for employers will be available	Employment and Training sub committees	October 2008	

Category	Item	Responsible	Due Date	Comments
	Establish scope for more police involvement in multi-agency training, and greater understanding of police practice around evidence gathering and prosecutions, including in allegations of 'professional abuse'	Training sub committee	Plans in place by September 2008	
Public Information	Produce material on 'Staying Safe' in Easy Read format, to include out-of-hours contact details, and disseminate this widely.	RK/DE	June 2008	Agreement to reproduce Waltham Forest's leaflet
	The council and its partners should widely promote awareness of safeguarding adults' issues so that local people are aware of the steps they can take to reduce risk and how to report concerns.	RK/DE	June 2008	Already drafted – to be published following June Board
	The council and its partners should ensure that public information about safeguarding including leaflets and the council's website are accessible and conform to best practice standards.	RK/DE	July 2008	
Carers	The council should ensure that its safeguarding processes are applied to protect vulnerable carers who are being harmed by the people they care for.	RK/Wilf Fox	September 2008	New draft contracts for carer support make safeguarding for carers explicit
Individual Budgets and Direct Payments	Ensure that the next annual review of safeguarding policies and procedures provides guidance on the identification and management of additional risks associated with direct payments and self directed care.	RK/Direct Payments Team/DE/Kerry Stevens	October 2008	
	Managers should better protect people who have self-directed care by: <ul style="list-style-type: none"> ▪ examining the tensions between their general duty of care to ensure the safety of vulnerable people and the freedoms given by self-directed care; ▪ ensuring that those people have a review after the first three months and six months of the self-directed care arrangements. 	RK/Service Managers/Kerry Stevens	October 2008	

Category	Item	Responsible	Due Date	Comments
	To make Safer Recruitment guidance available to all service users who are in receipt of individual budgets or direct payments.	Employment sub Committee	Report on process required by October 2008	
Human Resources	Review the operation of Human Resources systems to ensure longstanding, new, promoted and transferred staff in eligible posts across the partnership are properly checked for work with vulnerable adults.	Employment sub Committee	Ongoing	
	To ensure that appropriate guidance for the new Vetting and Barring/Monitoring Scheme is provided for implementation by all organisations involved in the partnership	Employment sub Committee	Ongoing	
	Produce a policy on allegations against staff for the Board to endorse and for implementation within individual organisations	Employment sub Committee	Report on implementation to October Board meeting	
	Identity checking – liaise with Home Office to define regulations and processes for authenticating identification and provide guidance for the partnership	Employment sub Committee	September 2008	
	To produce guidance for staff of all agencies on minimising the potential for misinterpretation of their actions.	Employment sub Committee	October 2008	
Commissioning and Contracting	Ensure more explicit mention of safeguarding and training policies in its contracts with providers, including Supporting People contracts	RK/Rachael Rothero/PCT	September 2008	
	Amend all contracts to include expectations about safeguarding practice	RK/Rachael Rothero/PCT	January 2009	
	The council should examine the possibility of enhancing its range of short breaks/respite services so that carers have regular support and that appropriate ‘places of safety’ and support services are developed.	RK/Rachael Rothero	January 2009	

Appendix 4

Buckinghamshire Safeguarding Vulnerable Adults Multi-Agency Training Strategy

Summary

The full document is available on the Buckinghamshire County Council website.

Purpose and Scope of the Training Strategy

The Safeguarding Vulnerable Adults Training Sub Group has developed this strategy. It sets out the training required to raise awareness of abuse and effectively implement the Safeguarding Vulnerable Adults procedures.

The full document sets out:

- ◆ Training Pathways: the order in which the training needs to be undertaken, with an indication of who should undertake which modules of training
- ◆ A training template: the content, outcomes and standards required for each module of training

Organisations signed up to the Buckinghamshire Vulnerable Adults procedures should use this information to

- ◆ identify and set out training pathways for their staff
- ◆ organise staff training, with reference to the modules, to ensure staff have the appropriate skills and knowledge to raise awareness of abuse and respond in accordance with their role, organisational requirements and the multi-agency procedures

It is the responsibility of each partner agency to meet the requirements set out in this training strategy to ensure that staff receive the appropriate training to understand and carry out their role in Safeguarding Vulnerable Adults.

The Training Strategy will be reviewed annually.

Training Provision and Funding

At the present time there is no multi-agency budget for Safeguarding Vulnerable Adults Training and therefore training needs to be funded by member agencies themselves. The training sub group has recommended that a multi-agency training budget is established.

The training sub group and the Safeguarding Manager can provide additional guidance on training to member organisations. Buckinghamshire County Council may offer places on their courses to member agencies where this is feasible and where multi-agency training is more appropriate. There may be a charge for this. There is a budget (grant) for SVA training in the Private, Voluntary and Independent sector; this programme of training is organised and administered by Buckinghamshire County Council.

There are standardisation meetings to support trainers delivering module one: Core (Awareness) training and module two: Responding to Alerts trainers. This is funded and administered by Buckinghamshire County Council.

The group is exploring training for carers and service users. Standard SVA evaluation forms and trainer feedback forms are available for use.

Context

No Secrets (DoH 2000) and Safeguarding Adults (ADSS 2005) place a strong emphasis on the prevention of abuse as a primary aim for service providers and regulators, and robust procedures being in place to address situations where abuse is suspected or has been found to have taken place.

Training therefore needs to:

- ◆ Increase awareness of what abuse is, so that staff at all levels can recognise how they can contribute to minimising abuse, whether through improving their communication skills, observational skills, revising policies and practice or recognising where their own behaviour or practice could contribute to abuse taking place
- ◆ Inform staff of their respective roles within the Multi-agency protocol
- ◆ Improve skills for investigating situations of abuse
- ◆ Improve skills in working with people who have been or are being abused
- ◆ Ensure managers are aware of their responsibilities in respect of Safeguarding Adults.
- ◆ Promote Interagency working

Summary of Modules within the Training Strategy

Module	Training	Intended for	Pre-course requirements
1.	Core Training	All staff with service user contact	None
2.	Responding to Alerts of Abuse: Procedures and Responsibilities	All staff who may have an alert of abuse reported to them	Module 1
3.	Responding to Alerts of Abuse: Skills Development		Modules 1 & 2
4.	Convening and Chairing Strategy Meetings and Case Conferences	Managers who have this responsibility within the Protocol	Modules 1 & 2
5.	Note-Taking	Administrative staff who are involved in convening and taking notes at strategy meetings and case conferences	None
6.	Investigators Training	Staff responsible for conducting Safeguarding Adult investigations	Modules 1 & 2 Experience in role
7.	Annual Briefing for Managers	To update managers on SVA developments	None
8.	Safer Recruitment	Staff involved in the recruitment process	None
9.	Train the Trainer	Staff who deliver Core training in-house	Module 1

E-Learning

The group have agreed on the Kwango package of e-learning and are currently exploring customising this package for Buckinghamshire.

Training Pathways

To set out training pathways for their staff, organisations need to first identify, in consultation with the Safeguarding Manager, which staff within their organisation hold which responsibilities in relation to the Safeguarding Vulnerable Adults Procedures.

Organisations can set out the training pathways for particular groups of staff by selecting the appropriate training modules, taking account of pre-course requirements and the identified SVA responsibilities for that group of staff.

The content for each module assumes that any pre-course requirements would be met.

There is a pre-course questionnaire available for use with staff who have completed their core (module 1) learning outside of the framework of this strategy. It is the responsibility of line managers to refer to this questionnaire to ensure that staff have the required level of knowledge before putting them forward for higher level modules.

Additional information can be provided to assist member organisations in planning their training and in assessing whether the training they have in place meets the requirements laid out in this document.

Updating training will be provided for all staff every two years at the highest level attained.