



Portsmouth Safeguarding Adults Board



**2016 – 2017
Annual Report**

Portsmouth Safeguarding Adults Board is funded by:



Working in partnership with:



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Statement from the Independent Chair



I am very pleased to introduce this Annual Report from the Portsmouth Adults Board (PSAB). The Annual Report shows how the PSAB has delivered on the areas of work previously identified as priorities for 2016/17. This is important because it shows what the Board aimed to achieve and what was actually done both as a partnership and through the work of participating partners.

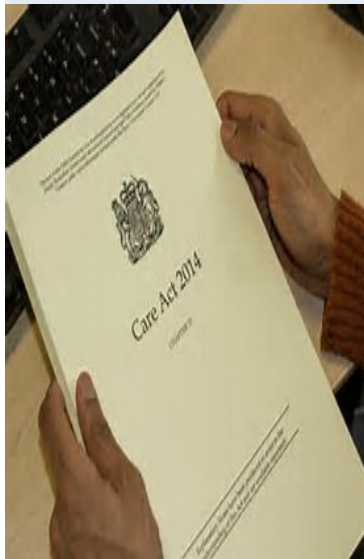
The report aims to provide a picture of who is safeguarded in Portsmouth, in what circumstances and why. Financial abuse of older people is a significant issue in Portsmouth and elsewhere and we are working with the trading standards and police to minimise this. We have heard nationally in recent years of cases where adults have suffered harm in care homes and hospitals and because of this we are working closely with partners to identify places where poor care may be happening.

I am very mindful of pressures on partners in terms of resources and time and am grateful to all those who have engaged in the work of the PSAB. I would like to acknowledge all the hard work that takes place on the frontline, and across the partnerships every day and you should feel proud of the contribution you make.

A handwritten signature in black ink, appearing to read 'R.S. Templeton'.

Robert Templeton,
PSAB Independent Chair

Introduction to the PSAB?



What Is Safeguarding?

“Safeguarding means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.”

Care Act (2014)

Who are we?

The Portsmouth Safeguarding Adults Board (PSAB) is a partnership of key organisations in Portsmouth who work together to keep adults safe from abuse and neglect. These include:

- Adult social care
- Health
- Emergency services
- Prison and probation services
- Housing
- Community organisations

The board has an independent Chair that can provide some independence from the local authority and other partners. This is especially important in terms of:

- offering constructive challenge
- holding member agencies to account
- acting as a spokesperson for the PSAB.



Our Vision

“Portsmouth is a city where adults at risk of harm are safe and empowered to make their own decisions and where safeguarding is everyone's business “



The Care Act 2014 sets out a clear legal framework for how local authorities and other organisations should protect adults at risk of abuse or neglect. Safeguarding Adults Boards are a legal requirement and work to the Department of Health's six principles of safeguarding:

Empowerment

- Presumption of person led decisions and informed consent.

Protection

- Support and representation for those in greatest need.

Prevention

- It is better to take action before harm occurs.

Proportionality

- Proportionate and least intrusive response appropriate to the risk presented.

Partnership

- Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Accountability

- Accountability and transparency in delivering safeguarding.

What is Abuse and Neglect?

The Department of Health gives the following as examples of abuse and neglect. However, as abuse and neglect can take many forms, local authorities should not be constrained in their view of what constitutes abuse or neglect, and should always consider the circumstances of the individual case.

Physical

- including hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions;

Sexual

- including rape and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting;

Psychological

- including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks;

Exploitation

- either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain;

Financial or material

- including theft, fraud, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

Neglect and Acts of Omission

- including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;

Discriminatory

- including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment; and

Institutional (or organisational)

- including neglect and poor care practice within an institution or specific care setting like a hospital or care home, for example. This may range from isolated incidents to continuing ill-treatment.

Safeguarding Duty

Under Section 42 of the Care Act, a local authority has a duty to make enquiries or cause others to make enquiries in cases where it has reasonable cause to suspect

- that an adult has needs for care and support (whether or not the local is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect and
- as a result of those care and support needs, is unable to protect themselves from either the risk of, or experience of, abuse or neglect.

Portsmouth has an Adult Multi- agency Safeguarding Hub (MASH). Hampshire Constabulary and Portsmouth City Council have created the MASH with a team of social workers and police officers working together who have direct links with colleagues in areas such as health, trading standards and children's safeguarding. The MASH manages a high volume of referrals.

Safeguarding Activity



A **concern** is a 'worry' raised regarding a person's safety.

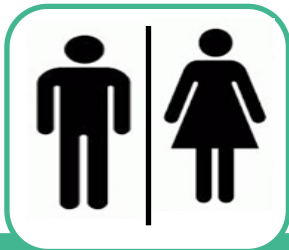
There were **1620** concerns received during 2016/17



An **enquiry** is what needs to be looked at to confirm a person is safe.

303 were deemed to require further input and were taken forward as enquiries

19% of concerns raised were taken forward as Section 42 enquiries. This is 3% less than the previous year. The number of S42 enquiries per 100,000 of the adult population in Portsmouth is lower than the average for comparator councils, the region and the national average. The PSAB has requested that work is carried out during 2017/18 to understand the reason for this.



Section 42 Concerns

Male
43%

Female
57%



Section 42 Enquiries

Male
44%

Female
56%



Source of Abuse – Completed Section 42 Enquiries

14% Service Provider
26 % Known to Individual
60% Unknown to individual



Location of Abuse – Completed Section 42 Enquiries

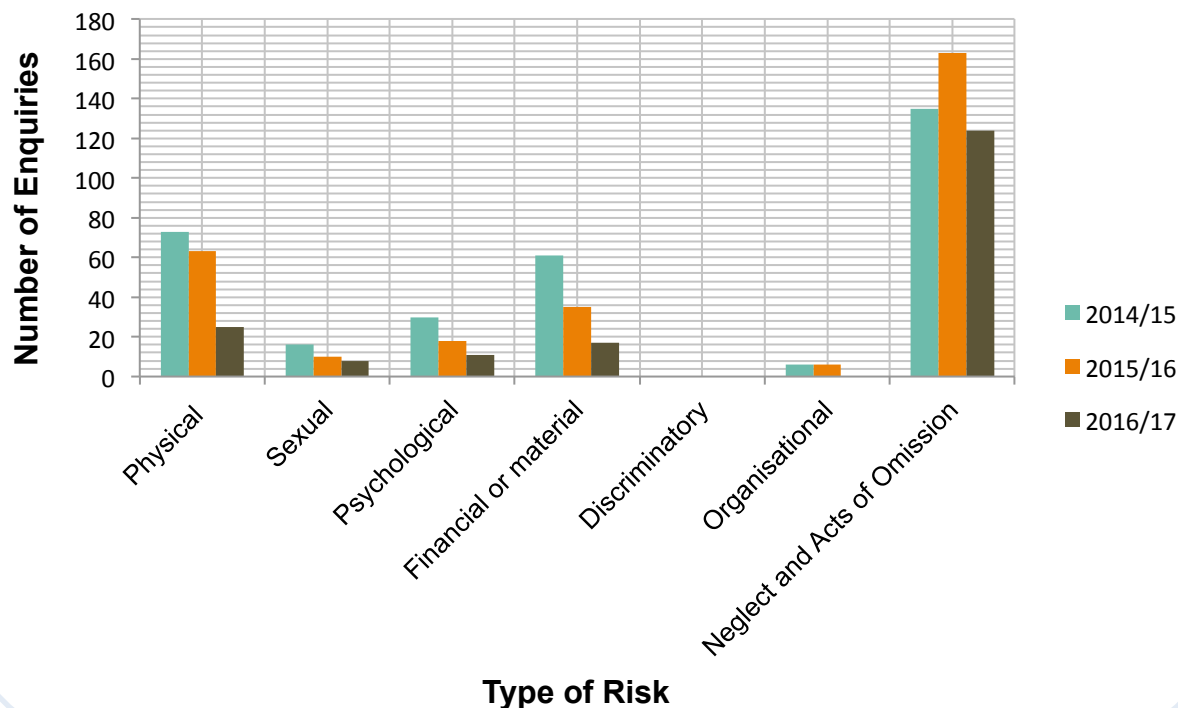
39% in own home
8% in a community service
13% in a residential care home
8% in a nursing care home
27% in an acute hospital
1% in a mental health hospital
4% in other settings



Age Range - Safeguarding Concerns :

39% 18 – 64 years
14% 65- 74 years
20% 75 – 84 years
22% 85 – 94 years
4% 95+ years

The graph below show counts of enquiries by type of risk:



How does the local data compare to the national picture?

The distribution of enquiries by type of risk is identical to that of the national picture with neglect and omission being the largest category and discriminatory being the smallest. However, we are aware that enquiries relating to financial abuse have decreased over the past two years and this is not in line with a general increase in financial abuse. Work needs to be carried out to understand what this data is telling us.

The 60% of enquiries show the source of abuse being unknown to the individual. However, this is not reflective of both the national and regional picture where most individuals know the source of abuse. Again, the PSAB is requesting that this is reviewed to understand the reason.

The breakdown of enquiries by gender is broadly reflective of the national picture and what we would expect to see.

A Safeguarding Example:

Safeguarding Concern

A woman with a diagnosis of a Learning Disability was sexually assaulted when doing voluntary work for a charity. Her mother was not satisfied with the charity's internal investigation and raised a safeguarding concern with the Portsmouth Adult MASH.



S42 Enquiry

Initial information gathering showed that a second incident had occurred and the risk had not been removed. The decision was made to undertake a safeguarding enquiry under Section 42 of the Care Act.



Making safeguarding Personal

The enquiry involved working with the individual in a way that she felt comfortable e.g. obtaining information from her over several shorter visits. The individual wanted the outcome to be able to continue volunteering without any further abuse.



Recommendations

On the balance of probabilities, the adult safeguarding team felt that the concern was substantiated and made recommendations to the charity to improve their safeguarding as they had many adults at risk volunteering with them.



Outcomes

The outcome was that the charity implemented more robust safeguarding policies and the individual and their family were provided with reassurances that the recommendations and desired outcomes had been met.



Progress against Priorities for 2016 -2017

In 2016 – 2017 we had four priority areas:

**1. Data -
knowing our
population**

**2. Learning from
Safeguarding
Adult Reviews**

**3. Workforce
development**

**4. Leadership
and Governance**

Priority 1: Data – Knowing our population

A multi-agency sub-group of the PSAB was chaired by the Ch. Supt. Prevention and Neighborhoods, Hampshire Constabulary and met throughout the year with colleagues from Public Health, Hampshire Fire and Rescue Service, NHS agencies and Portsmouth City Council. The group mapped the current data available relating to safeguarding and importantly, identified where there are gaps in the data. As a board, one of the focuses in 2017 -2018 is to ensure that a comprehensive data set is collected by the PSAB in order to understand the picture of safeguarding across the city, be aware of trends and be able to respond at a strategic level.

Individually, organisations have been striving to improve their knowledge and data. Hampshire Fire and Rescue Service (HFRS) have developed partnerships with Age UK and the Local Energy Advice Service Programme to identify adults at risk within the community. HFRS submit data to the PSAB on a quarterly basis.

During 2016/2017 Solent NHS Trust improved their data collection systems to ensure they record and understand the safeguarding themes and trends of their population. This includes data such as number of safeguarding concerns raised by Solent staff, the number of section 42 enquiries completed by Solent staff and types of abuse.

Hampshire constabulary submit quarterly data to the PSAB which includes information on incidents of hate crime, domestic violence and by type of abuse. Portsmouth City Council Safeguarding Team collect data on all section 42 enquiries as part of an annual statutory return.

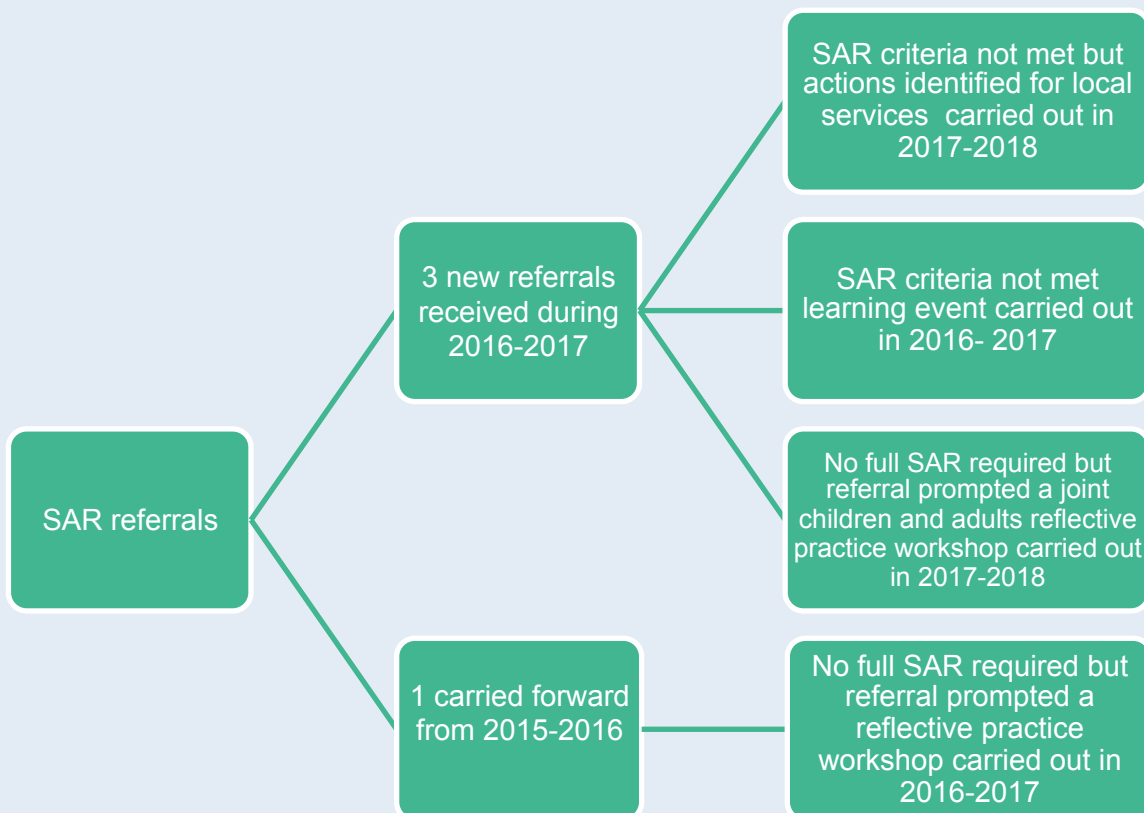
Priority 2: Data – Learning from Safeguarding Adult Reviews

The Care Act 2014 states that a Safeguarding Adult Review (SAR) must take place when:

"There is reasonable cause for concern about how the Safeguarding Adult Board, members of it or others worked together to safeguard the adult, and death or serious harm arose from actual or suspected abuse"

The PSAB has a SAR subgroup which is chaired by the Deputy Director for Quality and Safeguarding from NHS Portsmouth Clinical Commissioning Group. The group is a multi-agency group with members who have a specialist role or experience in safeguarding adults. The group met monthly during 2016 - 2017 and during this time reviewed and improved the SAR process including introducing a new decision making tool to support practitioners to recognise when it is appropriate to make a SAR referral.

Summary of SAR activity during 2016 - 2017:



In March 2017, the SAR sub-group started a pilot joining up with the Portsmouth Children Safeguarding Board's Case Review Committee to work together on cases which might involve both children and adult services. The pilot will be reviewed during 2017-2018.

The SAR sub-group held two multi-agency learning events for two separate SAR referrals which did not meet the criteria for a full SAR but the potential for learning was identified. Examples of some of the learning points or recommendations are improved transfer processes for people with mental health issues moving from one NHS Trust to another, the need to escalate if agencies are not sharing information appropriately, and the need to identify a lead professional in complex cases where multiple agencies are involved. Any strategic recommendations are taken to the PSAB and individual agencies are responsible for ensuring learning is disseminated throughout their organisation.

Priority 3: Workforce Development

One of the core functions of the PSAB is to lead on policy and strategy development for safeguarding adults. This provides frameworks, structure and guidance to support the workforce in their safeguarding responsibilities. During this year the PSAB formally adopted the Multi-Agency Risk Management Framework and the Allegations Management Framework. These have been developed in partnership with the Hampshire, Southampton and Isle of Wight Safeguarding Adults Boards.

Training is a key part of workforce development. During 2016-17, Solent NHS Trust recruited an additional Band 6 nurse whose remit was to focus on training. Since early 2017, the Adult Safeguarding Team have also been trainers in Workshops to Raise Awareness of Prevent, which aims to reduce the number of people becoming or supporting violent extremists. Monthly level 3 safeguarding training is offered within the Trust.

Hampshire Constabulary (HC) extended their training during 2016/2017 to include input for District Commanders on the Care Act 2014, Section 42 enquiries and professional development. HC have also provided training on the relevance of Adults at Risk and principles of Making Safeguarding Personal to frontline supervisors within the police. Hampshire Fire and Rescue Service ensured that all operational staff within the organisation in the Portsmouth Group area have received training on 'Making Every Contact Count'.

Healthwatch Portsmouth recognises the importance of safeguarding and that it is everyone's business. They train their staff, board members and other volunteers to understand the different forms of abuse and how to report concerns should any arise. This learning was applied when they undertook a visit to a residential care home in the city, as part of our wider programme of obtaining views of people using health and social care services. During the visit, concerns were raised over the well-being of a resident and these were reported to the care home management team and the Adults Safeguarding Team at Portsmouth City Council (PCC). PCC followed this matter up with the care home provider to ensure all correct protocols were in place to protect individuals in their care.



Priority 4: Leadership and Governance

During 2016 – 2017 the PSAB set up a Governance Group comprising of its statutory partners. The group met quarterly throughout 2016/17 and its membership includes the Chief Operating Officer (NHS Portsmouth CCG / PCC) , the Deputy Director Adult Services (Portsmouth City Council), the Ch. Supt. Local Policing Response & Control (Hampshire Constabulary) and the PSAB Independent Chair.

The function of the group is:

1. To ensure the PSAB has appropriate governance arrangements in place
2. To provide an executive decision making function to the PSAB
3. To ensure the PSAB is functioning in order to meet its aims and objectives
4. To ensure the PSAB meets its statutory duties under the Care Act 2014.

The statutory partners also fund the PSAB. Contributions for 16/17 were :

- Portsmouth City Council £32k
- NHS Portsmouth Clinical Commissioning Group £26k
- Hampshire Constabulary £11k

In addition to financial contributions, partner agencies contribute significant amounts of staff time to support the delivery of the Board's work programme, and to support training delivery. The Independent Chair of the PSAB reports to the Health and Well-Being Board and meets regularly with the Director of Adult Services and the Chair of the Safeguarding Children Board. Links are being established with the Safer Portsmouth Partnership. The Chair is also The Chair of the National Safeguarding Board Chairs Network, ensuring good links between the local, regional and national safeguarding agenda.

During this year the PSAB renewed its Terms of Reference and reviewed its membership to ensure appropriate representation to enable the PSAB to fulfil its duties.

Safeguarding Week

14th – 20th November 2016



One of the core aims of the PSAB is to raise awareness of neglect and abuse of adults at risk and how to report it. The Portsmouth Safeguarding Adults Board held a safeguarding week during November of this year to raise awareness amongst the general public and people working with adults at risk.

The PSAB worked with the council's libraries to have information stands across the city during the week. These had information on many different types of safeguarding issues and how to access help.

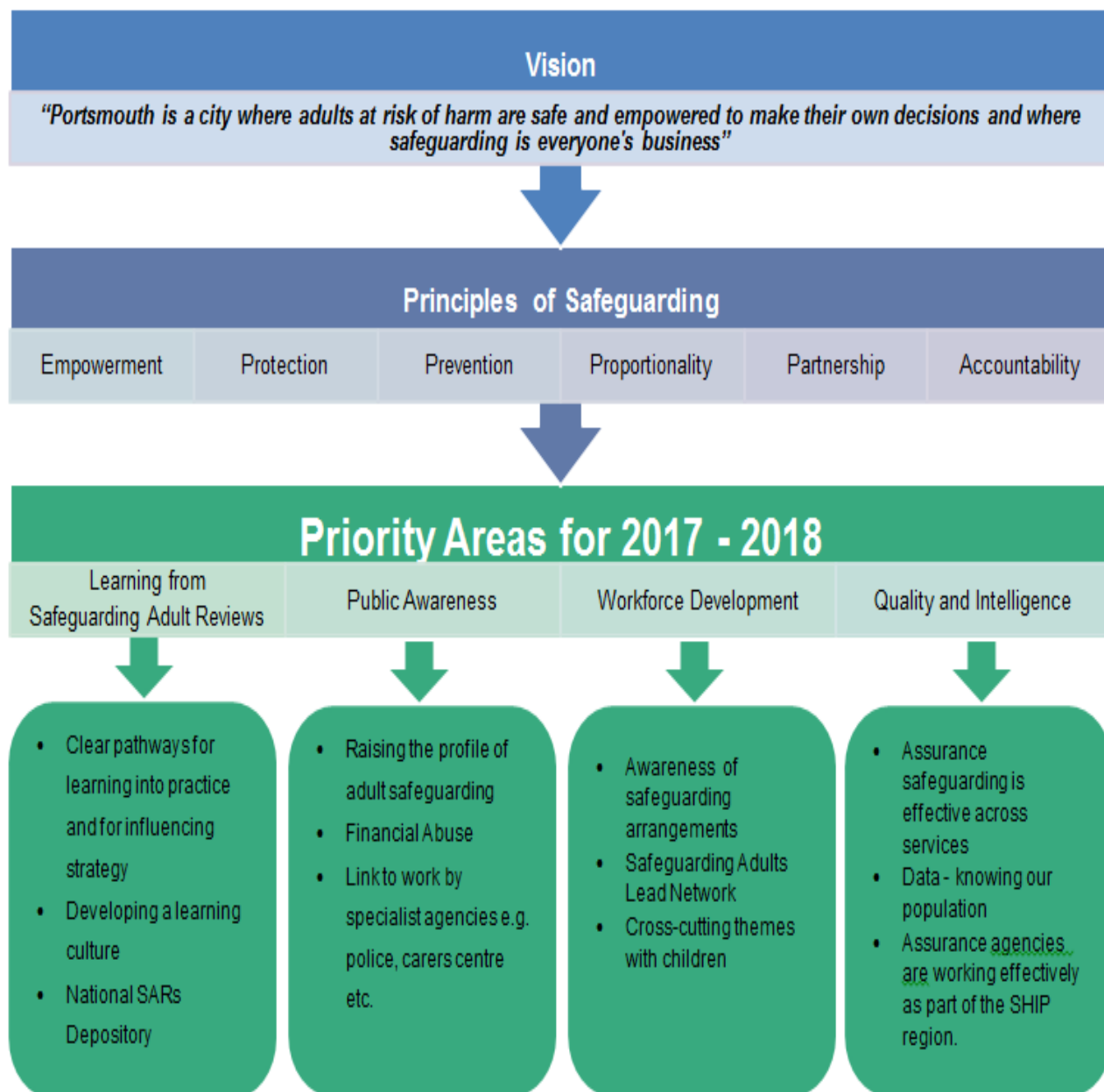
Events were held throughout the week. The PSAB, Portsmouth Hospitals NHS Trust and Hampshire Fire and Rescue Service had a full day information stand in the entrance of Queen Alexandra Hospital. Solent NHS Trust held similar events in St Mary's Hospital. Many partner agencies held additional learning and awareness raising events during this week such as an additional Prevent training session for frontline workers. Portsmouth City Council Safeguarding Team provided training to the Department of Work and Pensions on Self-Neglect.

The PSAB worked with the Portsmouth Safeguarding Children Board and PCC to put joint adult and children safeguarding messages in Portsmouth City Council's magazines that are distributed to all residents in the city and all pupils in Portsmouth schools.



Priorities for 2017 -2018

Portsmouth Safeguarding Adults Board Strategic Plan 2017 - 2018 Summary





If you are concerned
about an adult at risk:



call Adult Safeguarding
on
02392 680810

Get in touch with us:



02392 841786



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