

THIS ITEM IS FOR INFORMATION ONLY

(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting: Health, Wellbeing & Social Care Portfolio Meeting.

Subject: Adult Social Care Safeguarding Team

Date of meeting: 10th March 2022

Report by: Laura Ternofsky, presented by Andy Biddle

Wards affected:

1. Requested by

Cllr Jason Fazackarley, Cabinet Member for Health, Wellbeing & Social Care

2. Purpose

To give an overview of Portsmouth Adult Multi-Agency Safeguarding Hub, (Adult MASH) the safeguarding team at Portsmouth City Council

3. Information Requested

How the Council supports adults in need of safeguarding

4. Statutory basis for safeguarding activity

The legislation the safeguarding team works under is Section 42 of the Care Act 2014.

A Section 42 safeguarding enquiry is triggered when an adult:

- i) Has care and support needs as defined by the Care Act 2014 *and*
- ii) Is experiencing or at risk of experiencing abuse or neglect *and*
- iii) As a result of their care and support needs, is unable to protect themselves

Care and support needs are defined by the following eligibility criteria which is determined by the local authority

- Condition 1 - The adult's needs for care and support result from a physical or mental impairment or illness, not other circumstantial factors
- Condition 2 - As a result of their needs the adult is unable to fulfil two or more outcomes specified in regulation, including (but not limited to): maintaining personal hygiene, being appropriately clothing, managing toileting, making use of services in the community, maintaining a habitable home
- Condition 3 - As a result of being unable to achieve these outcomes, there is likely to be significant impact on the adult's wellbeing

The categories of abuse and neglect, as defined by the Care Act Statutory Guidance are:

- Physical abuse - *hitting, punching, scalding, force-feeding, use of restraint*

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- Neglect and acts of omission - *failure to provide food, medication, medical care*
- Domestic abuse - *physical violence, coercive behaviour, emotional, financial*
- Sexual abuse - *non-consensual penetration and touching, non-consensual photography*
- Psychological abuse - *intimidation, humiliation, enforced social isolation*
- Financial or material abuse - *theft, fraud, scams, misuse of benefits, misuse of Power of Attorney*
- Modern slavery - *human trafficking, domestic servitude, forced labour*
- Discriminatory abuse - *verbal abuse including derogatory remarks, denying rights*
- Organisational abuse - *insufficient staffing, lack of leadership, failure to respond to complaints, lack of dignity and respect*
- Sexual exploitation - *escort work, prostitution, pornography*
- Self-neglect - *lack of self-care to the extent it threatens safety, failure to seek help*

5. Service delivery in Portsmouth

The safeguarding team in Portsmouth receive safeguarding concerns via email and telephone calls from a wide range of sources including hospitals, care homes, members of the public, family members, emergency services, and councillors. These concerns are recorded and reviewed by the small team of qualified Social Workers. Social workers have access to a range of information including GP records and assess the concern against the Section 42 criteria described above.

If the concern meets the Section 42 criteria, an enquiry will be initiated. This will be allocated to the most appropriate person - ideally a keyworker, someone who knows the person. The safeguarding team will hold enquiries where there is no suitable alternative worker. The purpose of the enquiry is to review what action needs to be taken to reduce the risk to the adult, with the views and wishes of the adult being at the forefront.

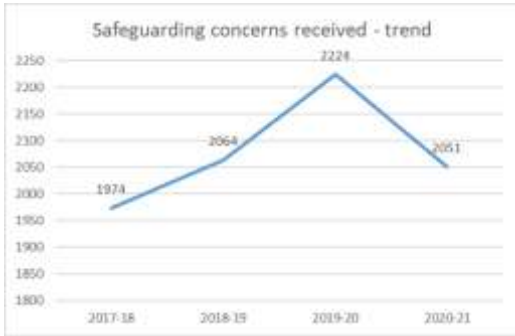
If the concern does not meet the Section 42 criteria but the risk is very high, a Non-Statutory Enquiry or the Multi-Agency Risk Management (MARM) framework may be initiated, both of which also aim to reduce risk. In cases where a concern does not initiate an enquiry or MARM, the team may signpost to other agencies, liaise with allocated workers to follow up on concerns, make referrals to other services, and give general safeguarding advice.

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6. Data, trends, national comparison

The number of concerns received by the team had been steadily increasing year on year until 2020-21 when there was a sharp decline in referrals during the initial lockdown period. Referral rates have now returned to normal rate and by the end of this reporting year, it is likely that the team will have received over 2,300 safeguarding concerns in 2021-22.



The most apparent theme in concerns has been an increase in concerns relating to self-neglect. In the last reported quarter (Q2 2021-22) concerns about self-neglect accounted for 16% of total concerns received.

Portsmouth has a higher number of concerns per 100,000 people than the national average - in 2020-21, Portsmouth had 1200 concerns per 100,000 people, compared to 1121 concerns per 100,000 people nationally. Portsmouth carried out 422 Section 42 enquiries per 100,000 people in 2020-21, compared to a national average of 343 Section 42 enquiries per 100,000 people.

In addition to safeguarding concerns, the team also receives notifications from the police (Public Protection Notice, PPN1) when officers are concerned about adults. PPN1s have been increasing in number over the last eighteen months, with 919 received in Q2 2021-22.

Covid impact

The team have experienced a fluctuation in the number of concerns received. During the initial lockdown period (Q1 2020-21) the number of concerns received was 31% lower than the number received in the same quarter the previous year.

Referrals received have tended to be more complex in nature, requiring more input from the team and a notable increase in referrals where significant self-neglect and associated issues including substance abuse have been apparent.

7. Case Study

The case study below highlights the use of the MARM (Multi-Agency Risk Management) Framework, safeguarding adults at risk who have capacity. This case study is included in the Portsmouth Safeguarding Adults Board annual report 2020-21.

Case study: MARM framework (Peter*)

Peter was a man in his 50s, living in homelessness accommodation in Portsmouth. He had a long history of substance misuse, self-neglect and had been diagnosed with a life limiting condition. Due to his complex needs, previous lack of engagement with support services, and the unsuitability of his current living situation, a MARM was initiated to bring all the people involved in Peter's care together to risk-assess and plan next steps.

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During his MARM, Peter was asked about his views and wishes. He said his main wishes were to be nearer to his family and that he did not want to die in homeless accommodation. A number of MARM meetings were held involving health professionals, social workers, housing officers and representatives from the local authority where Peter's family lived.

*The outcome of the MARM process was that Peter was assessed formally via a Care Act Assessment, a package of care was put in place, and thanks to cooperation between local authorities, Peter was moved to more suitable accommodation near his family, fulfilling his wishes.
Name changed to protect identity

8. Continual professional development and governance

In addition to triage and casework, the safeguarding team also provide outreach and education. The team offers bespoke training sessions covering topics such as Section 42 criteria, how to make referrals and consent to share information.

The team hold 'Virtual Safeguarding Clinics' every fortnight, offering staff from Adult Social Care and PCC Housing Neighbourhoods & Buildings colleagues the opportunity to speak to a practitioner about anything related to safeguarding adults. Various members of the team have been involved in Members Training, including social workers, managers and the manager of Portsmouth Safeguarding Adults Board (PSAB).

The team have a strong commitment to governance, holding quarterly governance meetings which include members of the management team and attendees from other agencies to ensure external oversight. The main focus of these meetings is to review the team development plan, and to review the findings of local audits. As well as participating in formal audits initiated by the Portsmouth Safeguarding Adults Board, the safeguarding team regularly independently audit aspects of the workflow to ensure quality and identify areas of learning. The most recent independent audit reviewed the accuracy of information included on case notes compared to the information given to managers when making a triage decision.

9. Conclusion

The work of the team conforms to the ASC strategy:

- Personalise care and support responses to individuals and their circumstances
- Work more collaboratively with communities and individuals to enable them to exercise choice and control
- Outcome focused services, that keep people independent and safe

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Signed by (Director)

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Appendices:**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location