

Leicester  
City Council

## **MEETING OF THE ADULT SOCIAL CARE SCRUTINY COMMISSION**

**DATE: TUESDAY, 22 SEPTEMBER 2015**

**TIME: 5:30 pm**

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ**

### **Members of the Committee**

Councillor Cleaver (Chair)

Councillor Bajaj (Vice-Chair)

Councillors Cutkelvin, Dawood, Halford, Joshi and Khote

One unallocated non-group place

### **Standing Invitee (Non-voting)**

Representative of Healthwatch Leicester

Members of the Committee are invited to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

#### **Officer contacts:**

***Kalvaran Sandhu ( Scrutiny Policy Officer)***

***Julie Harget (Democratic Support Officer)***

*Tel: 0116 454 6357, e-mail: [julie.harget@leicester.gov.uk](mailto:julie.harget@leicester.gov.uk)*

*Leicester City Council, Granby Wing, 3 Floor, CityHall, 115 Charles Street, Leicester, LE1 1FZ*

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## **PUBLIC SESSION**

### **AGENDA**

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#### **1. APOLOGIES FOR ABSENCE**

#### **2. DECLARATIONS OF INTEREST**

Members are asked to declare any interests they may have in the business to be discussed.

#### **3. MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting of the Adult Social Care Commission held on 4 August 2015 have been circulated and the Commission is asked to confirm them as a correct record.

#### **4. PETITIONS**

The Monitoring Officer to report on any petitions received.

#### **5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

The Monitoring Officer to report on any questions, representations or statements of case.

The following questions have been received from Philip Parkinson on behalf of Health Watch:

- 1) Has it been possible for the number of service users having their care packages reviewed to be increased?
- 2) Is there a means of knowing how many of the reviews resulted in an increase in support, a decrease or a maintenance of the current service?
- 3) Has it been possible to increase the number of people with dementia attending community based services?

**6. LEICESTER AGEING TOGETHER INITIATIVE**

The Commission will receive a verbal update from Mr Paul Bott from Vista on the Leicester Ageing Together initiative.

**7. ANNUAL REPORT OF THE LEICESTER SAFEGUARDING ADULT BOARD** **Appendix A**

The Director of Adult Social Care and Safeguarding submits a cover report which accompanies the Leicester Safeguarding Adult Board (LSAB) Annual Report for 2014/15. The Adult Social Care Scrutiny Commission is recommended to:

1. Note the LSAB arrangements in place to oversee safeguarding activity in Leicester;
2. Note the content of the Annual Report; and
3. Make any observations to the LSAB as a partnership or to ASC specifically regarding the delivery of safeguarding work.

**8. VOLUNTARY AND COMMUNITY SECTOR (VCS) ADVOCACY AND CARERS' REVIEW: PROGRESS UPDATE** **Appendix B**

The Commission will be asked to consider and give their views on a progress update of the VCS Advocacy and Carers' Review. A briefing note is attached at Appendix A.

**9. UPDATE ON THE ELDERLY PERSONS' HOMES PROJECT** **Appendix C**

The Director of Care Services and Commissioning submits a report which gives the Adult Social Care Scrutiny Commission an update on the progress of Phase Two of the Elderly Persons' Home (EPH) project. A verbal update on this will be given at the meeting to provide an up to date picture on the progress that is being made. The Commission is recommended to note the progress made on each aspect of the EPH project.

**10. MODELS OF COMMUNITY SCREENING AND ASSESSMENT: DRAFT SCOPING DOCUMENT** **Appendix D**

The Commission is asked to consider a draft scoping document for a scrutiny review into 'Models of Community Screening and Assessment'. The purpose and aim of the review is to establish whether a model of community screening and assessment would be appropriate in the city.

The draft scoping document is attached at Appendix D

**11. ADULT AND SOCIAL CARE SCRUTINY COMMISSION [Appendix E](#)  
WORK PROGRAMME**

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

**12. ANY OTHER URGENT BUSINESS**



## Report to Scrutiny Commission

Adult Social Care Scrutiny Commission  
Date of Commission meeting: 22<sup>nd</sup> September 2015

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### **Annual Report of the Leicester Safeguarding Adult Board**

Report of the Director of Adult Social Care and  
Safeguarding

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Leicester  
City Council

**Useful Information:**

- Ward(s) affected: All
- Report author: Ruth Lake
- Author contact details 37-5551 [ruth.lake@leicester.gov.uk](mailto:ruth.lake@leicester.gov.uk)

## 1. Summary

- 1.1. This cover report accompanies the Leicester Safeguarding Adult Board (LSAB) Annual Report for 2014/15, which is presented to scrutiny for their consideration.
- 1.2 This is the third Annual Report produced by the LSAB. It is a report of the partnership board that is responsible for ensuring adults in Leicester are safeguarded against abuse or neglect.
- 1.3 The Care Act 2014, implemented on 1<sup>st</sup> April 2015 created safeguarding adult boards as a statutory requirement for the first time (although Leicester has had board arrangements in place for many years).
- 1.4 The LSAB is not an independent board – it is a partnership of local agencies that have a role in keeping adults safe from harm through the delivery of high quality, safe services. The LSAB is independently chaired, currently by Dr David Jones.
- 1.5 There is a requirement on the Local Authority to lead the local safeguarding arrangements and to ensure the LSAB is in place. Specifically Adult Social Care is the lead agency for the oversight of safeguarding adult investigations, either by directly managing the process or by ensuring an investigation is managed by another agency, for example the NHS in investigating incidents within a hospital setting.
- 1.6 Following the Care Act implementation, there is now a requirement of safeguarding boards to produce an annual report and a business plan and to engage key partners in these.
- 1.7 The Scrutiny Commission plays an important role in providing challenge and seeking assurance that safeguarding practice is effective across the partnership and more specifically within ASC.



## 2. Recommendation(s) to scrutiny

2.1 The ASC Scrutiny Commission is recommended to:

- Note the LSAB arrangements in place to oversee safeguarding activity in Leicester
- Note the content of the Annual Report
- Make any observations to the LSAB as a partnership or to ASC specifically regarding the delivery of safeguarding work.

## 3. Supporting Information

Leicester Safeguarding Adult Board Annual Report 2014/15

## 4. Financial, legal and other implications

### 4.1 Financial implications

There are no direct financial implications arising from this report  
*Martin Judson, Head of Finance*

### 4.2 Legal implications

There are no direct legal implications arising from this report  
*Pretty Patel, Legal Services*

### 4.3. Climate Change implications

None noted

### 4.4 Equality Impact Assessment

4.4.1 Safeguarding activity, by definition, is focused on people who are unable to keep themselves safe from harm for any reason. This may be due to age, health or mental capacity. People may be at risk of harm due to societal issues such as hate crime and when accompanied by an ability to protect themselves this would result in a safeguarding situation.

4.4.2 Invariably therefore these people fall into one of the protected characteristics within the equalities framework. Having a clear structure for safeguarding within

the city and engaging partners in making improvements therefore has a positive impact on people from all protected groups.

4.4.3 The Annual Report includes statistics in relation to equalities matters, such as ethnicity age and gender. It should be noted that our local information on matters relating to people from Lesbian, Gay, Bisexual or Trans communities is limited and work is underway with LGBT support organisations to ensure that this information can be sensitively captured and used for equalities analysis / service improvement.

#### 4.5 Other Implications

N/A

#### **5. Background information and other papers:**

The link to the Annual Report for the prior year, 2013/14 is provided below for background information.

<http://www.cabinet.leicester.gov.uk/documents/s67472/Leicester%20Safe%20guarding%20Adults%20Board%20Annual%20Report%202013-14.pdf>

#### **6. Summary of appendices:**

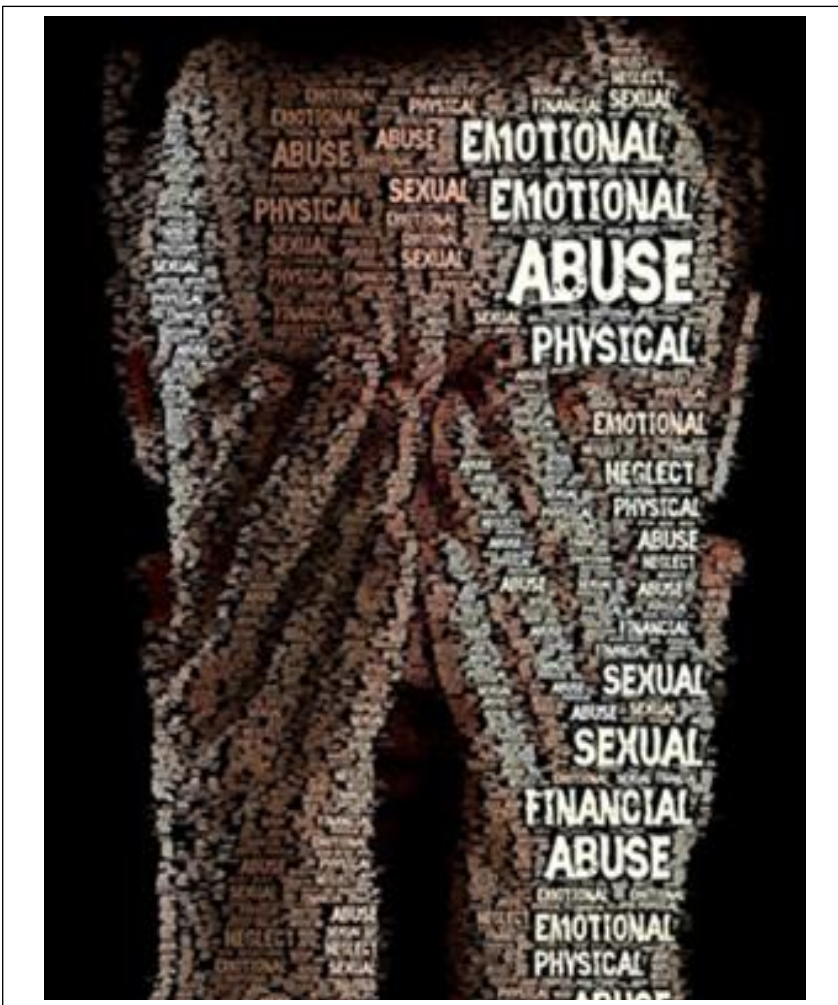
Leicester Safeguarding Adults Board Annual Report 2015/15

#### **7. Is this a private report ?**

**No**

Leicester  
**Safeguarding**  
Adults Board

Annual Report 2014-15



Leicester Safeguarding Adults  
Board Office Room 16, Conway  
Building  
Grey Friars,  
Leicester, LE1 5PH

<b>Steps towards publishing:</b>	
Delivery Group draft received	9.6.2015
Consultation with all relevant groups:	June 2015
Delivery Group final draft signed off	9.6.2015
LSAB content sign off	
Official launch date	

A draft annual report was considered by the Leicester Safeguarding Adults Board (LSAB) Delivery Group May 2015 and this final version was published on .....via the LSAB’s website and hard copies were circulated at the annual safeguarding board conference.

The term “LSAB” stands for Local Safeguarding Adults Board, although in a local context it is also taken to mean the Leicester Safeguarding Adults Board. In Leicester these terms are used interchangeably.

The Independent Chair wishes to thank contributors to the report:

- Ruth Lake, Delivery Group and Adult Review and Learning Group Chair
- Adrian Spanswick, Safeguarding Effectiveness Group Chair
- Sarah Taylor, Building Workforce Confidence Lead
- Jennifer Williams, Partnerships and Communication Lead
- Inderjit Jutla, Performance Officer
- Adam Archer, Partnerships, Planning and Performance Lead Officer
- Jackie Wilkinson, LSAB Interim Manager
- Barney Thorne- Leicestershire Police

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# 1. Foreword by the Independent Chair of Leicester Safeguarding Adults Board

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I am pleased to present my fifth annual report as Independent Chair of the Leicester Safeguarding Adults Board. The report relates to the objectives within our Strategic Plan. This has been another year of significant challenge for all agencies represented on the Board. All agencies have contributed to work to improve our services, especially in respect of the implementation of the Care Act 2014 and the accompanying statutory *Care and Support Guidance: Care Act 2014*. We launched our revised multi-agency adult safeguarding [procedures](#) to ensure that Leicester is fully compliant with the new Act. The Board membership has been reviewed in accordance with Care Act requirements and to maximise agency contributions to the board. We recognise that it is essential to receive feedback from those who experience safeguarding interventions or may need to do so. We have therefore approved a new participation and communication strategy to ensure that we hear from those affected in Leicester.

The national media has been full of discussion about standards of care in health and social care settings throughout the year. There has also been public debate focussed mainly on non-recent abuse in care settings, often by well-known figures, but some cases well publicised in the national media have involved more recent abuse. We are conscious of the need to provide evidence that services in Leicester are working effectively together and that people in the city are safe. This report includes evidence about the effectiveness of local services and the work we have been doing to strengthen our oversight of partnerships. Above all, we need to do our best to give people information about how they can seek help if they feel they are experiencing abuse or ill-treatment, whether they are at home, or in a hospital or care setting. The LSAB will have new leaflets and resources to help us to do this by the time this report is published.

A core responsibility of the Board is to be well informed about the safeguarding arrangements across all the agencies and communities of our City, to understand the strengths and weaknesses of the services provided and to challenge the service providers to make necessary improvements. This is essential if we are to sustain public confidence and protect individuals. The Board has been working hard to develop the different elements which are necessary to provide that assurance, including the statistics, individual file audits and evidence from practitioners. Above all we need to have good feedback from the public. In common with colleagues on other LSABs, we recognise that there is more to do to ensure this complex framework is in place and secure and this is a core element of our plan for 2015/16.

Our work takes place in a challenging national environment, with increasing inequality and growing pressures on individuals and families, increasing 'demand' in many areas, rising poverty and reducing budgets. The Board has been acutely aware of the impact of the government's welfare reforms on the income and housing of those who have least resources. I welcome the work of the City Council to provide support to those with greatest need and to mitigate the effects of poverty.

The Board wishes to encourage a climate in which all people have the opportunity to express their concerns and be treated with respect. The *Making Safeguarding Personal* initiative described within the *Care and Support Statutory Guidance DH 2014* will help us achieve a more outcomes focused approach to adult safeguarding work. Any person who experiences ill-treatment or abuse should feel able to talk to somebody about it and to seek help. Statistics show that many in our prisons and mental hospitals have suffered different forms of abuse in childhood or their adult lives. These experiences

sometimes result in problems with anger and anti-social behaviour. We do not condone anti-social behaviour but if we are to enable those who have experienced abuse to seek understanding and help, and to create a safer community for all, we must get behind the behaviour and show humanitarian concern and respect.

The Mental Capacity Act Deprivation of Liberty Safeguards (MCA DoLS) came into effect on 1st April 2009. On 19th March 2014 the Supreme Court made a judgement on two cases which affected our interpretation of the law. The ruling – in the cases of P v Cheshire West and Chester Council and P&Q v Surrey County Council - widened the criteria of someone who could potentially be subject to a Deprivation of Liberty reusing a new set of criteria what is known as ‘the acid test’. Since this judgement we have seen a national increase in the amount of referrals they receive in their teams to process and capacity to cope with this demand has been a difficulty for all councils. The Board are currently reviewing risk management on local DoLS activity.

We understand that the safety and wellbeing of all people in Leicester is a real concern to the whole community. We therefore welcome public scrutiny of our work. We recognise that there are continuing challenges. We have a professional and legal responsibility to take protective action to protect people and promote their welfare, but we cannot do this alone. We welcome comments and suggestions from the community about how we tackle those challenges. Safeguarding is everybody’s responsibility and we call upon people in Leicester to play their part in helping to create a safer community for all. If you have concerns, please contact the police, the city council adults’ services or any other agency known to you. We will do our best to listen respectfully and to follow-up your concerns appropriately.

I am required to give a personal report on the quality of safeguarding in the city and this overview forms chapter 2, which is in effect the Executive Summary of the following chapters.

I would like to thank all the members of the Board and our working groups for their commitment and achievements over the past year.

This is my 2<sup>nd</sup> term as Independent Chair. We are beginning the process of finding a new Independent Chair. I am grateful for the confidence placed in me and reaffirm my commitment to serving the families and people of Leicester to the best of my ability, always preserving my independence.

**Dr David N. Jones PHD, MA, BA, CQSW, RSW**  
**Independent Chair**



## 2. Executive Summary

### 2.1 Introduction

This is my fifth annual report on the work of the Leicester Safeguarding Adults Board (LSAB) and its member organisations. The Care Act 2014 requires each local authority to establish an LSAB within their area. This chapter is my personal report to the people of Leicester on the work of the Board during 2014-15. It is followed by chapters which present the supporting detail, recording the work of the Board, its working groups and many individuals from partner agencies. Our intention is to provide a rigorous and transparent assessment of the performance and effectiveness of local services, identify areas of weakness, the causes of those weaknesses and the action being taken to address them as well as other proposals for action'.

### 2.2 Statutory requirements of LSABs

The [Care Act 2014](#) created a new statutory framework for adult safeguarding; to clarify the roles and responsibilities of local authorities and other organisations. [Care and Support Statutory Guidance 2014](#) sets out how the Care Act will work in practice when the first phase of the reforms came into effect April 2015. The guidance is organised into eight main sections covering the key areas of the Care Act. These sections cover: general responsibilities and universal services, such as wellbeing, prevention, and provision of information and advice; assessment, eligibility and advocacy; charging and financial assessment; person-centred care and support planning; adult safeguarding; integration and partnership working; and moving between areas, both within local authorities and cross-border issues. The final section covers sight registers and transition to the new framework. Illustrative scenarios and case studies demonstrate how the guidance might be applied in practice. The LSAB has reviewed how we meet the requirements within the Care Act 2014; see table below:

What the Care Act says about Adult Safeguarding Boards:	What is currently in place?	Do we meet the standard?
Core membership consisting of the local authority, the local clinical commissioning group and the chief officer of police.	Board membership was reviewed to maximise engagement from agencies; this was approved and implemented December 2014.	✓
Appointment of a chair	In 2010 the LSAB jointly recruited an Independent Chair (with the LSCB) using a job specification outlining the skills and expertise required for the role	✓
A SAB must publish and regulate safeguarding procedures	Adult Safeguarding procedures have been updated across Leicester, Leicestershire and Rutland we published these April 2015.	✓



	LSAB has a constitution, values statement, protocols with related bodies and other key documentation, this has been reviewed and updated this year.	
A joint pot of funding by agencies should be created toward SAB work  SAB members may provide staff, goods, services, accommodation or other resources for purposes connected with the SAB	The LSAB is supported financially by a number of key agencies.  We are supported with accommodation and resources by the local authority (who hosts the board). Agencies have agreed to support the board by providing training resources / venues etc.	✓
A SAB must publish for each financial year its “strategic plan”	Every year we have reported progress against our strategic plan outlining the key objectives for the year and actions we will take forward to meet these.	✓
A SAB must produce an annual report and share this with a specific set of agencies.	Since its creation the SAB has produced an outward facing annual report.  The Independent Chair has met with all statutory chief executives within Leicester, formally presented the annual report and reviewed multi-agency cooperation.  The newly created Health and Wellbeing Board, Health-Watch, Police Commissioner, Mayor and Board members all received a copy of the 2014 LSAB Annual Report. The annual report is published on our website. The Independent Chair has bi-annual meetings with the City Mayor and the Assistant Mayor (lead member) for Adults and Older People.	✓
They must conduct Safeguarding Adult Reviews	The LSAB has in place an Adult Review and Learning Sub-Group. The group has reviewed terms of reference in 2015 to reflect the new terminology and Care Act requirements in conducting Safeguarding Adult Reviews. It has worked with neighboring boards to develop a framework which helps us take forward this work.	✓

## 2.3 National Picture: Developments in Adult Safeguarding:

During 2014-15 there have been a number of national developments alongside the enactment of the *Care Act* and *Care and Support Statutory Guidance* that have influenced, and will continue to influence, how locally agencies protect adults at risk in our area from harm and abuse, including:

### Serious Crime Act 2015

The Serious Crime Act 2015 received Royal Assent on 3 March 2015 and contains a number of wide-ranging provisions to pursue, disrupt and bring to justice, serious and organised criminals and gangs. Part 5 of the Act makes a number of distinct changes to the criminal law protecting girls from female genital mutilation and strengthening the protection afforded to victims of domestic abuse. Safer Leicester Partnership (linked closely with the LSAB) commission's specialist DV services for people of Leicester. Communication about the Serious Crime Act has been circulated to all service areas.

### Adolescent on Parent Violence and Abuse:

The Home Office published March 2015 guidance on adolescent to parent violence and abuse (APVA). Issues covered include: safeguarding, risk assessment with young people and safety planning [safeguarding-adults sharing-information](#). This document has been linked to our local multi-agency adult safeguarding procedures to inform staff.

### Making Safeguarding Personal: Report on findings 2013/14

The Local Government Association [making safeguarding personal report 2014](#) provides early learning from 43 councils who participated in the Making Safeguarding Personal (MSP) project 2013/14. The Making Safeguarding Personal initiative aims to develop an outcomes focus to adult safeguarding work. The findings identify the core benefits of Making Safeguarding Personal recognised by all 43 councils; what worked well for councils in adopting an outcomes focused approach; what councils considered were important to address to achieve a successful outcomes focus; and making the approach sustainable. During 2015, Leicester City Council established a steering group to take forward a local project to embed MSP.

## 2.4 The top ten achievements of the LSAB 2014/15;

2014-15 was another busy year for Leicester Safeguarding Adult Board and there continues to be many achievements to celebrate. The Board, Sub-Groups and partner agencies have worked together to ensure awareness of Safeguarding Adults is a priority and partnership working is effective, we;

1. **Launched our new multi-agency adult safeguarding procedures:** on the 1<sup>st</sup> April which are now available on-line. Definitions of abuse and neglect have been updated in line with Care Act 2014. Staff helped us review procedures

locally and we have listened to what they had to say; there are case-study examples to illustrate good practice areas and they are designed to be user friendly.

2. **Delivered our 3<sup>rd</sup> Joint Safeguarding Conference:** November 2014. The LSAB & LSCB worked in partnership with Safer Leicester Partnership and De Montfort University to deliver this unique conference event. Over 240 delegates attended from local agencies and universities together with regional safeguarding leads. The conference offered opportunities for staff and carers to book onto a selection of 18 workshops covering a range of domestic violence, adult and children safeguarding topics. Delegates were able to choose to attend three workshops throughout the day. Evaluations received from delegates were very positive. A large number of poster presentations were available from local organisations such as Domestic Violence Specialist Services, CPS, LSAB and the Police – promoting partnership working.
3. **Worked with LSCB on conducting joint ‘Multi-Agency Case-File Audits’ to look at how well “whole family approaches” were delivered by agencies:** the LSCB and LSAB have jointly undertaken two case-file audits involving vulnerable adults with dependent children to examine how well children and adult services have worked together to support the “whole family”. Learning from these reviews has been embedded in practice across agencies.
4. **Kept staff informed of national and local safeguarding developments:** Produced quarterly LSAB newsletters to inform staff and carers of key safeguarding developments. A range of topics have been covered in the newsletters this year that have been widely distributed across agencies, voluntary agencies and residential homes to keep staff informed:
  - s136 assessments and Triage project (police & mental health services)
  - Cheshire West ruling and Surrey ruling – Mental Capacity Act
  - Claire’s Law – Domestic Violence disclosure scheme
  - Winterbourne View- findings and local multi-agency action plans
  - Specialist Domestic Violence Services in Leicester
  - Forced Marriage
  - Modern Slavery Campaign
  - Think Family – local strategy
  - New multi-agency adult safeguarding procedures.
5. **Enabled service users to be more involved with the work of the Board:** We have developed and approved **Participation and Involvement Strategy**. We held the first of a number of planned workshops with service users / engagement leads across local agencies March 2015, to promote the work of the LSAB and to ascertain views on how we can improve our local safeguarding delivery.
6. **Enabled the adult workforce to be knowledgeable about applying Mental Capacity Act and Deprivation of Liberty Safeguards in their work with vulnerable adults:** we have delivered three forums to improve knowledge and understanding about the principles of the Mental Capacity Act and Deprivation of

Liberty Safeguards which has included developments in case-law and good practice to over 160 staff and carers working across Leicester City. These forums build on basic training provided within single agencies.

7. **Improved staff involvement within our Safeguarding Adult Reviews:** Using the greater freedom within the Care & Support Guidance to ensure that reviews are proportionate and maximise the learning opportunity for staff, we took forward a review using root-cause analysis and held a professional learning event. A number of staff involved with a SAR was invited to a half day professional learning event, utilising a time-line approach to identify key points for discussion. The learning that has come from this review has led to a number of recommendations to improve local practice.
8. **Re-established our Communication Group:** with membership from agency media officers and board officers to improve LSAB/LSCB joint communication and internal/outward communication with agencies / carers and staff.
9. **Strengthened Board Governance:** This is the first year our Board will receive full year's data and analysis from the "adult safeguarding indicators" on key safeguarding activity. Agencies have submitted self-assessments against our local Safeguarding Adult Assurance Framework; we have been able to compare agency progress by reviewing both 2013/14 and 2014/15 results. We recognise that there is further work to be done strengthening our governance arrangements in next year's business plan.
10. **Agreed a 'Joint Working Protocol' between the Leicester Health and Wellbeing Board and Local Safeguarding Boards (LSCB and LSAB)** - to formalise commitment, responsibilities, and expectations around joint working opportunities.

## 2.5 **The Board Strategic Objectives for 2015/16: sit under the following five theme areas:** see Appendix 1 for the full strategic plan.

### 1. **Partnerships Governance and Board Functions:**

Monitor, evaluate and improve the effectiveness of safeguarding by Board partners individually and collectively

Approve and implement a revised Adult Safeguarding Information Sharing Agreement across agencies.

Review Board Office and financial arrangements supporting the work of the LSAB.

### 2. **Prevention and Protection:**

Seek assurance from agencies that transitions of young people at risk, to adult safeguarding is effective.

Promote "think family/ whole family" approaches when adult services are working with adults in DV situations or / and there are (mental health, drug and alcohol or learning disability issues) who have children.

Develop guidance on management of “self-neglect” in adults for staff and where appropriate promote single or multi-agency responses to those needs to improve prevention.

**3. Participation and Involvement of service users/ carers/ staff:**

Improve our engagement and influence of service users and communities in the work of the LSAB.

Seek assurance that Making Safeguarding Personal and engagement of adults within their safeguarding process are fully embedded within local safeguarding activity.

Re-establish our joint Board Communication Group to improve our outward and inward facing communication to staff and public.

Prevent financial abuse of vulnerable adults by taking forward a project to raise awareness of this form of abuse in local banks and building societies.

**4. Quality Assurance and Effectiveness:**

Ensure it has an effective Performance Framework in place which enables LSAB members to understand and respond to safeguarding needs of adults in Leicester.

Enable adults to be safer as a result of the lessons learned and the improvements in services arising from safeguarding adult review processes

**5. Workforce Development:**

Seek assurance from agencies that the adult workforce meets the requirements outlined within the current LLR Safeguarding Adults Competency Framework.

Monitor and evaluate the effectiveness of safeguarding learning (including training) to safeguarding and promote the welfare of adults, in terms of impact and outcomes.

Share and disseminate relevant learning from national and local reviews and SAR's. Promote Whole Family approaches through training programmes when working with adults in DV situation and /or where mental health, drugs/ learning disabilities are a feature.

Review and re-launch the Competency Framework across agencies and embed Mental Capacity Act competencies within this document.

## 3. Board Functions, Governance and accountability arrangements

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### 3.1 Board Structure

Board membership includes statutory bodies and representatives of voluntary and private sector providers (Appendix A). The diagram within Appendix B shows the relationships between the various structures and the LSAB.

The Board meets on a quarterly basis and attends an additional annual development day.

Attendance at the board by partner agencies is reported in appendix C.

The LSAB is independent. It is not the subordinate to, nor subsumed within any other local structures.

The local partnership and accountability arrangements are specified within the board constitution, available on the LSAB website.

### 3.2 Board Office Arrangements

The Board office is hosted by Leicester City Council. It is located in the city council premises at Conway Building, Grey Friars, and Leicester, LE1 5PH.

The staff consisted of the full time Board Manager, (maternity leave from December 2014), 1.5 WTE Board Officers, located in the City Council Safeguarding Unit.

Job Descriptions for the Board Manager and Board Officer are available on request.

### 3.3 Independent Chair Arrangements

Dr David N. Jones, the Independent Chair of the LSAB and LSCB, was appointed in April 2010 on a 3 year contract. His contract was renewed during the year for a further 3 years to April 2016. A central responsibility of the Independent Chair is to hold all agencies to account for their work in relation to safeguarding.

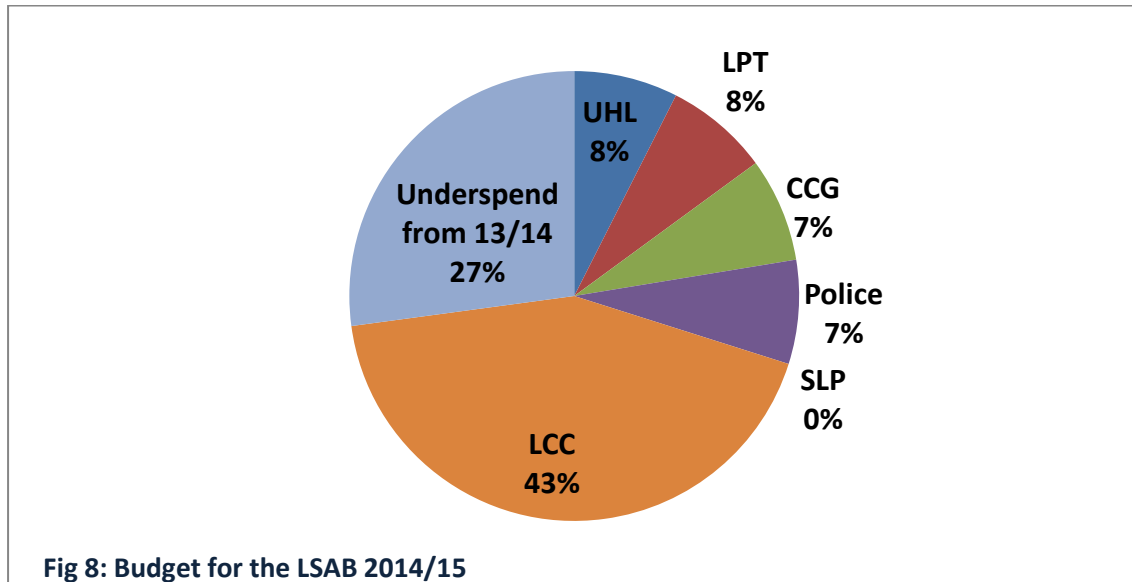
Job Description for the Independent Chair role is available on request.

### 3.4 LSAB Budget and Expenditure

The contributions from the partner agencies during 2014/15 were agreed and received as follows:

- 48,900 Leicester City Council (LCC)
- 8,500 The Clinical Commissioning Group for Leicester (CCG)
- 8,500 University Hospitals of Leicester (UHL)
- 8,500 Leicestershire Partnership Trust (LPT)
- 8,500 Leicestershire Police
- 33,671 Underspend carried forward from 2013/14

### Total Budget for LSAB 2014/15 = £116,571



### 3.5 Additional Board Contributions by Leicester City Council:

(These are in-kind and have no tangible monetary value to the Board)

- Half a post– Partnerships and Strategy Manager
- Half a post – Senior Practice Professional
- Fulltime Safeguarding Adults Training Co-ordinator

The total additional resources by LCC = est. £101,500

### 3.6 Expenditure of the budget during 2014/15

Cost areas agreed as part of the LSAB Strategic Plan	Total 2014/15 spend
Board office staff costs (including first contact scheme)	£78,918
Independent Chair	£15,796
Review Costs / Authors	£3,000
(room hire, printing, translators, conference, procedures).	£13,300
<b>TOTAL</b>	<b>£111,014</b>

## 4 Our Board Delivery:

This section of the annual report provides a summary of the sub-groups and work-streams work and achievements throughout 2014/15. This is how we took forward our strategic plan for safeguarding adults within Leicester City.

### 4.1 Procedures Group (Leicester, Leicestershire and Rutland)

The remit for this group is to develop multi-agency adult safeguarding procedures and to ensure their effective implementation. Practitioner forums were held to consult on the draft adult safeguarding procedures and comments back from staff helped inform their development. Legal Services within Leicester have also reviewed the multi-agency adult safeguarding procedures against current statutory frameworks. The new electronic procedures were launched 1.4.2015 across Leicester, Leicestershire and Rutland by both LSAB board offices.

The procedures group will during 2015/16 develop guidance on management of self-neglect and hoarding and will develop and get agreement on information sharing agreements to support adult safeguarding practice across agencies. .

### 4.2 Partnerships and Communication Work-stream:

The Board website is located within the Leicester City Council website and provides public access to the activity, policies and procedures of the Board and partner agencies. The Board publishes posters and leaflets publicising and explaining safeguarding services which are made available to surgeries, schools and other public venues.

#### Participation strategy

Late 2014, we developed the first Leicester Safeguarding Adults Board Participation Strategy. We have used a series of participation events to consult with, and engage the public in this work, and received a staggering amount of support from our partner agencies and across Leicester's many and diverse communities. We will publish the final draft of the Strategy in July 2015, detailing our achievements and plans for increasing and sustaining public participation in adult safeguarding.

#### Leicester Safeguarding Adults Board Engagement Programme 2015/16

Commencing spring 2015, we have undertaken an intense programme of engagement events to consult with as many people as possible about our current and future public engagement priorities. Through the use of themed focus groups we have learned what service users, staff, carers and the general public feel about what works, what needs to change, and significantly, how best we can provide a framework for sustainable engagement in the future. Our focus groups work has allowed us to:

- Plan the development of new awareness raising resources and identify new opportunities to publicise important messages about safeguarding adults



- Understand the barriers and challenges that affect engaging with elements of Leicester's diverse communities, and plan how to overcome them
- Plan the future, sustainable model of public participation in adult safeguarding in Leicester
- Develop the systems that will support routine feedback from 'experts-by-experience'
- Learn what opportunities exist to increase public participation
- Understand what support systems currently exist for people involved in adult safeguarding investigation, and identify gaps in provision.

### **Raising Awareness Work**

In March 2015, we held an engagement event to explore what works best for communicating important messages about adult safeguarding. The event was well attended with service users, carers, providers and partners all working together to provide us with rich and valuable feedback. We have used what we learned as a foundation to develop new approaches to raising public awareness about adult safeguarding. We are currently designing our new communications resources, and these will be available in summer 2015.

### **Making Safeguarding Personal**

Making Safeguarding Personal (MSP) is a national policy designed to make safeguarding services more personalised and 'outcome' focused. The Leicester Safeguarding Adults Board (LSAB) is committed to 'Making Safeguarding Personal' and to making sure the spirit of the policy becomes part of everyday safeguarding work. The LSAB have supported the development of the policy in Leicester through our public participation programme. Working closely with service users, carers, staff and the general public, we have developed a group of 'outcomes indicators' that can be used by service users and staff as a basis from which to discuss and negotiate desired and achievable outcomes. This work will be further developed within the MSP Pilot Study.

## **4.3 Building Workforce Confidence Work-stream:**

The LSAB has during 2014/15 supported the co-ordination and delivery of a wide variety of multi-agency training events, at a specialist level of practice. This compliments the adult safeguarding training programmes provided to adult workforce by single agencies around Alert/ Refer Adult Safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguard training.

In addition locally there are a variety of multi-agency programmes delivered by lead agencies to support specialist practice areas such as Multi-Agency Risk Assessment Conferences (MARAC), Multi-agency public protection arrangements (MAPPA); DASH risk assessment (train the trainers) that have been provided to local agencies to embed this within practice of staff working with adults in Domestic Violence situations. PREVENT training has also been delivered by single agencies internally

to help staff recognise signs of children and adults being groomed into extremism and to refer to CHANNEL programmes.

The LSAB Competency Framework for adult safeguarding was launched across the 3 authorities, aiming to ensure a consistent, multi-agency approach to learning and development / training programmes for staff. The Framework included Guides to Assessing Competency and paperwork to support Managers to record competence effectively. Implementation across all agencies is progressing. We plan to review this framework during 2015/16 and include Mental Capacity Act competencies.

#### 4.4 Safeguarding Master Class and Conferences:

The master class sessions were designed to offer professionals opportunities to develop knowledge and expertise around safeguarding areas. The events are geared to stimulate debate and discussion to help staff broaden their knowledge and develop their practice in implementing the Mental Capacity Act. .

##### *Comments made by delegates attending our recent mater classes included*

*‘This course was so refreshing and I gained more knowledge about the crucial law that SW’s need knowledge on in order for best practice and protect their S/U’s to make the best interest decisions, alongside safeguarding but also to look at personalisation with safeguarding’.*

*‘Some aspects of the training really made me reflect on my own practice and I think that it would be useful for other colleagues to take part. There was some discussion about risk, positive risk taking, and weighing up the pro’s and cons of a situation before making decisions and I felt that this approach was one that warrants further discussion’*

Staff who attended MCA forums according to agency	May 2014	December 2104	March 2015 (PVI sector only)	Total
Leicester City Council	43	33	0	76
NHS staff	2	14	0	16
POLICE	2	8	0	10
Private and Voluntary sector	33	8	17	58
Total	80	63	17	160

MCA and DoLS forums were designed to enable staff working in different agencies to learn from one another. These forums have proven very popular amongst staff and we have managed to engage voluntary and private sector staff in these forums. Locally we recognise that across agencies we have further work to do to support Voluntary and Independent Sector embed the principles of the MCA into care settings. The table below identifies groups of staff who have attended these events.

### *Comments from the sessions*

*'Really good and informative'.*

*“This was really useful because of the multi-agency approach and the opportunity to hear the experiences of others”*

## **4.5 Adult Review and Learning Group**

The Adult Review and Learning Group undertakes detailed scrutiny of cases where there have been significant concerns about the quality of practice and partnership working and disseminates the learning from such reviews, including recommendations about improvements in practice and procedures. This sub-group oversees the Domestic Homicide Review process on behalf of Safer Leicester Partnership.

The Group considered three serious incidents during 2014/15 which did not meet criteria for taking forward an adult safeguarding review.

A Safeguarding Adult Review was conducted following the suicide of a young woman; who was a victim of Domestic Violence. She was supported through 'adult safeguarding procedures' and 'multi-agency risk conference' (MARAC). A half day professional learning day was held for staff involved to share information on their involvement, and identify recommendations to improve agencies safeguarding practice locally.

### ***The following recommendations will be taken forward in an agreed action plan:***

- Establish information sharing systems locally into local MARAC meetings to facilitate GPs to support appropriate risk assessment and multi-agency management.
- Develop local adult safeguarding processes to support the engagement of GP's in adult safeguarding processes with vulnerable adults.
- Ensure Lead agency takes forward quality improvements within multi-agency adult safeguarding meetings: enable professionals who are unable to attend a safeguarding conference to share information by submitting a report.
- Collate and share all relevant information; particularly at the point of transfer of care to other practitioners when working with vulnerable adults will be reinforced in a practitioner learning event.
- The Independent Chair of LSAB will seek assurance from the Crown Prosecution Service and Leicester City Court that the victims of DV are appropriately supported in specialist court processes.
- Commission multi-agency training programme, "Approaches to working with vulnerable adults with alcohol dependence.
- Staff leaflet has been updated to provide guidance to staff on making a "MARAC referral".

- Reinforce the importance of escalation and challenge has been reinforced with staff.

There are now greater flexibilities in the Care Act guidance which allow use of more flexible and engaging processes with involved staff. This year, we have tried a new way of conducting a review; this was based on root cause analysis approaches and staff who were involved in the case attended a half day professional learning event to identify key learning. The LSAB received some useful evaluation from those who attended;

*'Really useful learning experience, learnt a lot about wider agencies', 'really liked the time-line exercise', 'felt very supported' 'felt the right learning came out from the event'*

The Group monitors implementation of the actions recommended by Safeguarding Adult Reviews. It tracks completion of all actions and received assurances and evidence from agencies on the completion of Adult Review actions.

Work is ongoing around Safeguarding Adult Review's and Domestic Homicide Reviews. We are taking forward a review following a large scale safeguarding investigation into a city residential home. This review is not yet completed; learning from this will be reported in the next annual report 2015/16. In addition we will be taking forward two Domestic Homicide Reviews during 2015.

## 4.6 Safeguarding Effectiveness Group

The purpose of this LSAB sub-group is to evaluate the effectiveness of agency intervention and interagency partnership working supporting adult safeguarding and to advise the Board about the overall effectiveness and impact of its work. The Board recognises the need to draw on a diverse range of qualitative and quantitative (statistical) evidence.

This year the group has worked with the Leicestershire and Rutland SAB to further develop the *Safeguarding Adults Assurance Framework* (SAAF). A joint SAAF self-assessment audit was circulated by the Board in November 2014 to SAB partners; the audit was completed by 10 board partners. This is the first year we have been able to review agency self-assessment against between 2013/14 to 2014/15. A number of agencies have made significant progress within this period, action plans are being monitored by the LSABs. Next year we will be considering how we obtain assurances from agencies against their SAAF self-assessment. .

The Safeguarding Effectiveness Group oversees and monitors the following activities:

- LSAB Risk Register – identification of appropriate multi-agency risks and ensures mitigations are put in place. The Board receives risk register updates at each meeting.
- Safeguarding Adults Assurance Framework (SAAF) – audit has been progressed jointly with the Leicestershire and Rutland Safeguarding Adults Board, to identify cross-authority issues and areas for joint work on improvements
- Multi-Agency Case File Audit (MACFA) process - developed joint audit processes between LSCB & LSAB on cases where both children and adult safeguarding issues were identified in order to capture a ‘think family perspective’ -
- The board along with Leicestershire and Rutland Safeguarding Adults Boards reviewed and devised a new set of Multi-Agency Policies and Procedures; these were completed and implemented on the 1<sup>st</sup> April 2015.
- The effectiveness of adult safeguarding training provision.
- Safeguarding performance indicators - worked with colleagues across the East Midlands region to develop a consistent set of safeguarding performance indicators and adapted the Board framework as a result. Data will be captured on a quarterly basis and reported to the board on a bi-annual basis.
- The SEG re currently reviewing the safeguarding adult’s indicators and report template to ensure the board receive critical messages. This will enable the sub group to present to the board a clearer picture of service user’s experiences of adult safeguarding work.
- Individual agencies’ annual reports / activity summaries - informs sections of the LSABs annual report and strategic planning.
- Single agency ‘demands’ reports – presenting a periodic overview of agency pressures and developments, undertaken jointly with the LSCB.

## 4.7 Communication Programme Group

The Communications needs of the LSAB have been reviewed during 2015. The Communication Programme Group has been developed; the group will meet bi-monthly with the engagement of board members’ media officers, to promote the work of the LSCB and LSAB in Leicester. The membership of the group includes core members for usual business and co-opted members when communication needs to be more reactive.

The LSAB recognises there needs to be greater emphasis on engaging with frontline practitioners, keeping them abreast of board business, and most importantly learning that needs to be applied to practice. This will allow the board to develop a much stronger relationship with front line practitioners, reinforcing the boards key aims throughout the year, consistently reflecting and discussing specific points which arise.

The group will in the following year be planning on how to deliver clear lines of communication with the private, voluntary and community sector to allow engagement with other strategic partnerships and different sectors.

#### 4.8 Issues and challenges 2015/16:

A review of LSAB board office structure and funding will be taken forward 2015/16 to ensure that the LSAB is adequately resourced to meet the requirements of supporting all areas of the new Business Plan.

Priorities for future work are identified in the report, and these have been included in the Strategic Plan 2015/17 (appendix 1). We have identified the following areas for further development:

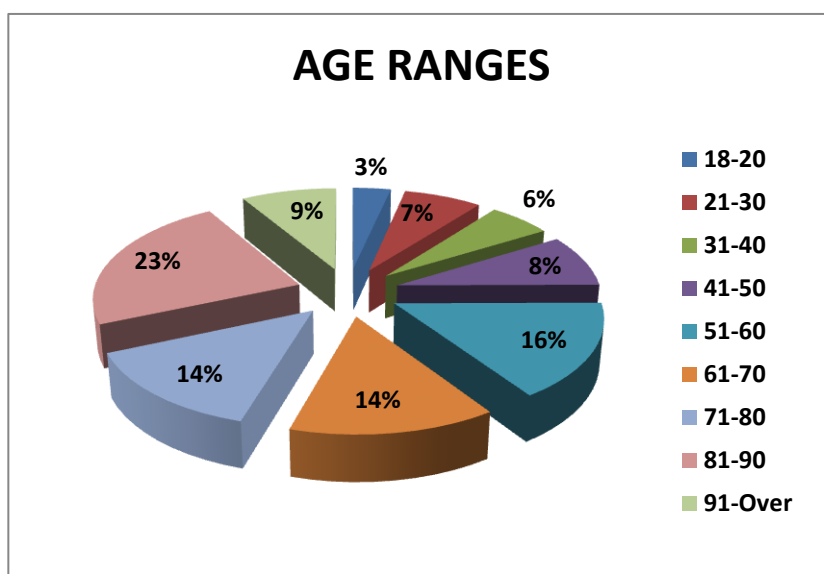
- Strengthening the participation and involvement of service users in strategic planning and work of the LSAB.
- Developing multi-agency adult safeguarding guidance on “self-neglect” to improve local response to adults within these groups.
- Approve and launch a multi-agency information sharing protocol for adult safeguarding that is compliant with Care Act requirements.
- Strengthening LSAB governance - will require the development of a strong audit programme to review case-work and partnership working.
- Strengthening the monitoring of safeguarding effectiveness: we are reviewing the terms of reference for the group, membership and data-analysis on local safeguarding activity. This will improve our ability to report critical messages to the Board and multi-agency response to emerging risk areas.

# 5 Adult Safeguarding Activity

Leicester City Council, as the lead agency for safeguarding within the local area collates information on the number of safeguarding referrals completed over the year. This information is standardised as requested by the Department of Health and submitted yearly to them to review safeguarding activity in the round for the whole of England. Below is a breakdown of these returns for 2014/15 1.4.14- 31.3.15.

## 5.1 Number of safeguarding referrals for those aged 18 and over:

- There were 524 safeguarding referrals received by local authority.
- The referrals relate to 466 adults; some adults were referred more than once. This is a reduction in the number of adult safeguarding referrals received last year, which totalled 528 (involving 480 service users).



40% related to those that were aged 18-59 yrs.; 60% for those aged 60yrs and over

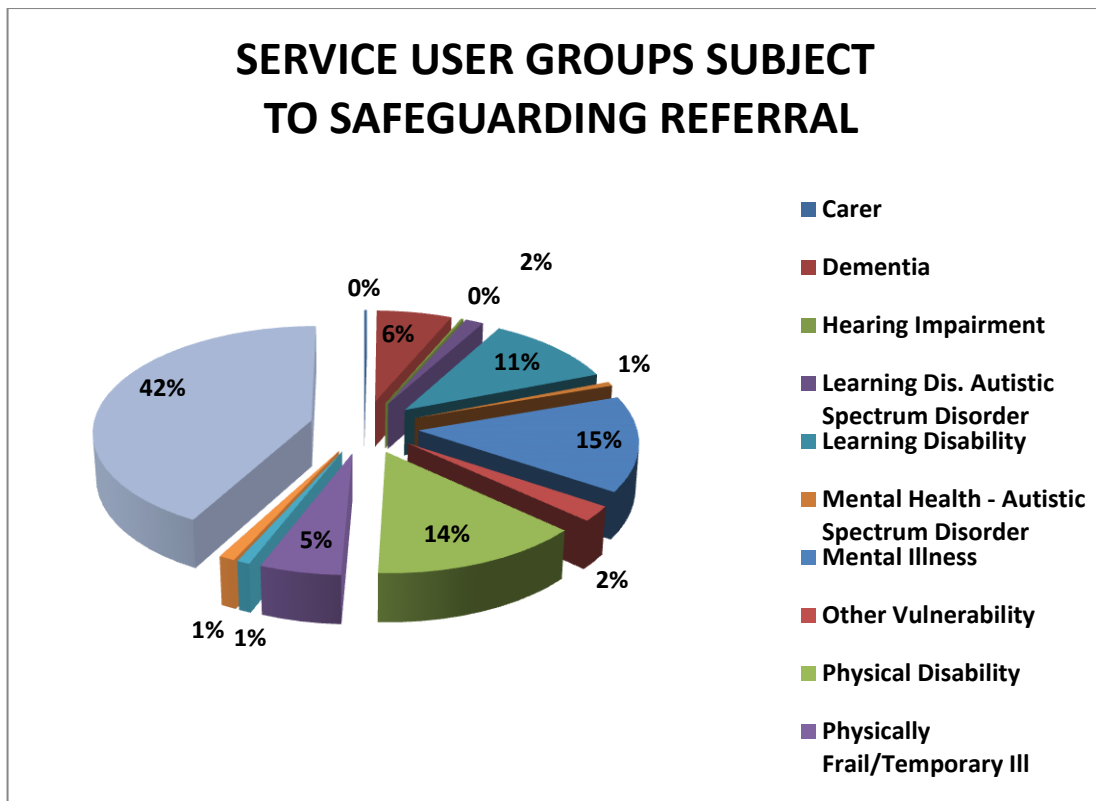
## 5.2 Safeguarding Referrals received according to Gender and Age Group

The table below shows a breakdown gender and age-range of adult safeguarding referrals received during this period. 60% of total were female and 40% male; this is a similar gender and age-group breakdown to what was submitted previous year.

Gender	Age group of adult safeguarding referrals (1.4.14-31.3.15)									Total
	18-20	21-30	31-40	41-50	51-60	61-70	71-80	81-90	91-Over	
Female	12	16	16	27	56	30	39	73	33	302
Male	5	19	16	14	27	36	31	41	10	199
<b>Total</b>	<b>17</b>	<b>35</b>	<b>32</b>	<b>41</b>	<b>83</b>	<b>89</b>	<b>70</b>	<b>114</b>	<b>43</b>	<b>524</b>

### 5.3 Safeguarding Referrals: Types of service users

The largest service user group for whom a safeguarding referral was made was those with mental illness (68) followed by physical disability (65) and Learning Disability (51). These are similar findings to what was reported in the 2013/2014 annual report. However a small % of referrals recorded on Adult Social Care record system did not record service user group and these figures should therefore be treated with caution:



### 5.4 Concluded referrals by type of alleged abuse or risk

See table below for summary of types of abuse alleged within adult safeguarding investigations. Neglect and Acts of Omission (42%) was the largest alleged type of abuse followed by 39% for Physical Abuse; 29% for Psychological / Emotional abuse and 28% for Financial and Material.

The categories of abuse or neglect are similar to the 2013/14 figures, however financial abuse referrals have reduced by 5%.



## Concluded referrals by type of alleged abuse or risk

Alleged Abuse or Risk	2013-14		2014-15	
	No	% of total concluded	No	% of total concluded
Physical	223	38% (47% 12-13)	185	39%
Sexual	48	8% (7% 12-13)	31	7%
Psychological / Emotional	169	28% (21% - 12-13)	134	29%
Financial and Material	194	33% (25% - 12-13)	132	28%
Neglect and Acts of Omission	245	41% (38% - 12-13)	199	42%
Discriminatory	7	1% (3% - 12-13)	9	2%
Institutional	66	11% (13% - 12-13)	58	12%
Total concluded referrals	592		468	

## 5.5 Ethnic Groups of adults subject to safeguarding referrals:

Safeguarding referrals received during 2014/15 were higher in adults from white ethnic groups than in Leicester's population and lower for Asian/British and Black/British groups than in Leicester's general population. A high percentage of safeguarding alerts and referrals come from residential homes in the area. Residential and general population ethnic breakdown will vary. The LSAB have taken forward our participation and involvement strategy during 2015.

### Safeguarding referrals received 2014/15 according to ethnic groups:

- 73% White / British groups.
- 22% Asian or Asian British groups.
- 3% came from Black or Black British groups.

### Leicester's population:

- 50.6% White/British
- 34.7% Asian or Asian British
- 6% Black or Black British Groups

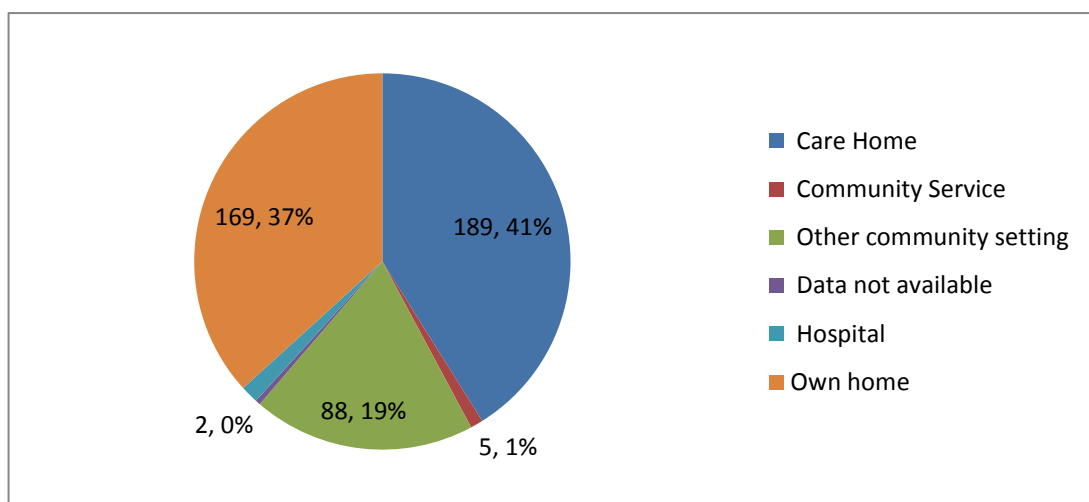
## 5.6 Safeguarding referrals concluded (1/4/2014 – 31/3/2015)

Number of safeguarding referrals concluded during this period = 468

- 189 (40%) – adults lived in Care Homes, 169 (30 %) lived in their own home,
- 216 (45%)- adults aged under 65 years, 55% were over 65 years age.
- 116 (25%)- investigations were substantiated, and 52 (11%) partially substantiated

## 5.7 Where alleged safeguarding incident took place:

The majority of safeguarding investigations were conducted on adults living within Care Homes (41%) and their own homes (37%). There were only a small percentage of investigations taken forward in hospital settings.



## 5.8 The findings of the completed safeguarding referrals:

Conclusion	No	% of total
Fully Substantiated	116	25%
Partially Substantiate	52	11%
Not substantiated	38	38%
Investigation ceased	29	6%
Inconclusive	89	19%
<b>Total</b>	<b>592</b>	

## 5.9 Deprivation of Liberty Safeguards (DoLS)

The Mental Capacity Act Deprivation of Liberty Safeguards (MCA DoLS) came into effect 1st April 2009.

Its purpose is to provide safeguards for the lawful deprivation of liberty of people who lack the capacity to consent to arrangements made for their care or treatment in either hospitals or care homes, in which it was identified that a deprivation was required in the individuals best interests. Local authorities (designated as 'supervisory bodies' under the legislation) have statutory responsibility for operating and overseeing the MCA DoLS whilst hospitals and care homes ('managing authorities') have responsibility for applying to the relevant local authority for a Deprivation of Liberty authorisation.

The legislation includes a statutory requirement for all care homes and hospitals as well as local authorities to keep clear and comprehensive records for every person deprived of their liberty. This includes records of applications for authorisations, details of the assessment process, information about the relevant person's representative and the documentation related to termination of authorisation.

To monitor the implementation of the safeguards, Managing Authorities (hospitals, care homes and nursing homes) are required to submit standard forms to Supervisory Bodies (local authorities). Using these forms Supervisory Bodies complete a data collection sheet for central monitoring purposes submitted to the Department of Health.

## 5.10 National Developments

On 19<sup>th</sup> March 2014 the Supreme Court made a judgement on two cases which affected our interpretation of the law. The ruling – in the cases of P v Cheshire West and Chester Council and P&Q v Surrey County Council - widened the criteria of someone who could potentially be subject to a Deprivation of Liberty looking at a new set of criteria what is known as 'the acid test'. Since this judgement, areas have seen a national increase in the number of referrals and capacity to cope with this demand has been a difficulty for all councils.

## 5.11 Local arrangements:

April 2014 the Leicester, Leicestershire and Rutland DoLS Team partnership came to an end and separate DoLS teams were created. Leicester has had high numbers of referrals because of good awareness amongst staff of the legal requirements.

The LSAB has co-ordinated the delivery of MCA and DoLS forums and masterclass programmes for staff and carers working in Leicester. The forums also offer the

opportunity for staff to network and ask questions on what can be perceived as a very complicated area of work.

2014/15 the LSAB has led a joint project across Leicester, Leicestershire, Lincolnshire and Rutland Safeguarding Boards to delivery local MCA/ DoLS programmes. This work has been funded by NHS England.

Locally we have seen a significant increase in DoLS applications (in line with the overall national picture). The Leicester City Council Deprivation of Liberty Safeguard team have increased the numbers of Best Interest Assessors, who support these assessments and are also planning to increase signatories to authorise assessments. During 2015, the Board has received a briefing on the Deprivation of Liberty Safeguard pressures and actions taken to improve timeframes. This will continue to be monitored by both Adult Social Care and the Board. The service has received 1252 referrals during this period.

<b>DoLS Activity during 2014/15</b>	<b>Numbers</b>
Authorised DoLS completed	505
Declined DoLS completed	71
Assessments waiting for sign-off	74
New referrals waiting allocation	221

## 6. LSAB Strategic Plan 2014/15:

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### 6.1 The Board identified the following strategic objectives:

1. To ensure effective implementation of the procedural arrangements for investigating safeguarding allegations and to evaluate the effectiveness of agency intervention and interagency partnership working.
2. To enhance public awareness of the risk of harm and facilitate appropriate referrals of safeguarding concerns.
3. To promote health and wellbeing through interagency programmes aiming to prevent abuse and ill treatment.
4. To build workforce confidence by providing a consistent set of safeguarding messages to staff across Leicester
5. To undertake detailed scrutiny of cases where there have been significant concerns about the quality of practice and partnership working and to disseminate the learning from such reviews.
6. To strengthen partnership working within the board structure and specifically to develop service user, carer and community participation in the work of the board.

### 6.2 How we took forward our strategic plan:

Each work-stream has a dedicated lead or sub-group to lead development against the delivery of the plan. The Delivery Group and Board have strategic oversight of the plan and actions against these areas.

The table below provides details of the many developments we have taken forward this year. There is also an account of how well this work is being progressed.

### 6.3 Building workforce confidence

Action	Progress update at the end of 2014/15	Completed?
Consolidate and further develop the Board Training Programme	Training plan for 15-16 is in place.	✓
Actively promote new adult safeguarding competency framework	Agencies/ services are aware of their responsibilities under the new competency framework. Information and updates shared at Trainers Network and via LSAB website/newsletters.  Training Effectiveness Group will conduct annual Quality Assurance on training delivery.	✓
Develop additional materials to support Competency framework and assessment skills (in conjunction with County )	Guides to assessing competence are now available on LLR Board websites	✓
Devise and distribute information re impact of Care Bill on Safeguarding practise	Care Act information cascaded via Trainers Network and newsletter	✓
Continue to maintain effective links with County LSAB and LSCB training network to ensure consistent approach across adults/children services	Joint training has been commissioned to reflect current thinking across Adult's and Children's services. Attendance figures produced.	✓
Explore opportunities to develop learning /practise in line with changes implemented in the Children and Families Act	Scoping exercise has taken place. Working with LSCB to look at links in new training plan.	Currently being taken forward – good progress
Continue to provide DASH/DV training in conjunction with LSCB	Ongoing. Contacted DV training coordinator to ensure DV training linked to programme	Currently being taken forward – good progress
Set up the training effectiveness sub group to quality assure the Board training programme learning across the City.	Established training effectiveness group, with reps across the agencies, whose remit is to evaluate the effectiveness, and outcomes, of Safeguarding learning across the Board area. Regular reports and updates are provided to the SEG.	✓

## 6.4 Adult review and learning group

(previously known as the Serious Case Review Sub-group)

Action	Progress update at the end of 2013/14	Completed?
To ensure serious incidents are analysed at a multi-agency level	ARLG have commissioned two and have completed one adult reviews during 2014/15, and two further Domestic Homicide Reviews on behalf of the LSAB and Community Safety Partnership. Presentations on the review to be provided to the LSAB and CSP.	SAR & DHR currently being taken forward – good progress
To ensure the LSAB partnership is learning from reviews undertaken and changes are being made	DHR action plans are reviewed every quarter. Staff who attended the professional learning day has evaluated the event for the SAR positively. We have listened and will be leading a second professional learning event to feedback actions.  Action plans from SAR being progressed.	✓
To ensure lessons are getting out to frontline workers and enable workers to take time out to discuss cases in detail	Learning from SAR built into newsletter briefings. Two workshops were held at the 4th November conference on learning from review processes.  Briefing session to staff involved with the SAR is being organised now action plan has been approved.	✓
To develop clear information sharing protocols with L&RSAB re county cases in city locations (and vice versa)	Increase the opportunity for lessons to be learnt about local cases particularly given acute and MH hospital settings are city-centric. Transferable learning to be fed into the lessons learnt briefings. Discussions of cross county cases to be evidenced in ARLG minutes.  LLR large scale communication group share emerging themes arising from SCR/ DHR and SAR activity across 4 board areas.	✓

## 6.5 Participation and Communication

Action	Progress update at the end of 2013/14	Completed?
First Contact – Future Strategy	This is being integrated into the “lifestyle hub” initiative.	Currently being taken forward – good progress
Launch participation and Involvement strategy	The Board have approved the Participation and Involvement.  Currently being taken forward – good progress	✓
Service User Group Development	A resilient and sustainable group of public participants have met regularly.  Terms of reference and its relationship with the LSAB have been defined.	Currently being taken forward – good progress
Raising Awareness Materials Group	Work has been undertaken with both City and County LSAB and service users to support development of resources.	Currently being taken forward – good progress
Identify new community groups to engage with	Identify target group and organisations from those communities not currently engaged in adult safeguarding awareness work.	Currently being taken forward – good progress



## 6.6 Safeguarding Effectiveness

Action	Progress update at the end of 2013/14	Completed?
<p>To ensure appropriate risks are identified and highlight to the board and ensure mitigations are put in place.</p>	<p>Maintain the LSAB Risk Register</p> <p>A formal risk raising procedure has been developed and this has been shared with LSAB members.</p> <p>Ensure the risk register is a standard item on the LSAB and the SEG agendas.</p> <p>Demands report received by Board from local agencies identifying changes to service delivery and local pressures.</p>	<p>✓</p>
<p>Undertake multi-agency case file audit (MACFA) maximise learning opportunities using the agreed methodology.</p>	<p>In May 2014 a joint MACFA was undertaken with the LSCB. Final report was presented by LSCB officer in Septembers SEG meeting.</p> <p>Joint MACFA progressed April 2015- looking at agencies Whole Family support on a case involving children and adults.</p>	<p>✓</p>
<p>To ensure the Multi-agency Safeguarding Adults policy and procedures are congruent with the Care Act.</p>	<p>Multi Agency policies and procedures published on line 1/4/2015.</p> <p>Task and finish group has been convened to develop guidance for staff working with adults who self-neglect. Online hosts allow for two updates per year which will enable changes to be incorporated.</p>	<p>✓</p>
<p>Review of the Safeguarding Adult Assurance Framework in conjunction with the Leicestershire and Rutland Safeguarding Adults Board</p>	<p>SAAF audit progressed and self-assessments received from agencies have been analysed against last year's submissions. Single Agency Action plans are now being taken forward. Report to be received June Board.</p>	<p>✓</p>

	SEG to explore next steps, format and quality assurance of information for 2015/16 SAAF	
Refresh the SAB indicators and coordinate completion per quarter by agencies for sharing with the board	New indicators collected from 1st April 2014. Reported to SEG in May and analysed for trends. Summary report to be received by the Delivery Group and June Board.	✓

# 7. Issues and challenges facing safeguarding: effectiveness of safeguarding arrangements

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## 7.1 A summary from the Safeguarding Effectiveness Group Chair

The LSAB has the opportunity to enhance its effectiveness through:

- Implementation of the requirements of the *Care Act 2014* and the *Care and Support Statutory Guidance*.
- Embedding the agreed threshold document across local agency provision. Implementation of the governance review and related matters which followed the analysis of the board effectiveness questionnaire
- Revalidation of the performance framework following local and regional consultation. Our key challenge is to ensure we are able to report the data set to ensure that the board is assured that the agencies are effective safeguarding adults within Leicester City.
- Obtaining assurance from agencies on their delivery against the self-assessment SAAF performance indicator submissions.
- Development of adult safeguarding audit programmes. Further development of joint multi-agency case file audits (MACFAs) with the LSCB – enabling the Board to seek a frontline perspective and evaluate the effectiveness of processes to safeguarding adults in need of protection in individual cases.

## 8. Conclusion, future priorities and Strategic Plan

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- 8.1 This report has set out a wide range of activities undertaken during 2014/15 to sustain, develop and improve the safeguarding arrangements for adults in Leicester. Earlier chapters have also addressed areas of need for future work.
- 8.2 Local agencies and practitioners are committed to working together to provide a coordinated safeguarding service in Leicester. The Board recognises the need to develop more effective ways of monitoring the effectiveness of safeguarding activity, including more active involvement of service users and carers in providing feedback. Achieving greater consistency in the effectiveness of partnership working in practice settings and in implementation of agreed initiatives is a major priority.
- 8.3 Agency partners in Leicester can rise to this challenge and, despite the resource pressures and increasing demand, service improvements can be delivered and an appropriate response to safeguarding concerns in Leicester can be delivered.
- 8.4 The Board Strategic Objectives for 2015/16: sit under the following five theme areas: see Appendix 1 for full strategic plan.

### Partnerships Governance and Board Functions:

Monitor, evaluate and improve the effectiveness of safeguarding by Board partners individually and collectively

Approve and implement a revised Adult Safeguarding Information Sharing Agreements across agencies.

Review Board Office and financial arrangements supporting the work of the LSAB.

### Prevention and Protection:

Assurance from agencies that transitions of young people at risk, to adult safeguarding is effective.

Promote “think family/ whole family” approaches when adult services are working with adults in DV situations or / and there are (mental health, drug and alcohol or learning disability issues) who have children.

Develop guidance on management of “self-neglect” in adults for staff and where appropriate promote single or multi-agency responses to those needs to improve prevention.

## **Participation and Involvement of service users/ carers/ staff:**

Improve our engagement and influence of service users and communities in the work of the LSAB.

Seek assurance that Making Safeguarding Personal, engagement of adults within their safeguarding process, is fully embedded within local safeguarding activity.

Re-establish our joint Board Communication Group to improve our outward and inward facing communication to staff and public.

Prevent financial abuse of vulnerable adults by taking forward a project to raise awareness of this form of abuse in local banks and building societies.

## **Quality Assurance and Effectiveness:**

The Board will ensure it has an effective Performance Framework in place which enables LSAB members to understand and respond to safeguarding needs of adults in Leicester.

Adults will be safer as a result of the lessons learned and the improvements in services arising from safeguarding adult review processes

## **Workforce Development:**

Seek assurance from agencies that the adult workforce meets the requirements outlined within the current LLR Safeguarding Adult Competency Framework.

Monitor and evaluate the effectiveness of safeguarding learning (including training) to safeguarding and promote the welfare of adult, in terms of impact and outcomes.

Share and disseminate relevant learning from national and local reviews and SAR's. Promote Whole Family approaches through training programmes when working with adults in DV situation and /or where (mental health, drugs/ learning disabilities) area a feature.

Review and re-launch the Competency Framework across agencies and embed Mental Capacity Act competencies within this document.

## Appendix 1: Strategic Plan 2015/17

### STRATEGIC PRIORITY AREA 1 - CORE BUSINESS: Partnerships, Governance and Board functions

#### Governance and Board Functioning –

The LSAB has improved governance arrangements and is compliant in its delivery of core Board functions.

Objective	Action(s) necessary to achieve outcome and objectives.	Outcome Measures <i>How will we know we have achieved what we set out to?</i>
<p>To improve LSAB governance</p>	<ol style="list-style-type: none"> <li>1. Review Terms of Reference of all Board Constitution and sub-group areas, to ensure governance areas are clear.</li> <li>2. Ensure that membership, roles and responsibilities are clear, understood and effective</li> <li>3. Develop strategic plan for 2015-2017</li> <li>4. LSAB receives effective and regular reports to enable members to monitor progress against the plan.</li> <li>5. Partner's agencies contribute to the development of the Annual Report of LSAB.</li> <li>6. Produce an Annual Report that is consistent with all the requirements of Care Act 2014</li> </ol>	<p>Terms of Reference reflect governance requirements in LSAB and have appropriate senior membership from agencies.</p> <p>Develop, review and implement induction and performance monitoring processes for LSAB members</p> <p>A strategic plan setting out the Board's vision and priorities for the next two years is in place</p> <p>Constructive challenge is evidenced in LSAB meetings minutes and log.</p> <p>Annual Report includes all relevant local safeguarding developments is signed off by Board.</p>
<p>There is an effective Safeguarding Adult Board in Leicester that meets its statutory obligations and ensures that safeguarding arrangements are robust and protect adults.</p>	<ol style="list-style-type: none"> <li>1. LSAB Chair works with LSAB members and Business office to enhance operational arrangements and ensure greater understanding of the LSAB members' role and the expected and required contribution.</li> </ol>	<p>The LSAB will monitor attendance at LSAB meetings and commitment to partnership working.</p>

<p>The Board will hold local agencies to account in relation to effectiveness of arrangements to safeguard specific vulnerable groups</p>	<ol style="list-style-type: none"> <li>1. Challenge log to be devised and process for review and evaluation agreed and implemented.</li> <li>2. LSAB Members are to ensure matters that impact on individual agency delivery of safeguarding services are communicated to the Board and are understood and contingency arrangements are agreed.</li> </ol>	<p>Challenge log in place - This will enable the Board to hold agencies to account if necessary, and will also enable the Board to report this information within the Annual Report and influence other partnerships.</p> <p>Annual 'Demands Report' received by the Board</p>
<p>To increase capacity of the LSAB Business Office</p>	<ol style="list-style-type: none"> <li>1. Review of Board finances and Board office structure is undertaken</li> </ol>	<p>The LSAB has a Business Office that can provide effective support.</p>
<p>To ensure LSAB members continue to prioritise safeguarding within their agency.</p>	<ol style="list-style-type: none"> <li>1. Partners will continue to provide leadership and governance in their agency regarding safeguarding practices.</li> <li>2. LSAB Member agency to produce a single agency action plan which identifies plans to improve quality assurance processes, following SAAF returns.</li> <li>3. SAAF audits are to be completed with SMART action plans for identified areas of improvement by single agencies.</li> </ol>	<p>Individual agency business delivery plans reflect share safeguarding priority, an alignment with the LSAB strategic plan and defined areas of key activity.</p> <p>The Board via SEG/DG will scrutinize and challenge agency action plans.</p> <p>Exception reporting to Full Board quarterly.</p>
<p>Adults have their needs met by organisations that are effective in safeguarding,</p>	<ol style="list-style-type: none"> <li>1. LSAB partners participate in the joint planning of services for adult in the area of the authority (better care together)</li> <li>2. Ensure safeguarding is embedded in commissioning arrangements in all agencies.</li> </ol>	<p>Through Annual Self- assessment LSAB partner agencies will demonstrate that commissioning contracts have agreed safeguarding standards embedded in commissioning specifications.</p>
<p>Monitor, evaluate and improve the effectiveness of safeguarding by Board partners individually and collectively</p>	<ol style="list-style-type: none"> <li>1. Board office to coordinate and analyse SAAF audits findings to be reported back and inform business planning.</li> </ol>	<p>Section SAAF returns have been analysed to inform strategic planning.</p>
<p>Develop multi-agency adult safeguarding procedures to meet needs of practitioners</p> <ul style="list-style-type: none"> <li>• Self-neglect</li> <li>• Hoarding</li> <li>• Information</li> </ul>	<ol style="list-style-type: none"> <li>1. Review and implement revised multi-agency procedures across LLR.</li> <li>2. Develop new procedures:             <ol style="list-style-type: none"> <li>a. Self-neglect and hoarding</li> <li>b. Information sharing protocol adult safeguarding</li> </ol> </li> <li>3. Raise awareness of key updated/new procedures )</li> <li>4. Evaluate/monitor use of on-line procedures.</li> </ol>	<p>Electronic multi-agency adult safeguarding procedures are available and inform staff on relevant practice areas and staff are knowledgeable about how to access these.</p>










<p>sharing agreement.</p>		
<p><b>Ensure the interface between the Health and Wellbeing Board, The Mayor's Office, Safer Leicester Partnership, LSCB and the LSAB are clear and processes for scrutiny and challenge are understood.</b></p>	<ol style="list-style-type: none"> <li>1. The LSAB constitution defines the relationship and agreed protocols with the relevant groups.</li> <li>2. LSAB Chair and members who attend strategic partnerships to scrutinise and challenge the delivery of safeguarding priorities.</li> <li>3. LSAB Chair to present annual report to other Strategic Partnerships.</li> <li>4. Reciprocal arrangement for the LSAB to receive and review annual reports from other Strategic Partnerships. Add this to board planning.</li> </ol>	<p>Minutes/records of meetings will record routine challenges that are part of scrutiny in multi-agency working</p>
<p><b>To be assured the services for children, adults and their families are effectively co-ordinated and assure CYP and adults are safe.</b></p>	<ol style="list-style-type: none"> <li>1. Develop a closer working relationship with the Local Safeguarding Children Board and LR Boards by developing joint working practices and undertaking shared learning events and development sessions where possible.</li> <li>2. Alignment of respective Annual Reports and presentation to partner Boards, Health and Well Being Board and scrutiny committee.</li> <li>3. Quality Assurance / performance report will be developed that helps us communicate critical messages and trends to Board.</li> </ol>	<p>Safeguarding Adult Performance Report will be developed that helps us communicate critical messages and trends to the Board.</p> <p>The Board will monitor performance of agencies contribution to adult safeguarding locally. Will seek assurance that risks are being actively managed. .</p>
<p>Board members represented on other strategic partnerships and Boards will ensure they promote the aims and objectives of the LSAB.</p>	<ol style="list-style-type: none"> <li>1. Board members will ensure when attending other strategic partnerships they promote the aims and objectives and key learning from the LSAB to promote the needs and best interests of adults.</li> </ol>	<p>These actions will enable LSAB to maximise its impact by challenging and influencing other partnerships.</p>

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STRATEGIC PRIORITY AREA 2 –PREVENTION AND PROTECTION		Desired Outcomes for adults in Leicester RAG Key ↓↑⇔ Inadequate ↓⇔↑ Requires improvement ⇔⇔⇔ Good
<p><b>THE LSAB NEEDS TO BE ASSURED THAT THE MULTI-AGENCY RESPONSE IS ROBUST IN RECOGNISING AND RESPONDING TO ADULTS/CHILDREN IN SPECIFIC CIRCUMSTANCES</b></p> <ul style="list-style-type: none"> <li>FINANCIAL ABUSE</li> <li>YOUNG PEOPLE AT RISK IN TRANSITION TO ADULT SERVICES AND IN NEED OF PROTECTION</li> <li>WHOLE FAMILY APPROACHES</li> <li>FEMALE GENITAL MUTILATION</li> <li>SELF-NEGLECT AND HOARDING</li> <li>DEPRIVATION OF LIBERTY</li> <li>ADULTS WHO LACK CAPACITY – DEPRIVATION OF LIBERTY IS RESPONDED TO APPROPRIATELY.</li> </ul>		<ol style="list-style-type: none"> <li>There is an effective multi-agency response to safeguarding concerns, an improved access to early help and prevention services.</li> <li>Adults have access to consistently high quality safeguarding services</li> <li>Adults have the right intervention at the right time during their journey through safeguarding systems.</li> <li>Adults are safer and perceive their circumstances as having improved/have better outcomes as a result of the intervention they receive from agencies.</li> </ol> <ol style="list-style-type: none"> <li>Reduce the prevalence and impact on adults adversely affected by priority areas of abuse and neglect.</li> <li>Greater understanding of the demographics in Leicester which relate to the LSAB priorities and improved targeted response and services to reduce the risk of abuse and neglect</li> </ol>
Objective	Action(s) necessary to achieve outcome and objectives.	Outcome Measures How will we know we have achieved what we set out to?
<p><b>4</b> <b>3</b></p> <p>Transitions of young people at risk to adult safeguarding will be supported.</p>	<p>Children and adult workforce will be supported by safeguarding multi-agency training to support transitional arrangements of children to adult services</p> <p>16yr+ master-class forums on mental capacity will be provided for staff</p> <p>CSE pathways from children to adult services will be defined.</p>	<p>When person is aged over 18 years and still receiving children services and safeguarding issue is raised this will be dealt with by adult services – defined within Care Act 2014.</p> <p>Joint working between adult and children’s services will be evidenced within audit processes.</p>
<p>We will improve staff awareness “think family/ family and they will work co-operatively across children and adult services to improve outcomes for adults and children.</p>	<p>Staff learning and development on “whole family” approaches will be delivered to both children and adult workforce.</p> <p>Whole Family approaches will be included in the Safeguarding Adult Assurance Framework SAAF; self-assessment.</p> <p>Develop Multi-Agency Case File Audits (across children / adult services) to examine effectiveness of whole family approaches locally</p>	<p>Staff will recognise when needs of the “whole family” should be assessed and supported across adult and children’s services.</p> <p>Staff working with adults with mental health difficulties/ learning disabilities / drug and alcohol dependence / or in situations of domestic violence will recognise risks to children and mobilise early support or protection.</p> <p>Adolescents are not being harmed by sexual exploitation, going missing, self-harm and/or suicide, engaging in anti-social or criminal behaviour or engaging in drug and/or alcohol misuse.’</p>

<p><i>To ensure females at risk of FGM are identified and responded to effectively in communities where the practice is known.</i></p>	<ol style="list-style-type: none"> <li>1. <i>Develop and implement the FGM strategy to include statistics relating to children and young people as well as vulnerable adults.</i></li> <li>2. <i>Establish the prevalence of FGM and partner agency response in Leicester.</i></li> <li>3. <i>Monitor referrals and evaluate the application of the LSAB procedure and agency practice.</i></li> </ol>	<p><i>Increased identification of people at risk of FGM.</i></p> <p><i>Awareness raising campaign plan in place for communities.</i></p> <p><i>Engagement and empowerment of communities to respond to FGM</i></p>
<p><i>Adults who self-neglect or exhibit hoarding behaviours will be assessed and where appropriate needs will be supported by single or multi-agency interventions</i></p>	<ol style="list-style-type: none"> <li>1. <i>Task and finish group is established reporting to LLR delivery group.</i></li> <li>2. <i>Thresholds document is reviewed and includes self-neglect.</i></li> <li>3. <i>LLR adult safeguarding procedures are updated to include guidance on management of self-neglect and hoarding.</i></li> <li>4. <i>Workshops on self-neglect are delivered to improve awareness and response of staff to these issues ( 14.5.15 &amp; 15.10.15)</i></li> </ol>	<p><i>Staff will assess adult's capacity to make decisions in relation to how they live their life and understand consequences.</i></p> <p><i>Staff will work with adult and guidance within the Mental Capacity Act 2005 and Human Right Act 1998</i></p> <p><i>Multi-agency guidance on self-neglect and hoarding will be available to staff</i></p>
<p><i>Prevent financial abuse of vulnerable adults by improved awareness of this form of abuse in local banks and building societies</i></p>	<ol style="list-style-type: none"> <li>1. <i>Task and finish group will be established reporting to LLR procedures group.</i></li> <li>2. <i>Strategic plan will be developed to engage with local banks and building societies to improve awareness and recognition of financial abuse and develop communication pathways.</i></li> </ol>	<p><i>Adults at risk of financial abuse in financial settings will be protected.</i></p> <p><i>Better Engagement with staff who work in Banks and Building Societies in work of the LSAB.</i></p>
<p><i>Persons working adults and families where there is a feature of DV and/ or the trilogy of risk (DV, mental health and substance misuse issues) recognise needs and risks make appropriate referrals and share information.</i></p>	<ol style="list-style-type: none"> <li>1. <i>For the Board to receive progress reports regularly on the shared priorities in the Safer Leicester Partnership's Plan.</i></li> <li>2. <i>The Board needs to ensure that agencies work together effectively to deliver the Domestic Abuse Strategy.</i></li> <li>3. <i>The ARLG group will on behalf of CSP conduct DHR's when it meets HO definitions to approved Home Office standards.</i></li> <li>4. <i>Learning from DHR's locally is shared back to practitioners through forums/ briefings/ professional learning events</i></li> <li>5. <i>Action plans arising from DHR's are delivered by agencies- reported into the ARLG and DVDG group quarterly</i></li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Practitioners have a greater awareness of the signs of domestic violence and mental health/substance misuse and the impact on children and young people.</i></li> <li>2. <i>Referrals are consistently made and families receive a timely response and the right services.</i></li> <li>3. <i>A reduction in the number of households where adults and children are adversely affected by Domestic abuse.</i></li> </ol>

STRATEGIC PRIORITY AREA 3 – PARTICIPATION & INVOLVEMENT		Desired Outcomes for Adults in Leicester RAG Key    Inadequate    Requires improvement    Good
The LSAB needs to assured the ‘voice of the service user’, participation & engagement of service users, carers and frontline practitioners informs the planning, commissioning and delivery of services.		<ol style="list-style-type: none"> <li>1. The communities that adults are a part of, understand and are engaged in a positive safeguarding culture</li> <li>2. To communicate effectively with service users and their families to engage them proactively in the safeguarding agenda and raise their awareness of what to do if they are concerned about themselves or others</li> <li>3. Communicate to persons working with adults how best to keep adults safe and encourage early response to concerns amongst agencies and communities, of the need to safeguard adults.</li> </ol>
Objective	Action(s) necessary to achieve outcome and objectives.	Outcome Measures How will we know we have achieved what we set out to?
<p>45</p> <p>Improve engagement and influence of service users representing Leicester’s Diverse communities in the LSAB.</p>	<p><i>Deliver a number of workshop participation events which engage service users, carers and the wider public to progress the strategy.</i></p> <p><i>Ensure that the “voice of the service user” informs LSAB business delivery. They are included in consultation of Business Plan and Annual Report.</i></p> <p><i>Leaflets / posters are developed with engagement of service users.</i></p>	<p><i>Feedback from service users on work of the board will influence our business planning and delivery.</i></p> <p><i>Communication with public, community groups will be accessible and available in appropriate formats.</i></p>
<p>Making Safeguarding Personal is fully embedded within local safeguarding activity.</p>	<p><i>“Making Safeguarding Personal” is embedded within local adult safeguarding practice.</i></p> <p><i>Annual Returns to be provided to government by 2016.</i></p> <p><i>LSAB Indicators on local effectiveness of safeguarding will include this data.</i></p>	<p><i>Service users will be fully engaged in their safeguarding process.</i></p> <p><i>Service users will report they feel “safer” as an outcome from the safeguarding process.</i></p> <p><i>We will collect and review data on outcomes of adult safeguarding within the MSP programme.</i></p>

<p><i>Re-establish our joint Board Communication Group to improve our outward and inward facing communication to staff.</i></p>	<p><i>Terms of Reference for the group will be revised to LLR group and membership will include safeguarding and media leads from agencies.</i></p> <p><i>Communication action plan will be developed that includes national safeguarding events, to support forward planning.</i></p> <p><i>Development of staff forum, to inform the LSAB of the challenges faced by staff to support development of local safeguarding practice and procedures.</i></p> <p><i>Develop joint LSCB/LSAB quarterly newsletter.</i></p>	<p><i>Joint newsletter will be developed by LSCB and LSAB to help us communicate key safeguarding messages to workforce.</i></p> <p><i>Staff will be more actively involved in the work of the LSAB and will be able to influence procedures and practice.</i></p>
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<b>STRATEGIC PRIORITY AREA 4 – QUALITY ASSURANCE AND EFFECTIVENESS OF MULTI-AGENCY PRACTICE</b>		<b>Desired Outcomes for Adults in Leicester</b> RAG Key ↓↑⇒ Inadequate    ↓↑⇒ Requires improvement ↓↑⇒ Good
<p><b>The LSAB needs to be assured of the effectiveness of multi-agency practice.</b>  <i>Establish and implement a robust performance management framework and dataset that can enable the Board to exercise scrutiny of service effectiveness and outcomes for adults. This should include reliable quantitative data, qualitative information, service user’s views and experiences and practitioner’s views. Monitor the effectiveness of statutory services and practice provided to adults in need of help and protection.</i></p>		<p>The multi-agency delivery of adult services is consistent in approach, whereby needs and risks are assessed and they have opportunity to access the right services at the right time and intervention is timely and keeps adults safe.</p>
<b>Objective</b>	<b>Action(s) necessary to achieve outcome and objectives.</b>	<b>Outcome Measures</b> <i>How will we know we have achieved what we set out to?</i>
<p><i>The Board will ensure it has an effective Performance Framework in place which identifies who the vulnerable adults in Leicester to enable LSAB members to understand and respond to safeguarding needs of adults in Leicester.</i></p>	<ol style="list-style-type: none"> <li>1. <i>Develop an improved quality assurance and performance management framework. To include data analysis of</i> <ol style="list-style-type: none"> <li>a. <i>Core data sets</i></li> <li>b. <i>Single agency audits</i></li> <li>c. <i>MACFAs</i></li> <li>d. <i>Safeguarding Adult Reviews</i></li> <li>e. <i>Engagement and participation, ‘Voice of the adult’, family or carers</i></li> <li>f. <i>Engagement and participation with practitioners.</i></li> <li>g. <i>LA/LSAB quality assurance programme purposeful data extraction</i></li> </ol> </li> <li>2. <i>Development Day LSAB 2016 review data within the JSNA and use this information to develop future strategic planning of LSAB.</i></li> <li>3. <i>Ensure that the information reported to the Board contains challenging analysis that enables members to identify the key priority areas for improvement and to generate an effective Business Plan.</i></li> </ol>	<p><i>Multi-agency performance data is routinely reported to the Board which highlights critical messages and issues of note with SMART action planning to address for identified areas of improvement.</i></p> <p><i>The Board has a data set in place that helps it to understand what progress it is making towards the outcomes it wants to achieve</i></p>

	<p>4. <i>LSAB members to ensure the performance reports are shared within their own agencies and across strategic partnerships (where appropriate) to ensure key strategic partners are informed when commissioning services for adults.</i></p>	
<p><i>Adults are safer as a result of the lessons learned and the improvements in services arising from safeguarding adult review processes</i></p>	<p>1. <i>Increase the number frequency and range of multi-agency audits initiated by the Board.</i></p> <p>2. <i>Establish a programme of multi-agency audits and for the audit reports to be considered by the LSAB Training Effectiveness Groups and reported to every LSAB meeting.</i></p> <p>3. <i>Audits to focus on identified areas for improvement, e.g. in relation to appropriateness and quality of referrals, plans, application of thresholds, lessons from SARs.</i></p> <p>4. <i>Audit cycle to include re-auditing themes that have previously been identified as issues to evidence improvements in practice.</i></p>	<p><i>Evidence from evaluation activity that learning from SARs and multi-agency audits is leading to improvements, especially in outcomes for adults.</i></p>
	<p>1. <i>Refine governance processes to manage referrals to ARLG and SAR process.</i></p> <p>2. <i>Undertake reviews of serious incidents and advising the authority and their Board partners on lessons to be learned.</i></p> <p>3. <i>Ensure lesson from SAR and other learning processes both locally and nationally are incorporated into LSAB training.</i></p>	<p><i>Good practice will be identified. SMART action is to address areas needing improvement. Practitioners have up to date information on a range of practice issues in an accessible format that in turn improves their practice.</i></p> <p><i>Practice improvements arising from reviews are Implemented and the impact on practice is monitored. Learning from reviews is shared and included in Local Authority improvement planning</i></p>
<p><i>To provide an overall analysis and evaluation of the effectiveness of safeguarding for the LSAB annual report.</i></p>	<p>1. <i>Produce an annual report</i></p> <p>2. <i>Services and Programme group delivery plans to be revised in line with findings.</i></p> <p>3. <i>Annual Report to be distributed and be an agenda item on all linked strategic partnerships.</i></p>	<p><i>Report is published and easily accessible and an adult service user / summary of the report are made available for adults, families and carers.</i></p>

<b>STRATEGIC PRIORITY AREA 5 –WORKFORCE DEVELOPMENT</b>	<b>Desired Outcomes for Adults in Leicester</b> <b>RAG Key</b> ↓↑⇒ Inadequate    ↓↑⇒ Requires improvement    ↓↑⇒ Good
<b>The LSAB to be assured that the workforce is competent in protecting adults in need of safeguarding</b>	<ol style="list-style-type: none"> <li>1. A workforce who are able to understand and apply safeguarding knowledge and have the skill to respond according to safeguarding concerns, in a way that is proportionate to their roles and responsibility.</li> <li>2. A workforce who are skilled and able to recognise and represent the voice of the adult, empowering choice and decision making where possible.</li> <li>3. A workforce who are able to take appropriate action in relation to whistleblowing /escalation of concerns / resolving professional disputes.</li> <li>4. Organisations that are committed to training and developing their workforce to have a good understanding of safeguarding and apply this within their organisation.</li> <li>5. Practitioners who are able to demonstrate competence, confidence and a commitment to safeguarding children young people and adults.</li> <li>6. Strategic and organisational commitment to safeguarding adults and to support their workforce to be highly skilled and trained to support service users.</li> <li>7. Strategic and organisational commitment to offer assurance of the impact of their safeguarding learning</li> </ol>

<b>Objective</b>	<b>Action(s) necessary to achieve outcome and objectives.</b>	<b>Outcome Measures</b> <i>How will we know we have achieved what we set out to?</i>
<span style="font-size: 2em; vertical-align: middle;">64</span> <p>Adults are safeguarded and supported by practitioners and carers who are trained to an appropriate standard.</p>	<ol style="list-style-type: none"> <li>1. <i>Ensure partner agency practitioners have access to appropriate multi-agency training and development opportunities.</i></li> <li>2. <i>Develop and implement methods to monitor and evaluate the effectiveness of learning from multi-agency training and its impact on frontline practice– report to SEG to be received 6/12</i></li> </ol>	<p>Policies and procedures are revised according to need (e.g. New legislation, research etc.)</p> <p>Policies and procedures are accessed</p> <p>Adults have contributed to procedure development Audits will evidence consistent application.</p> <p>Schedule of training and briefing implemented</p> <p>The outcome of learning is evidenced in consistently good practice and improved outcomes for adults/ carers &amp; families.</p> <p>Feedback from service users informs development of future programmes.</p>

<p><i>To be assured that the adult workforce has 'competent, confident practitioners who are committed to safeguarding'</i></p>	<ol style="list-style-type: none"> <li>1. Organisations to adopt the LSAB competency Framework – minimum standards of competence for the adult's workforce – fully adopted by March 31<sup>st</sup> 2017 – evidence needed now that organisations have started to adapt and apply.</li> <li>2. LSAB partner agencies to provide evidence of assurance that the workforce is meeting these requirements- questionnaire developed for voluntary sector.</li> <li>3. LSAB to continue to provide advice, support and information to continue to engage and support application of the framework.</li> <li>4. Training Effectiveness Group to undertake assurance work, including audit, qualitative and quantitative data</li> <li>5. LSAB to consider how a consistent approach / framework to allow organisations to capture evidence of outcomes – and this to be collated to support LSAB evidence base.</li> </ol>	<p><i>Organisations provide staff with timely training. Organisations utilise a range of learning activities. Organisations that test out what difference the learning is making. Organisations that embed safeguarding learning and safeguarding into day to day practice. Organisations that can provide a range of evidence about staff competence on training within SAAF submissions to LSAB.</i></p> <p><i>Meaningful Training provided that meets standards. Impact of training tested out – not just attendance certificate. Use of evidence logs – in supervisions and appraisals to provide tangible evidence. Discussion around impact on outcomes for adult present and evidenced by organisation.</i></p> <p><i>Increased and continued attendance on briefing sessions / awareness raising. Increased request by partner agencies to look at advice about applying within organisations. Internal assurance work / analysis and review of year 1 of programme to capture and summarise what has been achieved and gaps. See increased use of competency framework and minimum standards in the commissioning and embedded in the delivery of training courses. See increased linkage to competency framework and standards in induction, and appraisal processes.</i></p>
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<p><i>Monitor and evaluate the effectiveness of safeguarding learning (including training) to safeguard and promote the welfare of adult, in terms of impact and outcomes.</i></p>	<ol style="list-style-type: none"> <li>1. Attendance data by agency / themed courses etc. reported to SEG &amp; Board quarterly.</li> <li>2. Recognition that this is a percentage of the interagency training available across LLR - separate audit work required to look at effectiveness of other learning – SEG.</li> <li>3. SEG QA activity – processes for QA single / multi-agency – audit work undertaken to look at effectiveness of single and MA learning including for PVI (non- statutory partners)</li> <li>4. SAAF returns will comment on training – and should reflect the 2014 strategy and competency based approach – provide information on numbers trained (single and multi-agency)</li> </ol>	<p><i>Training provided that reflects the minimum standards – including core values and golden threads. (including Voice of Adult)</i></p> <p><i>Delivered meeting the minimum standards for training delivery, and impact is considered within practice and impact on adult is evidenced.</i></p> <p><i>Training that reflects and refers to the competency based approach.</i></p> <p><i>Trainers that are supported within organisations to deliver high quality and meaningful learning opportunities.</i></p> <p><i>Trainers that meet Group 9 of the adult competency framework</i></p> <p><i>A workforce who are clear about roles and responsibilities and able to respond to safeguarding appropriately</i></p>
<p><i>To share and disseminate relevant learning from national and local reviews and SAR's</i></p>	<ol style="list-style-type: none"> <li>1. Continuation of embedding key messages and learning both within learning events and specialised activity (newsletters/ briefings/ conferences)</li> <li>2. Further develop professional learning event methodologies for SAR's.</li> </ol>	<p>Messages communicated in a timely and accessible way. Use of a range of methods to communicate.</p> <p>Trainer's networks briefed regularly and up to date.</p> <p>Professional learning events are delivered to staff involved in SAR to inform practice and personal development.</p>
<p><i>To support a whole family approach</i></p>	<ol style="list-style-type: none"> <li>1. Joint trainers network events</li> <li>3. Continued liaison between adults and children's training leads.</li> </ol>	<p>A workforce (including wider workforce) who are able to respond and understand 'safeguarding everyone's responsibility.</p>

<p><i>Staff working with adults in need of safeguarding will work to both Adult Safeguarding Competencies and principles within Mental Capacity Act</i></p>	<ol style="list-style-type: none"> <li>1. Mental Capacity Act master-class forums will enable staff to develop knowledge and skills working with vulnerable adults, to include 16yr+.</li> <li>2. Safeguarding Adults Competency Framework will be reviewed and will include MCA competencies for staff.</li> <li>3. Competency framework for Safeguarding Adults will then be re-launched across agencies.</li> </ol>	<p>Competency framework includes mental capacity act.</p> <p>Agency safeguarding and multi-agency training programmes meet these requirements.</p> <p>Staff are able to apply principles of Mental Capacity Act to practice.</p>
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# 9. Appendices

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## Appendix 2- Joint LSAB and LSCB Values Statement

### **Values Statement which we are committed to with the Leicester Safeguarding Children Board:**

1. All people of Leicester have the right to:
  - dignity, choice and respect
  - protection from abuse and/or neglect
  - effective and co-ordinated work by all agencies to ensure a holistic child/person centred response
  - the best possible outcomes, regardless of their age, gender, ability, race, ethnicity, religion, sexual orientation and circumstances
  - high quality service provision
2. Safeguarding the wellbeing of children, young people and adults is a responsibility we all share.
3. Openness, transparency and sustainability will underpin the work of the Boards.
4. Participation by children, young people and adults is essential to inform services, policies, procedures and practices.
5. Services to meet the individual needs of children, young people and adults aspire to reach the highest standards.
6. Celebration of strengths and positive achievements is important to the Boards, as is the commitment to a process of continuous development and improvement.
7. Constructive shared learning to protect children, young people and adults will be integral to the Boards' business.

## Appendix 3- The Leicester Safeguarding Adults Board 2014-2015 membership

**Independent Chair:** David N. Jones

### **Representing Leicester City Council**

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Andy Keeling	Interim Strategic Director, Adults and Communities
Ruth Lake	Director, Adult Social Care and Safeguarding/ Chair of the LSAB Executive Group
Paul Kitney	Head of Service, Adult Safeguarding
Ann Branson	Director, Housing Strategy and Options
Cllr Rita Patel	Assistant Mayor, Adults and Older People
Daxa Pancholi	Head of Service, Community Safety
Ann Branson	Director Housing

### **Representing the Health Community**

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Carole Ribbins	Director of Nursing, UHL
Dawn Leese	Director of Nursing and Quality, Leicester CCG
Adrian Spanswick	Consultant / Designated Nurse Safeguarding (Children and Adults)/ Chair of the Safeguarding Effectiveness Group
Di Postle	Head of Professional Practice, LPT
Lee Bretnall	Clinical Quality Manager, EMAS
Manjit Darby	Leicester, Leicestershire and Lincolnshire, Local Area Team NHS England

### **Representing Police, Probation, Prisons and Fire Services**

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Johnathan Brown	Detective Superintendent
Carolyn Maclean	Director of Leicester City Local Delivery Unit
Graham Batchford	Governor, HMPS Welford Road
Steve Lunn	Director of Community Safety, Fire and Rescue Services

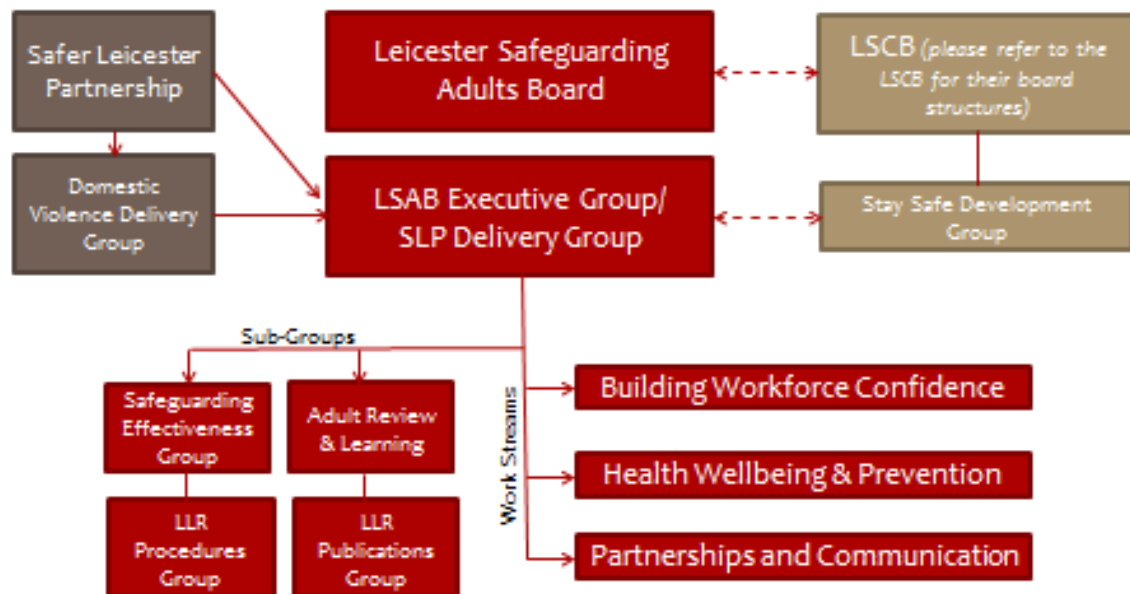
### **LSAB Officers**

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Kelly-Anne Moran	LSAB Manager
Jennifer Williams	Partnerships and Communications Lead (part time resource)
Sarah Taylor	Building Workforce Confidence Lead (part time resource)
Tom Elkington	Board Officer
Jackie Wilkinson	Board Officer

## Appendix 4- The Leicester Safeguarding Adults Board Structure

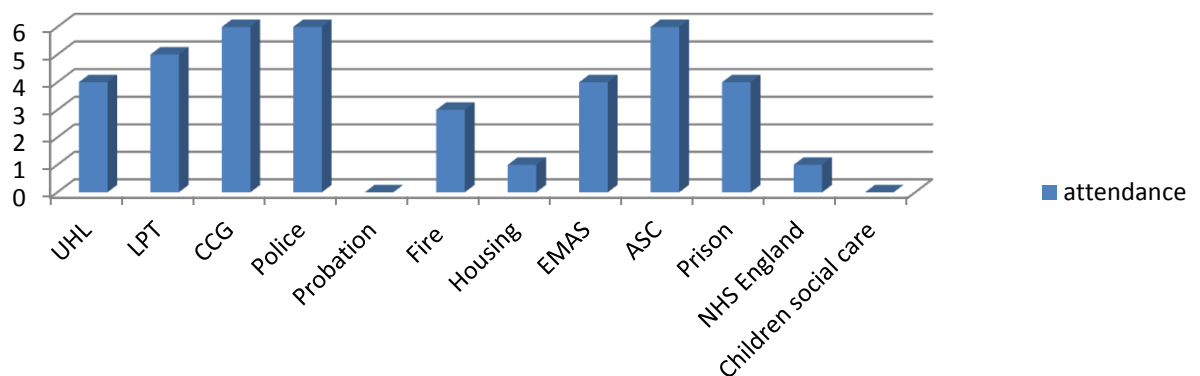
### Leicester Safeguarding Adults Board Governance Structure



NB: The work streams and sub-groups create task and finish groups as required for specific pieces of work

## Appendix 5 – LSAB Attendance Record 2014/15

### Agency attendance at Board meetings and development days 2014/15



## Appendix 6 - Glossary of terms

### Definitions

#### *Abuse of Vulnerable Adults (AVAs) data return*

Introduced in 2010, this is a statistical report produced by the Health and Social Care Information Centre. Councils were required to submit a statutory return (with voluntary elements) required by the Department of Health in relation to their recorded safeguarding activity.

#### *Safeguarding Adult Returns (SARs)*

Introduced in 2013, the Safeguarding Adults Return (SAR) is a new collection of tables that have been designed as a successor to the Abuse of Vulnerable Adults (AVA) Return. The SAR addresses various aspects of safeguarding, with particular regard to the details of the victim, the alleged perpetrator and the alleged offence. Due to this difference it is not possible to compare like for like returns from AVA / SARs collections.

#### *Safeguarding referral*

A referral is defined as a report of risk of potential abuse, harm or neglect which leads to investigation under the safeguarding process. Note that the term 'referral' in this context relates only to safeguarding referrals and not to referrals for community care assessments.

#### *Primary Client Group/ Type (PCT)*

Primary client group is a professional decision based on the individual's circumstances, not solely an administrative categorisation, for the purposes of allocation to a particular specialist team.

#### *Safeguarding conclusion/ concluded referrals*

A concluded referral is defined as when the active investigation has been undertaken and where the formal conclusion is recorded as one of the following:

- *Substantiated – fully* - This refers to cases where it was concluded that all the allegations made against the individual or organisation were verified "on the balance of probabilities". Where allegations of multiple types of abuse are being considered against an individual or organisation then all will need to be proved for it to be defined as fully substantiated.
- *Substantiated – partially* - This refers to cases where there are allegations of multiple types of abuse being considered against an individual or organisation. Verification will be partial where "on the balance of probabilities" it was concluded that one or more, but not all, of the alleged types of abuse were proved. For example, if a referral includes allegations of physical abuse and neglect and the physical abuse can be proved on the balance of probabilities, but there is not enough evidence to support the allegation of neglect, the referral will be partially substantiated.
- *Inconclusive* - This refers to cases where there is insufficient evidence to allow a conclusion to be reached. This will include cases where, for example, the

individual subject to the referral, the individual believed to be the source of the risk or a key witness passed away before they could provide statements as part of the assessment or investigation.

- *Not substantiated* - This refers to cases where “on the balance of probabilities” the allegations are unfounded, unsupported or disproved.
- *Investigation ceased at individual's request* - This refers to cases where the individual at risk does not wish for an investigation to proceed, for whatever reason, and so preclude a conclusion being reached.

### *Census*

The census is a way of systematically acquiring and recording information about the members of a given population. In the UK these are held every 10 years by way of a questionnaire sent to households. These statistics help paint a picture of the nation and how we live. They provide a detailed snapshot of the population and its characteristics, and underpin funding allocation to provide public services and are published in a government report by the Office of National Statistics.

### *Healthwatch*

The Health and Social Care Act 2012 sets out that local Healthwatch bodies will be established in April 2013. Healthwatch is the new consumer champion for both health and social care. It will exist in two distinct forms – local Healthwatch and Healthwatch England. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. For full information on the local Healthwatch please visit their website.

### **Acronyms/Abbreviations**

- University Hospitals of Leicester NHS Trust (UHL)
- Leicester City Council (LCC)
- Leicestershire Partnership Trust (LPT)
- Leicestershire and Rutland Safeguarding Adults Board (LRSAB)
- Local/ Leicester Safeguarding Children Board (LSCB)
- Leicester Safeguarding Adults Board (LSAB)
- Safeguarding Adult Review (SAR)
- Serious Incident Learning Process (SILP)
- Domestic Homicide Review (DHR)

## Appendix 7 – Board Contact Details

For more information on the work of the Leicester Safeguarding Adults Board, please visit our [website](#).

You can contact the Board office in the following ways:

Telephone: 0116 454 6270  
Fax: 0116 454 0720  
Email: [LSAB@leicester.gov.uk](mailto:LSAB@leicester.gov.uk)



## Adult Social Care Scrutiny Commission Briefing Note

22<sup>nd</sup> September 2015

### Voluntary and Community Sector (VCS) Advocacy and Carers Review: progress update.

#### **Advocacy**

- Planned procurement of VCS carers and advocacy services was abandoned January 2015, in order to consider the impact of The Care Act on service provision.
- Consultation has since been undertaken with the VCS Advocacy providers to consider the impact and determine a future service model to be re-procured with effect from April 2016.
- 3 months service user data across the sector has been collated and analysed.
- The analysis shows there has been a limited impact on the demand for Care Act advocacy.
- Consultation with key stakeholders on 4 potential service models for advocacy was undertaken.

#### **Carers Support**

- National Care Act projections suggested a potential increase in the demand for carer support. The local data shows an increase in the number of Carers assessments undertaken by Adult Social Care (541 in Q1 of 14/15 and 613 in Q1 of 15/16), but there has been a trend of a year on year increase, so the rise is not above what would normally be expected.
- Consultation has also been undertaken with the VCS Carers' providers to consider the impact and determine a future service model to be re-procured with effect from April 2016.
- 3 months service user data across the sector has been collated and analysed.
- The data analysis showed a limited impact on demand for carer's services; further supported through feedback from Carers organisations who reported minimal increase in activity.
- Engagement with key stakeholders regarding the requirements for Carers highlighted the importance of targeting those most in need (i.e. those most likely to be at risk of crisis or reaching breaking point) including:
  - Older carers
  - Long term carers

### **Engaging with the VCS providers**

- The results of the review are being fed-back to the providers on 17<sup>th</sup> September.

### **Next steps**

- Options will be considered by the Executive in early October 2015.
- A procurement exercise will then commence and new contracts will be in place by 1<sup>st</sup> April 2016.



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## ***Update on the Elderly Persons' Homes Project***

Report to the Adult Social Care Scrutiny Commission

22 September 2015

Lead directors: Tracie Rees, Ruth Lake

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### Useful information

- Ward(s) affected: Thurncourt, North Evington, Knighton
- Report author: Ruth Lake, Tracie Rees
- Author contact details: 454(37) 5551, 454 (37) 2301
- Report version number plus Code No from Report Tracking Database: Report version 1

## 2. Summary

- 2.1 This report gives the Scrutiny Commission an update on the progress of Phase Two of the Elderly Persons' Homes (EPH) project.
- 2.2 Work is ongoing on the following aspects of the project:
  - Transfer and sale of Arbor House and Thurn Court;
  - Supporting residents to move from Preston Lodge;
  - Closure of Preston Lodge as an EPH and transfer of the Intermediate Care Service from Brookside Court to Preston Lodge.
- 2.3 A verbal update will be given at the meeting, to provide an up to date picture on the progress that is being made.

## 2. Recommendations

- 2.1 The Adult Social Care Scrutiny Commission is recommended to note the progress made on each aspect of the EPH project.

## 3. Report/Supporting information including options considered:

### 3.1 *Sale of Arbor House and Thurn Court*

It has previously been reported to the Scrutiny Commission that Leicestershire County Care Ltd (LCCL) has been identified as the preferred bidder for Arbor House and Thurn Court. Officers have been working with LCCL, staff and residents to progress the transfer. Ownership is scheduled to transfer to LCCL on 12<sup>th</sup> October 2015.

Residents, relatives, staff and trade unions have been fully engaged in the transfer process throughout.

Activities that have been taking place include:

- Formal TUPE process to transfer staff to the new organisation.
- Deregistration and reregistration activities with the Care Quality Commission (CQC).

- Preparing legal agreements to underpin the transfer.
- Work to transfer residents to LCCL, including confirming that their needs can be met.
- Transfer of staff pensions and preparation for new DBS registrations.
- Operational and property tasks.

### 3.2 **Supporting residents to move from Preston Lodge**

Work is underway to support permanent residents at Preston Lodge to find new homes.

The table below shows progress in supporting residents to move to new homes in accordance with the 7 step moving plan, which was used in previous projects.

RESIDENT NO	STATUS	STEP ON MOVING PLAN	NOTES AND TARGET MOVING DATE
1	Resident	Step 7	Moved and follow up visit due
2	Resident	Step 4	Looking at various options
3	Resident	Step 4	Looking at various options
4	Resident	Step 4	Looking at various options
5	Resident	Step 7	Moved and 4 week review planned
6	Resident	Step 4	Looking at various options
7	Resident	Step 5	Has chosen a home and awaiting move
8	Resident	Step 4	Looking at various options

#### Key:

<b>Step 1</b>	Deciding who needs to be involved in your moving plan
<b>Step 2</b>	Meeting to look at what is most important to you in a new home
<b>Step 3</b>	Your social worker carries out a new assessment of your needs
<b>Step 4</b>	Meeting to review your moving plan and agree what will happen next
<b>Step 5</b>	Planning your move
<b>Step 6</b>	The day you move
<b>Step 7</b>	After you move

**3.3 Closure of Preston Lodge EPH and transfer of the Intermediate Care service from Brookside Court to Preston Lodge**

Preston Lodge will cease to operate as a residential home and the Intermediate Care Service will be transferred from Brookside Court. This will be an interim arrangement until the new build Intermediate Care facility becomes available in 2017. It will increase bed capacity for intermediate care, as there is insufficient bed capacity at Brookside Court.

The transfer of Intermediate Care beds to Preston Lodge will not take place before all permanent residents are settled in new homes. Residents are being supported to move from Preston Lodge at a pace that is suitable for them.

Staff from both Preston Lodge and the Intermediate Care Service are currently subject to an organisational review.

**5. Financial, legal and other implications**

5.1 Financial implications

There are no direct financial implications of this report.

*Stuart McAvoy, Accountant*

5.2 Legal implications

Legal Services are actively involved in the project and advise accordingly.

5.3 Climate Change and Carbon Reduction implications

Climate change implications have been reported previously for the EPH project as a whole.

5.4 Equalities Implications

Equalities information is included in the EPH project EIA and are considered on an individual basis when working with residents.

**6. Background information and other papers:**

Nil

**7. Summary of appendices:**

Nil

**8. Is this a private report (If so, please indicated the reasons and state why it is not in the public interest to be dealt with publicly)?**

No

**9. Is this a “key decision”?**

No

**10. If a key decision please explain reason**





## Leicester City Council Scrutiny Review

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'Models of Community Screening and Assessment'  
Scoping document for completion by Members

September 2015

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## **Background to scrutiny reviews**

Determining the right topics for scrutiny reviews is the first step in making sure scrutiny provides benefits to the Council and the community.

This scoping template will assist in planning the review by defining the purpose, methodology and resources needed. It should be completed by the Member proposing the review, in liaison with the lead Director and the Scrutiny Manager. Scrutiny Officers can provide support and assistance with this.

In order to be effective, every scrutiny review must be properly project managed to ensure it achieves its aims and delivers measurable outcomes. To achieve this, it is essential that the scope of the review is well defined at the outset. This way the review is less likely to get side-tracked or become overambitious in what it hopes to tackle. The Commission's objectives should, therefore, be as SMART (Specific, Measurable, Achievable, Realistic & Time-bound) as possible.

The scoping document is also a good tool for communicating what the review is about, who is involved and how it will be undertaken to all partners and interested stakeholders.

The form also includes a section on public and media interest in the review which should be completed in conjunction with the Council's Communications Team. This will allow the Commission to be properly prepared for any media interest and to plan the release of any press statements.

Scrutiny reviews will be supported by a Scrutiny Officer.

### **Evaluation**

Reviewing changes that have been made as a result of a scrutiny review is the most common way of assessing the effectiveness. Any scrutiny review should consider whether an on-going monitoring role for the Commission is appropriate in relation to the topic under review.

**For further information please contact the Scrutiny Team on 0116 4546340**

To be completed by the Member proposing the review		
1.	<b>Title of the proposed scrutiny review</b>	Models of Community Screening and Assessment
2.	<b>Proposed by</b>	Councillor Virginia Cleaver, Chair, Adult Social Care Scrutiny Commission
3.	<b>Rationale</b> Why do you want to undertake this review?	<p>The commission recognises the need to focus on preventative work to allow people to live independently for longer. However, there is a real strain on the health and social care system as people live longer and require more support.</p> <p>Whilst there is a need to have access to specialist support, there are many occasions where people can access the support they need without relying on statutory services. Therefore the commission would like to explore whether Leicester can adopt a model of community screening and assessment, like other areas in the country, to relieve some of the pressures on statutory services and improve local engagement and outcomes for people.</p>
4.	<b>Purpose and aims of the review</b> What question(s) do you want to answer and what do you want to achieve? (Outcomes?)	<p>The commission aims to establish if a model of community screening and assessment would be appropriate in the city.</p> <p>It is hoped the following outcomes will be established:</p> <ul style="list-style-type: none"> <li>• An understanding what models of community screening and assessment look like and what best practice is.</li> <li>• An understanding of how they are funded.</li> <li>• Mapping of what exists in the city currently.</li> <li>• Identify a possible option that Leicester could adopt.</li> </ul>
5.	<b>Links with corporate aims / priorities</b> How does the review link to corporate aims and priorities?  <a href="http://citymayor.leicester.gov.uk/delivery-plan-2014-15/">http://citymayor.leicester.gov.uk/delivery-plan-2014-15/</a>	<p>The City Mayor's Delivery Plan has sections specifically to promote 'A Healthy and Active City' and 'Providing Care and Support'.</p> <p>The aims within this include reducing health inequality, promoting good public health, ensuring people are provided with opportunities to maintain their independence and ensuring that people have access to quality services of their choice, all of which are linked to the outcomes of this review.</p>
6.	<b>Scope</b> Set out what is included in the scope of the review and what is not. For example which services it does and does not cover.	<p>Adult Social Care Services</p> <p>An understanding of the services available to people in their own communities, outside of statutory ASC</p>

Develop a draft Project Plan to incorporate sections seven to twelve of this form

<p><b>7.</b></p>	<p><b>Methodology</b> Describe the methods you will use to undertake the review.</p>	<p>The commission would like to identify the following:</p> <ul style="list-style-type: none"> <li>• What models of community screening and assessment already exist?</li> <li>• How do the models work and how are they funded?</li> <li>• What does the city currently have in place?</li> <li>• What models would suit Leicester?</li> <li>• Develop an option for the Executive to consider</li> </ul> <p>This review will involve looking at current methods of literature available, completing site visits to best practice areas and task groups to consider other evidence.</p>
	<p><b>Witnesses</b> Set out who you want to gather evidence from and how you will plan to do this</p>	<p>Potential witnesses may include:</p> <ul style="list-style-type: none"> <li>• Deputy City Mayor (Exec Lead for Adult Social Care)</li> <li>• Relevant Council Officers</li> <li>• Officers from other areas in the Country (Best practice)</li> </ul>
<p><b>8.</b></p>	<p><b>Timescales</b> How long is the review expected to take to complete?</p>	<p><b>September</b> Scoping document to be agreed at 22<sup>nd</sup> September meeting. <b>October - February</b></p> <ul style="list-style-type: none"> <li>• Explore best practice and maybe make visits.</li> <li>• Task Group meetings.</li> <li>• Draft findings and conclusions to be established.</li> </ul> <p><b>March</b> The final review report to be agreed at 8<sup>th</sup> March meeting.</p>
	<p>Proposed start date</p>	<p>October 2015</p>
	<p>Proposed completion date</p>	<p>March 2016</p>
<p><b>9.</b></p>	<p><b>Resources / staffing requirements</b> Scrutiny reviews are facilitated by Scrutiny Officers and it is important to estimate the amount of their time, in weeks, that will be required in order to manage the review effectively.</p>	<p>It is expected the Scrutiny Officer will support the whole review process by capturing information at the meetings, facilitating the people to give evidence and writing the initial draft of the review report based on the findings from the review.</p>
	<p>Do you anticipate any further resources will be required e.g. site visits or independent technical advice? If so, please provide details.</p>	<p>There may be site visits to areas that are identified as best practice.</p>
<p><b>10.</b></p>	<p><b>Review recommendations and findings</b> - To whom will the recommendations be addressed?</p>	<p>It is likely the review will offer recommendations to the Executive.</p>

11.	<p><b>Likely publicity arising from the review</b> - Is this topic likely to be of high interest to the media? Please explain.</p>	<p>It is not anticipated that the review will gather media interest but it is hoped that the review will find positive outcomes to support the services in the city.</p>
12.	<p><b>Publicising the review and its findings and recommendations</b> How will these be published / advertised?</p>	<p>There will be a review report which will be published as part of the commission's papers.</p>
13.	<p><b>How will this review add value to policy development or service improvement?</b></p>	<p>It is hoped the outcomes of the review will determine if a system for community assessment and screening can be established in the city. This can then be considered as part of the executives proposals for future service development.</p>
<b>To be completed by the Executive Lead</b>		
14.	<p><b>Executive Lead's Comments</b></p> <p>The Executive Lead is responsible for the portfolio so it is important to seek and understand their views and ensure they are engaged in the process so that Scrutiny's recommendations can be taken on board where appropriate.</p>	<p>The proposed review could make a helpful and useful contribution to policy development in this area. However, to secure maximum influence in influencing and shaping future policy a final report before March 2016 would be of more use. If the timeframe of the review could be accelerated it is more likely that the findings of the review will be able to feed directly into our thinking and policy development.</p>
<b>To be completed by the Divisional Lead Director</b>		
15.	<p><b>Divisional Comments</b></p> <p>Scrutiny's role is to influence others to take action and it is important that Scrutiny Commissions seek and understand the views of the Divisional Director.</p>	<p>Supporting people to access information, to understand what services may be available to them within their local area and how they might address their own needs is something that is increasingly important to ASC. This is due to rising demand, reducing resources and a wish to enable people to do more independently, rather than rely on statutory services as a first option. There are models that have been developed in other authorities and we would welcome scrutiny's exploration of how these have been created, developed and funded. We would like to understand the opportunity to increase self-support and peer led / user led arrangements, which can build community capacity in a sustainable way.</p>

16.	<p><b>Are there any potential risks to undertaking this scrutiny review?</b></p> <p>E.g. are there any similar reviews being undertaken, on-going work or changes in policy which would supersede the need for this review?</p>	None noted
17.	<p><b>Are you able to assist with the proposed review? If not please explain why.</b></p> <p>In terms of agreement / supporting documentation / resource availability?</p>	Officer time is limited but we would be able to assist with sharing information about current screening / assessment arrangements, in making contacts with other councils or organisations, in sharing or signposting to information about work in other areas. This is not an area of work that is already in place so officers are not able to produce reports about existing practice.
	<b>Name</b>	Ruth Lake
	<b>Role</b>	Divisional Director, ASC
	<b>Date</b>	26 <sup>th</sup> Aug 2015
<b>To be completed by the Scrutiny Support Manager</b>		
18.	<p><b>Will the proposed scrutiny review / timescales negatively impact on other work within the Scrutiny Team?</b></p> <p>(Conflicts with other work commitments)</p>	With the review taking place over a number of months it will allow sufficient time to gather information in relation to this review without impacting on other areas of work.
	<p><b>Do you have available staffing resources to facilitate this scrutiny review? If not, please provide details.</b></p>	The review can be adequately support by the Scrutiny Team.
	<b>Name</b>	Kalvaran Sandhu, Scrutiny Support Manager
	<b>Date</b>	25 <sup>th</sup> August 2015

## Adult Social Care Scrutiny Commission

### Draft Work Programme 2015 – 2016

Meeting Date	Topic	Actions Arising	Progress
4 <sup>th</sup> Aug 15	<ul style="list-style-type: none"> <li>1) ASC Revenue Budget – outturn and budget for 2015/16</li> <li>2) Better Care Fund – issues relating to ASC</li> <li>3) Adult Social Care Local Account</li> <li>4) Herrick Lodge – update on progress</li> </ul>	<ul style="list-style-type: none"> <li>2) Progress report be brought back to the commission in six months' time.</li> <li>3) Performance framework is brought to a future meeting including concerns raised relating to the review of care packages.</li> <li>4) An anonymised version of the seven step moving plan is brought to the commission throughout the phase two process.</li> </ul>	<ul style="list-style-type: none"> <li>2) Added to work prog – 08/03/16</li> <li>3) Added to work prog – 03/11/15</li> <li>4) Added to work prog – 22/09/15</li> </ul>
22 <sup>nd</sup> Sep 15	<ul style="list-style-type: none"> <li>1) VCS Advocacy and Carers Spending Review - Update</li> <li>2) Leicester Safeguarding Board – Annual Report</li> <li>3) Leicester Ageing Together Initiative (Vista) - progress after a year</li> <li>4) Elderly Persons Homes Update - progress of residents' moves</li> <li>5) Community Models of Screening and Assessment – Scoping Document</li> </ul>		
3 <sup>rd</sup> Nov 15	<ul style="list-style-type: none"> <li>1) Performance Framework</li> <li>2) Elderly Persons Homes Update - progress of residents' moves</li> </ul>		
12 <sup>th</sup> Jan 16	<ul style="list-style-type: none"> <li>1) ASC Budget</li> <li>2) Domiciliary Care Contracts – Pre-procurement</li> <li>3) Elderly Persons Homes Update - progress of residents' moves</li> </ul>		
8 <sup>th</sup> Mar 16	<ul style="list-style-type: none"> <li>1) ASC Peer Challenge – Outcome</li> <li>2) Better Care Fund – update</li> <li>3) Elderly Persons Homes Update - progress of residents' moves</li> </ul>		
3 <sup>rd</sup> May 16	<ul style="list-style-type: none"> <li>1)</li> </ul>		

## Forward Plan Items

Topic	Detail	Proposed Date
Enablement	Progress against the strategy	
Intermediate and Extra Care Unit	Progress of the new builds	
Mutual/Traded Services	Consider how this can be adopted locally	
Performance Reporting	Regular performance reports	