



Overview and Scrutiny Committee
6 February 2008

**Report from the Director of Housing
and Community Care**

For Information

Wards Affected:
ALL

**Report Title: Brent Multi Agency Adult Protection Annual
Report Summary**

1.0 Summary

1.1

This is the third annual report of the Brent Multi-agency Adult Protection Committee and covers the period April 2006 – March 2007. It outlines national developments, the progress made in Brent (including the priorities set in last year's annual report) and also identifies key issues and future plans for growth and improvement. The report also includes audit requirements set out in *No Secrets* and Brent's Multi-agency Policy and Procedures.

1.2

Key statutory agencies and the lead for the voluntary sector, with the Lead Member will be present at Scrutiny to clarify any issues arising. There will be a report from the Police, PCT, Community Care, The Assistant Director who chairs the committee, the Safeguarding Adults Co-ordinator, and the Vice Chair of Brava, and the Director of Mencap.

1.3

All Adult Protection multi-agency partners were invited to contribute to this report with their progress during 2006/07 however none was forthcoming at the time of publication.

2.0 Recommendation

That members of the committee note and comment on the report.

3 In Brent

Brent Adult Protection Committee and Operational Sub-group

The Adult Protection Committee and the Adult Protection Operational Sub-group continued to meet quarterly, however membership has been sporadic with a need to re-establish commitment from a number of key partner agencies within both groups.

Adult Protection Coordinator

The Adult Protection team, which is based within the Older People Services Unit of Housing and Community Care, was able to successfully appoint a permanent Adult Protection Coordinator. This appointment has ensured promotion of Adult Protection within Brent as well as providing a consistent resource for multi-agency partners at an operational level

Referral Activity 2006-07

- 150 referrals were received which was an 14.5% increase last year
- The majority of referrals were again for older people, but there was a noted increase in reports from other client groups
- The main referrals were for people of a white background, whose abuse happened in their own home allegedly by a friend or relative
- The main form of abuse was financial
- 35% of all concluded cases were substantiated
- Staff in the care profession (including care professionals and paid carers) were the main perpetrators of substantiated cases (31%) followed by family members (28%)
- The main outcome for the vulnerable adult in substantiated cases was moving client to different accommodation
- The main outcome for the perpetrator in substantiated cases was police action followed by disciplinary action.

4 Nationally

There have been a number of key developments over the past year which have impacted at a local level and are envisaged to shape the future of Adult Protection Procedures. These included:

- The publication of two CSCI and Health Commission investigations in relation to clients with learning disabilities in services run by PCT's
- The Commission for Social Care Inspectorate's issue of Safeguarding Adults Protocols and Guidance
- New laws being passed which will affect the existing Adult Protection Policy and Procedures
- A number of Adult Protection research projects whose findings are expected to be published in 2007/08

- World Elder Abuse Day

5. Current work

The Committee considered these issues and audited current policies to ensure gaps identified. In order to move from adult protection to safeguarding a bid to the corporate performance fund was successful in order for a strategy and 3 year work plan to be developed. These take a wider and more comprehensive approach, on a multi-agency approach, to safeguarding adults vulnerable to abuse. This work is ongoing and will form the basis of the report to Overview and Scrutiny for 2008/09.

6. The DoH has issued several guidance documents recently, further promoting direct payments, and individual budgets as part of self directed support. Giving power and control to those who want to arrange their own support services, Community Care service is leading on adult social care transformation programme to change processes to ensure this can be maximised for all users. Consultations with users and carers have shown that concerns for safeguarding, particularly against financial abuse are key parts of developments. The safeguarding committee has also said it wants to contribute to these developments. The current process for safeguarding those in receipt of direct payments is through the independently commissioned support agency Penderells, who advises users on safe recruitment practices, and ongoing support is provided. Users are strongly advised to have CRB checks on employees and to use care agencies registered with CSCI.

7. CSCI annual performance assessment

- 7.1 This asks for information about safeguarding activity and CSCI has made several recommendations. We are reviewing the learning and development programme, specifically training for the independent sector, as the CSCI performance letter for 2006/7 stated a key area for improvement was training on protection of vulnerable adults for the independent sector. This is partly because it is an annual and not cumulative count, and significant training has been provided for the independent sector since 2004. In addition all commissioned services are expected to provide POVA training for their staff, as part of the contract price and acceptance of the POVA policy. We are looking into the method of capturing data to represent more accurately numbers trained, and ensure sufficient training is available.
- 7.2 The action plan for safeguarding will be incorporated into the work plan for 2008/9. A key strength was seen as in the fact that referrals for safeguarding increased 20% with a 60% increase in 'completed' cases. However, in contrast, a key area for improvement was seen in the need to 'investigate high rate of referrals for people with physical and sensory disabilities'. This could be due to the fact that in the previous year we noted a low level of referrals for these cases and targeted

training ahs resulted in increased referrals. Indeed this could be seen as positive, as it means staff are aware of the need to refer to consider if alleged abuse might be occurring. There is also no robust evidence base or national benchmarks on what an 'appropriate' number of referrals would be. The Head of Service has looked into this, as has the Safeguarding Co-ordinator. Analysis of the referrals does not show any particular pattern, or location in a particular unit, where there might be 'establishment concerns'. However she is undertaking a data validation exercise with the operational manager.

8. CSCI inspection

The Commission for Social Care Inspection (CSCI) are undertaking the first inspections of local authority's safeguarding arrangements. They are inspecting Brent 27 February – 5 March. A project group has supplied all relevant supporting evidence including the attached annual report. The inspection focus on a core theme – Safeguarding Adults. Specifically they will look at:

- Adults who are vulnerable are safeguarded against abuse
- Workers are competent in identifying situations where adults who are at risk may be abused and know how to respond to any concerns. The Council makes sure that all managers aware of how to manage safeguarding issues.
- Workers are aware of and routinely use a range of preventative support services and this has led to an increase in the reporting of incidents of abuse. There is satisfactory closure in all cases.
- Robust quality assurance processes are in place and working effectively.
- Adult Protection Committees, or similar arrangements, are in place; they work effectively and accord to POVA requirements.
- People who use social care services are assured of privacy and confidentiality through the consistent application of appropriate policies and procedures.

At the same time they are inspecting Older People's Services in the theme of Personalised Services and self directed support. They will provide a rating which will go towards the overall annual rating. Brent adult social care received 2 stars in December 2007, achieving good outcomes and prioritising prospects. The outcome of the inspection and community care action plan on both themes will be reported to the Council Executive.

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