

Cambridgeshire Adult Safeguarding Team

Cambridgeshire Adult Safeguarding Board

Annual Report

April 2008 – March 2009

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Welcome from the Chair

Welcome to Cambridgeshire's Adult Safeguarding Board Annual Report for 2008-09.

I am proud to be taking forward and leading our strong and committed inter-agency Adult Safeguarding Board, which is tasked with providing a strategic overview in order to Safeguard Adults from abusive behaviour and practice.

We are particularly pleased with the level of support and commitment from the partner agencies at both a strategic and operational level.

The Annual Report highlights both what has been achieved and outlines our plans for the year ahead.

A great deal of progress has been made to safeguard vulnerable people from abuse and harm.

Much more has to be done however to ensure that standards continue to improve across all care sectors.

Please take time to read the report to gain a better understanding of the work of the Adult Safeguarding Board.

Finally I would like to thank staff across all agencies for their commitment to Adult Safeguarding in Cambridgeshire.

Claire Bruin

Members of the Cambridgeshire Adult Safeguarding Board

Chairperson - Claire Bruin – Service Director - Adult Support Services
Community and Adult Services
Cambridgeshire County Council (CCC)

Representatives from:

Addenbrookes Hospital, Cambridge University Hospital NHS Foundation Trust
Adult Safeguarding Team, CCC

Age Concern

Anglia Ruskin University

Cambridgeshire and Peterborough NHS Foundation Trust

Cambridgeshire Community Services (Provider arm of Cambridgeshire
Primary Care Trust)

Cambridgeshire Constabulary

Cambridgeshire Learning Disability Partnership

Care Quality Commission

Child Protection Review Unit, CCC

Disability Services, CCC

District Nursing Service

Excel Care representing Residential and Nursing Care Providers

Fenland District Council – representing District Councils across Cambridgeshire

Granta Housing – representing Registered Social Landlords

Hinchingbrooke Health Care NHS Trust

Hunts Mind

Legal Services, CCC

NHS Cambridgeshire (Commissioning arm of Cambridgeshire PCT)

Older People's representative (Cambridgeshire Older People Reference Group)

Our Voice

Peterborough Primary Care Trust

Procurement (Social Care), CCC

Red Cross

Speaking Up

Supporting People, CCC

Message from the Adult Safeguarding Board

The report provides a background to safeguarding work in Cambridgeshire and a summary of the work undertaken by the Adult Safeguarding Board and Adult Safeguarding Team within the period April 2008 to March 2009.

The Cambridgeshire Adult Safeguarding Board is an inter-agency forum, which promotes the protection of vulnerable adults from abusive behaviour and practice. It achieves this by developing, implementing, monitoring, and evaluating procedures and practice models, which encourage the prevention, detection, and reporting of abuse in all its forms.

The focus of the Adult Safeguarding Board is to facilitate effective inter-agency collaboration and cooperation at all levels of safeguarding work. It is essential that all partners and stakeholders work closely to develop a robust response in order to protect vulnerable people from abuse and harm.

The Adult Safeguarding Board is therefore a catalyst for promoting both the operational systems and the processes that reduce the risk of abuse. It provides a strategic overview to ensure a consistent professional response to abuse and inadequate care.

Another primary aim of the Adult Safeguarding Board is to raise awareness amongst all staff, care providers, service users, family carers and residents of Cambridgeshire as to what constitutes abuse, how to respond, and what actions to take to prevent abuse reoccurring.

Broadly speaking the work of the Adult Safeguarding Board focuses on five interlocking approaches:

- To decrease the risk of vulnerable people being subjected to abusive or unacceptable practice and behaviour.
- Working in partnership with vulnerable people to promote their levels of awareness, assertiveness and empowerment.
- Screening out and preventing potential abusers coming into contact with vulnerable people.
- Development of policy and best collaborative practice for staff and care providers.
- Training opportunities in order to make sure that all staff members understand their roles and responsibilities in recognising and responding to abusive practice.
- Monitoring the effectiveness of the Board's policies in practice.

Therefore the emphasis for adult safeguarding within Cambridgeshire is to ensure that preventative measures are implemented as the key to best practice, but should abuse occur then the focus of any intervention will be to achieve the best possible outcome for vulnerable people following any allegation or disclosure.

Strong partnerships with agreed policies and definitions and a good understanding of each other's roles and responsibilities underpin coherent responses to abuse and neglect when they occur.

The delivery of high care standards and the provision of a safe, consistent, and coordinated service are at the heart of adult safeguarding. For these to be achieved collaboration is required at all levels, from the integration of strategic management across all stakeholders to the daily work of operational staff at the point of service delivery.

Inter-personal and inter-agency collaboration relies upon a series of complex relationships. The circumstances or causal factors behind abuse and its subsequent detection, reporting, investigation and resolution are also varied and complex. The work of the Adult Safeguarding Board and Adult Safeguarding Team assist in simplifying the processes and systems necessary for effective joint working to be achieved and maintained.

The Adult Safeguarding Board, through the development of practice guidance and procedures, the development of inter-agency staff training, the formation of multi-agency working groups and committees, and by identifying a strategy to provide relevant information to vulnerable people, has helped to enhance the development of working relationships across service providers.

The Adult Safeguarding Board and Safeguarding Team are represented on a number of community safety forums including:

- Domestic Abuse Strategy Group
- Multi Agency Risk Assessment Conferences
- Multi Agency Public Protection Arrangements
- Crime Reduction Partnership
- Safer Recruitment
- Independent Safeguarding Authority
- Hate Crime
- Emergency Duty Team
- Children's Safeguarding Board

Only by identifying a common purpose, agreeing respective roles, developing working methods, and resolving problems by sharing information, can the Adult Safeguarding Board meet its target of protecting vulnerable people across Cambridgeshire from abuse and harm.

In Cambridgeshire we are working closely with all our partners to protect vulnerable people from abuse and we recognise and acknowledge the vital contribution made by staff from a wide and diverse range of statutory, private, voluntary and charitable organisations, in detecting and reporting abusive behaviours and practices. It is these staff, through their hard work, skilful intervention, commitment, and courage that has resulted in positive outcomes for a large number of vulnerable people, their family, carers and relatives.

Adult Safeguarding Board Strategic Plan 2009–12

In September 2008, the Cambridgeshire Adult Safeguarding Board approached Action on Elder Abuse to produce a three year safeguarding strategic plan.

In producing this strategic plan, Action on Elder Abuse was asked to consider the following areas:

- The effectiveness of the multi agency Safeguarding Vulnerable Adults Board.
- The effectiveness of current arrangements for operational management of safeguarding.
- The governance of local safeguarding arrangements and the degree to which safeguarding is integrated and imbedded in local democratic structures.

The three year strategic action plan will therefore deliver the following actions:

Whole Community Engagement

Engage at all levels in a meaningful way with the whole community on safeguarding through a range of mediums including training and structured ongoing media campaigns. Send out the message that it matters to people in Cambridgeshire that vulnerable adults are able to live lives how they choose with dignity, respect and free from a fear of abuse.

A Robust Training Strategy

A review of the existing Cambridgeshire training strategy will be undertaken by the training subgroup.

Partnership Working

Build on existing partnership arrangements to develop strong links with organisations at both a Cambridgeshire wide and local level. Formalising links with other strategic partnership networks for example the Mental Capacity Act and Deprivation of Liberty Safeguards Local Implementation Networks.

Engagement of Third Sector

Improve membership and active participation in the Adult Safeguarding Board of the Third Sector voluntary groups.

Improve and develop links with leads on other related agendas - domestic violence, children etc.

Map links to organisations and issues where strategic links are necessary.

Develop links into organisations and formalise working arrangements.

Quality and Monitoring

Develop robust frameworks for monitoring the quality and effectiveness of safeguarding in both commissioning and provider organisations.

Monitoring of organisations' performance against the safeguarding frameworks.

Oversee serious case reviews as they arise and develop and implement learning from their findings.

Risk

Development of a risk framework that will look at the assessment and management of risk at organisational, operational and service user levels. To develop tools to help manage risk in large scale adult safeguarding cases and recruitment practice.

Information

Strategically develop processes for both the sharing and collection of adult safeguarding information across partner agencies.

Governance Arrangements

The lack of a legislative base for adult safeguarding has a direct link with the lack of political accountability given to safeguarding both nationally and locally.

Ensuring Consistency in Safeguarding Investigations

A key element of ensuring consistency and good practice in investigations is to record and learn lessons from previous cases.

Local Strategic Work to Safeguard People

A key element to safeguarding is the way in which the Cambridgeshire Adult Safeguarding Board responds to and prevents abuse at a strategic level, including the priority given to the work underlying principles, prevention and partnership working.

Checking that the Arrangements Work and Making Improvements

It is important that all partners check how well arrangements work to safeguard people from abuse and how improvements are made.

People's Experience of Arrangements to Safeguard Them from Abuse

People have a basic human right to live free from abuse and neglect, so they need information about what constitutes abuse and where to get appropriate help if they experience it.

Some National and Local Developments

The Independent Safeguarding Authority

The Independent Safeguarding Authority (ISA) has been created to help prevent unsuitable people from working with children and vulnerable adults.

The ISA works in partnership with the Criminal Records Bureau (CRB) and other delivery partners.

Increased safeguards have now been introduced under the Vetting and Barring Scheme, from October 12th 2009:

- It is now a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts - including most NHS jobs, prison service, education and childcare. Employers also face criminal sanctions for knowingly employing a barred individual across a wider range of work;
- The three former barred lists (POCA, POVA and List 99) are being replaced by two new ISA-banned lists;
- Employers, local authorities, professional regulators and other bodies have a duty to refer to the ISA information about individuals working with children or vulnerable adults where they consider them to have caused harm or pose a risk of harm.

Review of No Secrets

The government launched its consultation on Safeguarding Adults in October 2008 with the findings published in July 2009.

The aim of the consultation was to learn from a wide range of stakeholders the best way to empower people, whose situation makes them vulnerable, to keep themselves safe.

Its aim was to enable self determination and choice, whilst at the same time, where there is a risk of harm or abuse, to identify the systems, structures and tools that would enable effective safeguarding for all.

12,000 people were able to take part in the consultation and give their views as to the best way forward.

The consultation has identified the main issues that the government needs to consider and they will publish a response when they have examined the information in more detail.

Kings College London Social Care Workforce Research Unit Serious Case Reviews in Adult Safeguarding

This study was commissioned by the Department of Health (DH) to explore specific aspects of adult Serious Case Reviews (SCRs) in England and Wales. The research team conducted a national survey and interviewed 14 people with experiences of commissioning and conducting SCRs. Many examples of local SCR policies and protocols were examined to inform this review and 15 reports were analysed to identify learning about the process of SCRs. Together this evidence reveals the great importance of the anticipated revision of the Association of Directors of Adult Social Services (ADASS) SCR guidance and the potential for DH to collate SCRs to pull together their findings and communicate these more widely to those who have responsibilities to promote adult safeguarding.

Information and Guidance on the Abuse of Vulnerable Adults Collection (AVA)

The development of a national data collection on the abuse of vulnerable adults was agreed following the results of a fact finding survey carried out by the NHS Information Centre (IC) early in 2007.

The survey identified issues about the way in which abuse provision is organised, the information systems for abuse cases and issues around consistency of reporting numbers between local authorities, which do or do not have thresholds for their referral cases.

Who is a Vulnerable Adult?

A vulnerable adult is defined in 'No Secrets' as:

“A person aged 18 years or over, who is in receipt of or may be in need of community care services by reason of mental or other disability, age or illness and who is unable to take care of him or herself or unable to protect him or herself from significant harm or exploitation” (Department of Health 2000).

What is Abuse or Mistreatment?

Abuse or mistreatment:

- can be a violation of an individual's human or civil rights by another person or persons
- may consist of a single act or repeated acts
- can occur in any relationship
- may result in harm to, or serious exploitation of, the person subjected to it.

It includes the following types of abuse:

- Physical abuse is the non accidental harm to the body caused by the use of force, which results in pain, injury or a change in the person's natural physical state.
- Sexual abuse is the involvement of a vulnerable adult in sexual activities or relationships, which are for the gratification of the other person and which they have not consented to, or they cannot understand and are not able to consent to, or which violates the individuals expressed cultural or religious preferences, sexual taboos, or family custom and practice.
- Psychological or emotional abuse is behaviour that has a harmful effect on a vulnerable adult's emotional health and development, including emotional abuse, threats, humiliation, intimidation, and verbal abuse.
- Financial or material abuse involves the use of a vulnerable adult's property, assets or income without their informed consent or making financial transactions that they do not understand to the advantage of another person including theft, fraud, exploitation, the misuse or misappropriation of property, possessions or benefits.
- Neglect and acts of omission are behaviours that result in the vulnerable adult's basic needs not being met, including medical or physical care needs, the withholding of adequate food, heat, clothing and medication.

- Discriminatory abuse is behaviour that makes or sees a distinction between people as a basis for prejudice or unfair treatment, including racist, sexist, and abuse based on a person's disability, or other forms of similar treatment.
- Domestic abuse and violence is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 and over, who are or have been intimate partners or are family members regardless of gender and sexuality. (Family members are defined as mother, father, son, daughter, brother, sister and grandparents, whether directly related, in-laws or step-family). (Source ACPO 2004).
- Professional abuse is the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems/structures.
- Institutional abuse involves a collective failure of an organisation to provide an appropriate and professional service to vulnerable people.
- Significant harm can be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development. (Source: 'Who Decides', Lord Chancellor's Department 1997).

Any or all types of abuse may be perpetrated as a result of deliberate intent, negligence or ignorance.

What should I do if I am Concerned about the Abuse of a Vulnerable Person?

Respond

You may suspect abuse is happening because:

- You have general concerns about someone's well being.
- You see or hear about something which could be abuse.
- Someone tells you that something has happened or is happening to them, which could be abuse.

Report

You must never assume that somebody else will recognise and report what you have seen or heard.

- Call the police and/or an ambulance if the person is in immediate danger.
- Listen carefully to what you are being told and reassure the person that you are taking what they say seriously.
- Make a note of your concerns; of what has happened, and of any action you have taken.

Don't be afraid to voice your concern, the vulnerable person may need urgent protection and help.

What will happen?

If you have any concerns regarding a vulnerable adult it should be reported to Cambridgeshire Direct on 0345 045 5202.

The person you speak to will take the matter very seriously and will refer your concerns to a social care worker for initial investigation, who will try to find out as much as possible about what has happened by:

- Talking to the vulnerable person.
- Talking to those involved and the carer of the vulnerable person.
- Talking to the police if it is a criminal matter.
- Talking to health professionals and other agencies.

Occasionally the vulnerable adult may refuse the help offered, in which case the authorities have only limited legal power to take action against the person's wishes. However the agencies can continue to monitor the situation closely.

How many cases of alleged abuse have been reported in Cambridgeshire?

This year's annual report contains comparative information from 2006 to 2009 providing data, particularly increases or decreases in the numbers of cases year on year, and emerging trends which will be used to develop the Adult Safeguarding Board Strategic Action Plan.

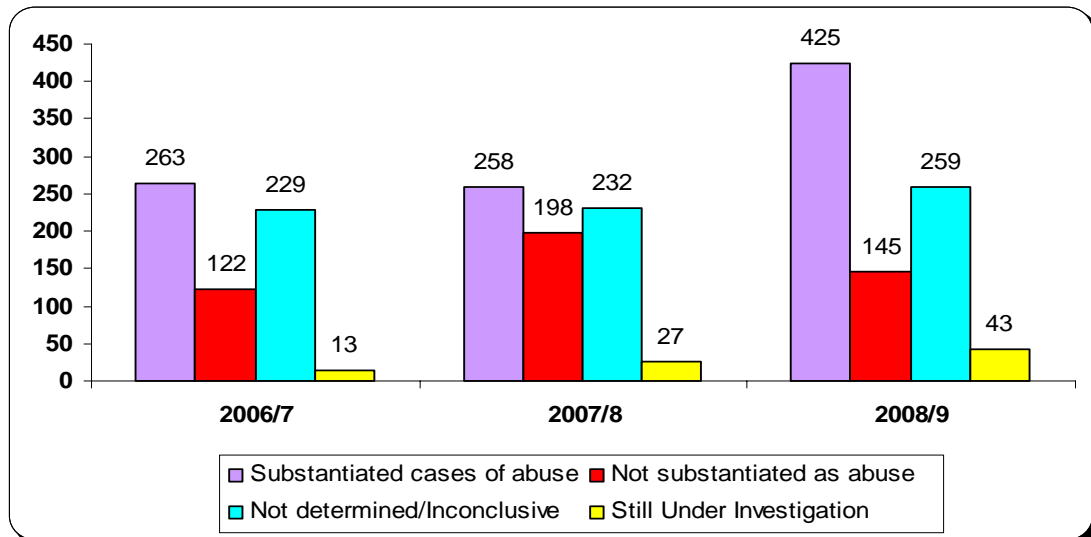


Fig. 1

Of the 872 reports of abuse for 2008/9, it can be seen that 259 were inconclusive; it is often the inconclusive cases that present the most difficulties, as they need ongoing monitoring.

The following figures give more details about the **substantiated** cases of abuse reported to Cambridgeshire Adult Support Services.

Who was abused?

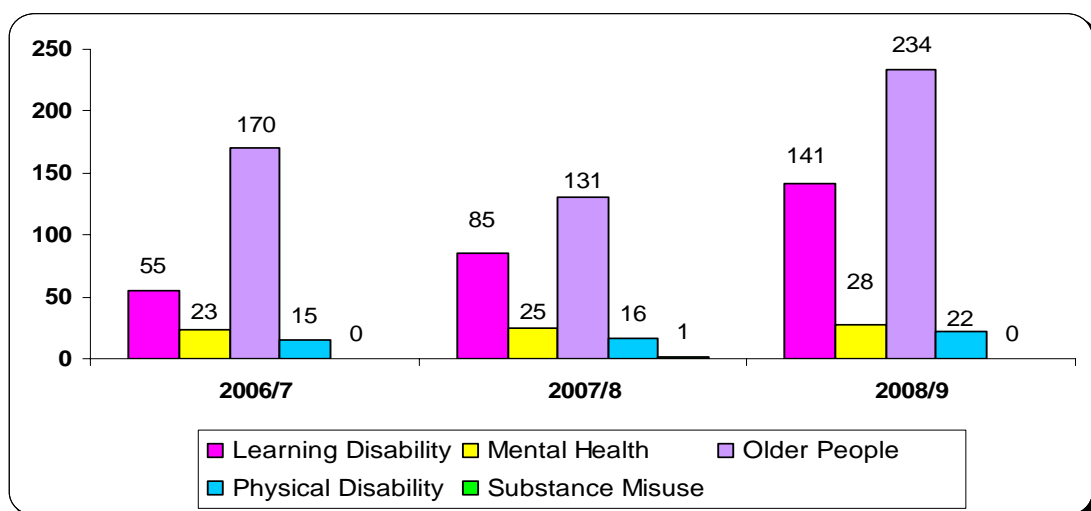


Fig. 2

This shows which groups of people have actually been abused; clearly the majority of these cases for the period 2006 to 2009 were against older people.

Ethnic Origin

	2006/7	2007/8	2008/9
Black Caribbean	1	1	0
Chinese	2	2	1
Indian	1	0	0
White British	253	247	411
White European	2	0	0
White Irish	2	2	2
White Other	2	3	9
Other Asian	0	2	1
Pakistani	0	1	0
Mixed White and Asian	0	0	0
Other Black	0	0	1
Totals	263	258	425

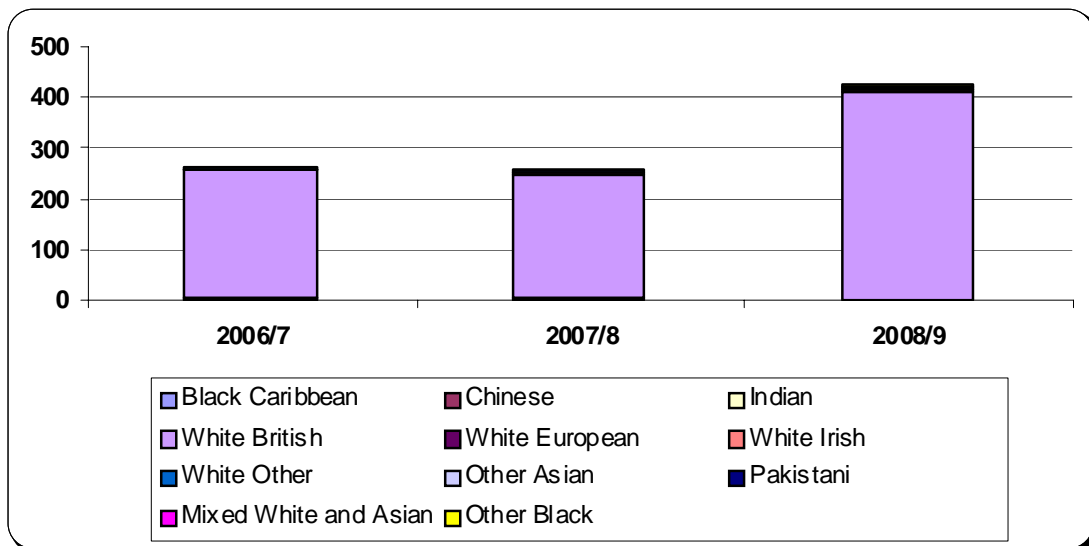


Fig. 3

The largest proportion of the cases between 2006 to 2009 involved people who are White British, which reflects the profile of the County.

Who was the alleged perpetrator?

	2006/7	2007/8	2008/9
Institution	29	38	68
Main Family Carer	1	4	2
Neighbour/Friend	16	19	17
Not Known	1	3	5
Other Family Member	62	50	65
Other Professional	0	11	4
Other Vulnerable Adult	66	48	159
Partner	27	26	31
Staff Member	57	56	59
Stranger	4	3	15
Totals	263	258	425

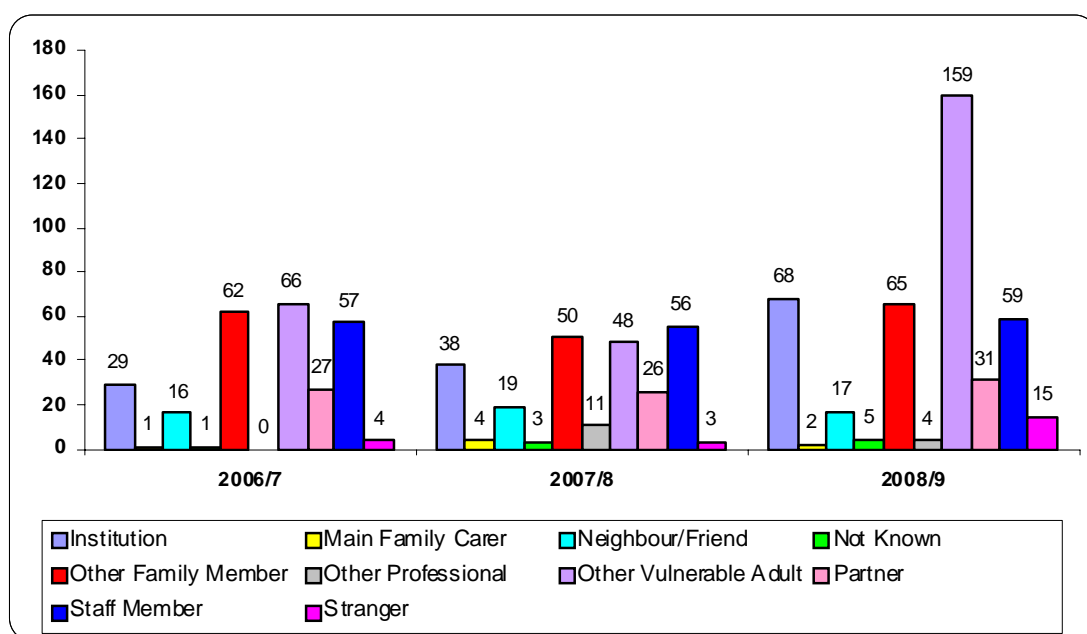


Fig. 4

Where the alleged perpetrator is a partner or family member the actual abuse could also be identified as a domestic abuse concern.

All allegations of abuse are taken seriously and investigated according to the multi-agency practice guidance and procedures regardless of who is the alleged perpetrator.

NB. Institution means that a service is responsible for the abuse.

What type of abuse was perpetrated against older people?

	2006/7	2007/8	2008/9
Discriminatory	0	0	0
Domestic Abuse and Violence	2	1	0
Financial/Material	26	24	20
Harm	1	0	1
Institutional	1	1	2
Multiple Abuse	37	58	52
Neglect/Acts of Omission	19	10	27
Physical	65	29	98
Professional Abuse	5	2	8
Psychological	9	5	9
Sexual	5	1	14
Stranger Abuse	0	0	3
Totals	170	131	234

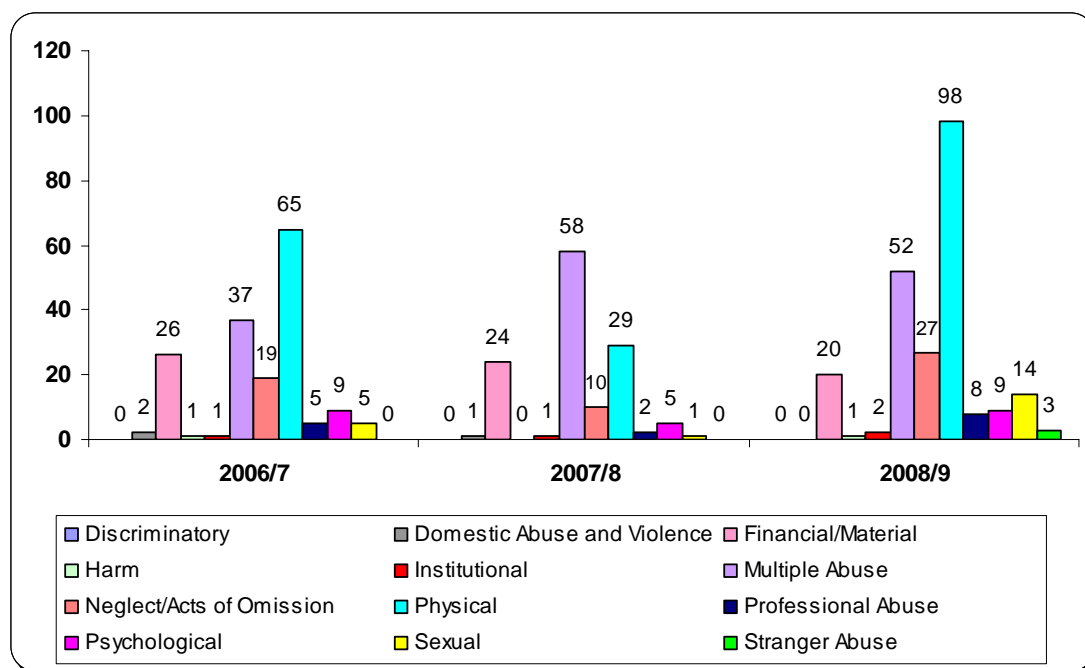


Fig. 5

In the period from 2008 to 2009 there were fifty two cases where the vulnerable adult had suffered a combination of two or more forms of abuse.

Where did the abuse of older people happen?

	2006/7	2007/8	2008/9
Hospital	6	5	5
Nursing Care Home	45	23	60
Public Place	1	1	1
Residential Care Home	57	56	106
Supported Accommodation	4	1	4
Vulnerable Adults Own Home	57	43	58
Vulnerable Adults' Relatives Home	0	2	0
Totals	170	131	234

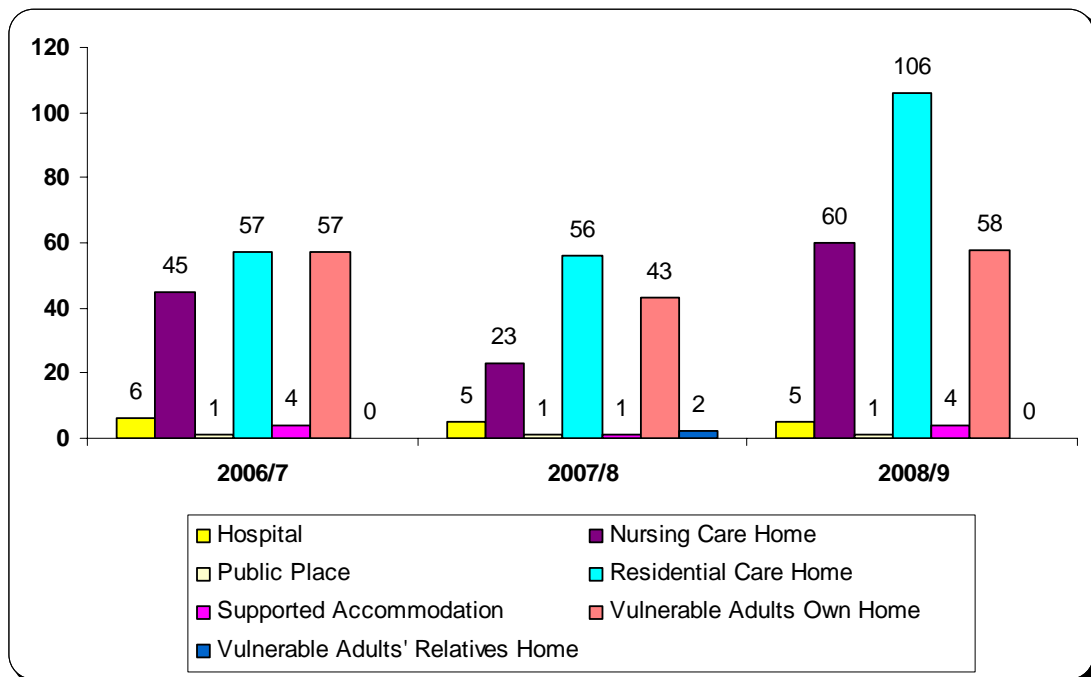


Fig. 6

In the period 2008 to 2009 fifty eight incidents of abuse occurred in the older person's own home.

What type of abuse was perpetrated against people with physical disabilities?

	2006/7	2007/8	2008/9
Discriminatory	0	0	0
Domestic Abuse and Violence	0	0	1
Financial/Material	2	2	5
Harm	0	0	0
Institutional	0	0	0
Multiple Abuse	6	6	5
Neglect/Acts of Omission	1	2	1
Physical	4	5	5
Professional Abuse	1	0	1
Psychological	1	1	4
Sexual	0	0	0
Stranger Abuse	0	0	0
Totals	15	16	22

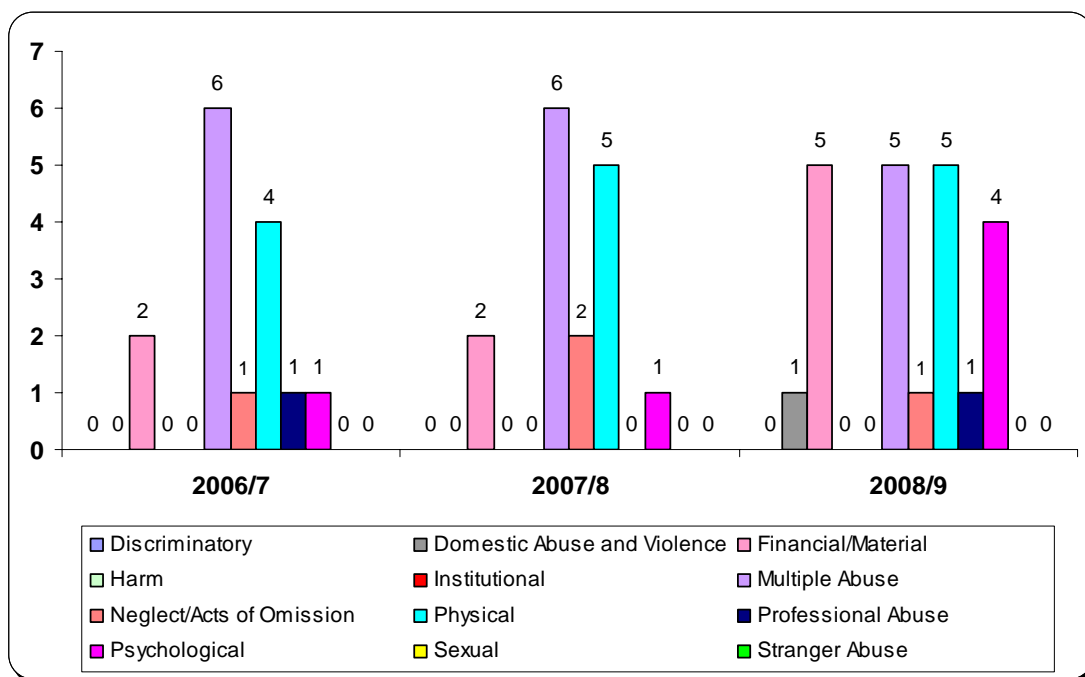


Fig. 7

In the period 2008 to 2009 there were five cases where the vulnerable adult had suffered a combination of two or more forms of abuse.

Where did the abuse of physically disabled people happen?

	2006/7	2007/8	2008/9
Hospital	0	1	0
Nursing Care Home	2	0	3
Residential Care Home	1	3	2
Supported Accommodation	0	1	3
Vulnerable Adults Own Home	12	11	14
Totals	15	16	22

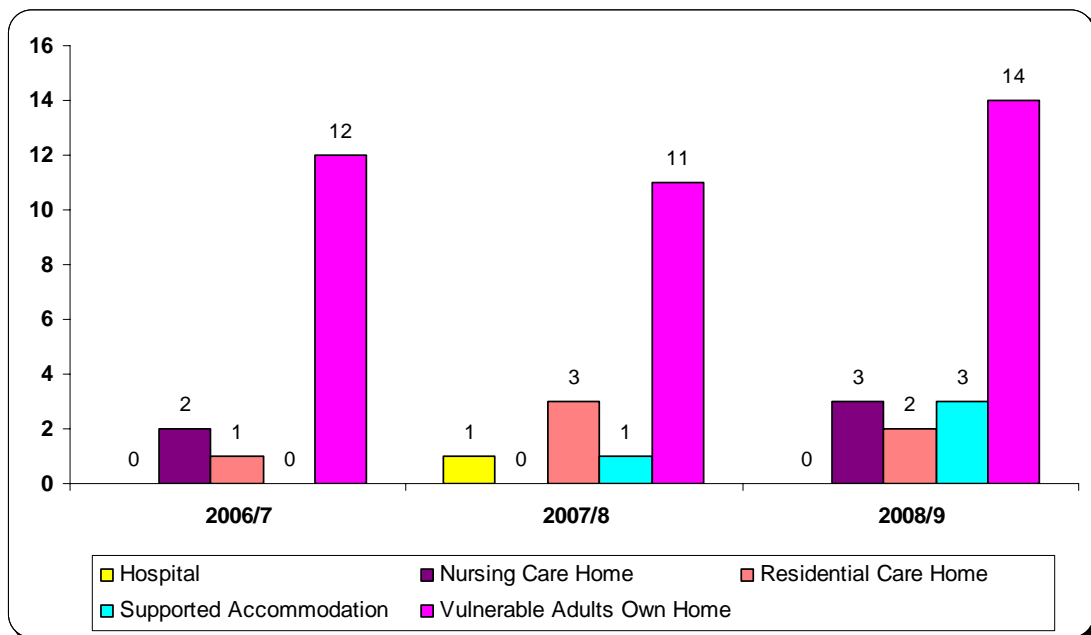


Fig. 8

In 2008 to 2009 the majority of incidents occurred in the disabled person's own home.

What type of abuse was perpetrated against people with learning disabilities?

	2006/7	2007/8	2008/9
Discriminatory	0	0	0
Domestic Abuse and Violence	1	0	4
Financial/Material	5	12	10
Harm	0	1	3
Institutional	1	0	0
Multiple Abuse	13	30	43
Neglect/Acts of Omission	8	1	5
Physical	16	34	49
Professional Abuse	1	0	9
Psychological	4	3	11
Sexual	6	4	6
Stranger Abuse	0	0	1
Totals	55	85	141

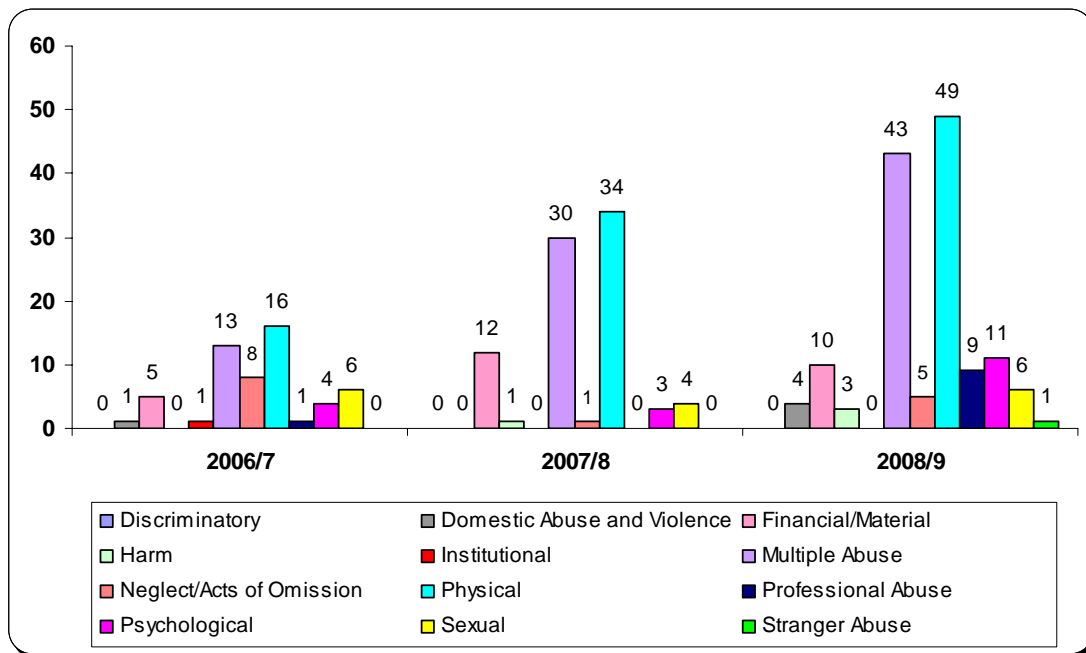


Fig. 9

In 2008 to 2009 there were forty three cases where the vulnerable adult had suffered a combination of two or more forms of abuse.

Where did the abuse of learning disabled people happen?

	2006/7	2007/8	2008/9
Alleged Perpetrator's Own Home	0	1	0
Day Service	1	3	8
Education/Training/Workplace Establishment	0	0	2
Extra Care Sheltered Scheme	0	0	1
Hospital	0	1	6
Nursing Care Home	1	1	3
Public Place	0	13	10
Residential Care Home	25	34	48
Supported Accommodation	10	15	28
Vulnerable Adults Own Home	17	16	34
Vulnerable Adults' Relatives Home	1	1	1
Totals	55	85	141

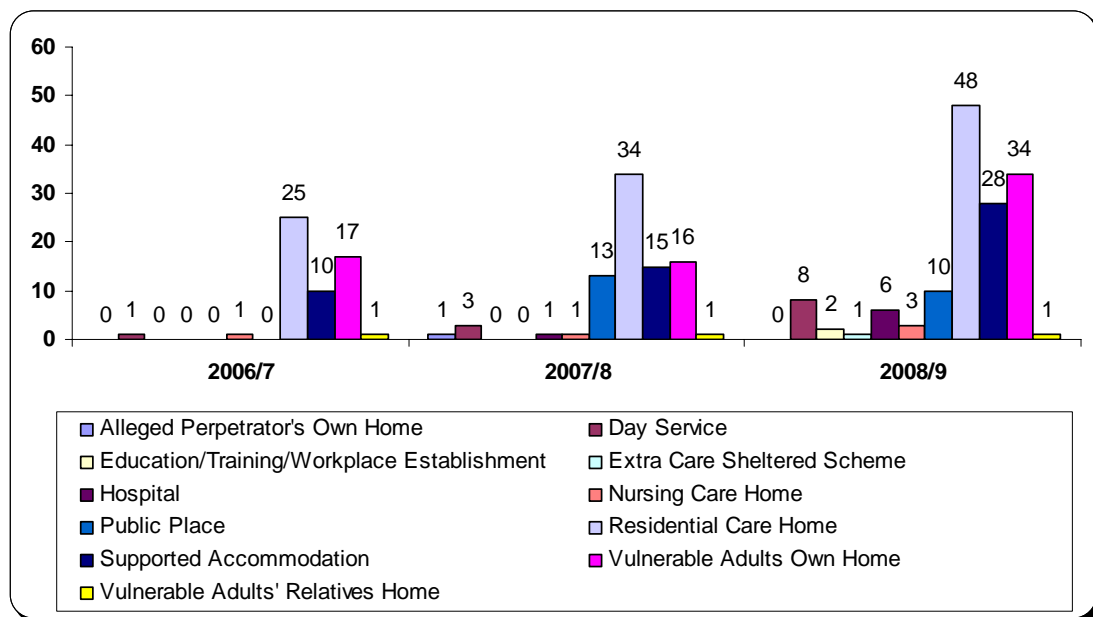


Fig. 10

In the period 2008 to 2009 there were thirty four incidents of abuse in the learning disabled person's own home.

What type of abuse was perpetrated against people with mental ill health?

	2006/7	2007/8	2008/9
Discriminatory	0	0	0
Domestic Abuse and Violence	0	1	1
Financial/Material	5	2	5
Harm	0	1	0
Institutional	0	0	0
Multiple Abuse	9	11	11
Neglect/Acts of Omission	1	1	1
Physical	5	6	6
Professional Abuse	0	0	0
Psychological	0	2	0
Sexual	3	1	4
Stranger Abuse	0	0	0
Totals	23	25	28

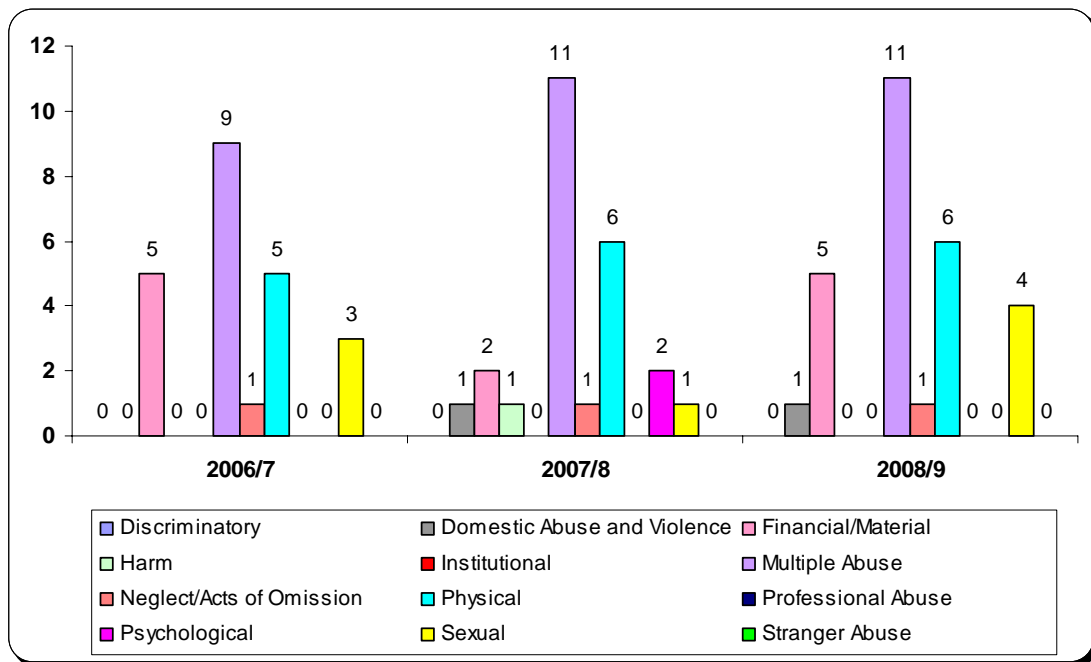


Fig. 11

In the period 2008 to 2009 there were eleven cases where the vulnerable adult had suffered a combination of two or more forms of abuse.

Where did the abuse of people with mental ill health happen?

	2006/7	2007/8	2008/9
Carer's Home	1	0	0
Hospital	2	1	1
Nursing Care Home	2	2	5
Public Place	1	0	2
Residential Care Home	2	1	2
Supported Accommodation	0	10	1
Vulnerable Adults Own Home	13	11	17
Vulnerable Adults' Relatives Home	2	0	0
Totals	23	25	28

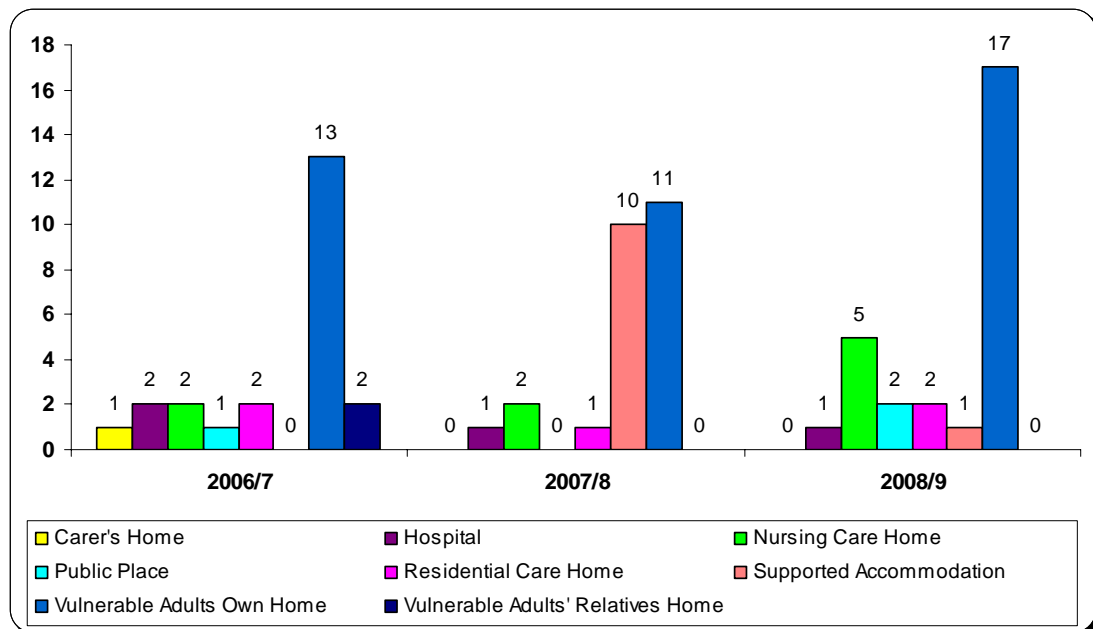


Fig.12

In the period 2008 to 2009 there were seventeen incidents of abuse that occurred in the person's own home.

How have we worked together to safeguard adults from abuse?

For a number of years, the Government has recognised the need for a targeted response to specific issues presented by a relatively small group of people with chronic, complex needs who are typically not well served by the limited remits of the health, social care, criminal justice and emergency services. The frequent failure in communication between agencies is also thought to contribute to poor outcomes. In addition such people are, perhaps because of this, often difficult to engage.

Large costs are involved due to them endlessly revolving between agencies, including frequent Court and Accident and Emergency attendance, as well due to the consequences of anti-social behaviour.

In 2006, the Social Exclusion Task Force published 'Reaching Out' an action plan for Social Exclusion. They introduced a Public Service Agreement for Socially Excluded Adults and performance indicators for socially excluded adults in the national indicator set, and funded 12 pilots across the country to determine the most effective service response to the needs of chronically excluded adults and the risks they present.

This is a local case study of one such individual, chosen to demonstrate the effectiveness of responding to his needs through the multi-agency safeguarding process.

Mr B has lived in a range of accommodation options ranging from institutional care (prison, specialist residential care or psychiatric inpatient admission) to temporary accommodation including hostels or bed and breakfast accommodation, and has slept rough. He has misused alcohol, solvents and other illegal drugs. Mr B has an extensive history of offending behaviour including affray, assault, criminal damage, begging, and breach of Anti Social Behaviour Order (ASBO). Mr B has committed around 400 offences (of affray, assault and criminal damage), has appeared in court around 260 times and served 120 short term prison sentences, he has often not been eligible for probation input due to the short length of the sentences.

Mr B has also frequently been financially and physically abused by others. Mr B suffers from poor health and in 2007 suffered a minor heart attack.

The safeguarding response:

Mr B was first referred to Adult Safeguarding in February 2009. He was street homeless, and posed a risk to himself and to others, as well as being at risk from others.

A statutory homeless application was made, and temporary accommodation and support was arranged early June. Before he took up temporary accommodation he was sent back to prison. When he came out of prison his expectation was to go straight into temporary accommodation, but this was not available. Mr B felt very let down, and during the next 12 days in June he was sleeping rough and was arrested 8 times.

To bring services together an adult safeguarding strategy meeting was convened, bringing together representatives from:

- Cambridgeshire County Council Safeguarding Team
- Housing
- Learning Disabilities Partnership (LDP)
- Street Outreach Team (SOT)
- Independent Mental Capacity Advocate
- Homeless and Rough Sleepers Coordinator
- Police Street Life Officer
- Probation
- GP

This wide range of people, and the level of seniority represented, enabled the meeting to ensure temporary accommodation could be released to Mr B on his release from prison (he'd been sentenced to a week's custody) where a high intensity support package could be delivered to him which included:

- Learning Disability Partnership (including a Psychiatrist)
- Street Outreach Team Alcohol Community Psychiatric Nurse
- Cam Mind
- Housing Officers
- Weekly care planning meetings were held
- Further adult safeguarding meetings were reconvened to aid interagency liaison.

Outcome for Mr B:

From the start Mr B was delighted with 'his palace', and he agreed to 'controlled drinking', though he continued to drink excessively.

He has only been arrested by the police once (for begging) since moving into his flat, and he has steered clear from his 'street life' peers.

After a couple of weeks he was admitted to the local psychiatric hospital where he was discharged back to his flat and to hospital with a Urinary Tract Infection. During both admissions Mr B was detoxed. He has now cut his alcohol consumption by 33%, and he has been accepted as a homeless person.

The adult safeguarding meetings were reduced, but weekly care management meetings continued.

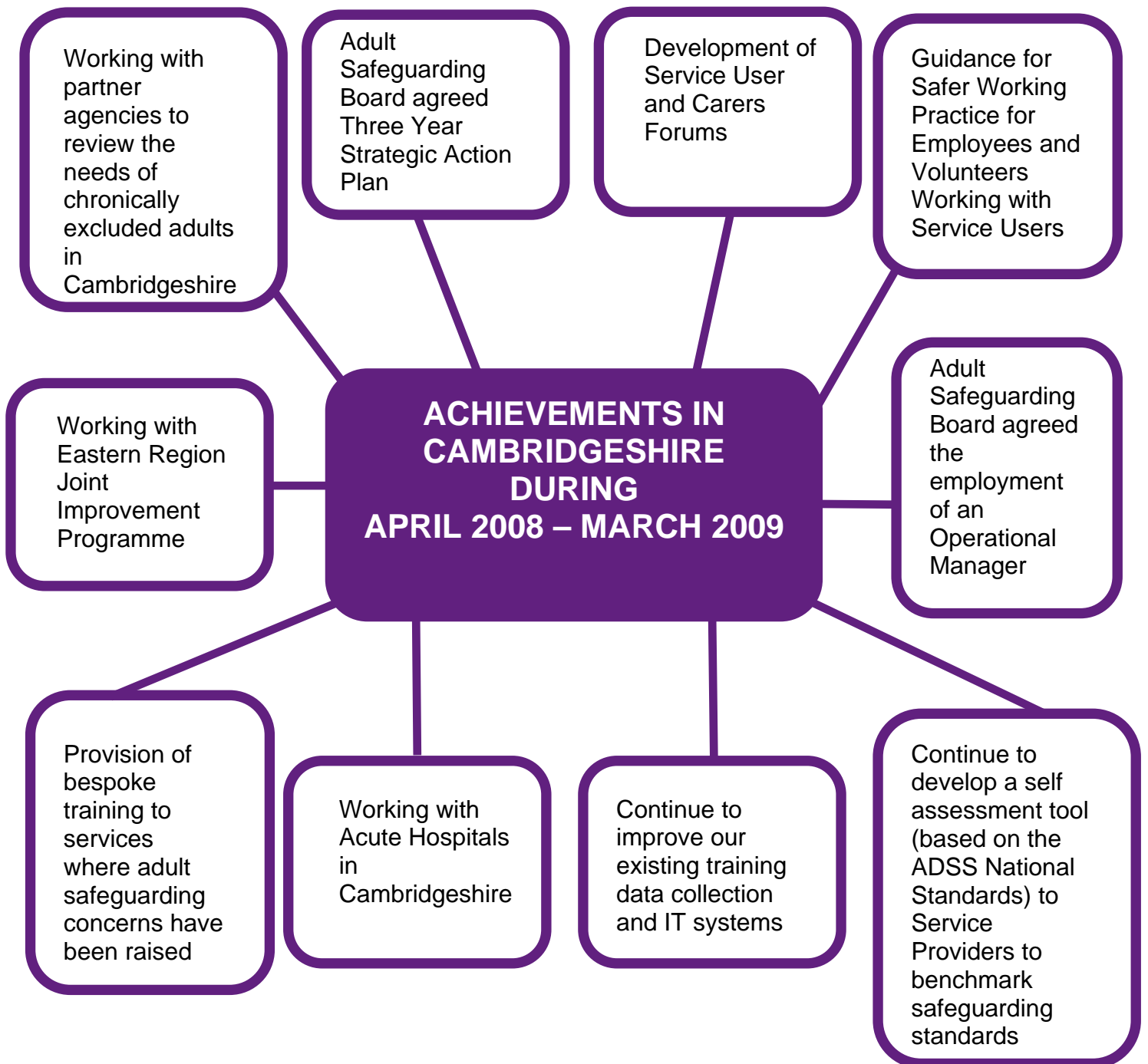
Although Mr B has made excessive demands on staff in the past, resulting in burn-out, and his behaviour can be impulsive and aggressive to support staff and

members of the public, he has formed a trusting relationship with his case worker, and with the Cam Mind support workers. He has requested a full detox in the new year.

When asked at the last adult safeguarding meeting what had made the difference, Mr B said it was seeing that this time people working with him 'really cared' about him.

This example clearly demonstrates how in Cambridgeshire we have created a "framework for action" (No Secrets 2000) in which all agencies work together effectively to safeguard adults from abuse.

What have we achieved?



Training and Workforce Development Plan

A range of Adult Safeguarding Training is available for all staff working in Health and Social Care, Housing and Community Services.

Safeguarding Training is supported by partner agencies through the Cambridgeshire Adult Safeguarding Board and the Board's Workforce Development Training Sub Group.

Courses are open to everyone working with vulnerable adults in Cambridgeshire including those in the following sectors:

- Private, Independent And Voluntary Organisations/Groups
- Care Workers and Day Centre Staff
- Volunteers
- Carers
- NHS Cambridgeshire
- County Council Staff
- Acute Trusts

The current training programme is differentiated into 7 levels. It is recommended that the Adult Safeguarding Training Programme be approached in a systematic manner. These levels of training reflect the roles and responsibilities of staff working within the Multi Agency Practice Guidance and Procedures.

In order to ensure that training opportunities are made available to all staff an E-Learning programme was developed to deliver Adult Safeguarding awareness training to Cambridgeshire County Council staff, partner agencies, residential services, care providers, independent and voluntary sectors, in fact anyone working with vulnerable adults. For details about how organisations can obtain access to the programme please visit our website at: www.cambridgeshire.gov.uk/social/adultprot/training/Training+Courses.htm

A Local Approach to Multi-Agency Training in Adult Safeguarding

Inter-personal and inter-agency collaboration relies upon a series of complex relationships. The circumstances or causal factors behind abuse and its subsequent detection, reporting, investigation and resolution are also varied and complex.

The Cambridgeshire Adult Safeguarding Board has the responsibility to ensure that the workforce development strategy includes appropriate competencies for staff and volunteers in relation to adult safeguarding work.

Training and workforce development aims to clarify the processes and systems necessary for effective joint working to be achieved and maintained. Often this is not an easy task; however the Association of Directors of Adult

Social Services (ADASS) National Framework of Standards helps make the task a little more straightforward.

Standard 5 within the ADASS document makes it clear that each authority should have an Adult Safeguarding Board that oversees a multi-agency workforce development strategy. Briefly the aim of these standards are:

- Staff will need different competencies depending on their professional role and whether they are frontline staff, senior staff or managers.
- All people working within the organisation should be able to recognise abuse and neglect and know how to make effective reports to appropriate authorities and stakeholders.

The Cambridgeshire Adult Safeguarding Board Multi-Agency Training Programme has been designed to meet this national framework and to support workers in this important and challenging work.

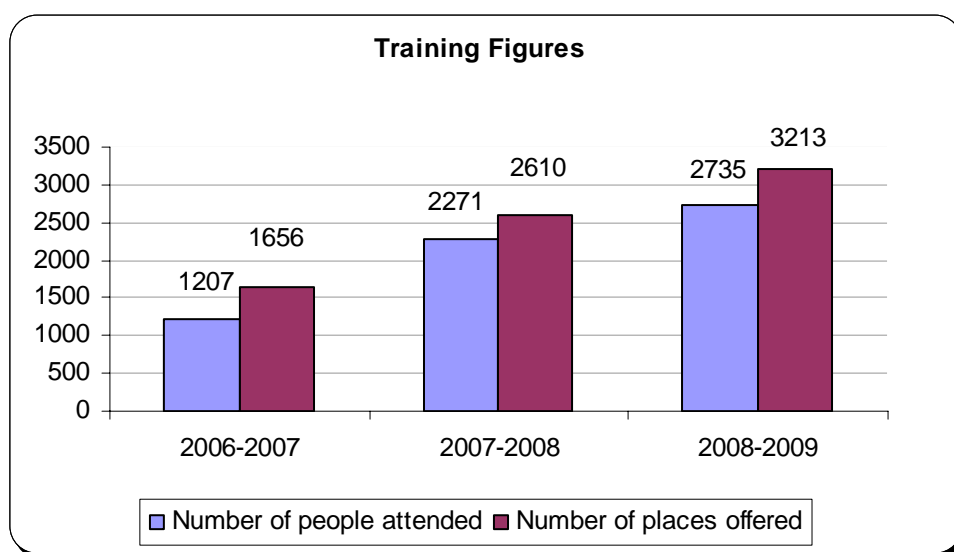
Training Provision

It has been a busy year for the Cambridgeshire Adult Safeguarding Training and Development Team and there have been many achievements.

Throughout 2008/09 a wide-ranging multi-agency training programme was offered to over 3000 health and social care workers.

As you see from the data, we have increased our training year on year, thanks to the investment from Cambridgeshire County Council and partners over the last four years.

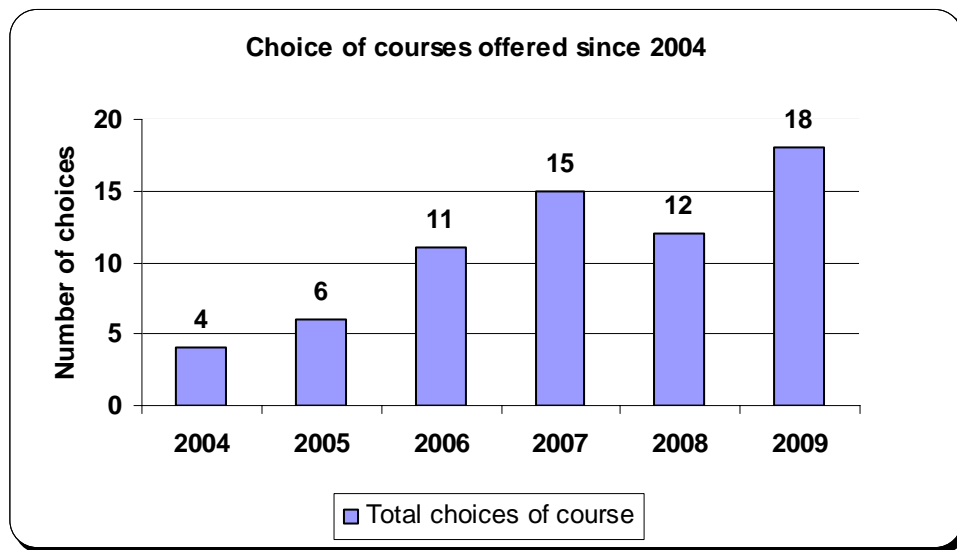
I believe the statistics speak volumes for just how the safeguarding agenda has changed since 2004.



The safeguarding framework is empowering both the public and professionals to identify and manage risk.

The central themes which our training reinforces are:

- How we empower workers to report abusive situations and criminal behaviour.
- Locating safeguarding in the wider agenda of choice and control
- Recognising safeguarding as everyone's business.
- Identifying the tools we need for better safeguarding.



In 2009 we have increased the number of courses offered. We hope this trend continues as investment in the Adult Safeguarding Training Strategy is maintained.



Sectors being trained in Adult Safeguarding

Service/Sector	Total staff trained	Workforce Percentage
Housing	182	7%
Mental Health	130	4%
Health and Social Care Workers (PCT and County Council Staff)	540	20%
Independent and Voluntary sectors	1883	69%
Total	2735	100%

Achievements during 2009

The training team continues to ensure:

- Adult Safeguarding training courses reflect current local and national trends.
- A range of training options are available to reflect the different levels of awareness and skills of the workforce in Cambridgeshire.
- Participation in relevant local and regional sub groups to discuss and develop workforce development initiatives.
- Reporting to the Adult Safeguarding Board on training and workforce development activity.

In mid 2009 we appointed additional staff with responsibility for multi-agency training. We have seconded a Safeguarding Lead from a Learning Disability locality team, to lead on developing and delivering training on risk and quality assuring the safeguarding leads training currently offered.

We have appointed a Chair for our Workforce Development Sub Group, developing terms of reference and strategic aims. The Workforce Development Sub Group will meet quarterly and report to the Adult Safeguarding Board.

The remit of this sub group is:

- To promote the effective planning, delivery and evaluation of safeguarding adults training across all agencies signed up to the Cambridgeshire's Adult Safeguarding Policies and Procedures.
- To agree minimum standards for the content of induction and awareness training across Cambridgeshire.
- To provide the Operations Sub Committee and Safeguarding Board with regular updates.

The e-learning package has been widely distributed across the County Council, to partner agencies and contracted providers.

Events were held in the summer to launch the Adult Safeguarding Mandatory Training Standards for service providers. It is hoped to include these standards into all new service contracts as they are due for renewal.

A multi-agency training brochure was published, widely distributed and is now available on the County Council Adult Safeguarding website, which we hope to significantly develop in the near future in line with other comparative local authorities.

An Eastern Region Safeguarding Workforce Development Forum has been established and includes representatives from five neighbouring authorities. This forum reports to the regional Adult Safeguarding Managers meeting and its remit is:

- To promote the effective planning, commissioning, delivery and evaluation of safeguarding training across the eastern region.
- To share best practice including the effective use of shared resources where appropriate.
- To promote agreed standards in training and adopt a consistent approach in line with national and local priorities and drivers.

We have accredited our Training for Trainers with the CASB, now having 37 trainers who, with support from their organisations, are giving time and commitment to rolling out the adult safeguarding induction and refresher training within their organisations. All our Train the Trainers are located in the Independent, Voluntary and Private Sectors (IVP) and are supported by the training team, who provide support by offering observing and/or co-training sessions and regular development events.

Looking Forward

Building on the successes and achievements of the past year we have set an ambitious plan of training and awareness to a wide range of people and agencies for 2009/10.

The aim of the training will be to:

Increase awareness of Adult Safeguarding with carers, volunteers, service users, GP's, elected members, the public, providers and professionals. We plan to do this with specific training events and one off events such as "World Elder Abuse Day," International Women's Day, White Ribbon Day, UK Older Peoples Day.

Agree minimum standards of training at levels one, two and three across partner agencies and minimum standards for awareness training for all Cambridgeshire partner organisations and contracted providers.

Extend the training programme to include developing our knowledge and expertise on a range of safeguarding issues, such as risk assessment and management, dealing with those who pose a risk of sexual offending behaviour, domestic abuse and risk assessment.

Ensure we develop sound workforce development strategies with partner agencies to ensure that vulnerability and risks are properly identified and managed and to fully understand the threshold level at which safeguarding referrals should be made.

Ensure safeguarding is integrated into the personalisation agenda. The government's drive to enhance service user's choice and control will see the use of direct payments and personal budgets increase over the next few years. Nationally there is concern that direct payments and personal budgets will result in very vulnerable people being at risk of harm, mistreatment and exploitation. It is essential therefore for robust safeguarding procedures to be put in place for this remit.

"Invest to Save" by providing Train the Trainer programmes and Tool Kits to our partner organisation and to establish a wider pool of safeguarding trainers.

Attendance at adult safeguarding training by staff from the various hospital trusts within Cambridgeshire has only seen 20% of our overall workforce trained in 2009. Through the adult safeguarding awareness training, hospital staff will be better able to identify abuse and know how to make the appropriate referral.

The demand for multi-agency training outstrips current training capacity. Additional courses are planned for each of the next three years, however we hope the Training and Workforce Development Subgroup will develop in consultation with partner agencies a workforce development strategy that enables each agency to take responsibility for the delivery of awareness

training to all staff. Awareness training is mandatory in the majority of stakeholder agencies.

A 'Workforce Development Quality in Care' strategy that aims to support the workforce development and training needs of care homes where poor practice, safeguarding and/or neglect are concerns is to be piloted by the Safeguarding Training Team in Cambridgeshire as part of the quality assurance in care agenda and safeguarding the interests of adults and older people in long term care.

We anticipate this pilot will be regarded as an example of targeted preventative work, which contributes to raising the overall quality of care that service users receive. It is expected that the success of the pilot will lead to this becoming accepted practice. There is no set timescale for this work as it is a large undertaking and will require dedicated time to develop.

In collaboration with the focus groups, existing advocacy services and direct service providers are to design a training strategy and package of resources to support the raising of service user and general public awareness. The aim is to enable service users and others to exercise more choice and control in their lives to minimise the risk of abuse. The communications plan will focus on those who would meet the 'low' eligibility criteria threshold for adult social care.

Work to progress with higher education institutes in the county to encourage them to include the teaching on adult safeguarding within their pre-registration curriculum for health and social care professionals.

Further work is needed to gain academic accreditation of the adult safeguarding training programmes with these existing academic partners to enable practitioners across all disciplines to gain recognition for the learning undertaken within their existing post qualifying award frameworks.

Awareness training to be incorporated within Cambridgeshire Police probationer training.

A multi-agency competency framework for all practitioners with responsibilities for adult safeguarding will need to be developed in Cambridgeshire. An Eastern Region Workforce Development Group is leading on this project. There is no set timescale for this work as it is to facilitate practice reflection workshops upon request. We would like to extend our services to either a single or multi- agency basis and target the type of case that offers the opportunity for significant learning but would not meet the criteria for reference to the serious case review panel.

Refresher training to maintain knowledge, skills, and commitment to process is required by all agencies. Further to this we hope we can develop a Refresher Resource Manual for all adult safeguarding awareness trainers.

The key challenge for 2009/10 will be to deliver an advanced training programme to a much wider audience within resources available.

Challenges Ahead

Personalisation and Safeguarding

One of the central issues within personalisation is the need to balance the exercise of choice and control on one hand, and the necessity to safeguard vulnerable adults and promote their well being on the other without being over-protective.

The 'Human Rights Act 1998' has enshrined certain basic human rights in the convention articles in United Kingdom law that must be adhered to in advancing with Self Directed Support (SDS) under the banner of personalisation.

The primary anxiety has settled on the interaction between addressing the safety of the individual and assurances about the accountability of the use of public money, and the general demand for choice and control across a number of public services, in particular in social care.

Service user control will be attained mainly by two means; Personal Budgets and Direct Payments. The Adult Safeguarding Training Team looks forward to working with partners in developing a training strategy for individuals who are receiving Direct Payments.

A Description of Adult Safeguarding Training Modules Organised in Addition to our Regular Courses

Modules are available to staff in all agencies depending on the role they are likely to play in an adult protection case.

Module 1 Adult Protection and the Law

A one day session aimed at senior staff responsible for investigating allegations.

Module 2 Refresher Training for Lead Practitioners

A two day session aimed at those who investigate allegations. This training focuses on their role in conducting an investigation and what is expected in terms of completing an investigation process.

Module 3 Chairing Adult Safeguarding Meetings

A 4-hour session for senior workers and team managers of care management teams.

Module 4 Domestic Abuse and MARAC

Understanding the Link between Adult Safeguarding and Multi-Agency Risk Assessment Conference (MARAC) is a 3 hour session for senior workers and team managers helping them to understand when an alleged abuser should be dealt with through MARAC.

To be developed in 2010

Service User Forums

Community Awareness and Response: Abuse and Neglect of Older Adults

A half day session which aims to create an environment where older adults feel confident to speak out about abuse and neglect and learn how local procedures can assist individuals and carers in taking a complaint forward and what agencies offer support.

Adult Safeguarding – Raising Awareness for Service Users

A half day session for service users who want to learn about how local procedures safeguard vulnerable individuals and which agencies are able to help those affected by abuse, discrimination and/or exploitation.

Module 5 Minute Taking in Adult Safeguarding

A one day session to help improve the skills of administrators in relation to Adult Safeguarding Strategy Meetings.

Module 6 Managing Adult Safeguarding Risks

A one day or two day session targeting managers of provider services and care managers. The course aims to equip staff to effectively undertake and coordinate a safeguarding adult risk assessment and safeguarding adult protection plan. To enable staff to explore the best practice approaches to effective risk assessment and risk management within the framework of the adult safeguarding practice guidance and procedures.

Module 7 Public Protection

Understanding the Link between Adult Protection and Multi-Agency Public Protection Arrangements [MAPPA] is a 3 hour session for senior workers and team managers.

Adult Safeguarding Training Structure

E Learning Package: Introduction

This electronic-learning programme has been developed to deliver Adult Safeguarding Awareness Training to Cambridgeshire County Council staff, partner agencies, residential services, care providers, charities, in fact anyone working with vulnerable adults and is available *free of charge*.

Level 1: Induction and Refresher Training

The aim of this half-day session is to increase front line social care staff knowledge on the subject of adult abuse, and clarify responsibilities for reporting abuse. It is also a chance to share ideas with colleagues to promote good practice. This course is intended for new staff that have recently joined their organisation, and where the existing staff are required to refresh their knowledge on an annual or three year basis.

Level 2: Intermediate Training

Dealing with disclosures for those who need to complete the alert form as part of their professional role. Determining risk, vulnerability and seriousness. Examining the implications of the three 'C's – capacity, consent and confidentiality.

Level 3: Initial Investigations

Developing mutual understanding of the complimentary and supportive roles of the police, adult social care and other agencies when a potential crime has been committed. Knowledge and skills required in planning and undertaking a protective and/or detective investigation either within a single agency or jointly with colleagues from other agencies. Examining elements of good practice in gathering evidence.

Level 4: Management Responsibilities for Adult Safeguarding

The course aims to equip managers of direct services to be confident in their role of preventing and responding to abuse. When it is appropriate to share information and involve colleagues from other agencies when there has been an allegation of adult abuse; the link between safeguarding adults inter-agency policy and procedures and criminal procedures; criminal and civil law that impacts upon safeguarding adults risk assessments/investigations; the complimentary and supportive roles and responsibilities of social care, health and police staff in respect of joint working and criminal investigations.

Level 5: Domestic Abuse and Adult Safeguarding

Domestic violence is a pattern of abusive and controlling behaviour through which the “perpetrator” seeks to exert power and control over the person subjected to it. Domestic violence often overlaps with adult safeguarding and child abuse where children may witness and/or are victims of abuse. Women and children need support and assistance from statutory and voluntary agencies and agencies must work together to prevent repeat victimisation. This training is vital for workers who are working with families, or delivering care in service user’s home environment, where domestic abuse is suspected or identified.

Level 6: Supporting Individuals who have Experienced Abuse

Who can we involve in protection planning following incidents of abuse? How can we empower and support a vulnerable person following victimisation? Managing the process sensitively and effectively is vital.

Level 7: Train the Trainer

This course is suitable for organisations that have the capacity to deliver (induction level) safeguarding training to its staff. We have a comprehensive training pack including a DVD to help trainees engage with the subject.

It is recommended that the Adult Safeguarding Training Programme be approached in a systematic manner up to level 4. Level 5-7 are specialised courses. For more information on each course please consult our training brochure or find details on Cambridgeshire County Council Website.

We are committed to integrating an equalities perspective into all our work.

A word from some of our Partners

Age Concern Cambridgeshire

"In 2008-2009 Age Concern continued to play its part in the Adult Safeguarding Board. During the year the board has been working on developing a longer-term strategy which will guide work over the next few years.

The Board exists to ensure that everything that can be done is being done to safeguard vulnerable adults in Cambridgeshire. Why does the Board need a strategy? The purpose of the strategy is to give a sharp focus to our work so that we may work together even more effectively to ensure that vulnerable adults are protected from harm and abuse.

Most importantly, the developing strategy recognises that in matters of safeguarding the board is accountable and provides leadership and direction, recognising though that it is only by working together that we shall be effective.

The strategy makes it explicit that we are committed to engaging with partners "at all levels ... in a meaningful way with the whole community ...". And that we will "send out the message that it matters to people in Cambridgeshire that vulnerable adults are able to live lives how they choose with dignity, respect and free from a fear of abuse".

As this work takes shape, Age Concern will be keen to ensure that older people in Cambridgeshire and third sector organisations are able to contribute in a meaningful way."

Cambridgeshire Constabulary

"The Constabulary remains committed to working with partners to ensure that we do all we can to reduce the incidence of crimes against vulnerable adults and to investigate with the utmost vigour those crimes that are reported to us.

The 'No Secrets' consultation provides glimpses of what the future may hold for all of us involved in Safeguarding Adults. The Constabulary recognises that it must continue to develop its service to meet the reasonable expectations of both victims and partner organisations, and action in this respect is ongoing."

Cambridgeshire County Council Supporting People

“The Supporting People Team is committed to working closely with Providers, the Adult Safeguarding Manager and Training Team to achieve the Quality Assurance Framework (QAF) standards, continuous improvement, develop practices and standards that is relevant to housing related support services and have been closely involved with Safeguarding Vulnerable Adults Homelessness Steering Group, which has been instrumental in raising standards across the County for all providers.

The Cambridgeshire County Council Supporting People Programme currently manages a Communities and Local Government Grant to provide housing related support to over 400 hundred services to 8600 service users, with 19 different client groups, ranging from older people in sheltered accommodation to younger people leaving care, across the whole of Cambridgeshire. With the aim of maximising independence, helping people to help themselves and to encourage involvement in the development of services.

The Supporting People Team is a multi-agency partnership between County Council, 5 District Councils, probation and health.

The Supporting People Team does this through its Contracts Management process in line with the County Council’s Contract Regulations, Communities and Local Government Grant Conditions and the Quality Assurance Framework (QAF). Protection of Vulnerable adults (POVA) is a one of the 5 strands of the QAF so is a fundamental part of this process.

Where contract compliance is an issue the Supporting People Team will take swift and necessary action to ensure the needs of the service user(s) are met and appropriate action is taken.

The refreshed QAF 2009 states:

‘There is a commitment to safeguarding the welfare of adults and children using or visiting the service and to working in partnership to protect vulnerable groups from abuse.’

And this requires:

1. There are robust policies and procedures for safeguarding and protecting adults and children, that are less than three years old (1 year for Cambridgeshire County Council) and in accordance with current legislation.
2. Staff are aware of policies and procedures and their practice both safeguards clients and children and promotes understanding of abuse.
3. Staff are made aware of and understand their professional boundaries and their practice reflects this.
4. Clients understand what abuse is and know how to report concerns.
5. The service is committed to participating in a multi-agency approach to safeguarding vulnerable adults and children.”

Cambridgeshire Community Services (CCS)

“Cambridgeshire Community Services plays a very active role in the management of adult safeguarding in Cambridgeshire. This includes the further development of policy and practice at a strategic level as a key partner in the Cambridgeshire Adult Safeguarding Board and additionally, as a consequence of the integrated service model in Cambridgeshire, CCS is directly responsible for leading the operational management of safeguarding activity for older people. This responsibility includes investigation, co-ordination and planning of service requirements.

Adult safeguarding receives a high profile within CCS. All new staff receive awareness raising training as part of their induction and established staff have attended a wide range of training events to increase their knowledge and skills in this area.

We continue to be extremely pleased with the strength of partnership working in Cambridgeshire. In particular with colleagues in the County Council, Police and the Care Quality Commission. Our joint efforts have resulted in significant improvements in the care provided in a number of institutional and domiciliary settings. Robust arrangements continue to enable the sharing of information between key organisations involved in the monitoring of standards of care.”

Cambridgeshire County Council Mental Capacity Act and Safeguarding

Without doubt, the Mental Capacity Act (MCA) 2005 has provided a welcome statutory framework to empower, support and protect adults aged 16 years and above who may not be able to make their own decisions on some or all matters.

In Cambridgeshire, we have adopted the view that the interface and links between the Mental Capacity Act and Adult Safeguarding are crucial in the provision of robust care and protection to vulnerable adults who may lack capacity.

Listed below are some examples that highlight the close working relationship achieved between the Mental Capacity Act and Adult Safeguarding Teams:

- Developed a training strategy that incorporates both MCA and SOVA, for example joint funding to provide eLearning
- Cross references of both services in the multi agencies practice guidance for staff working in health and social care
- Provision of joint supervision for the Best Interests Assessors as their job role has a consultative element in SOVA work
- Joint working in bringing the concept of the MCA, Deprivation of Liberty Safeguards (DOLS) and Adult Safeguarding to the forefront of practice in Acute Trust and Private Hospitals within our region.
- Attendance at both MCA Planning and Implementation Group and Adult Safeguarding Board.

The Care Quality Commission

“The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Our aim is to make sure better care is provided for everyone, whether that’s in hospital, in care homes, in people’s own homes or elsewhere.

We regulate health and adult social care services, whether provided by the NHS, local authorities, private companies or voluntary organisations and we protect the rights of people detained under the Mental Health Act.

The Commission is represented by a Local Area Manager on both the Adult Safeguarding Board for Cambridgeshire. Part of the function of CQC is to assess the performance of local councils – including the work of the Adult Safeguarding Board. To ensure there is no conflict of interest, CQC representation is by observer status only. However CQC takes a full part in the Board discussions but has no voting rights.

CQC continue to give presentations at adult safeguarding training courses on the Role and Responsibilities of the Commission.

Inspectors and Local Area Managers have continued to attend many strategy meetings and through its regulatory function, the Commission has raised awareness of local adult safeguarding procedures, advised services of contact details, identified areas of training needs and taken enforcement action against services when people have been at risk.

CQC has a protocol to establish a framework for regularly sharing information about risks to the safety and well being of people in regulated services.”

Cambridgeshire and Peterborough NHS Foundation Trust

“Cambridgeshire and Peterborough NHS Foundation Trust and Cambridgeshire County Council, along with the Cambridgeshire Constabulary have continued to develop their partnership approach to Adult Safeguarding during 2008-9.

This work included development of the Adult Safeguarding Joint Training Programme, which now comprises of:

- Specialist training for Lead Practitioners
- Adult safeguarding training at induction for all new staff
- Adult safeguarding for managers
- Adult safeguarding awareness raising for all staff

The capacity of the Trust to provide trained staff to investigate allegations of abuse has been increased, and the number of investigations has again increased, indicating the development of awareness of safeguarding issues amongst Trust staff.

A new Trust policy has been developed incorporating a procedural framework based on the local authority model.”

Cambridgeshire County Council Legal Services

“Legal Services provides advice and assistance to the Adult Teams of Cambridgeshire PCT, the Learning Disability Partnership and the Adults Social Care Management Team.

The Legal Team provides a full range of legal services including advice on community and residential care issues, mental health, ordinary residence and strategic support in abuse and adult safeguarding cases. The Team also advises on client mental capacity issues, an area that has developed significantly due to the implementation of the Mental Capacity Act 2005.

The Team is available to answer one-off queries as well as to take on bigger and more complex cases that require court applications. This also includes defending judicial review actions in the High Court, making and issuing and defending best interest applications in the Court of Protection (formerly known as declaratory relief), as well as making applications to displace nearest relatives under the Mental Health Act 1983. As such, we play a key role in determining the strategy to be adopted in a particular case as well as advising on general policy issues.

As resources become tighter, clients often want advice on what their legal responsibilities are. Legal Services is happy to provide this. Furthermore, Legal Services works with clients to ensure that anomalies in policies are addressed. The partnership relationship that exists between Legal Services and its clients is valuable with both partners bringing their professional skills together in order to protect vulnerable adults.

In the past 12 months, our lawyers have advised on issues regarding Court of Protection best interest applications, applications to the Secretary of State for determination of ordinary residence, displacement of nearest relatives, protection of vulnerable adults, care provision for clients living in the community and financial assessment decisions. We also provide legal advice and support to the Finance and Property Issues Panel and have helped to implement a robust independent appeal process in respect of decisions made by this Panel.

Looking ahead, we are keen to ensure that what we learn from these cases is shared with our clients. We will also continue to play a key role in providing advice to our clients following the implementation of the Mental Health Act 2007, the Deprivation of Liberty Safeguards and Personal Budgets.”

Cambridgeshire County Council Procurement (Social Care) Department

“Cambridgeshire County Council Procurement (Social Care) Department works closely with the Adult Safeguarding Manager in protecting vulnerable adults from abuse.

When an adult safeguarding concern is raised with the department for someone receiving services either funded or self funded and a strategy meeting is needed, a representative from the Procurement unit will attend to give advice on the management of the service contract and service provision.

Where necessary the Procurement Department will carry out a complete investigation where it relates to contract compliance covering all issues relating to the allegation, this investigation is often carried out in conjunction with Cambridgeshire Community Services and Adult Support Services Locality Teams.

The Procurement Department works closely with the providers and commissioners assessing risk, offering support, contract management and advice, ensuring contract compliance.

Advice will be given to commissioners about the continued use of some services following a risk assessment and new placements/care packages may be suspended until the Procurement Team and commissioners are satisfied that the actions required to remedy failures have been satisfactorily addressed. Continued failure will result in the contract being terminated and service users being supported to either move to a safer environment or change their provider.

Although numbers are on the increase, by working together we can achieve the goal of protecting vulnerable adults from abuse.”

Cambridge University Hospitals NHS Foundation Trust (Addenbrookes and the Rosie)

"At Cambridge University Hospitals NHS Foundation Trust (CUHFT) we are committed to working in partnership with Cambridgeshire County Council and other partners to ensure the safeguarding of vulnerable adults.

In our drive to continuously improve standards and efficiency, we have undertaken a Trust-wide review of our policies, procedures, systems and education and training of staff. This process resulted in a number of improvements including the appointment of a full-time Co-ordinator with expertise in safeguarding, learning disabilities and mental capacity.

In addition to this, we are also recruiting a full-time learning disabilities specialist nurse who will work both clinically across the Trust as well as supporting patients with learning disabilities. Integral to this role will be working with our partners."

Cambridgeshire County Council Adult Safeguarding Web Page

The Cambridgeshire County Council Adult Safeguarding web page can be found at: www.cambridgeshire.gov.uk/social/adultprot/

The site contains information on:

- who is a vulnerable adult
- what is meant by abuse, and
- what measures have been put in place to help protect vulnerable adults from abuse.

The section on Training sets out how Cambridgeshire will deliver training to all staff working to safeguard vulnerable adults from abuse.

We have worked closely with colleagues in developing multi agency practice guidance and procedures for all agencies working within Cambridgeshire.

We have also published an information leaflet:

- Protection of Vulnerable Adults from Abuse (what to do if you think someone is being abused).

Other documents to be found on the site are:

- Annual Reports
- Cambridgeshire County Council Adult Safeguarding Practice Guidance and Procedures
- Adult Safeguarding Practice Guidance and Procedures Summary

Links to other useful websites include:

- Department of Health
- Care Quality Commission
- Better Government for Older People
- The Home Office
- Practitioner Alliance Against Abuse of Vulnerable Adults
- Action on Elder Abuse
- Cambridgeshire Constabulary – Domestic Violence
- Women's Aid
- Co-ordinated Action Against Domestic Abuse
- Ann Craft Trust

The Future

Work continues on:

- Updating of all practice guidance and procedures in line with the No Secrets consultation and local and national updates.
- Cambridgeshire County Council's involvement at a national level to influence national policy in relation to adult safeguarding.
- Development of practice guidance to support staff dealing with issues of domestic abuse.
- The development of the Training Strategy 2009 - 2010.
- Working with partner agencies to review the needs of chronically excluded adults in Cambridge.
- Eastern Region Safeguarding Workforce Development Forum.
- Roll out of information on Safer Working Practices.
- Review of Multi-Agency Practice to Safeguard Residents of Service X

Important Contact Details

Cambridgeshire Direct

Between 8am and 8pm Monday to Saturday **0345 0455202**

If you urgently need to make contact outside office hours **01733 234724**

Cambridgeshire Constabulary

Special Investigation Units **0345 4564564**

Cambridgeshire and Peterborough NHS Foundation Trust

Cambridge **01223 218695**

Fenland **01945 482129**

Huntingdon **01480 415340**

Peterborough **01733 318100**

Action on Elder Abuse Response Line **0808 8088141**

Age Concern Cambridge Information Line **01354 696677**

Independent Mental Capacity Advocate Referral Line **0845 650 0081**

For further information contact:

Ivan Molyneux, Adult Safeguarding Manager by email
ivan.molyneux@cambridgeshire.gov.uk

For copies of this annual report or if you would like a copy of this annual report on audio cassette, CD, DVD or in Braille, large print or other languages, please call 0345 045 5202. Or write to Cambridgeshire County Council, CC1307, Castle Court, Shire Hall, Cambridge, CB3 0AP