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is everybody's
business*

East Riding Safeguarding Adults Board

Annual Report 2012-2013

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FOREWORD

This is the first annual report to be produced under my chairmanship and I am very pleased to present it. You will see the East Riding Safeguarding Adults Board has been very busy over the last year, particularly in establishing itself as a single organisation representing the East Riding of Yorkshire with our own policy and procedures. It has been a year of uncertainty for some of the partners as they face organisational and policy changes and for the board as a whole as the Law Commission's review and the Government's Care Bill propose major changes for adult safeguarding.

More staff than ever before have now taken part in specific training which has helped stabilise the ever-increasing referral rate. People are now in a far better position to spot potential abuse and deal with it swiftly and effectively. It also puts us in a better position to develop ways of preventing abuse from happening.

However, there is still much to do. We are developing a three-year strategy and annual business plans that will help all partners to work together more effectively and economically. We want to find better ways of measuring how effective we are in keeping people safe from harm and how we can achieve the outcomes that victims of abuse desire. Although nobody can guarantee 100 per cent safety for all residents of the East Riding we can and will do our utmost to make it as safe a place for vulnerable adults as possible.

Mike Briggs

Independent chair

East Riding Safeguarding Adults Board

Section 1: Welcome

Introduction

Welcome to the 2012-13 annual report of the East Riding Safeguarding Adults Board (ERSAB). The East Riding Safeguarding Adults Board's member agencies and organisation continue to work hard to ensure residents in the East Riding of Yorkshire live full and safe lives. This involves a range of activities, from raising awareness of safeguarding adult issues; delivering and commissioning high quality services; training and developing staff to recognise and respond appropriately to potentially harmful situations; investigating allegations of abuse or neglect; and developing services to support victims and perpetrators of abuse and neglect.

The board recognises that there is much work still to be done, not only in the provision of quality services but in raising public awareness of the risks to adults at risk of harm.

In 2012/13, there were significant changes within the management support structure and ethos of the board. Working on behalf of the board we now have an independent chair; a manager; a project and practice development officer and a training co-ordinator. It has been a time of change, of challenges and achievements.

The board support team now has stability and a diverse mix of experience and skills and with it the potential to support the board in becoming a formidable leader in safeguarding adults at risk of harm within the East Riding of Yorkshire.

Section 2: Board purpose

East Riding Safeguarding Adults Board role and responsibilities

East Riding Safeguarding Adults Board is a partnership constituted under the Department of Health guidance No Secrets (2000) and meets four times a year. The board is charged with ensuring that the core statutory agencies – local council, the police, and NHS organisations work together to safeguard adults at risk of harm.

Within the East Riding the board has agreed a constitution which sets out its role and responsibilities.

Role

The core role of the board is to ensure all agencies that deliver services to the communities of the East Riding of Yorkshire work together to minimise the risk of abuse to adults at risk of harm and to protect those subject to abuse.

The board has a secondary but equally important role to promote awareness within the East Riding of Yorkshire of the wider safeguarding agenda in order that safeguarding adults at risk of harm becomes everyone's business.

Board responsibilities

The responsibilities of the East Riding Safeguarding Adults Board are identified and agreed as follows:

- (1) to fulfil the function of the board for the East Riding of Yorkshire as defined by guidance and legislation
- (2) to agree and publish its strategic plan and annual business plan

- (3) to co-ordinate work by each agency represented on the board for the purpose of ensuring the risk of abuse to adults at risk of harm in the East Riding is minimised and to protect those who are subjected to abuse
- (4) to ensure safeguarding adult at risk of harm arrangements and governance across partner agencies are effective and that the necessary policy and practice procedures are in place
- (5) to work in partnership to develop and agree robust strategies and plans to promote awareness of adult abuse amongst agencies, and the communities of the East Riding of Yorkshire and ensure that effective reporting systems for concerns are in place
- (6) to ensure that strategy and operational service delivery is aligned with safeguarding children boards and MAPPA (multi-agency public protection arrangements) for effective management of risk of harm and public protection
- (7) to publish as soon as practicable at the end of each financial year an annual report on the board's work.

Board members 2012/13

At the time of writing, the board is not statutory there is no clear authority over partner agencies in terms of their engagement. However, we are fortunate within the East Riding of Yorkshire that there is excellent commitment to the board by our partners.

The board is made up of representatives from the following agencies/organisations:

- East Riding of Yorkshire Council

- Humberside Police
- East Riding of Yorkshire NHS Clinical Commissioning Group
- Hull & East Yorkshire Hospitals
- Humber NHS Foundation Trust
- Northern Lincolnshire and Goole Hospitals NHS Foundation Trust
- York Teaching Hospital NHS Foundation Trust
- East Riding of Yorkshire Public Health
- Yorkshire Ambulance Service
- HM Prison Service
- Humberside Fire and Rescue Service
- Humberside Probation Trust
- East Riding Voluntary Action Service. (ERVAS)
- Independent Provider Representation
- East Riding of Yorkshire Council elected member portfolio holder.

Membership of the board is broad, although the significant majority of those attending board meetings are from statutory health and social care services. The board looks to widen the membership of both the board and its sub-groups to ensure better representation across the locality.

Section 3: Achievements 2012/13

The board set itself an ambitious work plan for 2012/13 and it came as no surprise that not all of this work was completed and some has had to be carried over into 2013/14. However, significant progress was made in many areas and much of the previous years work was consolidated and embedded into mainstream working practices. Outlined below are the areas of work we said we would prioritise during 2012/13 followed by a brief update on how we got on.

Appoint an ERSAB independent chair

Following a robust selection process the board appointed an independent chair and Mike Briggs took over responsibility for chairing the board from September 2012. Mike is the adult safeguarding national co-lead for the Association of Directors of Adult Social Services (ADASS); a lead peer reviewer for the Local Government Association and a qualified and registered social worker. He worked in local government social services for 37 years, holding a variety of posts and had a long career history of achievements across health and social care. He recently retired from North Lincolnshire Council where he was the director of adult social services for the last seven years.

Mike founded the North Lincolnshire Safeguarding Adults Board and subsequently chaired it until his retirement. He has led the development of multi-agency approaches to safeguard adults locally and regionally and as a long-standing member of the national policy group he remains involved in national developments.

Recruit a full time ERSAB manager

The East Riding of Yorkshire Council, acting as employer on behalf of the board, appointed Trevor Collinson as the full time safeguarding adult board manager in July 2012. Trevor was a police officer for 30 years with the Humberside Police working in a variety of roles during that time. He retired in 2009 as the detective chief inspector in the Humberside Police Crime

Management Branch Policy Unit where he oversaw a number of changes in relation to the public protection area of crime investigation.

On his retirement from the police and prior to taking up post with the safeguarding board, Trevor worked for a local community and voluntary sector organisation as their volunteer centre manager and with the East Riding of Yorkshire local authority community safety team.

Secure additional resources to assist with the work of the board.

Working closely with partners, the board was able to identify resources to employ a part-time project practice and development officer to lead on the development of the board's new integrated multi-agency procedures. Again, East Riding of Yorkshire Council acting as employer on behalf of the board, appointed Marie Chappell to the post in September 2012. Marie has an NHS management background and her blend of skills and experience compliment those of the other board support staff.

Strengthen the governance arrangements for the ERSAB

Whilst the board was working to a draft terms of reference there was a need to put the working arrangements on a more formal footing. A new constitution was drafted which outlined the governance and operating framework for the board. This was agreed at the October 2012 board meeting and has now been signed by all partners and forms the basis for how board business is conducted.

In addition, membership of the board was reviewed and partners representing the independent care providers and the community and voluntary sector were invited to become full board members. It is pleasing to report that both Penny Brown representing East Riding Voluntary Action Service (ERVAS) and Andrew Stow representing the Independent Provider Forum accepted the invitation.

The board also hoped to strengthen the involvement of people who use services with the board. However representation of service users remains

through agreements reached with a number of user forums. Whilst this operates as a consultative process it is recognised more work is required to further develop and increase the breadth of involvement.

The board has also strengthened its reporting and communication with the health and well-being board. This facilitates reporting as necessary through to the community safety partnership and to the local strategic partnership which remains active within the East Riding of Yorkshire.

Monitor the national response to Winterbourne View

On publication of Margaret Flynn's serious case review report, the board established a task and finish group of relevant ERSAB partners to bench mark the area against the recommendations and identify any work that was needed to meet the recommendation. This work was reported into the board on a regular basis.

On the publication of the Department of Health final report and concordat, East Riding of Yorkshire Council's Adult Services commissioned work to look jointly with local health colleagues at the report and the work completed by the task and finish group was subsumed into this work. Within the East Riding, agencies are working closely together and making good progress against the relevant recommendations from the concordat.

ERSAB maintains oversight of the ongoing work and receives reports by exception on the progress made.

Develop a longer term strategy for the board

In February 2013, the independent chair and manager facilitated a half-day workshop for board members to work through a process to develop a broad strategic plan and a list of priorities for the board over the next three to four years.

This work has informed the development of the board's strategic plan for 2013-2016, which is yet to be finalised and formally agreed. This work will

continue into 2013/14 and following agreement will form the basis on which the board's annual business plan will be built. This will position the board well to comply with the legislation contained within the Care Bill currently proceeding through parliament.

Strengthen the safeguarding board's accountability framework

Significant research and preparatory work was done to agree and develop a number of tools that would enable the board to have confidence in the quality of the safeguarding work on going within partner agencies to protect adults at risk of harm within our communities.

However, as the board was keen to develop a toolkit and framework that were outcome-focussed and could demonstrated the difference it had made, it proved more of a challenge than first anticipated.

Work is continuing into 2013/14 to develop an outcome-focussed performance dashboard for the board and to agree a multi-agency adult safeguarding audit/challenge framework for completion by all partners.

Review working arrangements with the Hull Safeguarding Adults Board

This year saw the final links between the two boards, which until 2010 had worked as a joint partnership, broken. Until now both areas had worked to a set of joint Hull and East Riding multi-agency procedures but in March 2013 a new set of East Riding procedures were agreed by the board.

As some staff worked across both areas it was important that both boards maintained similar operational expectations for staff. To assist that process a joint Hull and East Riding referral/alert form was agreed for use by staff across both areas. An opportunity was also taken to rationalise the form reducing it from four pages to two thereby reducing the administrative burden on front line staff.

Review the board's current training programme

Following the publication of the national competence framework for safeguarding adults by Bournemouth University, all the training courses delivered by, and on behalf of the board, were benchmarked against the standards. Where necessary, adjustments were made to ensure they met the right criteria. It would be right to say that only minor adjustments were necessary.

Work also began this year on developing a safeguarding workbook to mirror the current Level 1 Foundation classroom training course. This will be another way for staff who found it difficult to attend the classroom training to maintain and update their professional knowledge.

Research also started on a broader review of training across all partner agencies which will continue and reach fruition during 2013/14.

Additional work

This year the Government entered into a phase of consultation on the Care and Support Bill and requested interested parties to feedback their comments.

The East Riding Safeguarding Adults Board held a multi-agency/multi disciplinary consultation event which also included service user representatives and carers in September 2012. The event focussed on those aspects of the Care and Support Bill relating to safeguarding adults at risk of harm and also took the opportunity to seek views on the proposed new safeguarding power.

The results from the workshop were collated and reported back to government on behalf of the board.

Serious case review

In November 2012 the board's serious case review sub-group considered a case for a serious case review (SCR) that had been put before it by the local authority's safeguarding adults team. Following discussion and further consideration the group felt that the case met the agreed criteria for an SCR and in December 2012 made a recommendation to that effect to the chair of the board.

The chair agreed that the criteria had been met and asked for an SCR to take place. An independent SCR panel chair and report author was commissioned just prior to Christmas and at the time of writing is not yet published.

Conclusion

Whilst much of what has been achieved might be described as laying the foundations for the future it is vital that the board has a robust framework within which it can work as much will be expected of local safeguarding adults boards over the coming years.

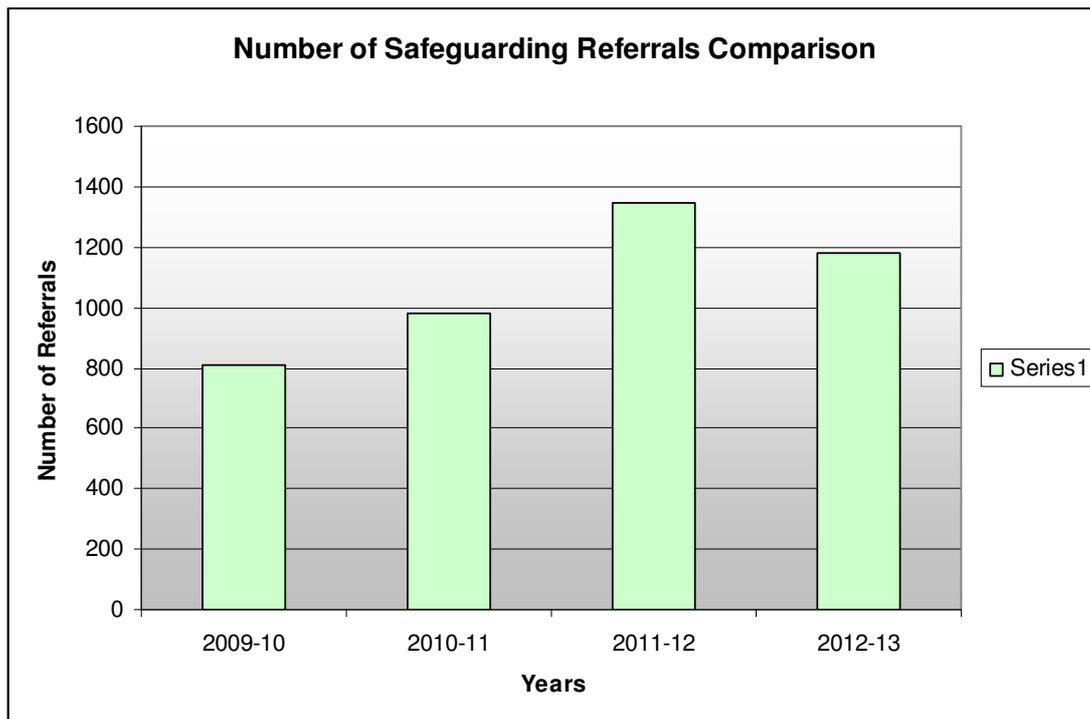
There is no doubt that because of the work completed during 2012/13 partners are working together more effectively making them better able to protect adults at risk of harm in the East Riding of Yorkshire.

Section 4: Safeguarding investigation

Report of the East Riding of Yorkshire Council's Safeguarding Adults Team

The safeguarding adults team is now in its fourth year and continues to provide a single point of contact with a duty system where all referrals are screened and risk assessed to determine the appropriate action.

As detailed in the chart below, the number of safeguarding referrals has reduced slightly over the past year. This is seen a positive outcome, resulting from the lessons learned from previous safeguarding investigations along with the support and monitoring that has been undertaken by the team and colleagues in the business monitoring unit, enabling providers to improve in specific areas of care.



Operational perspective

Whilst the team has seen a reduction in the number of low level safeguarding cases over the past 12 months, there has been an increase in the nature and severity of safeguarding incidents which have been investigated by the team with the police.

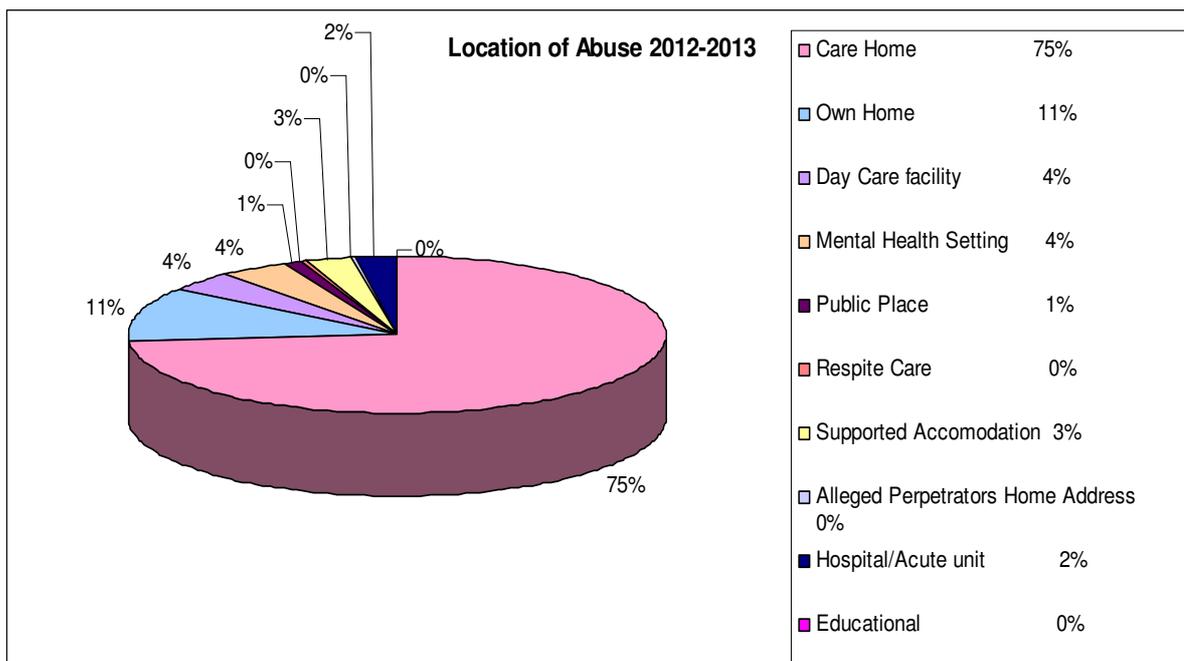
Some of these cases have included the death of a vulnerable adult and several of these cases have gone on to an inquest where the investigating officer has been required to provide a report and attend the Coroner's Court.. One of these cases was presented to the serious case review panel and a serious case review was conducted.

Other significant cases have resulted in applications to the court of protection for decisions from the court in order to safeguard the vulnerable adult.

The team has dealt with a number of cases that have led to criminal prosecutions during the past 12 months. These have ranged from charges of financial abuse to wilful neglect of a vulnerable adult. Cases of wilful neglect under the Mental Capacity Act 2005 have historically proved difficult to prosecute due to the level of proof and evidential requirements of the criminal justice system.

Location of abuse

The statistical data collated by the team indicates that the bulk of alerts relate to abuse occurring within a residential care home (see below chart). There is no doubt this will be strongly related to the extensive work that both the safeguarding team and the council's business unit has done with the providers of care within these settings over previous years.



The team will continue to work closely with other partners and the board to ensure that good practice learned within this setting is, where possible, shared within other agency and organisational settings.

Other achievements

One of the targets set for the team this year was to further develop and improve communications and joint working with partner agencies. To achieve this, a multi-agency safeguarding meeting has been established that is held quarterly with all partner agencies. This includes Humberside Police, health, Humber NHS Trust, Yorkshire Ambulance Service and the local authority's single intake and duty team.

One of the outcomes from this group has been the development of a protocol to ensure safeguarding alerts and any concerns which may be identified by an agency are sent directly to the appropriate team, This ensures the issues are addressed quickly by the most appropriate service.

This year we have recruited two new assessment officers, a care co-ordinator and a grade six clinical nurse part-time post.

The newly appointed nurse has been with the team since December 2012 and primarily takes the lead on any safeguarding investigations which require a clinical assessment.

The care co-ordinator also joined the team in December 2012 and has taken responsibility for ensuring that agreed actions or recommendations following on from the safeguarding investigations are completed

The future

During 2013/14, as well as continuing to protect adults at risk of harm through the teams investigative function, the team intend to develop and review their on-going working practices and initiatives through the following initiatives:

- to develop further the safeguarding protection plans and for these to be an integral part of the adult care management reviewing process
- to revisit the case conference agenda and to explore how it can be linked with cases requiring consideration by board's serious case review sub-group
- to work with partners to ensure appropriate reports are submitted to case conferences
- to work with colleagues in the business management unit to develop working protocols to ensure clear boundaries and responsibilities between safeguarding investigations and compliance standards.

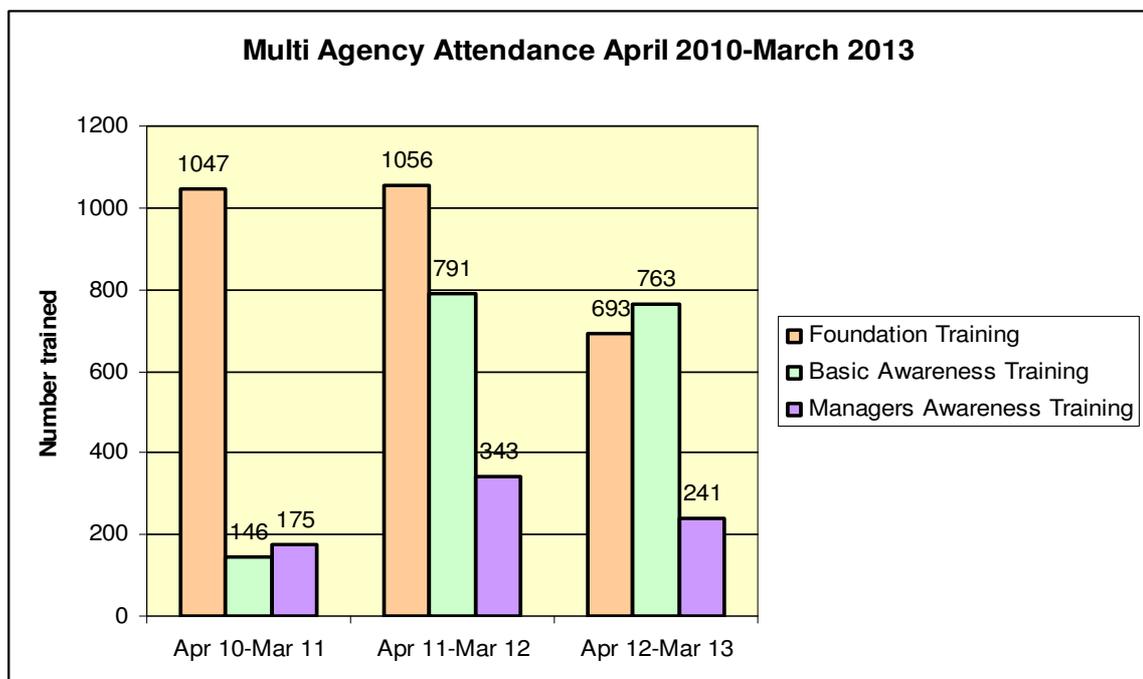
Section 5: Training

Report of East Riding Safeguarding Adults Board Training Co-ordinator

Due to the success of the core and cascade training model reported in 2011/12 annual report, it was agreed that this model should continue to be the board's preferred method of delivering training for 2012/13.

The East Riding Safeguarding Adults Board was fortunate in that it continued to be supported by organisations allowing and supporting staff to become core and cascade trainers. We were also supported by some organisations giving freely of their training facilities to allow the training to take place at various locations around the East Riding.. The ability to take the training to the delegates rather than travelling long distances to attend centrally located events is valued by both the delegates and the various organisations that send staff to the training.

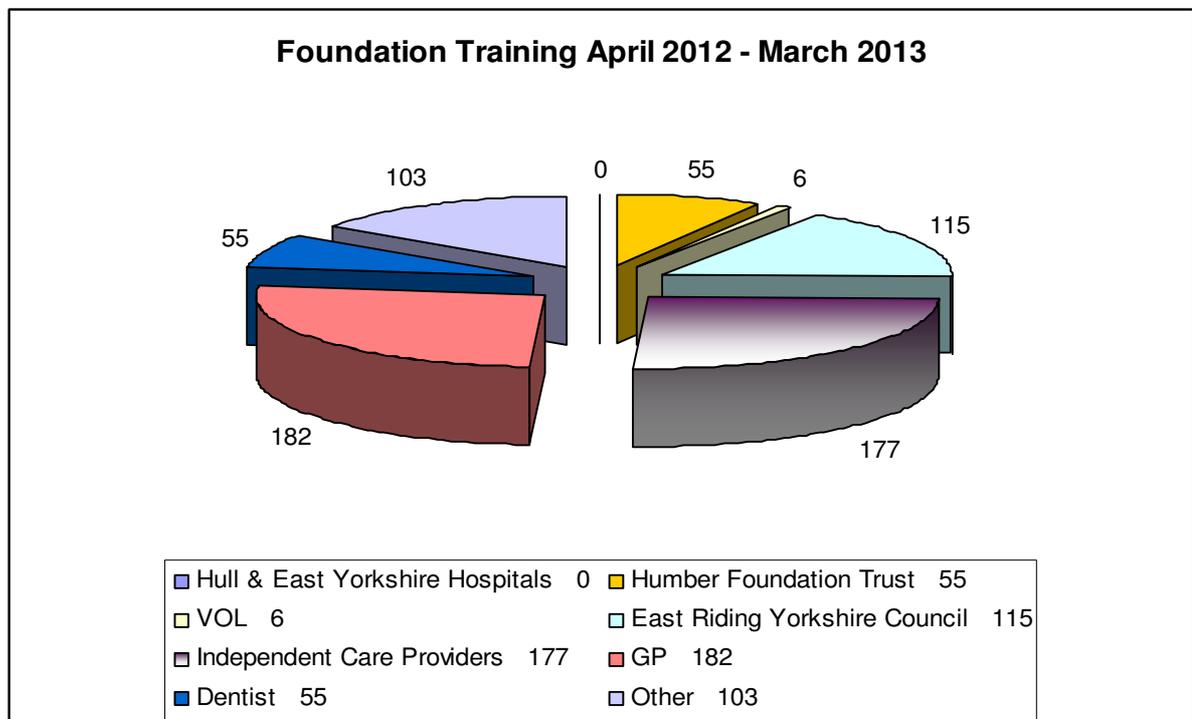
The table below illustrates the overall impact on attendance of this method of delivery.



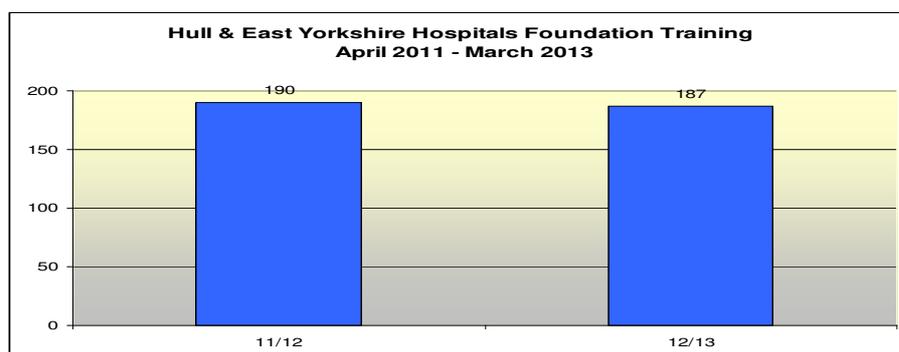
Outlined within the remainder of this section of the report are the different courses that were delivered during 2012/13. The charts provide an overview of which agencies access our training and the level of training during the reporting year.

Level 1 Foundation

The foundation session is the foundation/entry level and includes a short presentation that meets the common induction standard. The chart below illustrates the number of delegates attending the training from each organisation or sector.



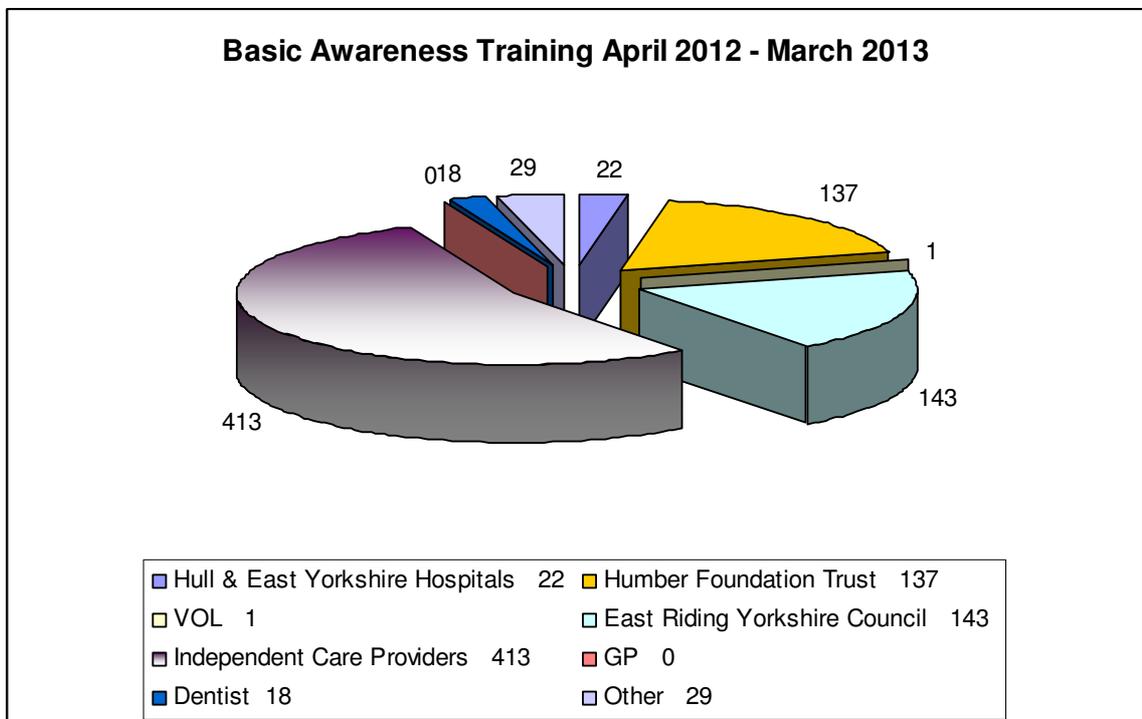
In addition to the delegates shown above, this training is also delivered in-house by Hull and East Yorkshire Hospitals NHS Trust and the table below indicate the number of staff accessing their in house provision.



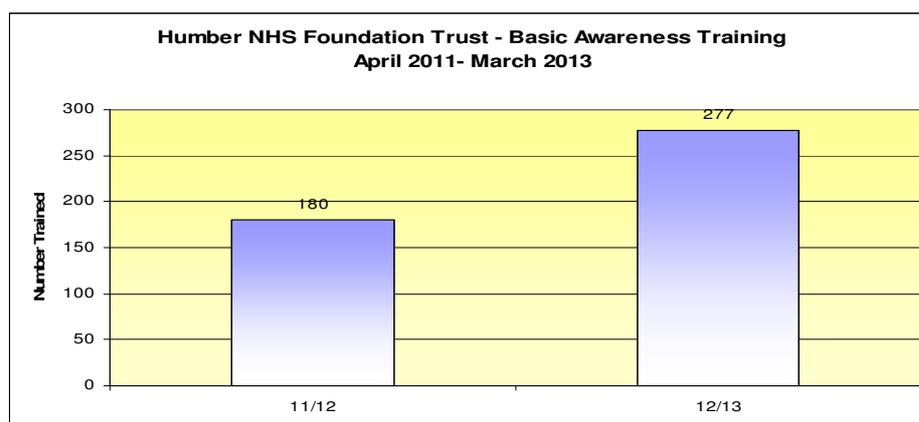
Level 2 Basic Awareness

The basic awareness course is a half-day training session for practitioners with no managerial responsibility. It reinforces previous learning from the foundation session and uses case studies to highlight priority actions around safety and recording.

This course is particularly popular with the independent care and nursing providers. The table below illustrates clearly the significant number of delegates attending from this area of business.

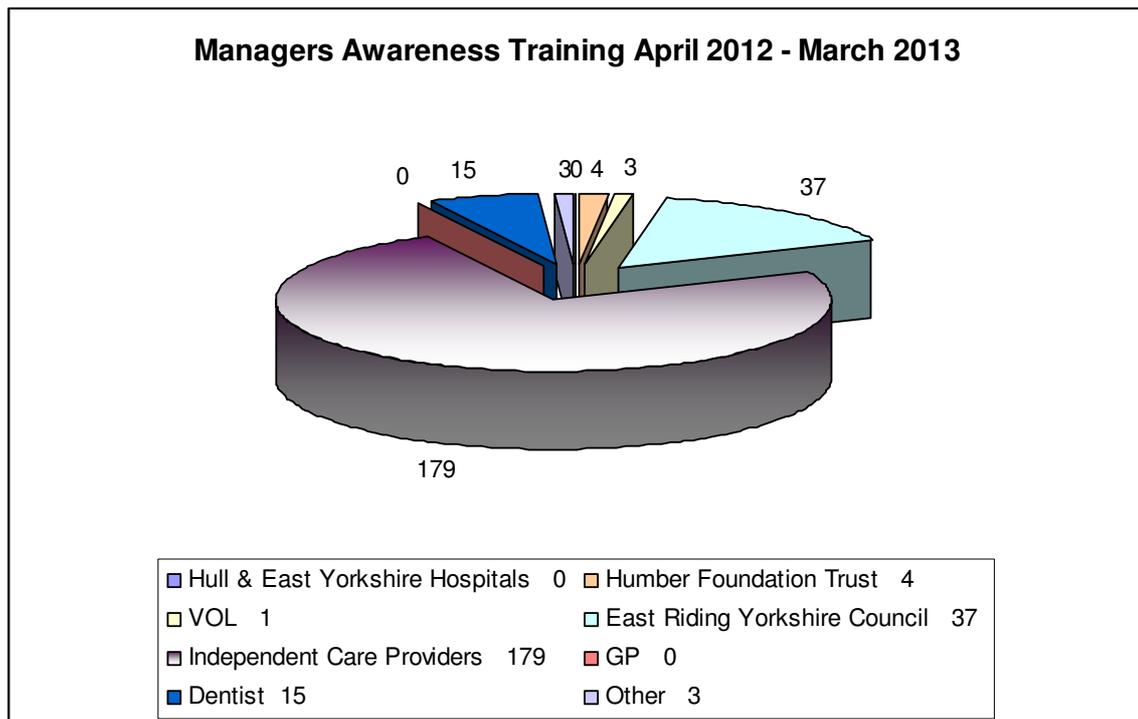


In addition to the delegates shown above, this training is also delivered in-house by Humber NHS Foundation Trust and the table below indicates the number of staff accessing their in-house provision.



Level 3 - managers' awareness

The managers' awareness course is a full day training session for practitioners who have managerial responsibility. It reinforces previous learning by using case studies to highlight additional managerial responsibilities. The table below shows the number of delegates attending from the different partner agencies.



Again this is a popular course with our partners within the independent provider sector. The table above clearly illustrates the significant number of delegates attending from this area of business.

Post-course evaluation

Delegates attending all of the board's training courses are asked to complete a post-course evaluation form. They almost unanimously report having a positive experience and feel that the training enhances their professional practice. The following are just a sample of feedback comments that have been received:

- absolutely brilliant, very informative, couldn't improve the course, trainer or content

- I have gained a better insight and feel more confident
- I feel I have reflected on my work role and attitude at work.
- made me more aware of some of the issues
- I intend to make all staff fully aware of safeguarding procedures
- the training highlighted gaps in my knowledge
- opened my eyes to how complex reporting can be and who can support with this.

Other areas of work

As well as delivering training and supporting core and cascade trainers, the board training co-ordinator is always looking for new and innovative ways to deliver the training to ensure it continues to meet any changes in local or national practice.

The following specific areas of work have also been completed or commenced during 2012/13.

Bournemouth competences

Following the publication of the national competence framework for safeguarding adults by Bournemouth University, all the training courses delivered by, and on behalf of the board, were benchmarked against these standards and where necessary adjusted to ensure they met the right criteria. It would be right to say that only minor adjustments were necessary.

Training review

Research also started on a broader review of training across all partner agencies which will continue and reach fruition during 2013/14.

Foundation workbook

Work began this year on developing a safeguarding workbook to mirror the current Level 1 Foundation classroom training course. The workbook is undergoing considerable consultation with partner agencies to ensure it will meet their needs.

It is intended that the workbook will also offer a learning tool for service users and families to raise their awareness of some of the key issues. The workbook will cover definitions; types of abuse; potential indicators of abuse; who might cause abuse; where might it occur why might it happen; and what should be done to raise concerns.

E-learning

This year saw the safeguarding e-learning facility the board shared with Hull Safeguarding Partnership Board withdrawn as the platform was no longer maintained or updated. It is the intention of the board manager to explore opportunities to reinstate this facility in some way during 2013/14.

New multi-agency procedures

In March 2012, new East Riding multi-agency safeguarding procedures were agreed by the board. Whilst changes to the core process of identifying abuse and making an alert did not change, work began early to ensure that the procedures are embedded within the ERSAB courses for 2013/14.

Plans for 2013/14

- support ERSAB to raise community awareness about safeguarding adults at risk of harm
- contribute to the development of the board's learning and development strategy 2013-16
- contribute to the development of an e learning programmes that align with the board's learning and development strategy
- support the development of practical workshops to address identified operational training needs
- support partner agencies in ensuring all safeguarding training continues to meet national standards and addresses locally identified needs.

Section 6: Reports from partner organisations

This section of the report gives an opportunity for board members to provide an update on the broader safeguarding work they may have undertaken during the reporting period. It also highlights any specific organisational safeguarding initiatives and/or challenges that they see for the future.

NHS East Riding Clinical Commissioning Group

This year we said goodbye to colleagues in the NHS East Riding of Yorkshire Primary Care Trust (PCT). In April 2013, NHS East Riding of Yorkshire Clinical Commissioning Group (CCG), led by GPs and other clinicians, took over the responsibility for commissioning most local healthcare services from the PCT.

The NHS Commissioning Board (now known as NHS England) will support CCGs and hold them to account. From April 2013, local authorities will be responsible for most local public health functions, supported by Public Health England.

As part of this process, NHS England has worked with the Department of Health and health, local authority and other partners to develop the new safeguarding vulnerable people in the reformed NHS accountability and assurance framework, published March 2013.

The East Riding CCG is represented on the board by the director of commissioning and transformation.

The CCG's role in safeguarding is predominantly strategic and to ensure that contracts with healthcare providers include robust quality and safeguarding clauses. To support this role, NHS East Riding of Yorkshire has plans to recruit a new designated nurse for safeguarding adults, to be shared with NHS Hull.

The NHS East Riding of Yorkshire Continuing Healthcare (CHC) team has worked closely with East Riding of Yorkshire Council over the last year to address safeguarding issues raised either informally or through formal processes. Procedures and practices continue to develop in line with recommendations following serious case reviews and/or national guidance, such as the Winterbourne Concordat, to include review and adaptation of documentation completed at client reviews including minimum guidance when completing reviews of client care.

Over the past year the clinical team has supported the local authority with safeguarding investigations in over six care homes on a range of issues from minor care concerns to closure of beds. There has been an escalation in the number of calls to the CHC office for advice from health professionals/carers relating to potential safeguarding concerns and all CHC clinicians have been required to update skills and knowledge through dedicated safeguarding training to ensure competencies in these areas.

A safeguarding registered nurse has been recruited to the Continuing Healthcare team, operationally placed in the local authority's safeguarding adults team to support and advise them in completing investigations where there are medical and/or health related concerns. This post is clinically supported and supervised by the lead nurse and manager for the CHC team placed within the East Riding CCG.

Hull and East Yorkshire Hospitals NHS Trust

The trust continues to be represented on the board and its respective sub-groups and committees. The trust is committed to the safeguarding adults agenda and in the prevention, protection and safety of all its patients, public and staff.

The executive director lead for safeguarding in the acute trust is the chief nurse. The trust continues to work with its local, regional and national partners to raise the profile of safeguarding adults and is proactive in its responsibility to safeguard adults at risk from abuse.

In the first quarter of 2012, the trust reviewed its internal reporting processes and established a safeguarding adults committee and overarching safeguarding board, which has improved the operational and strategic direction of safeguarding.

The trust has a safeguarding adults website for staff to access. On this site, a range of information is available including policies, procedures and processes for referrals. The trust has dedicated safeguarding link nurse or professionals and also cascade trainers for safeguarding.

Safeguarding training is given to all new staff during their induction. It is mandatory for all staff to attend an update every three years. Between 1st April 2012 and 31, March 2013 the trust trained 2,144 staff on safeguarding adults with an overall compliance of 80.9 per cent of all trust employees trained in this subject. The Mental Capacity Act and Deprivation of Liberty training is also mandatory for staff. In addition the trust also provides various training packages for staff on learning disabilities and includes interaction and specific communication training.

The trust continues to work in partnership with Humber Foundation Trust with regards to learning disabilities and the nurse advisor for learning disabilities continues to work with the acute staff to improve patient journeys and experience within the trust, assisting with admissions, inpatient stay and discharge plans. Feedback from users, families and staff has been very positive. The trust was successful in its application to MENCAP to host a road show to be delivered in April 2013 focusing on raising staff awareness of reasonable adjustments and communication with people with learning disabilities.

The trust is particularly keen on improving care and safety for patients with dementia. Dementia is a significant challenge for the NHS with an estimated 25 per cent of acute beds occupied by people with dementia. Their length of stay is longer than people without dementia and they are often subject to

delays on leaving hospital. To address key areas associated with dementia the trust established a dementia programme board. The dementia programme board are working with their partners across health, social and voluntary sectors to ensure there is a lasting improvement in the quality of care received by patients with dementia in the organisation. The trust has implemented the butterfly scheme, which is a tool to enable staff to provide person centred care to patients with dementia. It is voluntary scheme in which with the symbol of a butterfly is used to identify patients with dementia and therefore improving early identification, assessment and intervention, plus improving access to services and safe discharge.

The CQC inspected the trust in August 2012 with regards to the Safeguarding Outcome 7: safeguarding people who use services from abuse and the trust met its requirements.

North Lincolnshire and Goole Hospitals

Northern Lincolnshire and Goole Hospitals NHS Foundation Trust (NLaG) are committed to the safety and well being of all patients in their care especially those who are deemed to be vulnerable and in need of safeguarding. The trust has an identified lead for safeguarding (adults and children) across the trust and also hosts the designated nurse for safeguarding adults on behalf of the North Lincolnshire PCT. The trust continues to have leads for learning disabilities, dementia, privacy and Dignity in Care; Mental Capacity Act and Deprivation of Liberty. All of these posts are held by senior staff within the organisation.

There is commitment to attending and contributing to the local safeguarding adult boards (LSAB) in North Lincolnshire, North East Lincolnshire and the East Riding of Yorkshire. The policy and procedures for all three LSAB's are accessible via the safeguarding adults web page on the trust's intranet site and have been shared with trust staff. There is also recognition that there is representation on all of the LSAB sub groups by senior trust staff including those with designated responsibilities in safeguarding arrangements.

Adult protection remains an area of rapid growth and development. The safeguarding adults forum has met every six weeks since it started in April 2010. It has agreed terms of reference which have been approved by the Trust Governance Committee of which it is a sub-group. The agenda has standing items such as feedback from the LSAB, the uptake of training, the further development of the safeguarding adults policy and other related guidance.

There remains an acknowledgement by the Foundation Trust that there is more work to be done within the organisation and a key area of development is around ensuring that all staff undertake safeguarding adult training and know what to do and when to make a referral should a vulnerable person be admitted either from home, a residential or nursing home.

A safeguarding adults training strategy was developed in June 2011 and is on target to achieve 80 per cent across the trust by end of March 2014.

Humber NHS Foundation Trust.

Humber NHS Foundation Trust is represented at the board and supports all sub-groups. All staff have access to the board's multi-agency policy, procedures and practice guidelines for the protection of vulnerable adults in Hull and the East Riding (revised 2009). Internally to compliment these documents there is an internal policy and defined pathway for decision-making and reporting. All documents are accessible to staff via the intranet.

Training continues to be a challenge. Staff can access training from the board trainer and internally, because there is not enough capacity in the system to meet the organisations training requirements. Safeguarding adults training is mandatory for all staff within Humber Trust. Refresher training is undertaken every three years. Safeguarding training compliance during this reporting period was 79.7 per cent. This is an increase of 29.7 per cent from the previous reporting period (2011/2012). In addition, during this reporting period we have targeted frontline staff to undertake refresher training relating to the Mental Capacity Act and Deprivation of Liberty Safeguards (943 staff).

We have developed a new internal safeguarding adults link forum. The objective of the forum is to have a link member of staff in every clinical team to act as an ambassador and an additional resource. The meetings are held every three months. The network provides additional enhanced safeguarding adults training to the link staff and updates on current national and local issues.

The organisation has also been proactive in further development opportunities for its staff and arranged for Gary Thomas (development manager, Castlebeck) to speak to staff post Winterbourne View on the 14 September 2012. He gave an open and interactive talk about what led to the safeguarding concerns pre and post the BBC Panorama television programme screening and highlighted some of the lessons that had been learned.

During this reporting period the organisation has had five unannounced visits from the Care Quality Commission (CQC). Three of the unannounced visits included Outcome 7 (safeguarding people who use services from abuse. People who use services - are protected from abuse, and their human rights are respected and upheld). In all three areas (Maister Lodge, Newbridges, Derwent) the outcome was fully met.

Humberside Police C Division East Riding of Yorkshire.

Humberside Police in the East Riding of Yorkshire remain committed to the safeguarding issues for vulnerable adults in the area. We continue to refine and focus our processes to ensure we work with our partners to address the needs of our most vulnerable residents.

The public protection team is the specialist department dealing with all safeguarding issues. Within the team there are dedicated staff dealing with referrals of abuse and concerns in a multi-agency holistic manner. We have ensured that adults with significant needs are signposted and referred to the correct services and that incidents of abuse receive the appropriate investigative attention. In all abuse cases we work with our colleagues in the safeguarding adults team, with whom we have a very close and effective working relationship.

In 2012, the team grew and now take on all public protection investigations and management of risk in this business area. This has provided an opportunity as we have an additional investigative capacity which allows us to comply even better with national best practice. The working hours are now 8am to 10pm, seven days a week. All detectives are fully qualified and in time we will be working towards national accreditation for those who investigate sexual offences which include vulnerable adult investigations.

During 2013/14 it is intended that staff will attend safeguarding adults multi-agency training appropriate to their role to build knowledge and expertise to assist in investigations which include issues around capacity and are complex in nature.

The plan for the coming year is to embed issues of risk into the divisional control strategy and work in partnership cross pillar and with other agencies. As a division we are proud of the healthy interpersonal relationships with partners in the statutory and voluntary sector and it is a professional challenge

culture which is necessary to achieve positive outcomes for vulnerable people.

East Riding of Yorkshire Council: Housing and public protection.

Licensing and passenger services teams have joined forces to promote safeguarding in relation to the transporting of vulnerable persons by licensed taxi and private hire drivers under passenger services contracts.

Steps were put in place to close existing loopholes and reduce risk in relation to the use of drivers and vehicles from other licensing authority areas who had successfully bid for contracts and where standards of vetting to become licensed were less than those expectations of drivers in the East Riding. Consistent criteria is being approved to ensure standards expected of all drivers on the approved drivers list are the same, including the level of Disclosure Barring Service (DBS) checks. This ensures that only licensed drivers and vehicles are used and includes the development of an information sharing agreement across licensing authority areas to update criminal record information or committee hearing outcomes.

The outcome is a framework which supports public confidence by ensuring all drivers used for our contracts are vetted to consistent standards as safe and suitable to carry out the contracts and provide a professional and transparent information sharing system.

HM Prison service

HM Prison service is represented on the East Riding Safeguarding Adults Board by the governor of HMP Everthorpe, Ed Cornmell. Prisons in the East Riding will continue to develop their focus on managing vulnerable adults within custody and ensuring that appropriate plans are made to support release into the community. Standards of safeguarding in the community will be mirrored for those in prison custody and prison service will work in partnership with other agencies through the board to ensure this consistent approach.

Humberside Probation Trust

Humberside Probation Trust is responsible for the management of offenders subject to community sentences and those released on licence after serving 12 months or more imprisonment. Offenders are subject to rigorous risk assessment and their need is identified and addressed in order to protect the public and reduce the risk of re-offending. The trust specialist victims unit works closely with victims to keep them informed of the progress of the offender's sentence and plans for release.

Humberside Probation Trust is wholly committed to safeguarding vulnerable adults and has well established clear governance, accountability and quality assurance arrangements in place to ensure the highest standards for the protection of vulnerable adults in our communities.

The Government's proposed transforming rehabilitation strategy due to be implemented by autumn 2014 represents unprecedented reform for the management of offenders across England and Wales. A clear priority for the coming 12 months will be to ensure that safeguarding vulnerable adults remains a clear priority for all providers of offender management across the East Riding of Yorkshire.

Achievements 2012/13

- 1 Robust multi-agency public protection arrangements (MAPPA) are in place across East Riding ensuring violent and sexual offenders are managed to the highest standard to protect children and vulnerable individuals.
- 2 During 2012/13, Humberside Probation Trust has introduced a new integrated quality assurance model ensuring all offenders are managed to robust standards measured by continuous audits and evaluations; action plans are implemented to immediately address any issues identified for improvement.

- 3 External audits conducted on Humberside Probation Trust's safeguarding adult's procedures and practice were rated "green" during 2012/13.

Impact and effectiveness 2012/13

- 1 Humberside Probation Trust was commended in 2012/13 by East Riding Safeguarding Adults Board for evidenced effective quality assurance measures in place.
- 2 A comprehensive training plan is in place for all staff including professional and agency staff.
- 3 No MAPPA serious case reviews were required during 2012/13.

Priorities for 2013/14

- 1 A continued priority focus on quality assurance of adult safeguarding procedures and practice to ensure continuous improvement.
- 2 A commitment to ensuring the challenges presented by the Government's transforming rehabilitation strategy will be managed effectively and maintain adult safeguarding as a priority for all future providers of offender management services.

Section 7: ERSAB Plans for 2013/14

The board's plans for 2013/14 will be directly linked to its three year strategy and will be outlined within its annual business plan. The priority areas and specific actions will fall under the already agreed strategic themes of:

- prevention
- protection
- leadership, engagement and partnership
- accountability and quality assurance.

Whilst at the time of writing the details of the priority areas of work for 2013/14 are not yet formally agreed, ERSAB is committed to:

- raise community awareness of safeguarding and the role of the community in safeguarding adults at risk of harm
- assure workforce competence and the ability of staff and volunteers to safeguard adults at risk of harm
- make available multi-agency management information to enable and assist the strategic management and direction of the board by partners
- seek assurance that safeguarding concerns are addressed, proportionately, in the right place, at the right time, by the right service
- as far as is possible ensure adults at risk of harm that choose alternative lifestyles are supported and protected by the relevant agencies
- provide access and a voice in the criminal justice system for adults at risk of harm
- cultural change across the corporate landscape so that keeping adults at risk of harm safe is embedded within partner agencies and organisations
- Ensure the board and all its partners work together to provide high quality services
- involve people who use our services and their carers in improving the safeguarding of adults at risk of harm

- involve the Independent providers of services in partnership safeguarding activity
- develop further our engage with and participation by medical professionals within the safeguarding of adults at risk landscape
- seek assurance that partners' adult safeguarding arrangements within the area meet local and national standards
- seek assurance that all investigations into allegations of abuse and neglect are thorough, robust and meet the highest professional standards
- ensure that the board has a scalable effective and efficient process for reviewing breakdowns in the safeguarding procedure.

We look forward to reporting our progress against our business plan in 2013/14.