

HAMPSHIRE COUNTY COUNCIL
Hampshire Partnership

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Title:	Adult Safeguarding	
Report From:	Director of Adults' Health and Care	

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1. Executive summary

- 1.1. Adult safeguarding is a core duty of Hampshire County Council. The term adult safeguarding is a term used to describe a broad range of activities and responsibilities to protect adults who are vulnerable to a range of behaviours which could directly impact upon their welfare and wellbeing. This report provides an overview of developments and actions undertaken by Adults' Health and Care, the County Council and a range of partners in protecting the wellbeing of vulnerable adults in Hampshire.
- 1.2. Notable issues include the lead role Hampshire Safeguarding Adults Board (HSAB) has in leading the Inter Authority Working Group across the wider Hampshire and Isle of Wight area, the development of responses to increasing awareness to adult safeguarding and the new systems and processes implemented to help mitigate this. There are numerous positive elements of the adult safeguarding function that are identified including the continued development of the Multi-Agency Safeguarding Hub (MASH) and responses to emerging forms of abuse.
- 1.3. Therefore, this report is intended to provide the Hampshire Partnership with a detailed insight into the activities undertaken to keep vulnerable adults across Hampshire safe and to identify priorities over the coming year.

2. Context

- 2.1. Prior to the introduction of the Care Act 2014 Adults' Health and Care operated an effective system to deal with adult safeguarding concerns in a responsive and consistent way. This system intervened following allegations of abuse or neglect. However, the introduction of statutory responsibilities for local authorities, Police and the NHS brought about by the Care Act 2014 has brought a change of emphasis and an enhanced focus on prevention and early intervention.
- 2.2. The new safeguarding duties and responsibilities cover a wide range of activities and actions taken by a large number of individuals and organisations responsible for preventing, detecting, reporting and responding to the abuse of adults at risk. In a sense, the Care Act 2014 has therefore broadened the scope of adult safeguarding to include all

activity designed to prevent harm from occurring, alongside our responsive duties following allegations of abuse or neglect.

- 2.3. For Adults' Health and Care much of the activity has continued to focus on embedding and implementing the changes brought about by the Care Act 2014 as well as maintaining high levels of operational performance in this area. This has included refocusing internal resources to ensure prevention and early interventions are given equal priority.

3. Hampshire Safeguarding Adults Board (HSAB)

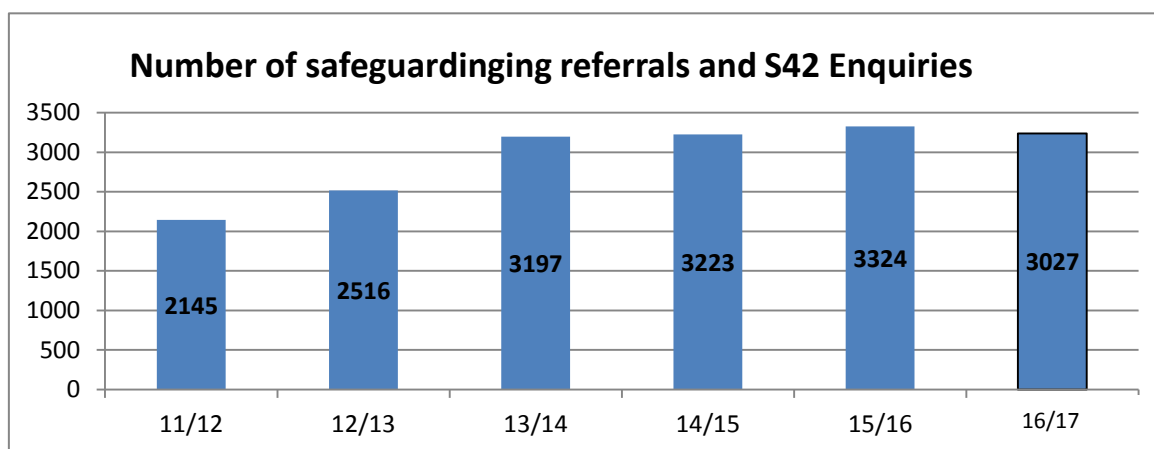
- 3.1. Hampshire has an established Safeguarding Adults Board, the membership of which includes all multi-agency partners. A wide range of activities have been undertaken to ensure local arrangements are fit for purpose and are compatible with the new statutory requirements.
- 3.2. The policy framework for adult safeguarding is shared between the four local authority areas in Hampshire and the Isle of Wight and Hampshire Safeguarding Adults Board continues to lead the policy development work on behalf of the other 3 Pan Hampshire local authorities. The policy, guidance and toolkit have recently been revised to produce a second edition post Care Act 2104. They have now been ratified by the 4 Boards and have been published. These documents are supported by a suite of Hampshire Adults' Health and Care internal guidance and a comprehensive training strategy to support practice.
- 3.3. The Business Plan agreed in the spring of 2017 has the following Board objectives:
 - Engaging local communities to ensure wide awareness of adult abuse and neglect and its impact
 - Prevention and early intervention – promoting well being and safety and acting before harm occurs
 - Well equipped workforce across all sectors
 - Safeguarding services improved and shaped by the views of service users, carers and other stakeholders
 - Clear effective governance processes are in place within and across organisations
 - Learning from experience – mechanisms to gain learning from serious cases and promote service and practice improvement.
- 3.4. The Hampshire Safeguarding Adults Board Chair has recently taken over the chairing of the Inter Authority Working Group which aims to have strategic oversight and co-ordination of the safeguarding agenda across the Pan Hampshire area. A discussion paper is in development with proposals to improve the co-ordination. It is hoped the proposals will be welcomed by many agencies such as Hampshire Constabulary and Hampshire Fire & Rescue Service who work across the area. It is recognised that for some organisations the obligation to a high number of

separate safeguarding boards and sub groups is challenging and may not be sustainable.

4. Activity

- 4.1. Over the last few years Adults' Health and Care have continued to make improvements to the capture and reporting of safeguarding information, as a result of these changes it may not always be possible to directly compare activity between years. The Care Act 2014 has also redefined how safeguarding is defined and recorded.
- 4.2. The vast majority of safeguarding concerns are now directed to the Adult MASH where staff review them in relation to the action required, consider multi-agency information sharing and proportionality. This enables the services to ensure that concerns that require a different response, for example a review of the care arrangements or carers assessment, are dealt with by the social work teams and not through safeguarding arrangements.
- 4.3. The nature of concerns reported to Adults' Health and Care are often on a continuum of poor quality care through to extremely serious abuse carried out where police investigation is required. Information gathering is required before a decision can be reached to establish if abuse or neglect has taken place.
- 4.4. MASH screen all safeguarding concerns for cases which are not allocated to a community team or keyworker and advise on appropriate action. During the 2016/ 17 financial year MASH received circa 16,000 concerns. Of these, 3,027 were forwarded for follow on action – see Figure 1, below. It is positive to note that in the face of an increasing number of initial safeguarding concerns action through the MASH and Contact Assessment Resolution Team (CART, see below) thresholds and screening are being applied to appropriately reduce the number of Section 42 enquiries which are beginning to see a year on year reduction.
- 4.5. The familiar phrase 'safeguarding is everyone's business' is very important in the new landscape and the work that is necessary so that the public and partners understand the parameters of the local authority co-ordination role and the proactive role that all agencies and services are obligated to take to prevent harm occurring to adults at risk. Work is being undertaken to address the volumes of concerns that are received that do not amount to a Section 42 enquiry – these contacts may result in no further action or individual or broader follow-ups with care providers or other individuals / organisations.

Figure 1- An overview of annual referral numbers is shown below:



The figure above demonstrates the number of s42 enquiries opened (and in pre Care Act 2014 language referrals).

5 Key Priorities

- 5.1 Given that the number of adult safeguarding concerns continue to rise one of the key priorities is to manage the demand effectively and address the opportunity for closer joint working system wide. This includes joining up responses between Children's Services and Adults' Health and Care regarding common areas.
- 5.2 In the light of the new operating model within Adults' Health and Care and the subsequent restructure it is hoped through the introduction of the CART this will allow MASH to offer an enhanced service, which will include responding to contacts which fall under the prevention and quality agendas, and to allow the MASH to keep hold of cases for longer so that they are able to resolve more and therefore send less through to the community teams.
- 5.3 Work is continuing with Police and Ambulance Service colleagues in order that alerts are in line with service responses and threshold levels. Positive progress is being made. This work is being undertaken alongside Southampton, Portsmouth and Isle of Wight local authorities. There is a new reporting process (PPN1) supported by a training roll- out involving Adults' Health & Care staff which is hoped will further reduce the volume of inappropriate referrals received.
- 5.4 There have been some areas of development in the emerging areas of modern day slavery/human trafficking, serious organised crime and sexual exploitation including multi-agency partnership working.
 - Modern day slavery
 - Modern Slavery guidance with a flow chart for Adults' Health and Care developed
 - Adult sexual exploitation

- Adult sexual exploitation strategy and practice guidance developed
 - A short term pilot to test the draft adult sexual exploitation screening tool
 - Training options for staff are being considered to improve understanding and response
 - Serious organised crime
 - A Serious and Organised Crime (SOC) Partnership Plan has recently been created by partners working together with Police to effectively deal with serious organised crime.
- 5.5 The local authority responsibility in respect of Modern Day Slavery/Human Trafficking derives from section 52 of the Modern Slavery Act 2015. The local authority is known as a 'first responder' and has a role in respect of the initial intervention and signposting. Adults' Health & Care have worked alongside the Police, Borders Agency, Salvation Army and the Medaille Trust to develop operational guidance which is now in place, with all referrals being managed via the MASH. There is a requirement to notify the Secretary of State where victims are identified.
- 5.6 The challenge is that victims of trafficking may not identify themselves as victims. They may appear extremely closed, distrusting and reluctant to communicate. Traffickers and exploiters often develop complex strategies to keep their victims dependent on them, making it especially difficult for victims to escape or disclose details, even if protection and support are offered. Modern Slavery training has therefore been the focus of recent safeguarding update training for the social work workforce to ensure a greater awareness of how to identify victims and the required response.
- 5.7 For this reason the scale of the crime is unknown. There have been no confirmed incidents in Hampshire since the new duties though some referrals received and there are reported incidents nationally and in neighbouring authorities. National examples include an increased prevalence amongst agricultural workers, car washes and nail bars.

6. Future Direction

- 6.1 The main focus of the work over the coming months will be to:
- Ensure the approach of Making Safeguarding Personal is universally adopted.
 - Deliver the Hampshire Safeguarding Adult Board Business Plan.
 - Continue to support the development of approaches to emerging areas of safeguarding concern.
 - Continue to work with NHS partners and the Care Quality Commission (CQC) regarding quality improvement.

7 Recommendations

7.1 The Hampshire Partnership is asked to note the contents of this report.