

**The Protection of Vulnerable Adults**  
**2007-08 Annual Report of the**  
**Hackney Safeguarding Adults Committee**

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## **1. WELCOME AND INTRODUCTION**

### **SAFEGUARDING ADULTS – ANNUAL REVIEW 2007/8**

#### **FOREWORD**

Abuse and neglect of vulnerable adults is one of the serious and still hidden problems of our society. Just because people are frail elderly, or have learning disabilities, or mental health needs is no excuse for them to experience exploitation, bullying, or lack of respect.

Averaging one a day, Hackney is not unique in having a year on year increase in safeguarding referrals. We need to encourage more referrals, as the first step in improving the safety and wellbeing of local people. Our data shows that most abuse happens in people's own homes, by family and friends that they trust to give them care and support. In some cases the abuse is a cry for help by the carer, but in many others it is deliberate and systematic, resulting in serious financial, physical or emotional harm to the victim.

This Annual Review is an opportunity to record and reflect on my first year as the Independent Chair of the Hackney Safeguarding Adults Committee and of the wider Partnership for Safeguarding Adults. For me it has been a year of listening and learning. The close working relationships between Hackney Council's Community Services, the Primary Care Trust, Homerton Hospital, East London and City Mental Health Trust and the Metropolitan Police are an essential part of promoting safeguarding. The voluntary and independent sectors are vital partners in both identifying possible abuse, and in helping to provide support and care to victims.

During the year I have gained insight into the complexity of situations in which abuse may have occurred, the range of agencies involved, and the concern shown by professionals and family members to achieve positive outcomes for victims. The Committee has updated its procedures and protocols, and the Partnership has focused on widening our knowledge of different types of abuse and how to tackle them effectively. The comprehensive training programme has been well attended by staff from many different agencies.

There remain challenges for the year ahead. We need to get the message out to all Hackney's communities that abuse and neglect of vulnerable adults is unacceptable and that help is available. We aim to improve our publicity and outreach to our different ethnic and language communities, working with voluntary and faith groups.

We aim to simplify the referral arrangements, so that complex case conferences are not necessary where a simple step can resolve the problem. We need to address the safeguarding issues involved with direct payments and personalised budgets.

We aim to improve the services that can help to reduce the potential for abuse. And we need to get more feedback from victims about how we can act quickly and sensitively to keep them safe.

I know that you find this report concerning in terms of the abuse that vulnerable adults experience but hope that you will be encouraged by the work being carried out by many agencies in tackling that abuse and keeping people safe. Please circulate it widely, and help get the message out that safeguarding vulnerable adults is a responsibility that every citizen shares.

Nathalie Hadjifotiou  
Independent Chair  
Hackney Safeguarding Adults Committee

We welcome this annual report. It sets out an appraisal of our safeguarding arrangements for vulnerable adults in Hackney and we endorse the ambition that Hackney becomes a centre of excellence in respect of safeguarding. We also welcome the priorities for 2008-09 as these set a clear direction for continuing to improve our services over the coming year. We are confident that the Quality Assurance Framework that will be introduced this year will be a robust tool for measuring the quality and effectiveness of our services.

Signed by:

Cllr Nargis Khan- Cabinet Member for Community Services

Kim Wright – Corporate Director, Community Services

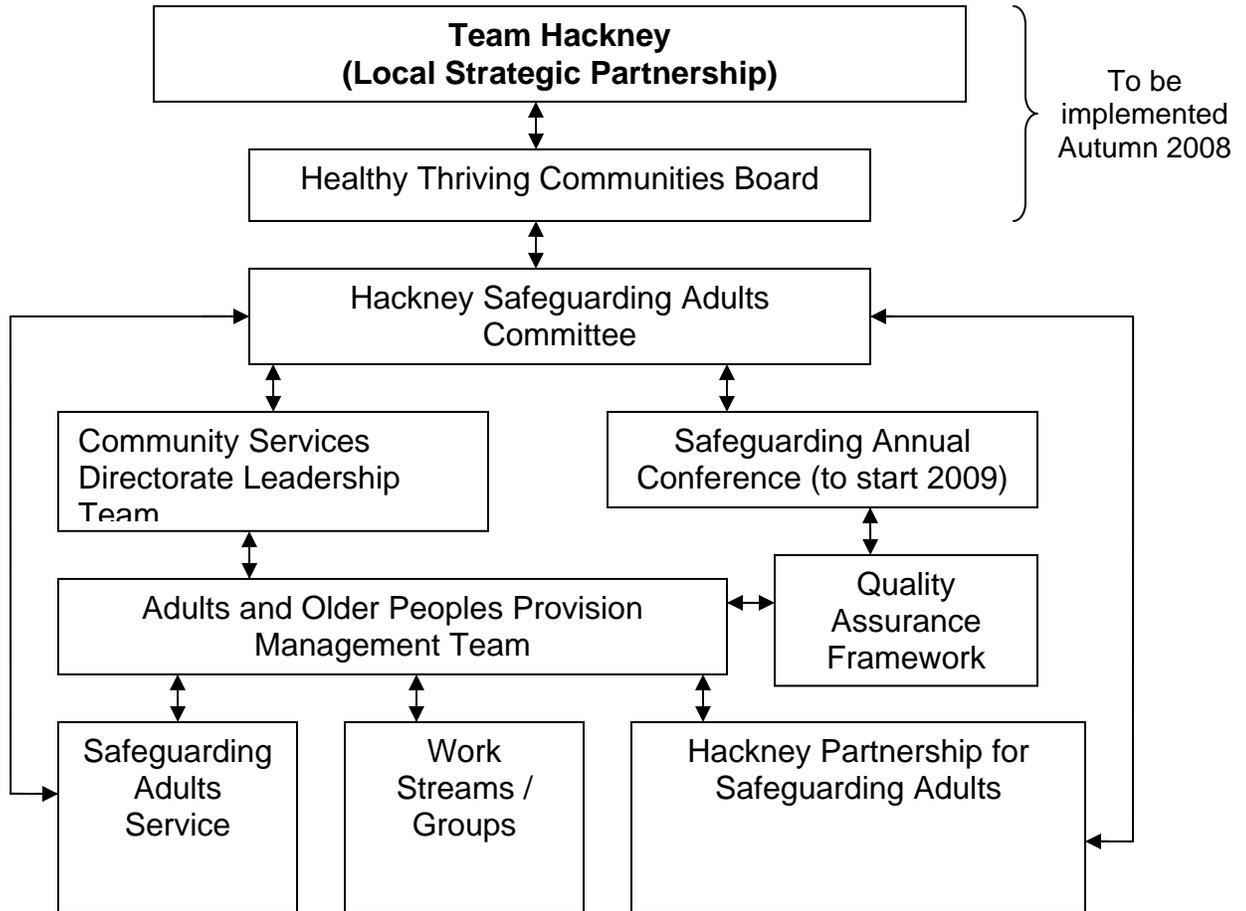
Jacqui Harvey – Interim Chief Executive, City & Hackney Teaching Primary Care Trust

Nancy Hallett – Chief Executive, Homerton University Hospital NHS Foundation Trust

Detective Inspector S. Heatley, Metropolitan Police

## 2. WHERE WE ARE NOW

### 2.1 Governance Arrangements in Hackney



In Hackney, the Council provides the lead co-ordination role in respect of safeguarding vulnerable adults but safeguarding is everybody's business and responsibility. All organisations working within the borough have a duty to protect vulnerable adults and the following are the two key partnership forums that co-ordinate and monitor safeguarding of vulnerable adults within the borough,

- **The Hackney Safeguarding Adults Committee (HSAC)**

The HSAC comprises membership from both statutory and Third Sector organisations. Representation includes the Chief Officer (Transformation), London Borough of Hackney, a Detective Sergeant from the Metropolitan Police, an Associate Director from the City and Hackney teaching Primary Care Trust and the Deputy Director of Nursing, the Homerton University Hospital NHS Foundation Trust.

The Learning Disabilities Partnership, Adults and Older Peoples' Services, East London Mental Health Trust and the City and Hackney Carers Centre are also represented at the HSAC. These agencies are under statutory obligation to respond appropriately to abuse, in line with 'No Secrets' guidance and the good practice standards set by the Association of Directors of Social Services (ADSS).

The HSAC has the overall responsibility to ensure the protection of vulnerable adults in Hackney, and the overall aim is to assist all adults in Hackney to live a life free from violence and abuse.

See Appendix 1 for the Terms of Reference and a list of all the members of the HSAC.

#### **- The Hackney Partnership for Safeguarding Adults (HPFSA)**

The HPFSA is the wider partnership of Independent Sector (private and Third Sector organisations), service users and carers who either have a duty or an interest in protecting vulnerable adults in Hackney.

Many agencies are represented at the HPFSA, which over the last year has developed into a best practice forum. The members come to share and broaden their knowledge of working with vulnerable adults.

## **2.2 Key Developments in 2007-2008**

- **Independent Chairperson of the Safeguarding Adults Committee**

This year a major milestone for the Hackney Safeguarding Adults Committee (HSAC) was to recruit and appoint an Independent Chairperson. It was felt that vulnerable adults needed an independent voice at the heart of decision making in the borough. In November 2007 the appointment was offered to Nathalie Hadjifotiou, a long standing Hackney resident (30 years) and volunteer. Since retiring in 2006, she came with a wealth of experience as the former Head of Social Inclusion in Southwark; where she was the lead for their Local Strategic Partnership. She helped establish Women's Aid in the 1980's and worked as Assistant Director for Education, including special needs and Child Protection in the 1990's. Being very interested in raising the profile of safeguarding adults and campaigning for the rights of vulnerable people, she wants to ensure Hackney is affording them similar protection to children. Under her leadership the HSAC has become a more cohesive, multi-agency group with better shared ownership of issues relating to safeguarding.

- **Development of the Hackney Serious Case Review Protocol**

During the last year the HSAC has developed the Hackney Serious Case Review Protocol in line with the guidance issued by the Association for Directors of Social Services (ADSS). The protocol was developed to help agencies review their interventions and actions in a systemic manner, where a situation had potentially serious effects. The aim of such reviews is not to apportion blame, but to learn from past experiences and help promote best practice for the future. The HSAC has commissioned one such review, which will conclude in the near future.

- **Public Communications and Awareness Raising Plan**

To raise awareness of World Elder Abuse Day in June 2007, the HSAC developed a public communications plan. The plan addressed the need to raise awareness and articles on safeguarding, together with information about where to get help were featured in the Council's newspaper, Hackney Today, which is delivered to every household in the borough. There were also articles in the Black and Minority Ethnic (BME) press.

- **Introduction of Data and Outcome Monitoring Tools**

To gain a better understanding of what services are offered to vulnerable adults at risk of abuse and how their circumstances may be changed as a result of multi-agency intervention, LBH introduced a new monitoring tool, following benchmarking with other best practice local authorities' safeguarding services. It consists of a two stage electronic data monitoring form and was introduced in November 2007 and now enables the local authority to capture a range of information, including service user outcomes. It also provides us with data on which agencies are actively participating in addressing safeguarding concerns.

- **Current Quality Assurance Arrangements**

- There are bi-monthly meetings of the Hackney Safeguarding Adults Committee and the Hackney Partnership for Safeguarding Adults. These forums ensure scrutiny at a strategic level in respect of the implementation and effectiveness of the Hackney Safeguarding Policy and Procedures.
- The Adult Protection Manager has personally been involved with all of the 239 referrals received during the year. She has discussed all referrals with the referring agencies and gave initial advice, guidance and support about how to respond to the referral in line with Hackney's safeguarding interagency policy and procedures. She continued to be involved in all serious cases (10% approx) through to completion of the safeguarding process.

- There is a monthly Safeguarding Managers meeting, chaired by the Adult Protection Manager, where all issues relating to current practice are discussed and addressed. The meeting is attended by the Hackney managers who chair strategy meetings and case conferences. This is primarily a good practice forum where peer support and guidance from the Adult Protection Manager is available.
- There is an ongoing 'Safeguarding Workforce Development Programme' open to all agencies in Hackney and there is specific training for Hackney managers who chair strategy meetings and conferences. 320 participants from across the Council and partner agencies participated in this training programme in 2007-08.
- The Hackney Safeguarding Adults Policy and Procedures currently sets out 3 key targets and the monitoring information available to date sets out the following performance:

<b>Target</b>	<b>Outturn 2007- 08</b>
Referral information to reach local authority within 48 hours (target: 95% of cases).	Target Achieved – 95%
Safeguarding Strategy agreed within 5 working days of referral (target: 85% of cases).	Target Not Achieved – 80%. In 2008-09 we will be working across the partnership to achieve this target.
Case conferences held within 4 weeks of Safeguarding Assessment (target: 85% of cases).	Target Achieved – 85%

- During 2007/08 the HSAC commissioned a "Serious Case Review" in order to fully investigate a particular case. The outcome will be reported to the HSAC in September 08 and the learning from the Serious Case Review will be used to inform future service changes.
- The annual report of the Hackney Safeguarding Adults Committee sets out a public appraisal of how vulnerable adults are being protected in Hackney and includes data on referral patterns, broad outcomes for service users and examples of individual outcomes and good practice.

- In response to learning from work carried out in 2007/08 and, in light of emerging local and national priorities, the report also sets out the key priorities for 2008-09. The HSAC wants to improve and strengthen the overall service in Hackney, in order to meet our ambition to be a borough with excellent services in respect of safeguarding vulnerable adults.
- In addition to the above, CSCI and the Council's Contract Monitoring Team are involved in both regulatory inspection and monitoring of all statutory registered care agencies in the borough and all organisations who act as contractors for the Council. These processes involve scrutiny of the respective organisations' safeguarding arrangements, including their 'take up' of the training and development opportunities that are available. In respect of the current 'Homecare Re-procurement' tendering process, the Council included safeguarding as part of the evaluation criteria and this area will be scored in respect of the quality of each organisation's safeguarding arrangements.

The above summarises the arrangements within Hackney which ensure that vulnerable adults are being effectively safeguarded.

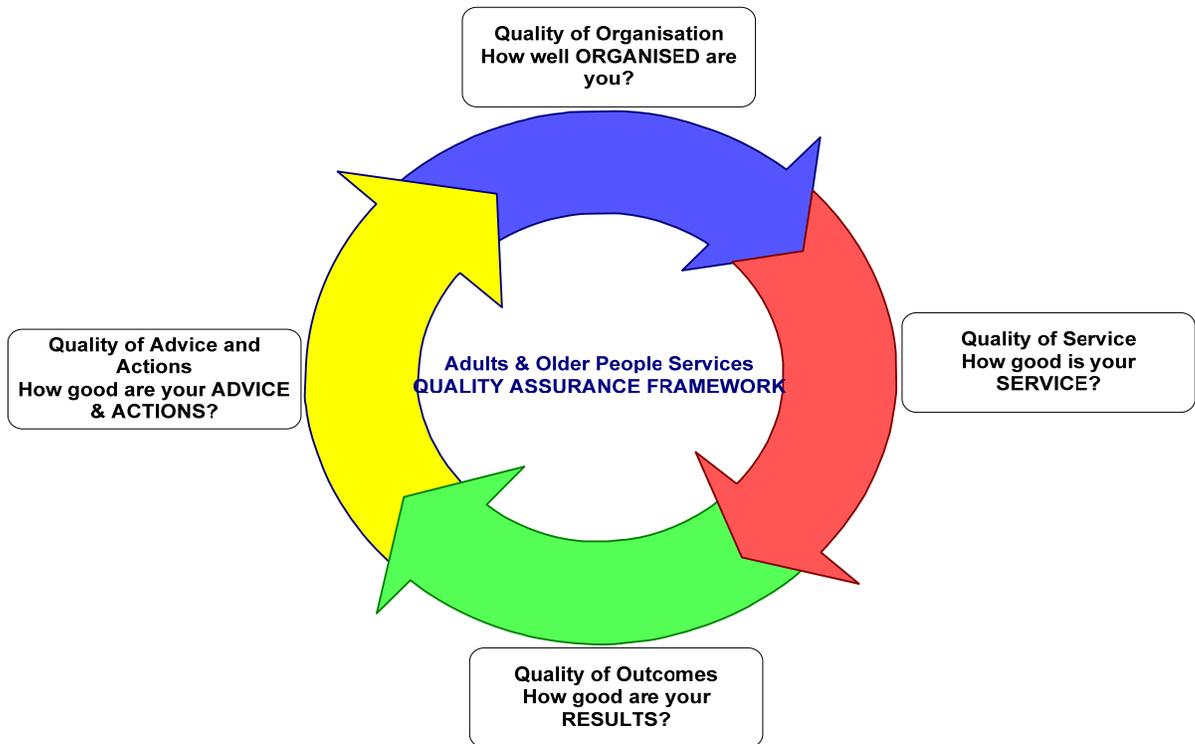
- **Development of a Quality Assurance Framework 2008/2009 Onwards**

The HSAC in collaboration with the Performance Improvement Team within Community Services has developed a Safeguarding Adults Quality Assurance Framework.

From 1 July 2008 the Hackney Community Services Directorate will be implementing the new Quality Assurance Framework (QAF) to ensure that the arrangements for Safeguarding Vulnerable Adults are effective and are of the highest quality. We will also be discussing with our partner agencies about how components of the QAF could be used within their respective organisation or how the QAF could interface with any existing quality assurance systems.

The QAF will introduce a range of performance indicators that will be monitored and reported. Service user and carer feedback will be collected and analysed and used for improving services. Also there will be improved training and development opportunities for staff. The overall objectives for the QAF are to improve outcomes for service users and to help assist Hackney in improving and developing excellent services in respect of safeguarding.

The Quality Assurance System, as summarised below, is comprehensive and will provide significant quantitative and qualitative data for 08/09 and onwards.



### **What do we mean by Quality of Organisation?**

This dimension is concerned with the safeguarding policies, systems and procedures being 'fit for purpose'. This also extends to the effectiveness of multi-agency partnerships that are so crucial to the safeguarding of vulnerable adults process. We need to measure and evidence that people's roles are clear, transparent and effective.

This dimension also relates to the effectiveness of our information and people management and leadership.

### **What do we mean by Quality of Advice and Actions?**

This dimension essentially measures the technical competence of our staff and those in contracted services who act on our behalf.

The QAF formalises arrangements for ensuring that Council staff are effectively inducted and trained and that they receive effective supervision, six-monthly reviews and performance appraisal. This involves an enhanced role for our Workforce Development Team and discussion with partner organisations about implementing similar arrangements.

This dimension also covers the quality of decision-making, particularly in case management. Peer Review is a good measure of this and we plan to arrange an independent Peer Review of a sample of Safeguarding Vulnerable Adult cases. We will use the outcomes of this review to revise our safeguarding arrangements and this framework as appropriate.

### **What do we mean by Quality of Service?**

This covers:

- The accessibility of services and encompasses all of our equalities agenda.
- The responsiveness of services e.g. turnaround times in responding to customers' requests.
- The utilisation of user feedback techniques to measure the customer's experience as a service user.
- Analysing our complaints and compliments for learning points and using them to improve our services where we can.
- Setting, monitoring and reporting on service standards which are important to customers.

### **What do we mean by Quality of Outcomes?**

In the safeguarding process this refers to the results that are achieved for the alleged victim of abuse, the alleged perpetrator of the abuse and the process as a whole.

The outcomes for all three of the above categories are set at the Case Conference stage. There is a distinction between direct outcomes (those within our control) and indirect outcomes (those that follow from other changes in the individuals' life as a result of our interventions).

### **Review and Learn**

We will review this framework annually and more often, if required, in light of emerging issues and use the learning from applying it to improve these arrangements and ensure our resources are allocated to priority cases.

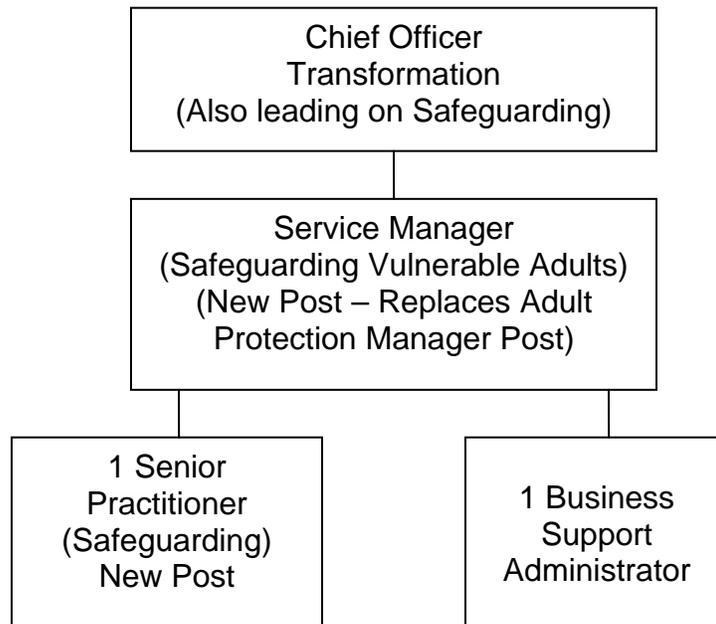
### **2008-09 PIs**

The QAF, including all details on the PIs to be collected, is attached at Appendix 2.

- **Increasing the Capacity of the Safeguarding Adults Service**

The Quality Assurance Framework above sets out Hackney's ambition to provide excellent services in respect of safeguarding. Given our ambitious priorities and plans for 2008/09 and given the increases in referral rates, as set out in 2.3 below, the Director of Community Services has agreed to increase the capacity of the Safeguarding Adults Service.

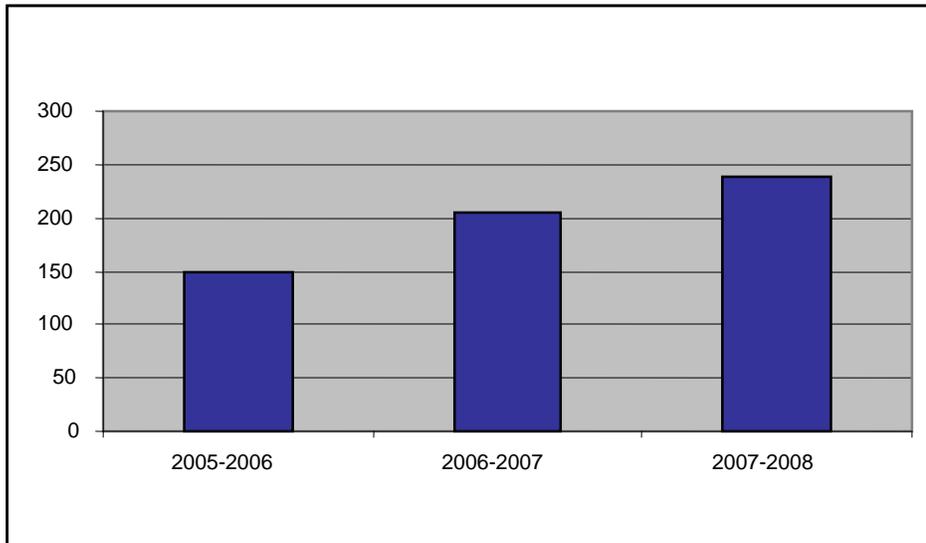
Safeguarding is everyone's business and the overall aim of the HSAC is to ensure that all staff across the interagency partnership are competent in identifying and safeguarding vulnerable adults. However, we recognise the importance of a well resourced specialist service that will offer advice, guidance and support to practitioners on the front line. Strategically, we also recognise the need to ensure 'positive risk taking' by service users within the transformation of adult social care agenda and the move to more personalisation and individual budgets. Therefore we have agreed that the Hackney Chief Officer, Transformation, will also lead on safeguarding. In order to increase our capacity, the following structure has been agreed for the Safeguard Adults Service for 2008/09:



The HSAC is confident that the above specialist service will assist in raising the quality of work in Hackney and will result in improved outcomes for service users. The above structure will be reviewed in 2009.

## 2.3 Referral Patterns

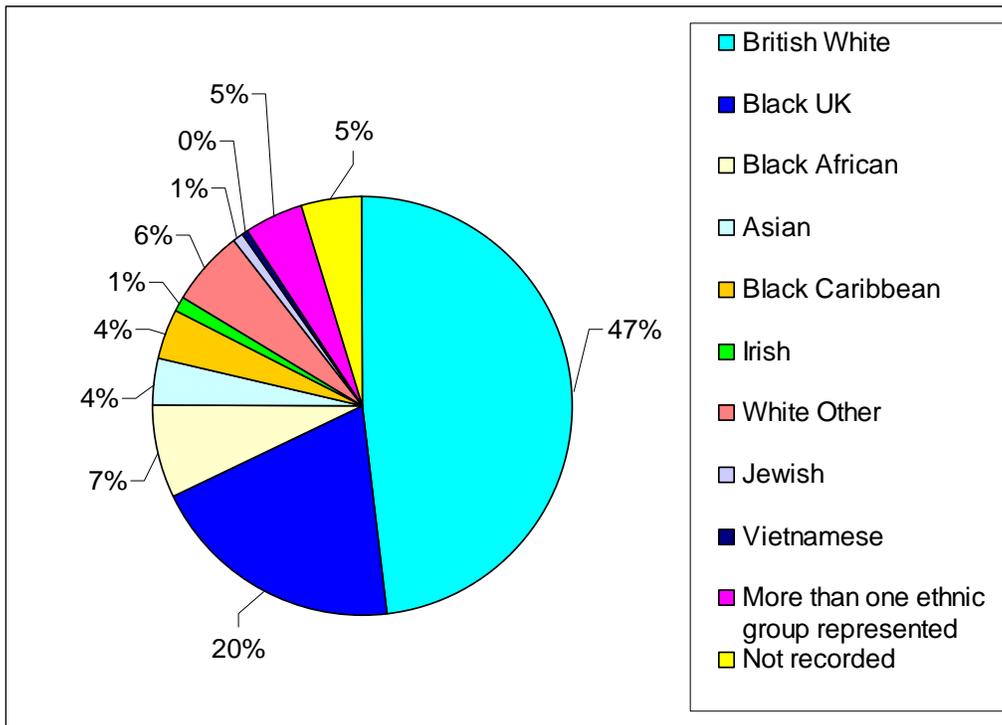
**Chart 1: Annual Vulnerable Adult Referrals**



Over the last year the levels of referrals have increased by 14%. In 2007-2008 there were 239 referrals in comparison with 205 in 2006-2007.

Chart 1 above indicates the steady rise in referrals to the Hackney Safeguarding Adults Service, over the last three years. The HSAC views this increase positively as the key messages about identifying and dealing with adult abuse are being taken seriously across the Council and partner agencies.

**Chart 2: Ethnicity of Vulnerable Adult Referrals**

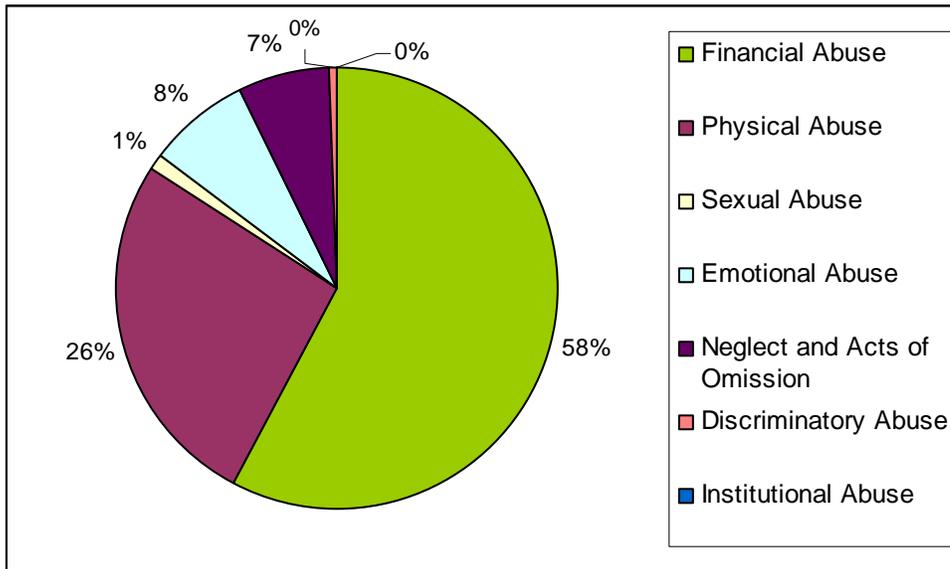


The 2001 Census recorded the ethnicity of Hackney as:

- 59.4% White
- 24.6% Black or Black British
- 16% Other BME

Overall, the referral rates in respect of ethnicity equate well with the ethnicity of the borough. However, there are some smaller communities which are under represented. During 2008/09 we will be raising awareness across Hackney with particular focus on those under represented communities over the coming year.

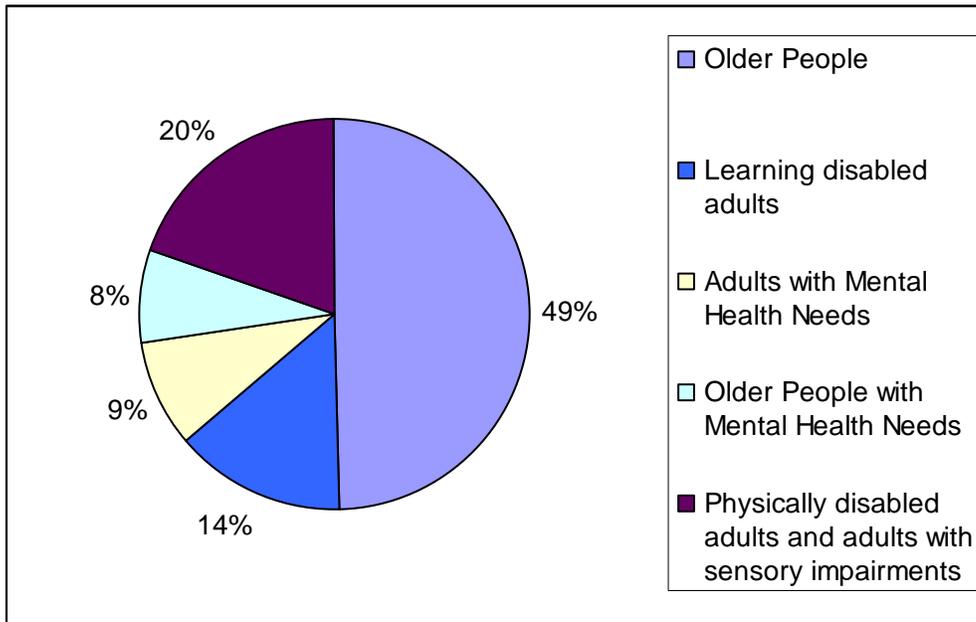
**Chart 3: Types of Abuse Represented in Vulnerable Adult Referrals**



Financial abuse is still most commonly reported to the HSAS with 58% of the referrals. Physical Abuse also had a high representation in the referral rates with 26%.

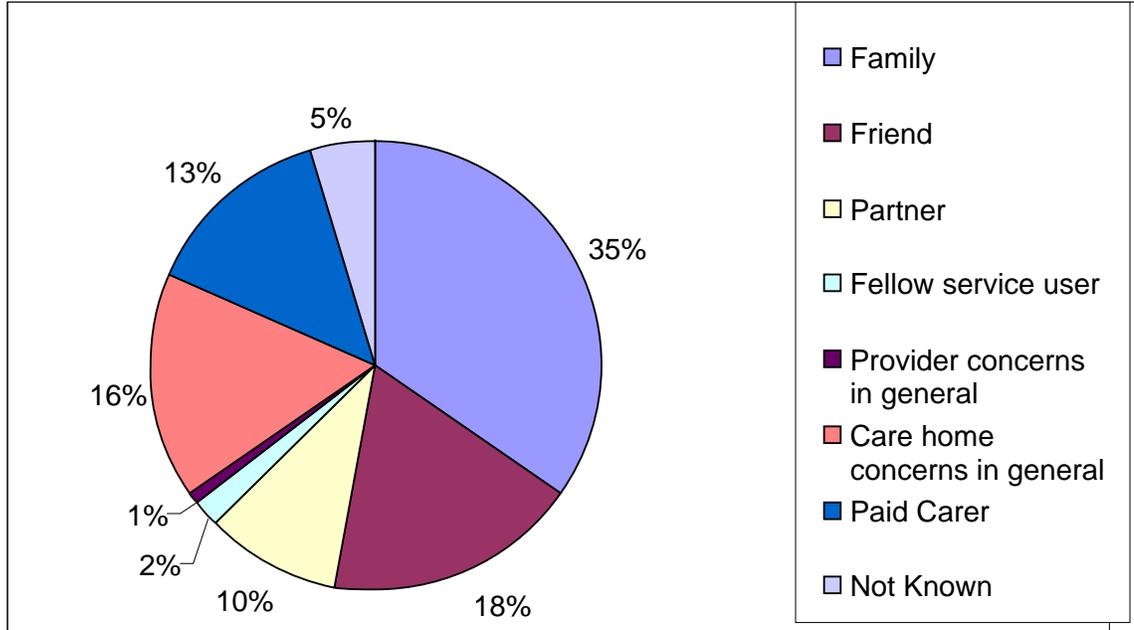
Financial abuse remains the main type of abuse – family, friends, and neighbours stealing money from mainly vulnerable older people. We will strengthen our services over the coming year to people who are unable to manage their own finances and mitigate against this risk of abuse. We will also continue to use learning from all referrals to plan how to mitigate against all forms of abuse.

**Chart 4: Vulnerable Adults Representing Various Service User Groups**



The population projections of 2006 estimate that 12% of Hackney's population is 60 years+, so older people are significantly over-represented within the adult protection referrals. This is often due to increased frailty, lack of mobility and dementia. As set out above, the main area of abuse is financial and we will protect older people more robustly through more efficient services that will help people manage their own finances. Also, we will continue to take action that will mitigate against the risk of abuse to all adults in Hackney and continue to offer quality services to those who have been subjected to abuse. Also, we will particularly target older people in raising awareness about abuse and how to report abuse and request help and support.

**Chart 5: Relationship of Alleged Perpetrator to Alleged Victim**



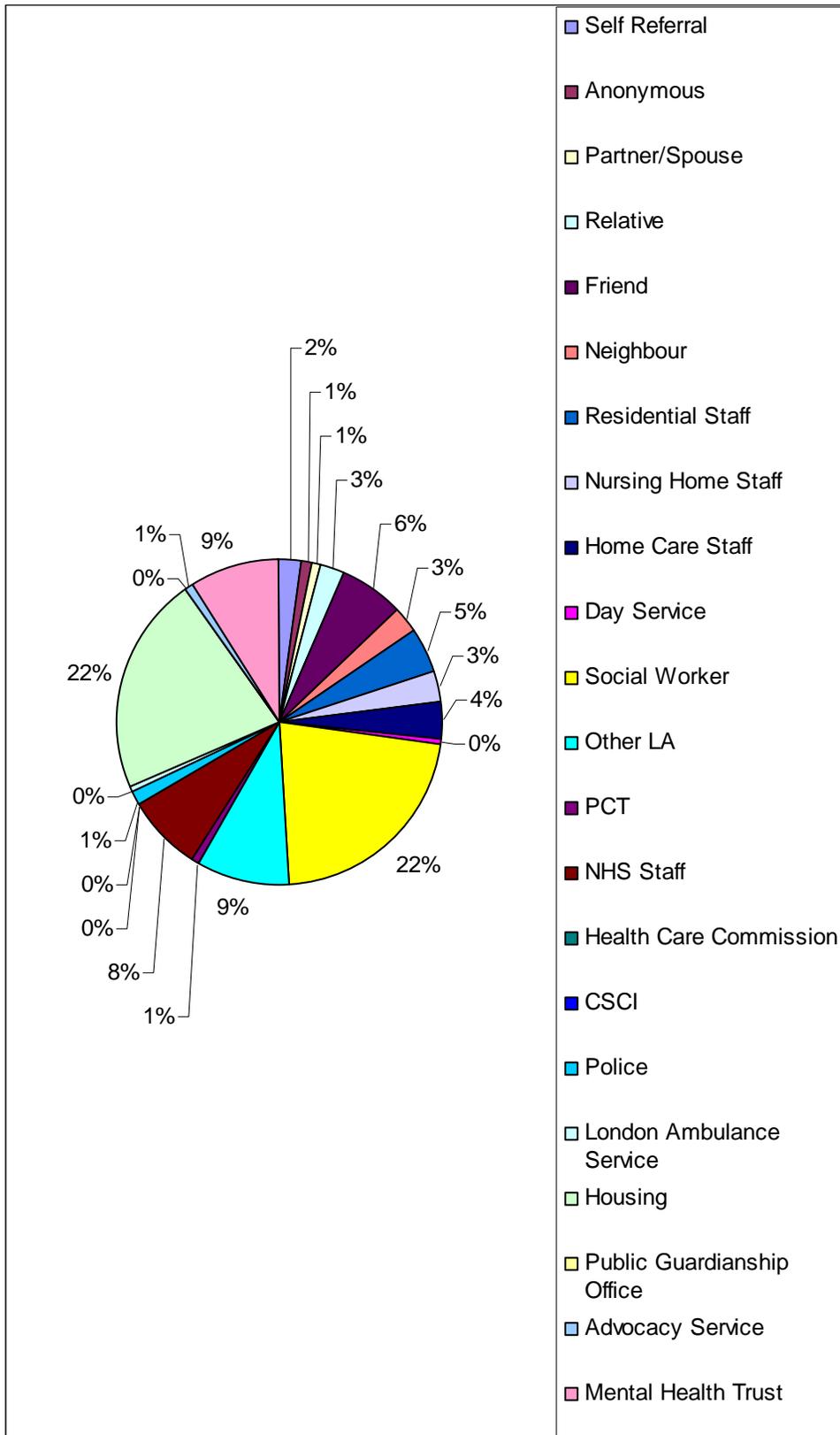
The majority of abuse is alleged to be from vulnerable adults' families, friends or partners.

A significant percentage of abuse is referred from partners and abuse here is likely to be physical in nature as many of these referrals relate to domestic violence. The HSAC works closely with the Domestic and Hate Crime Service and many of these victims were signposted to this Service for allocation of a case worker.

In learning disabilities there is a trend of alleged abuse by parents, most often males being abused by their mothers. These are often young adults who are becoming more independent and need our support to live more independently from their parents.

For a small percentage concerns are being raised relating to people in residential and nursing homes.

**Chart 6: Source of Referrals**



This graph shows the wide range of people/agencies making referrals and this is again viewed positively by the HSAC as it demonstrates that the key messages about adult abuse is reaching many sections of the community and workforce.

### **- Strategy Meetings and Case Conferences**

During 2007-2008 there were a total of 239 referrals. In about 80 cases, the alleged victim did not want to co-operate with the investigation or the referral could be dealt with outside of the safeguarding process as the person did not meet the criteria as a vulnerable adult. There were 157 formal strategy meetings and 142 cases were concluded with a Case Conference.

Often the alleged victims refuse to participate with the Safeguarding Processes or deny the allegation of abuse. This year we have seen high levels of domestic violence and people have been signposted to other services, such as the Domestic Violence and Hate Crime Team. In the above instances a Case Conference was inappropriate.

## **2.4 Outcomes**

### Investigations

For the majority of cases the outcome was inconclusive (57% of referrals), followed by substantiated abuse in 32% of the cases, 9% partly substantiated and 2% not substantiated.

All allegations of abuse are viewed as serious and contact is made with the vulnerable person to establish their views. However, many vulnerable adults who have mental capacity decide not to engage with services and often deny the allegation of abuse. This results in the high number of inconclusive outcomes following investigation. Where abuse is substantiated, we ensure that there is a robust protection plan in place and that appropriate action is taken against the perpetrators. We work closely with the Police in dealing with allegations and investigations and perpetrators are prosecuted where the Police feel that they have sufficient evidence to convict.

One of our key priorities for 08/09 is to develop interagency protocols that clarify thresholds in respect of referrals in order to determine what constitutes a safeguarding referral and how to achieve the most effective outcome for service users. Also, we will continue to engage with alleged victims of abuse and offer them opportunities to seek support should they wish to do so.

## **Outcomes for the Vulnerable Adult**

In summary, the broad outcomes for vulnerable adults who were referred are as follows:

- 100% were contacted and the concerns raised were discussed with them and all were offered the opportunity of support;
- 100% of all vulnerable adults who engaged with services, were provided with a robust protection plan;
- 47% received a Community Care Assessment and an appropriate Care Plan, should one be required;
- 35% there was an increase in monitoring of their circumstances;
- 5% there was a change of appointee;
- 2% a change in the management of access to their finances;
- 2% were referred to the Court of Protection;
- 4% there was an increase in care provision.
- 3% benefited from respite care provision.
- 2% were referred for counselling.
- 35% were signposted to other services provided in Hackney.
- 1% accessed long term residential care
- 2% were offered alternative housing arrangements.

It is important to note that vulnerable adults could have more than one outcome as a result of the Safeguarding Adults Process. Also, the Quality Assurance Framework (08/09) will provide more detailed information on outcomes.

## **Outcomes for Perpetrators**

With regards to action taken in respect of alleged perpetrators, there was Police Action on 6% of the cases. Disciplinary action was taken in 4% of cases, and the Contracts Department responded to 2% of cases. In 4% of cases people had a carers assessment and closer monitoring was introduced in 24% of cases.

Again, the Quality Assurance Framework (08/09) will provide more detailed information on perpetrators.

### 3. EMERGING BEST PRACTICE

#### **Examples of best practice emerging from the Safeguarding Adults Processes:**

- There is greater ownership across agencies in Hackney and specialist resources have been used to help safeguard vulnerable adults from abuse.

**Example:** A range of specialist services were commissioned to work with deaf-blind people to help reduce financial exploitation by family members.

- People with Learning Disabilities are supported to continue to live more independent lives and to stand up against their perpetrators.

**Example:** The police and other agencies helped to support a particular victim through the criminal justice process. Their perpetrator was given a 6 month custodial sentence and another individual received a 12 month suspended sentence. The concerns were raised through the Safeguarding Vulnerable Adults process.

**Example:** Some people with learning disabilities are targeted, because they are more vulnerable and often suffer harassment from others. A particular victim was supported to move temporarily, following an assault by an unwanted “guest” who gained access to his accommodation. The perpetrator was later removed and the victim is being supported by the police and other agencies. The perpetrator has recently made contact again and the victim is currently being supported in taking out an injunction against the perpetrator.

- Vulnerable service users are being supported by private and voluntary care providers in recognising abuse and understanding when practices of paid carers are wrong.

**Example:** Paid carers who borrow money and financially exploit our service users are unsuitable to work with vulnerable adults. Service users who experienced this exploitation were supported through the Safeguarding Adults processes. Where it was evident that abuse took place, such workers were dismissed and registered on the POVA Scheme. In a particular case the victim was reimbursed for their loss.

- Older Adults with dementia are assisted to manage their finances better.

**Example:** They are assisted to manage their money better, by arranging direct debits for regular bills and when necessary Hackney arranges appointeeships for those who are unable to manage their own finances and who have no trustworthy friends/family to assist them. Older Adults have also been supported to change accommodation which offers them greater support, such as Supported Living Schemes or they are offered floating support.

- People with Mental Health needs are given appropriate support to report concerns of abuse.

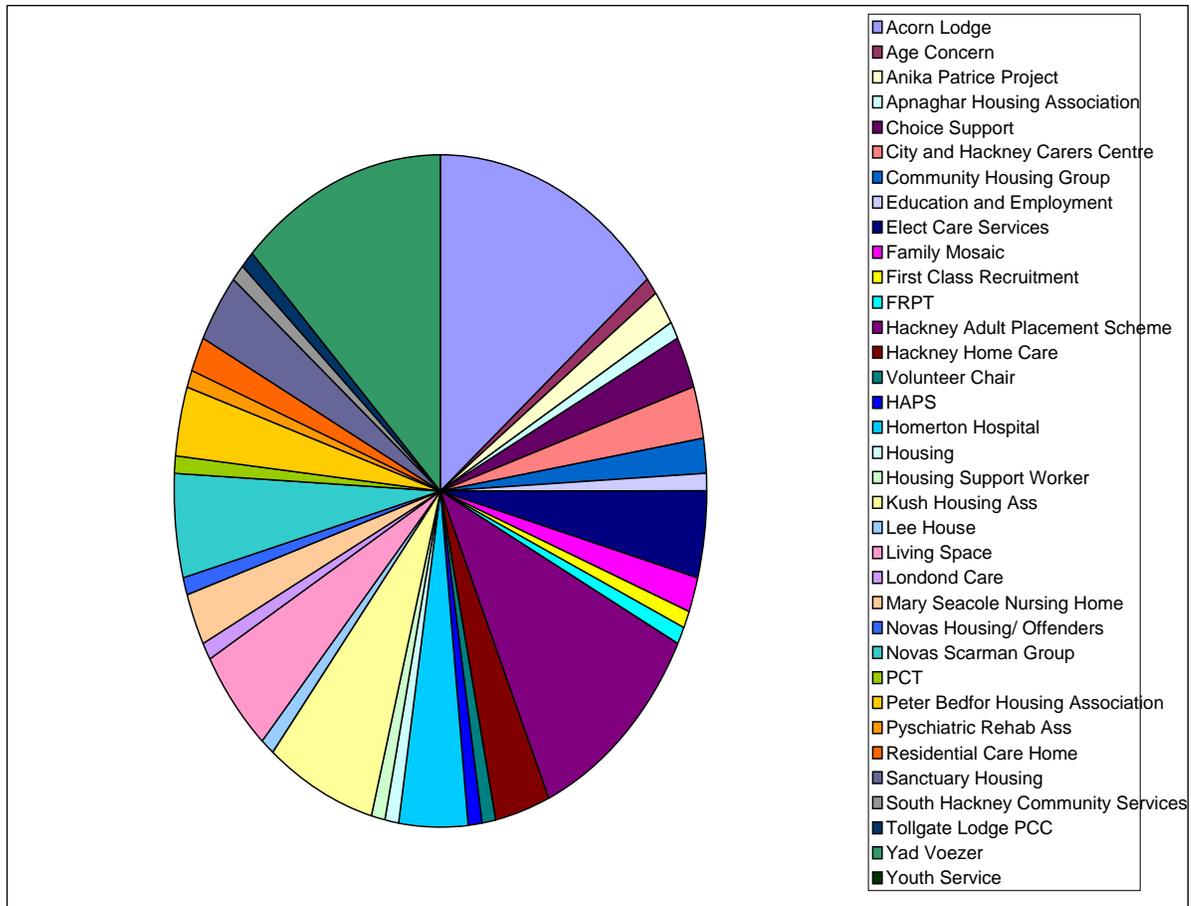
**Example:** People with Mental Health needs are given an opportunity to have a change in adult placements if they are concerned about abuse. Concerns are investigated and appropriate action taken.

#### 4. **WORKFORCE DEVELOPMENT**

##### **Enabling staff to be competent in Safeguarding Vulnerable Adults**

One of the key priorities for the HSAC is to ensure that staff across the statutory agencies and the overall partnership in Hackney know how to identify and support vulnerable adults at risk of abuse. Service providers have a duty to help support vulnerable adults live a life free from violence and abuse. At present there are two tiers of training commissioned by the London Borough of Hackney (LBH) and these are set out below. Some specialist training courses are also provided from time to time as specific needs are identified in the borough. 'Supervising Safeguarding Adults Work' was delivered during this year, for instance, as managers felt they required a specific course to help them supervise workers involved with cases of alleged abuse.

##### **- Safeguarding Adults Awareness Training – A Wide Range of Organisations Participated**



The above graph sets out the wide range of agencies who participated in the awareness training during 2007/08.

LBH continues to offer a Safeguarding Adults Awareness Training course to help inform staff from across the Council and all agencies understand adult abuse and how the Safeguarding Adults processes will be coordinated. During 2007-2008 the demand for training was high and 20 training and development sessions were arranged. A total of 244 delegates attended the course. 121 delegates were from organisations external to LBH and 123 were directly employed by LBH. All the monitoring feedback received was very positive.

**- Protection of Vulnerable Adults (POVA): Investigating Abuse and Allegations**

This is a training programme for Hackney staff who chair strategy meetings and case conferences and lead on investigations. This year, 76 individuals attended the two day POVA course and feedback from participants attending the training was consistently positive.

## 5. **WHERE WE WANT TO BE**

### 5.1 **Our Vision, Aims and Objectives**

Our vision is that London Borough of Hackney will become a centre of excellence in respect of identifying, supporting and protecting vulnerable adults. We are determined to be among the top performing boroughs within this area of work.

In order to achieve this, we will work towards:

- The implementation of the Hackney Safeguarding Adults Committee Terms of Reference.
- Meeting the standards, as set out in the National Framework of Standards, for good practice and outcomes in adult protection work (ADSS 2005).
- Addressing the key priorities that we will set each year.

Overall, we will work in partnership with service users, carers and all agencies across the partnership to:

- Raise awareness of safeguarding issues.
- Identify and address any barriers to the reporting of abuse.
- Improve services to vulnerable adults and assist all adults in Hackney to live a life free from violence and abuse.

We have made good progress in 2007/08 and we have set ambitious plans for 2008/09. We are confident that the key priorities that we have set out in this report, including the full implementation of our 'Safeguarding Quality Assurance Framework', together with the measures that we have agreed to increase capacity with the Safeguarding Service will assist us in achieving our plans.

## 6. **HOW WE ARE GOING TO GET THERE**

### 6.1 **Key Priorities 2008-09**

The Hackney Safeguarding Adults Committee has agreed the following key priorities for 2008- 09.

To:

- Develop interagency protocols that will help to clarify what constitutes a safeguarding referral. This will determine thresholds in respect of referrals and the most appropriate referral path way for service users.
- Ensure that the issues relating to Safeguarding Adults are included and integrated within the Council's Transformation Programme and that safeguarding is effectively addressed within a risk assessment framework when expanding Direct Payments / Individualised Budgets in Hackney – a move to positive risk taking.
- Support the full implementation of the agreed Quality Assurance Framework (QAF) for safeguarding. This will include the monthly monitoring and reporting of the key PIs, and the agreement of the terms of reference and scope of the proposed 'peer review' to be carried out by Children's and Young Peoples Services. Also to explore how the QAF could be used by other agencies.
- Develop the Directorate's capacity to better support service users at risk of financial abuse and who also need assistance in managing their finances.
- Continue to work with LBH's Workforce Development Team in developing an annual Safeguarding Vulnerable Adults Training and Development Strategy and to encourage discussions on the move to a more multi-agency approach to workforce development.
- Work with the Assistant Director, Commissioning and Contracting in:
  - Using the learning from the inclusion of safeguarding adults as part of the current evaluation criteria for the Homecare Re-procurement, and developing an effective commissioning and contracting model that effectively addresses safeguarding.
  - Reviewing the commissioning arrangements with the Third Sector and identifying opportunities to increase capacity of advocacy services for vulnerable adults.
- Work across the partnership in considering information sharing and how best to monitor and report service user outcomes following safeguarding interventions.

- In linking with the current needs analyses within commissioning strategies and the proposed Joint Strategic Needs Analysis in order to better inform the work of the Safeguarding Adults Committee and the development of more preventative services.
- Work with the Communication and Consultation Teams in developing a public awareness strategy in respect of safeguarding. More outreach work will be done to engage all of the Hackney's communities, particularly the older population who are significantly over represented within the current referrals and the black and ethnic minority communities. The HSAC want to ensure that safeguarding services are appropriate to the needs of all vulnerable adults.
- Arrange an 'Annual Hackney Safeguarding Conference', with all agencies invited together with representatives from Hackney's diverse communities, service users and carers. The overall aim of the conference will be to consult on our safeguarding work over the previous year and to agree priorities for the year ahead.

There are also a number of national and London drivers that will influence our work in 2008/09, including the following:

## 6.2 Policy Developments

### - National Policy Development

The Safeguarding Vulnerable Groups Act 2006 (SVGA) has this year led to the new Independent Safeguarding Authority (ISA) being established. The role of the ISA is to help prevent unsuitable people from working with children and vulnerable adults. They will eventually assess every person who wants to work or volunteer with vulnerable people. Potential employees and volunteers will need to apply to register with the ISA by 2009. This is expected to affect somewhat 11.3 million people. Once the scheme is fully rolled out it will be illegal to hire someone in regulated activity who is not registered, and has therefore not been checked by; the ISA.

Individuals who have regular contact with vulnerable adults or children will also be expected to register. People that are or have been found unsuitable to have contact with Vulnerable Adults and Children will now be registered on one combined list. Therefore this scheme will replace the current List 99, PoCA, PoVA and Disqualification Orders regimes. It will base its decisions by pulling together information held by various agencies, government departments and the Criminal Records Bureau.

The HSAC welcomes these developments as vulnerable adults will be better protected as a result of reduced risks of contact with and abuse by unsuitable individuals.

- Moving to a London Wide Safeguarding Adults Policy and Procedures

The HSAC is represented at the London Adult Protection Network. This Forum was founded in 2000 and is utilised to help improve practice and consistency amongst Safeguarding Adults Services across London. A London Safeguarding Adults Policy and Procedure has now been commissioned and is due for completion during the winter of 2009. This should help raise the profile of vulnerable adults at risk of abuse and should simplify matters for agencies working across London Authorities as they would only need to adhere to one policy, rather than individual Local Authority guidance that may vary slightly from one to another.

The HSAC welcomes and supports this approach.

## **Appendix 1**

### **Hackney Safeguarding Adults Committee Terms of Reference**

The Hackney Safeguarding Adults Committee (HSAC) is ultimately responsible for Safeguarding Vulnerable Adults in Hackney. This is a steering group to ensure the effective collaboration of all agencies to:

- Protect vulnerable adults from abuse, neglect and significant harm;
- To bring about positive outcomes for vulnerable adults in the Hackney area, within local authority boundaries.

#### **Decisions:**

In order for any decision to be reached by the Hackney SAC a quorum (of 5 members) has to agree. SAC Meetings are normally held every second month, thus no more than 6 meetings per annum.

\* If the position of Safeguarding Adults Committee Chair is vacant then the Assistant Director of Adults and Older Peoples' Services will fulfil this role.

Mission Statement:

- 1) In relation to Policy and Procedure the Hackney SAC will:
  - a. Develop and agree a Multi-agency Hackney Safeguarding Adults Policy and Procedure for the protection of vulnerable adults;
  - b. Review the effectiveness of the Hackney Safeguarding Adults Policy and Procedure annually or at times of significant events.
- 2) In relation to Public Interest collaborative working and Best Practice the Hackney SAC will:
  - c. Regularly evaluate how agencies and providers are performing in relation to the requirements of the Policy and Procedure;
  - d. Ensure appropriate coordinated responses and commitment from a wide range of agencies that work with vulnerable adults;
  - e. Manage Serious Case Review Manage Safeguarding Adults Appeals
  - f. Oversee the running of the Partnership for Safeguarding Adults.
- 3) In relation to Reporting and Accountability the Hackney SAC will:
  - g. Monitor incidents of abuse and the Safeguarding Adults Process which follows, by producing an annual report that evaluate the developments and prevalence of abuse (including number of allegations, investigation, outcomes reached and recorded);

- 4) In relation to Education and Training the Hackney SAC will:
- h. Assist in educating the public on Safeguarding Adults matters and how the community can help prevent and stop abuse of vulnerable adults
  - i. Ensure delivery of learning and development opportunities, such as structured, inter-agency training to staff as well as ongoing supervision

The table below illustrates which post holders and the range of organisations represent the interests of vulnerable adults in Hackney, as part of their designated profiles.

Hackney Safeguarding Adults Committee Members:

<b>Organisation Represented</b>	<b>Designated Post</b>	<b>Designated Person</b>
City and Hackney PCT	Service Manager Adult Community Nursing	Blanche Cassell
London Borough of Hackney	Legal Officer	Abigail Weekes-Lowe
London Borough of Hackney	Head of Provided Services	Eva Darlow
London Borough of Hackney	Service Manager	Ilona Sarulakis
London Borough of Hackney	Chief Officer, Transformation	Ray Boyce
London Borough of Hackney	Head of Learning Difficulties	Joanna Davies (LDS)
Police	Community Safety Unit, Metropolitan Police, Stoke Newington Branch	Sarah Khan
London Borough of Hackney	Safeguarding Adults Manager	Alistair Bonsey
Volunteer Chair	Safeguarding Adults Committee Chair	Nathalie Hadjifotiou
London Borough of Hackney	Interim Head of Assessment & Care Management	Stephen John
ELCMT	Deputy Borough Director ELCMT	Graham Caren
CSCI	Business Relationship Manager, CSCI	Julian Sainsbury
City and Hackney Carers Centre	Director, City & Hackney Carers Centre	Maggie Bromage
Homerton NHS	Deputy Director of Nursing	Jennie Negus
POHwER	POHwER IMCA Manager	Louisa Poulter
Police	Detective Inspector, CSU, Metropolitan Police	Elaine Casey

City and Hackney PCT	Associate Director, City and Hackney PCT	Mary Burkett
London Borough of Hackney	Cabinet Member for Community Services	Cllr Nargis Khan

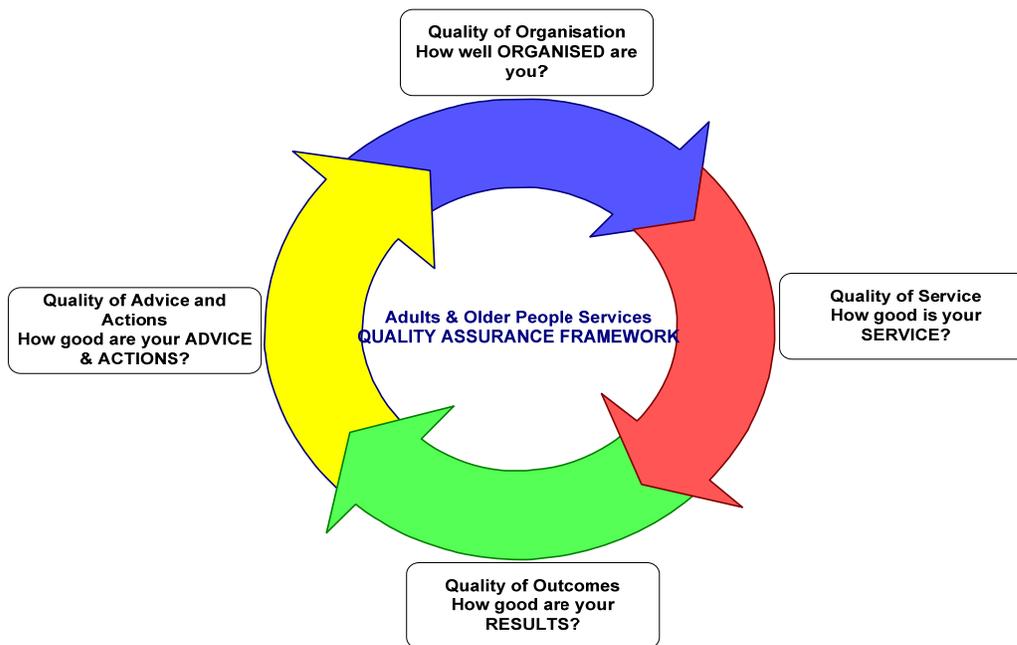
## **Appendix 2**

### **A Quality Assurance Framework For Safeguarding Vulnerable Adults**

From 1 July 2008 the Community Services Directorate will be implementing a new Quality Assurance Framework to ensure that the arrangements for Safeguarding Vulnerable Adults are of the highest quality.

The QAF will introduce enhanced service user feedback for improving services, improve the quality of life for service users, involve enhanced training and development for practitioners and help make Hackney a Centre of Excellence.

Quality is not an easy concept to measure. The model we are using is based around four dimensions of quality, which if they are all in place should ensure a good quality of service provision. For each dimension of quality we have developed a set of indicators to measure whether it is in place.



### **What do we mean by Quality of Organisation?**

This dimension is concerned with the safeguarding policies, systems and procedures being 'fit for purpose'. This also extends to the effectiveness of multi-agency partnerships that are so crucial to the safeguarding of vulnerable adults process. We need to measure and evidence that people's roles are clear, transparent and effective.

This dimension also relates to the effectiveness of our information and people management and leadership.

## **What do we mean by Quality of Advice and Actions?**

This dimension essentially measures the technical competence of our staff and those in contracted services who act on our behalf.

The QAF formalises arrangements for ensuring that our staff are effectively inducted and trained and that they receive effective supervision, six-monthly reviews and performance appraisal. This involves an enhanced role for our Workforce Development Team.

This dimension also covers the quality of decision-making, particularly in case management. Peer Review is a good measure of this and we plan to arrange an independent Peer Review of a sample of Safeguarding Vulnerable Adult cases. We will use the outcomes of this review to revise our safeguarding arrangements and this framework as appropriate.

## **What do we mean by Quality of Service?**

This covers:

- The accessibility of services and encompasses all of our equalities agenda.
- The responsiveness of services e.g, turnaround times in responding to customers' requests.
- The utilisation of user feedback techniques to measure the customer's experience as a service user.
- Analysing our complaints and compliments for learning points and using them to improve our services where we can.
- Setting, monitoring and reporting on service standards which are important to customers.

## **What do we mean by Quality of Outcomes?**

In the safeguarding process this refers to the results that are achieved for the alleged victim of abuse, the alleged perpetrator of the abuse and the process as a whole.

The outcomes for all three of the above categories are set at the Case Conference stage. There is a distinction between direct outcomes (those within our control) and indirect outcomes (those that follow from other changes in the individuals' life as a result of our interventions).

A summary of the indicators that will be used to measure the effectiveness of the safeguarding process against each of the four dimensions of quality are attached.

## **Review and Learn**

We will review this framework each June and use the learning from applying it to improve these arrangements and ensure our resources are allocated to priority cases.

## **Summary of Proposed Quality Assurance Framework Safeguarding Vulnerable Adults**

### **Quality of Organisation**

#### **Quantitative**

- (i) Final versions of the minutes of Strategy Meetings and Case Conferences are placed on Comino within 25 working days of the meetings (measured by producing quarterly reports from Comino)
- (ii) Final versions of monitoring reports are placed on Comino within six weeks of Case Conferences being completed (measured by producing quarterly reports from Comino)
- (iii) Analysis from a feedback form sent to participants in 10% of cases to check on role clarity and effectiveness of inter-agency collaboration in each case.

#### **Qualitative**

- (i) 10% sample of randomly selected cases undertaking quarterly to check that the process was followed correctly and all documentation properly completed.

### **Quality of Advice and Action**

#### **Quantitative**

- (i) All relevant staff attend the Safeguarding Adults Awareness Training Course.
- (ii) All relevant staff attend the Protection of Vulnerable Adults two-day investigation course.
- (iii) All managers in Adults and Older Peoples' Services attend the Supervising Adult Protection Work course.
- (iv) All staff working with vulnerable adults to be registered with the Independent Safeguarding Authority.
- (v) Every LBH manager to manage five Safeguarding Adults processes per annum.

#### **Qualitative**

- (i) An internal or external Peer Review to be carried out of 10% of randomly selected cases to assess the quality of the advice given and decision-making in each case.

## **QUALITY OF SERVICE**

### **Quantitative**

- (i) 6 awareness raising events held with prioritised communities per annum.
- (ii) Referral information to reach local authority within 48 hours (target: 95% of cases).
- (iii) Safeguarding Strategy agreed within 5 working days of referral (target: 85% of cases).
- (iv) Case conferences held within 4 weeks of Safeguarding Assessment (target: 85% of cases).
- (v) Final monitoring report completed within 8 weeks of Safeguarding Assessment being completed (target: 85% of cases).

### **Qualitative**

- (i) A 5% sample of staff to complete a questionnaire on the effectiveness of inter-agency working on selected Safeguarding cases.
- (ii) User feedback form to assess overall level of satisfaction for victims (target: 60% satisfied).

## **QUALITY OF OUTCOMES**

### **Quantitative**

- (i) The percentage of direct outcomes met for the alleged victim of abuse, the alleged perpetrator of the abuse and the process as a whole from an analysis of a sample examination of 10% of cases (target: 85%).

### **Qualitative**

- (i) The Adult Protection Manager to keep a record of indirect outcomes (those that follow from other changes in the individual's life as a result of our interventions) to show how the Safeguarding Adults process adds value in other ways.