

HARINGEY

SAFEGUARDING ADULTS BOARD

ANNUAL REPORT

APRIL 2010 – MARCH 2011

Whittington Health 



Barnet, Enfield and Haringey 
Mental Health NHS Trust

North Middlesex University Hospital 
NHS Trust



Contents

SUBJECT	PAGE
1. Introduction	4
<ul style="list-style-type: none">• London wide and National Context• Local Context	
2. Local Achievements and Developments 2010- 2011	8
<ul style="list-style-type: none">• Meeting Board Objectives• Developments in Partner Agencies	
3. Safeguarding Adults Referrals 2010-2011	19
<ul style="list-style-type: none">• How many cases of alleged abuse were recorded• Who was referred• What type of abuse was alleged• What was the ethnic origin of those referred• Who were the alleged perpetrators• Who made the referrals• Where did the alleged abuse take place• What happened after referral• Outcomes for alleged victims• Outcomes for alleged perpetrators	

4. Safeguarding Adults Training 2010-2011	31
• The Training Programme	
5. Safeguarding Adults Board Members 2010-2011	32

1. Introduction

The Annual Report provides details of the work of the Haringey Safeguarding Adults Board (SAB) between April 2010 and the end of March 2011. 2010-2011 was a year of great change both nationally and locally for safeguarding adults work. This Annual Report describes the national initiatives and details how the local safeguarding scene changed and developed throughout the year. The production of the Pan London Safeguarding Adults Procedures were a key development.

Local staff worked with colleagues both London wide and nationally to develop the Pan London procedures and there was some innovative work to present the local Haringey safeguarding adults data in new ways. This work was delivered to safeguarding conferences during the year as well as to local audiences. The setting up of the local Haringey Safeguarding Members Panel was also an important development for the SAB.

The Annual Report also provides details of the work carried out by the SAB partner agencies. This was carried out at a time of great change with many partner agencies working through personnel changes as well as organisational changes. The London Fire Brigade joined the SAB during 2010-2011 and made an active contribution with the production of a new dedicated fire service safeguarding alert form as well as work with the Adults Services directorate of Haringey Council to install smoke alarms.

Part three of the Annual Report provides details about the number, type and outcomes of safeguarding alerts. We are fortunate in having an active and flexible performance team which now produces a monthly digest of safeguarding adults' data. The information provided in this report is only a part of the work carried out. The performance team has the facility to provide details about a vast range of matters and during the year there was the start of work to link safeguarding data with data from other sources such as deprivation information and crime data.

Finally, the SAB produced business and quality assurance plans in 2010-2011. The business plan sets out the work objectives and timescales for work to be carried out in 2011-2012. This is a live document that is regularly updated as a standing item on the agenda for the Safeguarding Adult Board.

December 2011

London wide and National Context

In 2010-2011 the Pan London Safeguarding Adults Procedures were developed and agreed. <http://www.scie.org.uk/publications/reports/report39.asp>. There was a public launch in January 2011. Each local authority in London has adopted the Pan London Procedures which have been implemented during 2011. The Social Care Institute of Excellence (SCIE) supported the production of the Pan London Procedures and published the procedures. SCIE has also produced an “At a Glance” guide and provided comprehensive information and resources about safeguarding adults on its website. SCIE also plan to provide safeguarding adults training and develop policies to use throughout London such as a shared Serious Case Review procedure.

The Pan London Procedures are a major development for safeguarding adults. They introduce one set of agreed policies and procedures for use in London. They also introduce the term “Adult at Risk” which is a replacement for “Vulnerable Adult”. This is because the term “Vulnerable Adult” may wrongly imply that some of the fault for the abuse lies with the adult abused. The Pan London procedures also brought the whole range of partner agencies together to agree the procedures.

There have been other important national developments. The government carried out a review of “No Secrets”, which is the current statutory guidance for safeguarding work. Feedback supports the move to place safeguarding adults boards (SABs) on a statutory footing. The Law Commission carried out a review of adult social care law and has recommended making SABs statutory. The government published their statement on adult safeguarding on 16 May 2011. This set out the government’s intention to make SABs statutory and it also set out a statement of principles for use by local authorities and partner agencies for developing and assessing the effectiveness of their local safeguarding arrangements. The principles are:

- Empowerment – presumption of person led decisions and informed consent
- Protection – support and representation for those in greatest need
- Prevention – it is better to take action before harm occurs
- Proportionality – proportionate and least intrusive response appropriate to the risk presented
- Partnership – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- Accountability – accountability and transparency in delivering safeguarding.

In November 2010 the government published “A Vision for Adult Social Care: Capable Communities and Active Citizens”. http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121508. This set out a new direction for adult social care putting personalised services and outcomes first. There was a section about protection which located the need to protect people when they are unable to protect themselves but not at the cost of people’s right to make decisions about how they live their lives.

The Association of Directors of Adult Social Care (ADASS) produced an advice note for directors of adult social services: http://www.adass.org.uk/index.php?option=com_content&view=article&id=522&Itemid=406 in relation to leadership and safeguarding adults work. This advice note set out the ADASS vision for safeguarding adults work, details about SAB work, personalisation and empowering people as well as recommendations for steps to take.

The Local Government Group facilitated a series of safeguarding adults’ conferences throughout 2010-2011. Support material was also made available to all through the Local Government Group’s online Communities of Practice groups. www.communities.idea.gov.uk/welcome.do. This enables practitioners and others working in safeguarding adults to come together online to share information, allow members to ask questions and to enable people to communicate ways of working. There have been a series of Communities of Practice forums on safeguarding adults throughout the year.

Also relevant for elected representatives has been the production of a Councillors “Safeguarding Adults” briefing. This was a joint initiative between ADASS, the Improvement and Development Agency and Research in Practice for Adults.

In relation to training materials for safeguarding adults work a joint initiative between Bournemouth University and Learn to Care has produced the National Competence Framework for Safeguarding Adults. This framework was produced in September 2010. The framework provides a benchmark against which to develop a consistent approach to practice. Work will be carried out in 2011-2012 looking at introducing the framework locally.

Local Context

In April 2010 the SAB held an away day to consider plans for the development and future work of the SAB. Three key decisions were made: to establish a SAB Executive group; to set up a Safeguarding Members Panel; and to review the SAB sub-groups and SAB sub-group terms of reference. These decisions were acted upon and a SAB Executive group, made up of senior personnel from the SAB partner agencies was set up and met regularly throughout 2010-2011. The Safeguarding Members Panel was also set up in the autumn of 2011 and there were regular meetings from then on. The SAB sub-groups and terms of reference were reviewed towards the end of 2011.

During the early part of 2010-2011 a Serious Case Review was carried out. This was held in response to the death of an older person with complex needs who was living in a nursing home. Recommendations for improvements were made for Haringey Council, NHS Haringey, and the nursing home. These were drawn up in an action plan which was monitored by the Serious Case Review sub-group. A local Improvement Board was set up later in 2011 to consider and assess improvements made at the nursing home.

In the latter part of 2010-2011 there were many personnel and organisational changes affecting partner agencies as well as the SAB. The funding for the SAB Independent Chair ended in April 2011 and chairing of the SAB is now provided by the Haringey Council Director of Adult & Housing Services. The national changes to NHS organisations had a local effect with changes to local agencies as well as changes to members of the SAB.

2. Local Achievements and Developments 2010-2011

The drawing up of the Pan London Multi-agency Safeguarding Adults Procedures was a major piece of work that the SAB contributed to. The Council's Assistant Director for Safeguarding & Strategic Services was a member of the Pan London Editorial Board throughout the year and was instrumental in agreeing the multi-agency procedures. The Assistant Director was able to bring draft copies to the SAB for comment and provide background information. In addition, SAB members were also involved in two associated Pan London safeguarding work streams. These were the four borough groups who were working together to produce a Pan London safeguarding adults risk assessment as well as a Pan London safeguarding adults case file audit tool. Members of the SAB worked with Hackney, Camden and Sutton local authorities to produce and then road test these tools. This was over a period of one year dating from early 2010 to December 2011 when the tools were agreed. The Haringey Council specialist safeguarding team carried out an evaluation of the risk assessment tool which led to refinements being made before final agreement. SAB members also acted as a critical friend for partner local authorities in the setting up of the case file audit tool. Both these tools have now been agreed for local use in Haringey and are now integrated into the work of the specialist safeguarding team.

Another key development for the work of the SAB, again arising from the Care Quality Commission (CQC) Haringey service and safeguarding inspection, was the development of the safeguarding adults Member's Panel. The Members panel was set up and the first meeting held in October 2010. A detailed induction for the councillors was provided involving SAB partner agencies. Three councillors are involved and at the first meeting terms of reference were agreed and a Chair appointed. The Members Panel is an ADASS recommendation. Two of the Members on the Panel, as well as the Independent Chair of the SAB attended a safeguarding conference in January 2011 as part of their development.

Monthly digests of safeguarding information is provided by the Haringey Council performance team. This allows data to be produced for the annual Abuse of Vulnerable Adults (AVA) data return for the Department of Health. It also allows detailed analysis of the information collected from safeguarding alerts. To this can be added additional information such as crime details and deprivation data. This information was taken to map the safeguarding alerts received against this additional data and then to use Geographical Information System (GIS) mapping to provide an overview of data presented visually about the borough. There

was joint work carried out to produce this in pictorial form. Haringey Council showcased this data at a number of national safeguarding adults' conferences. It was also used to demonstrate at presentations locally in Haringey about safeguarding.

The London Fire Brigade joined the SAB in 2010-2011. They produced a fire service referral form and this has been adopted locally to allow safeguarding referrals from the fire service. In addition, the Fire Service has produced their own Safeguarding Adults' Policy and Procedure by the end of the reporting year.

Haringey Council's approach to improving the quality of life for Court of Protection clients has been cited as an example of good practice in adult safeguarding prevention by the Social Care Institute for Excellence. In the summer 2010 quality of life reviews for people whose financial affairs are administered by adult social care were introduced. 'Independent visitors' from the National Association of Independent Visitors (AIVUK) are now asked to make a visit to each person where the Council is the appointed Deputy. They meet with a person in their own home, talk to them about their life, their friends and family, and what they like to do. They establish what the person would like to spend their money on and report this back to the Council Finance Assessment Team. As a result of the quality of life reviews, arrangements have been made for money to be spent on a wide range of items – such as magazine subscriptions, DVDs, clothing and holidays. This proactive approach is helping people to use their own money to improve their quality of life and initial feedback has been very positive.

Another local initiative has been the Disability and Hate Crime work, a piece of work set up by Mencap, People First – My Rights Group (a group of people with learning disabilities), the police and Haringey Council. A successful campaign aimed at tackling hate crime directed at people with a learning disability was launched. The initiative was set up to encourage more victims to come forward. An easy-to-read form has been produced that victims can leave in special red boxes at key locations in the borough, such as day centres. The forms are passed on to the police who will then investigate the incident with the victim and their family or carer. This makes it easier for victims and their families to report hate crimes and reflects our commitment to preserve everyone's right to live without fear of abuse or intimidation.

During 2010-2011 a new IMCA service contract was awarded to the Voiceability group. This is a contract covering the boroughs of Barnet, Enfield & Haringey. IMCAs are a vital part of the response to safeguarding matters and allow people without capacity to have an independent advocate to work with them.

Throughout 2010-2011 two important SAB documents were produced. These are the SAB business plan and the SAB Quality Assurance Framework. The SAB business plan (third draft) is produced in the appendix and is being developed throughout 2011. The business plan provides the work plan for the SAB for 2011-2012 and includes policy development work, sub-group work, training and development work and plans for engagement with service users and carers. The business plan was developed through input from the SAB Executive Group and the SAB.

The SAB Quality Assurance Framework was developed and consulted on throughout the early part of 2010-2011; the framework was adopted by the SAB in March 2011. The framework provides the overall quality assurance plan for the SAB's work.

Priorities for 2011-2012

- The Safeguarding Adults Board will produce an annual report of adult safeguarding activity in Haringey, which will be available on the Council's website.
- Continue to promote awareness of adult safeguarding and risk assessment.
- Conclude work to implement the pan-London safeguarding procedures.
- Review the adult safeguarding training programme for 2011/12 onwards, giving more emphasis to specific training such as dealing with financial abuse, ensuring that higher numbers of independent sector staff receive training.
- Continue to consolidate safeguarding partnerships with NHS colleagues and GPs.
- Monitor the development and implementation of health care providers safeguarding boards.
- Implement new policy directives set out in the Law Commission's report to reform adult social care.
- Continue to establish Haringey's multi-agency safeguarding hub, and identify its impact on domestic and gender based issues.

Partner agency Developments

Haringey Council Adults Services

In April 2010 the Haringey Council Safeguarding Adults Team was re-launched. A dedicated safeguarding adults team was established using the core safeguarding team already in place but also adding new staff such as seconded social workers, a new Deprivation of Liberty Safeguards lead and the appointment of a new Head of Safeguarding. In addition to this, a number of additional staff were identified as being able to directly work with the team. The additional staff came from The Whittington Health NHS Trust, Barnet, Enfield and Haringey Mental Health NHS Trust and Haringey Advisory Group on Alcohol (HAGA). A nurse, occupational therapist and police were also identified as being members of the wider team able to contribute to the work of the team.

From April 2010 all safeguarding referrals were passed to the safeguarding adults' team first for screening, investigation and drawing up a safeguarding plan. After that the referral was passed back to the care management team in the Adult Services division.

A series of safeguarding, Mental Capacity Act and Deprivation of Liberty Safeguards leaflets and posters were produced. A public launch of the leaflets and posters was carried out in July 2010. The posters were displayed in council buildings and the leaflets and posters were distributed to local services such as care homes and day centres. There was also a publicity bus tour of the borough and meetings for the public and for professionals. The launch was followed up with a campaign with Morrison's supermarket where information about safeguarding adults was printed on the reverse of till receipts. Throughout 2010-2011 there was an increase in the number of safeguarding adults alerts received.

Haringey Council Housing Service

The Head of Housing Support and Options has the lead role for safeguarding adults work within the Council's Housing Service. There is a safeguarding group which looks at local practice in relation to adults and children and the senior management team receive verbal reports on safeguarding work. As part of Haringey Council, the Housing Service works to council policies and procedures in relation to safeguarding adults work. New staff members, as a minimum, complete online safeguarding adults

training as part of their induction. When temporary accommodation is procured safeguarding matters in relation to adults and children are included in specifications.

Whittington Hospital NHS Trust

Whittington Health provides integrated acute and community health care to local people with services across the London Borough of Islington, London Borough of Haringey and at the Whittington Hospital. Over 50 specialist services are provided to the local community.

As the Whittington Hospital is located in the London Borough of Islington, the organisation comes under the London Borough of Islington's Social Services, who are their lead for adult safeguarding. London Borough of Islington has their Adult Safeguarding Team based at the Whittington site. They provide adult safeguarding training for Whittington Health.

The patients that use the Whittington Hospital are, however, roughly equally split between Islington and Haringey. Therefore, the hospital tries to ensure that they work closely with the Borough of Haringey and NHS Haringey on adult safeguarding issues.

Work undertaken and achievements in 2010-2011

- The terms of reference for the Whittington Hospital's Adults at Risk Steering Committee have been updated, to ensure the membership is relevant and clear objectives are set
- The structure of adults at risk has also been updated to ensure that the committee reports appropriately within the trust and is linked to other relevant work streams including learning disabilities, care of patients with dementia, prison healthcare, victims of violence, DOLS and mental capacity.
- The Whittington Hospital's Safeguarding Adults Policy was updated in December 2010 to reflect the template set by the London Borough of Islington, which in turn is based on the pan London policy.
- Training continues and is delivered via a number of channels including:
 - Now included in all induction and mandatory training days (provided by Islington);
 - An e-learning package is about to go live. It is for all clinical staff but is being aimed at FY1s and FY2s; and
 - It has been agreed to include it in the audit half-days. These are for all clinical staff, but mainly attended by doctors.

It was agreed by all three trust boards in December 2010 that the Whittington hospital and the community arms of NHS Haringey and NHS Islington will become an integrated care organisation from April 2011, called Whittington Health. Work is underway to unite the various systems, policies and procedures that support adult safeguarding.

North Middlesex University Hospital

The North Middlesex University Hospital (NMUH) is located in the London Borough of Enfield but provides a service to both London Borough of Enfield and London Borough of Haringey residents. A range of acute services are provided including A&E, intensive care, maternity and children's services. The NMUH inter-professional multi-agency committee, covering London Borough of Enfield and London Borough of Haringey, reports to the Patient safety Board. The Director of Nursing at NMUH holds executive responsibility for safeguarding and the Deputy Director of Nursing and Midwifery has corporate responsibility for safeguarding. Safeguarding is included as part of the NMUH CQC registration and NMUH has full CQC registration. There is an Adult at Risk Safeguarding Strategy and Policy which links to the London wide procedures, "Protecting Adults At Risk". Safeguarding reports are presented quarterly to the Patient Safety and Quality Committee.

All staff have level 1 safeguarding training on induction and 3 yearly refresher training. Further training is accessed through partner agencies in the SAB within London Borough of Enfield and London Borough of Haringey. There is an annual workforce training needs analysis. There are safeguarding posters and leaflets visible in patient areas.

NHS Haringey

Changes to NHS funding arrangements meant that 2010-2011 was a year of change in preparation for a change to collaborative working between Barnet, Camden, Enfield, Haringey and Islington Primary Care Trusts from 1 April 2011. Throughout 2010-2011 NHS Haringey continued with work to meet training objectives as well as objectives to work closely with Haringey Council Adult Services and to develop the skills of all NHS Haringey staff in assessing for neglect and abuse. Strategic leadership was provided by the Associate Director for Quality Assurance. Operational leadership was provided by the Lead Nurse for safeguarding Adults.

The Lead Nurse was able to work operationally to carry out best interest assessments, chair complex case conferences and provide clinical advice. Strategically NHS Haringey developed domestic violence work, the self-assessment and assurance framework and responses to the local serious case review.

The Lead Nurse provided level 1 safeguarding training to all NHS Haringey staff. During 2010-2011 813 staff received this training. The Lead Nurse also trained GPs as well as provided Mental Capacity Act training

Barnet Enfield and Haringey Mental Health Trust

Internal arrangements for governance and a Commitment to safeguard adults at risk:

Barnet, Enfield and Haringey Mental Health NHS Trust (BEHMHT) as a health service provider have a key role to play in preventing and responding to the needs of adults who are at risk of abuse. This commitment is demonstrated through the continued work in the Trust both at a strategic and operational level. This includes raising staff awareness of their responsibilities to safeguard adults at risk and through multi-agency working.

The Deputy Director for Safeguarding Adults provides quarterly reports/updates to the Joint Clinical Integrated Governance Contract Meeting, Governance and Risk Management Committee and the Clinical Governance Sub committee on the work undertaken regarding Safeguarding Adults in BEHMHT. Additionally, an annual report highlighting safeguarding adult activity in the Trust is developed and sent to the Trust Board as part of the governance and assurance process. The annual report includes a work plan which states the key priorities to be addressed in the coming year. The Trust also has an internal Safeguarding Adults Committee that meets on a bi monthly basis which reports to the Trust's Clinical Governance Sub Committee.

Work undertaken and achievements in 2010/2011:

- During 2010/11 progress has been made with regards to raising awareness amongst staff of their responsibilities in the safeguarding adults' process. Reporting and recording mechanisms in each borough are being monitored through auditing to ensure that the processes are smooth and seamless.

- An A3 poster has been developed showing a flowchart of the safeguarding adults at risk process with key contact details. These have been distributed to all clinical areas.
- The Trust has been carrying out compliance inspections against the criteria in Outcome 7 (safeguarding) of the CQC's new regulatory framework on all inpatient units and community teams.
- Case file audits have been carried out as part of the monitoring of the safeguarding process in BEHMHT.
- Level 1 safeguarding adult training continues to be offered as part of the mandatory training day. As of August 2011 80% of staff have been trained in level 1 training. The level 1 training provided in-house has been mapped against the competencies as set out by the local authority. This is to maintain currency in the information given to staff in the management of safeguarding adults.
- A Trust wide safeguarding adult database has been developed which will be used to update and monitor progress regarding Safeguarding cases in the Trust.
- A detailed internal Safeguarding Adults at Risk Policy has been developed. It is aligned to the Pan London procedures, whilst at the same time providing more detail for staff on the Trust's internal processes.
- As of 1st October 2010 the process for booking level 2 and 3 multi-agency safeguarding adult training has changed. All applications to attend level 2 and 3 multi-agency safeguarding adult training are sent to workforce development who will confirm back to the staff member when they have been offered a place to attend by the local authority.
- A Team Leader day took place in July 2010 where CQC outcome 7 (Maintaining Personal Dignity and Respect) was a key feature of the day. The outcome of the Enfield case file audit carried out in June 2010 was presented and discussed.
- During December 2010 and January 2011 a number of training sessions were carried out internally on Domestic Violence/MARAC by the Clinical Nurse Lead and Safeguarding of Vulnerable Adults (SOVA) Lead from Haringey. The sessions were held in each borough of the Trust.

- It was agreed via the Safeguarding Adults Committee that a presentation/training on uploading safeguarding papers on RiO (an electronic records management system) would help to address that gap. Two sessions were arranged and delivered in each borough by the Transformation Manager. The intention was that Team Managers and administration staff would be the first group of staff to attend. The sessions were held during January/February 2011.
- As a quality measure the Trust have established bi-monthly quality reporting on the safeguarding adult process via the Trust wide Safeguarding Adults Committee
- A service user booklet has been developed to give service users written information about abuse and how to report abuse

Work planned for 2011/2012:

- Continue to deliver level 1 safeguarding adult training as part of the mandatory training day and include updates such as the Pan London Procedures, Mental Capacity Assessments and Domestic Violence/ MARAC.
- As a quality measure internal case file audits to be carried out and report to the Safeguarding Adult Committee.
- Maintenance of the Trust wide Safeguarding Adult Database which will be used to monitor progress regarding safeguarding cases in the Trust.
- Further develop the work around reporting structures such as Serious Untoward Incidents, complaints and safeguarding to ensure that an integrated approach is taken.
- Work with the local authority to ensure the implementation of the Pan London Safeguarding Adult Procedures in BEHMHT
- A continued programme of Lead Nurse inspections outlining evidence regarding Outcome 7 of the CQC regulatory framework. Bi-monthly reports to be presented at the Safeguarding Adults Committee.
- Develop and track action plans drawn up in the light of any gaps established through auditing or reporting to ensure organisational learning and enhanced standards of practice.
- The Trust will incorporate the above elements into its safeguarding adult work programme for 2011/12.

Metropolitan Police Service

The Metropolitan Police Service works to the Safeguarding Adults At Risk Standards Operating Procedure (SOP) which is implemented by all Community Safety Units (CSU). Locally, the lead responsibility for safeguarding matters lies with the Borough Public Protection Desk. All allegations of abuse reported to the police are recorded on the Crime Reporting Information System (CRIS) and then allocated to the CSU for investigation.

The MPS Directorate of Training and Development is writing a corporate training package in relation to safeguarding adults. Once complete it will be delivered to MPS staff.

London Fire Brigade

The London Fire Brigade (LFB) recognises that the safeguarding of vulnerable members of the community is a key responsibility. As a public body, all staff are aware of their duties to report any activity that raises concern regarding the welfare of an individual which may place them at risk of being abused.

Consequently the LFB has established policies that provides procedural instructions and guidance, to staff establishing the roles and responsibilities of staff, or any individual working on behalf of the Brigade, in relation to the safeguarding of adults and children with whom they may come into contact with through their work.

Since becoming a member of the Haringey Safeguarding Adults Board work has been undertaken to ensure key managerial staff with awareness training in this area. Further work is however required to increase fire fighters awareness in the safeguarding adults, consequently LFB Haringey are developing a corporate training package which will be delivered to LFB staff.

As a member of the SAB the LFB will continue to raise the profile of the risks associated with fire with the purpose of increasing partnership working and improving the level of services and resources available to Haringey for the safeguarding of vulnerable adults.

HAVCO

HAVCO is the council for voluntary service in Haringey. It is an independent registered charity that exists to support, promote and develop voluntary and community organisations in Haringey. A number of projects to support voluntary and community organisations in Haringey are provided, including funding advice, community accountancy and Haringey's Volunteer Centre.

Age UK Haringey

Age UK Haringey work to improve later life for everyone by providing life advice, support and healthy living activities. Age UK work with voluntary and community organisations and aim to help older people to combine to overcome the barriers that can get in the way of them making the most out of life. Quality marked, independent, free information and advice is provided by Age UK along with a range of practical services and healthy living, volunteering involving, services.

3. Safeguarding Adults Referrals 2010-2011

The information below is an analysis of the safeguarding adult referrals to Haringey Council during the period 1 April 2010 to 31 March 2011. A total of 970 safeguarding alerts were received in 2010-2011. The tables provide details in specific areas such who was referred, the type of abuse and who were the alleged perpetrators. Data has also been provided about the outcomes for alleged victims and perpetrators.

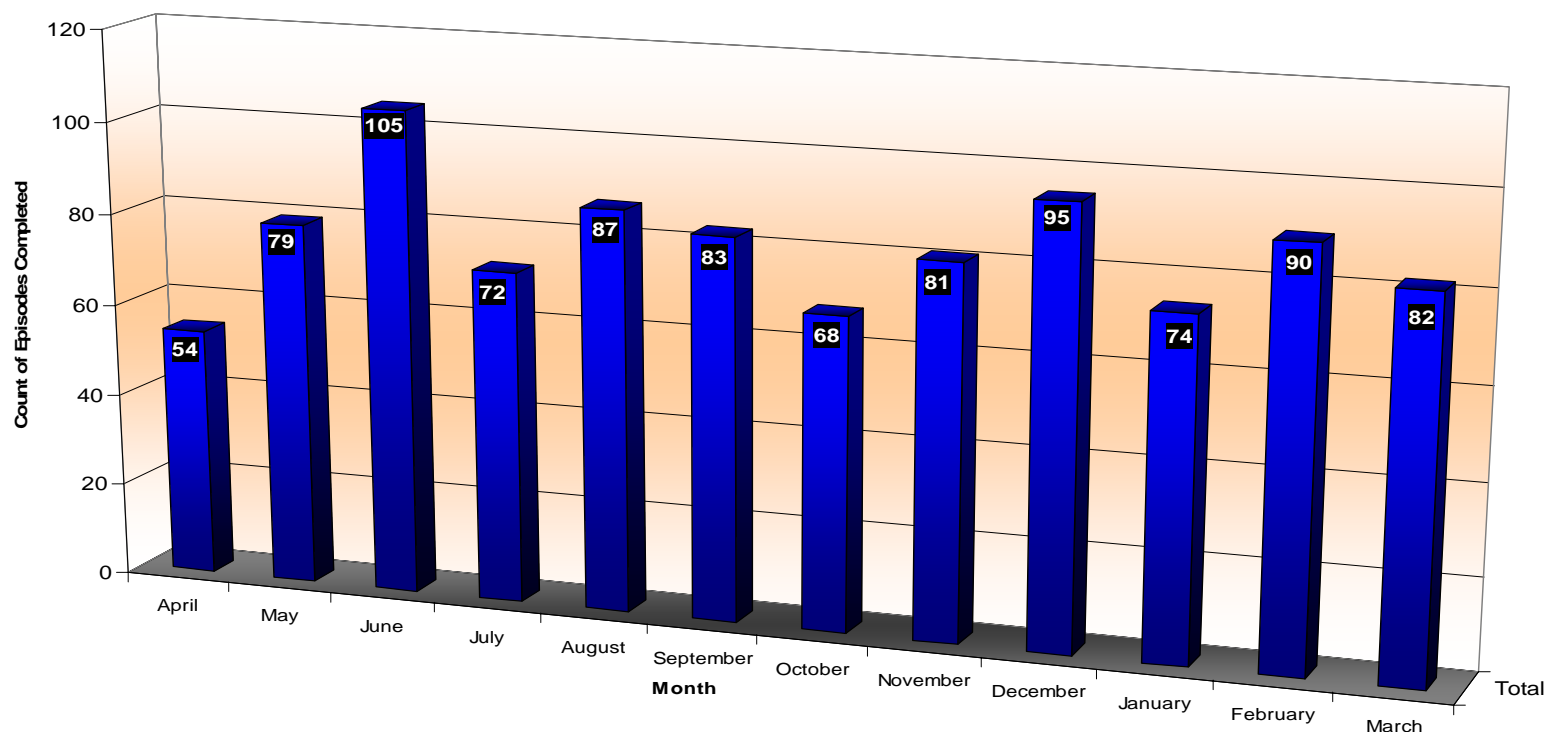
Acts of Neglect and Omission were the most common form of abuse, whilst the alleged victim's own home was the most common location in which the abuse took place. The N17 and N15 postcode areas recorded the highest number of safeguarding alerts, a trend carried on from last year. The London Ambulance Service generated the greatest number of alerts - 278 alerts out of the total 970 received. The highest numbers of safeguarding alerts received were in the age group 75-84 years. People of Black Caribbean origin represent the highest proportion of BME safeguarding adults raised.

A trend was identified where safeguarding alerts were made which did not involve safeguarding matters. This was the case for more than half of the safeguarding alerts received. This has led to a change in the way safeguarding alerts are received. This was implemented in April 2011. Haringey Council's Integrated Access Team (IAT) now carry out an initial screening and either close, signpost on or refer to other teams those alerts where there is no safeguarding content. There is always a safeguarding adults social worker on duty to advise, screen and assess the more complex alerts and initial referrals.

How many cases of alleged abuse were recorded?

As described above, 970 safeguarding alerts were received in 2010-2011. This table provides monthly figures for alerts. The referral rate was high throughout the year with a peak for alerts received in June. December and January were also months with high numbers of alerts received. However, as previously noted, many of the reported alerts did not involve safeguarding matters.

Number of SOVA Alerts Completed Between 1st April 2010 and 31st March 2011 By Month

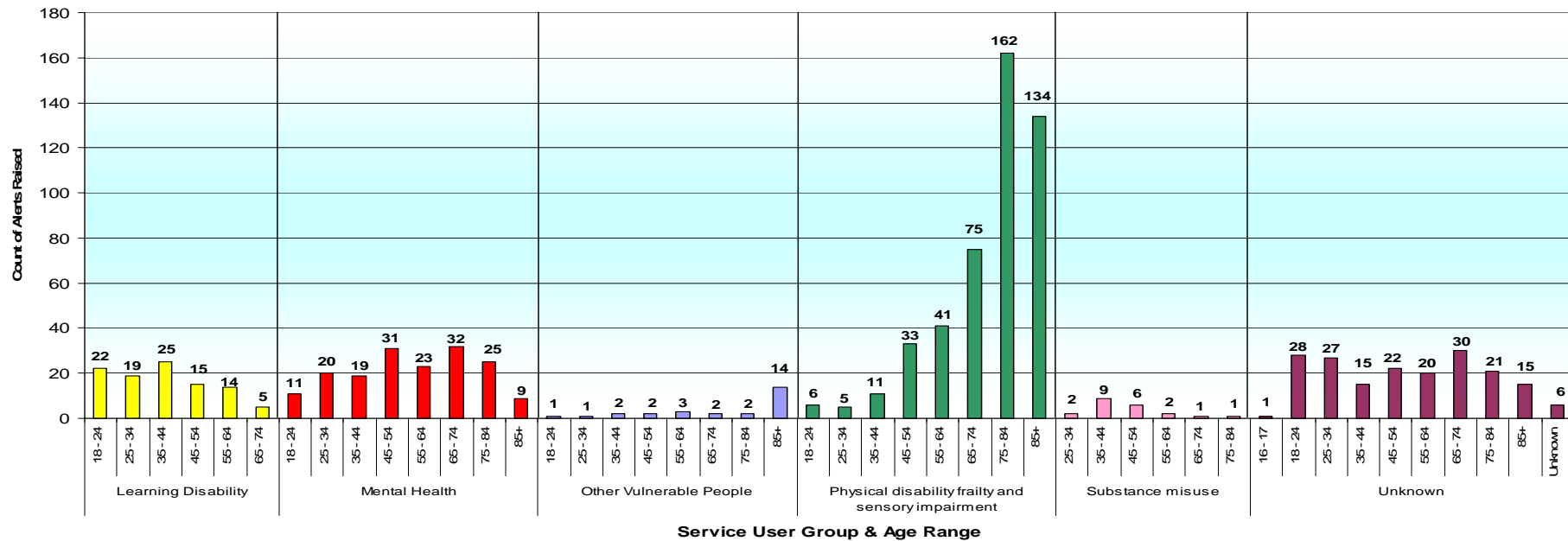


Who was referred?

Continuing the trend seen in previous years the largest service user group referred are older people, particularly in the 75-84 years category. Learning Disability safeguarding adults alerts received are spread throughout the age groups with a small peak in the 35-44 age group. The age group 18-24 years is almost as high.

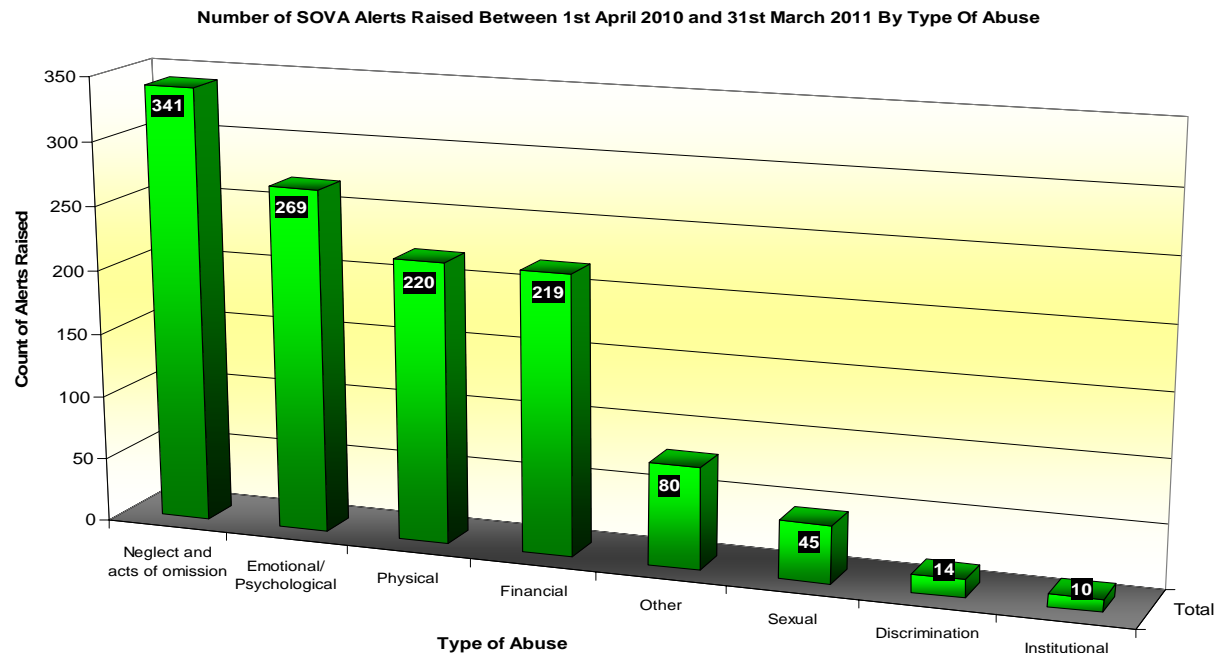
In the mental health service user group the safeguarding adults' alerts are also spread over the age categories. The two highest are 45-54 and 65-74 years categories.

Number of SOVA Alerts Raised Between 1st April 2010 and 31st March 2011 By Service User Group



What type of abuse was alleged?

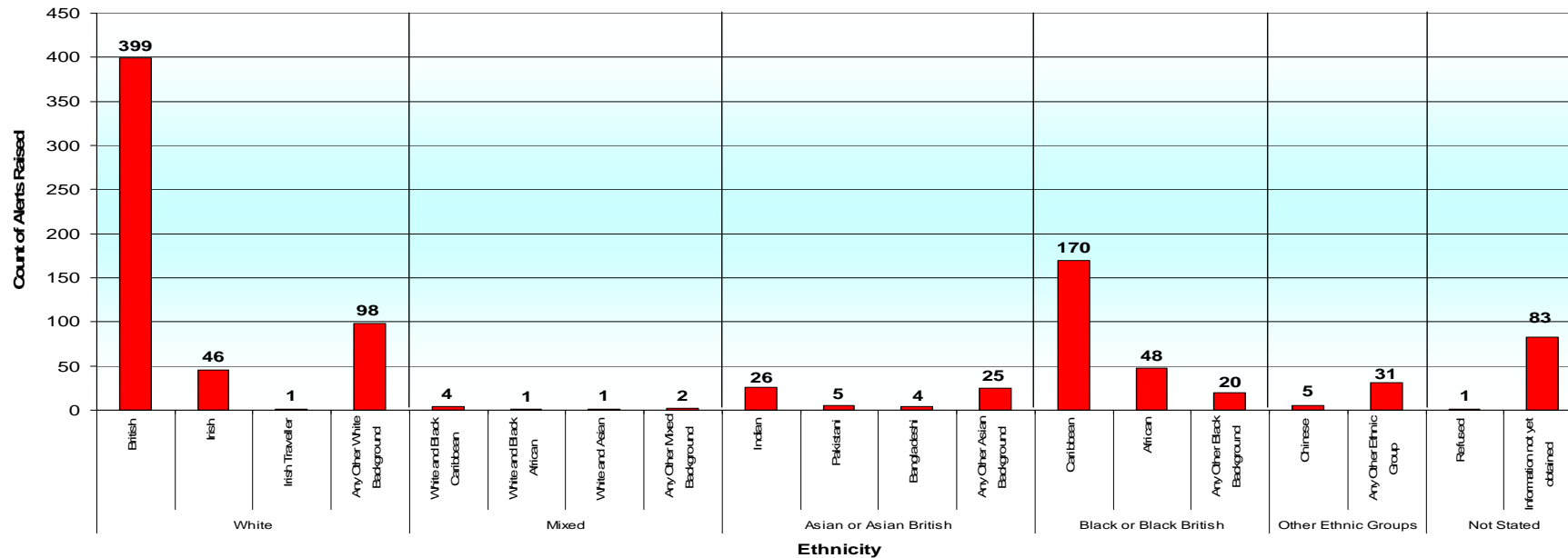
There has been a change this year in terms of the category for the highest numbers of safeguarding alerts. In the past, financial abuse was the highest category. This has now been overtaken by the category of abuse, neglect and acts of omission. Emotional and psychological abuse was the second most common form of abuse reported with financial and physical abuse joint third. However, the figures also include those safeguarding alerts which later were found not to contain safeguarding matters. In 2011-2012 we have amended the way we keep this data so we will be able to separate out data from those safeguarding alerts where safeguarding action was needed from those which did not contain safeguarding matters and were either closed or passed on to other agencies.



What was the ethnic origin of those referred?

Ethnicity was recorded for 886 of the 970 individuals who were subject to a safeguarding adults alert. Of these 399 (41%) were from a White British background. Black Caribbean, at 170 alerts (17.5%) was the highest BME group. Black African, at 5%, was the second highest BME group. There were relatively low numbers of Asian and British Asian safeguarding adults alerts

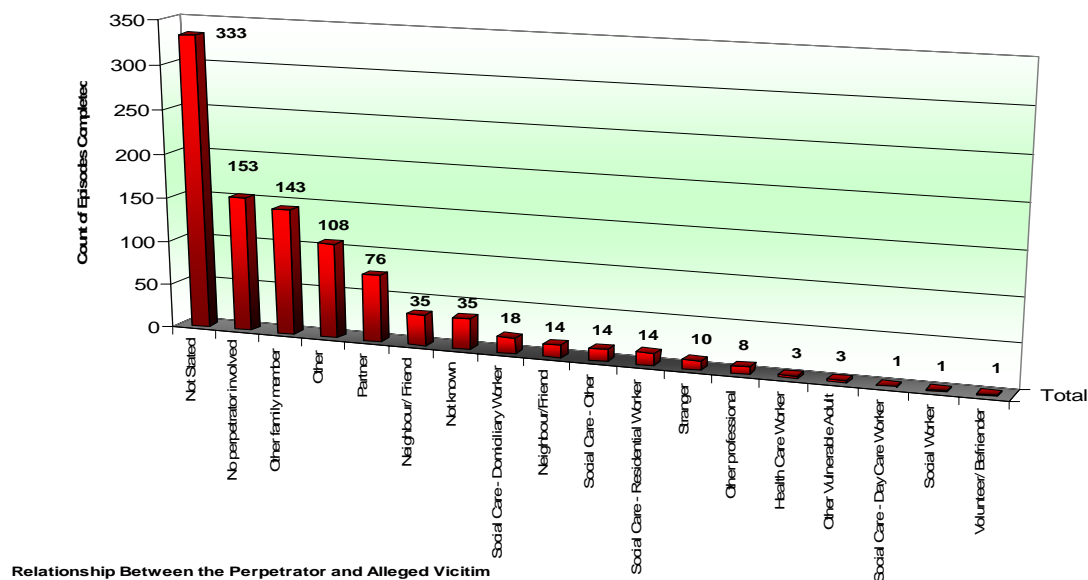
Number of SOVA Alerts Raised Between 1st April 2010 and 31st March 2011 By Ethnicity



Who were the alleged perpetrators?

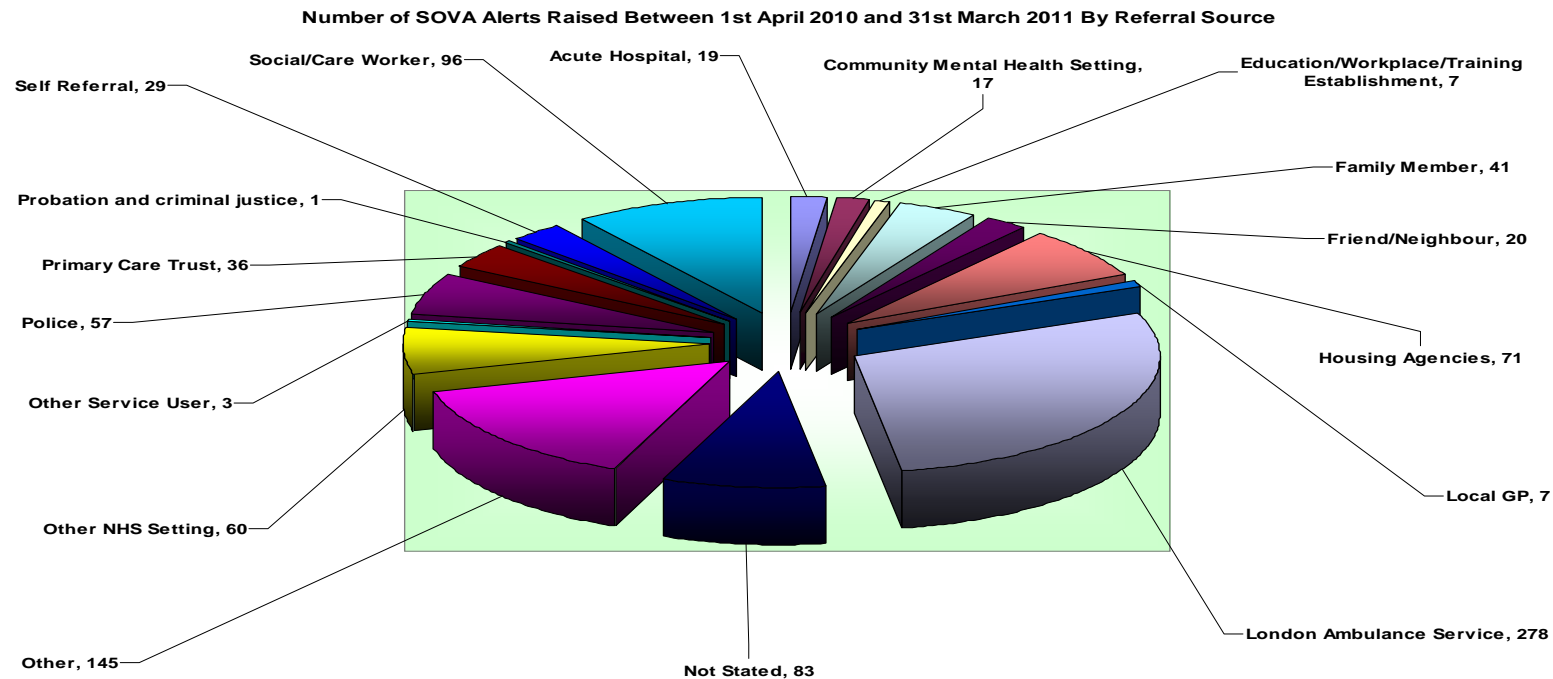
There were high numbers of safeguarding alerts received where this information was not recorded or stated. This is most likely to be because of the high numbers of referrals received where there was no safeguarding content. However, taking these figures out of the table below the highest group of alleged perpetrators were “Other family members”. The partner and neighbour / friend group also has relatively high numbers. Care staff, such as care home and domiciliary care worker, had small, but not insignificant numbers of alleged perpetrators.

Number of SOVA Alerts Raised Between 1st April 2010 and 31st March 2011 Which Record The Relationship Between the Perpetrator and Alleged Victim.



Who made the referrals?

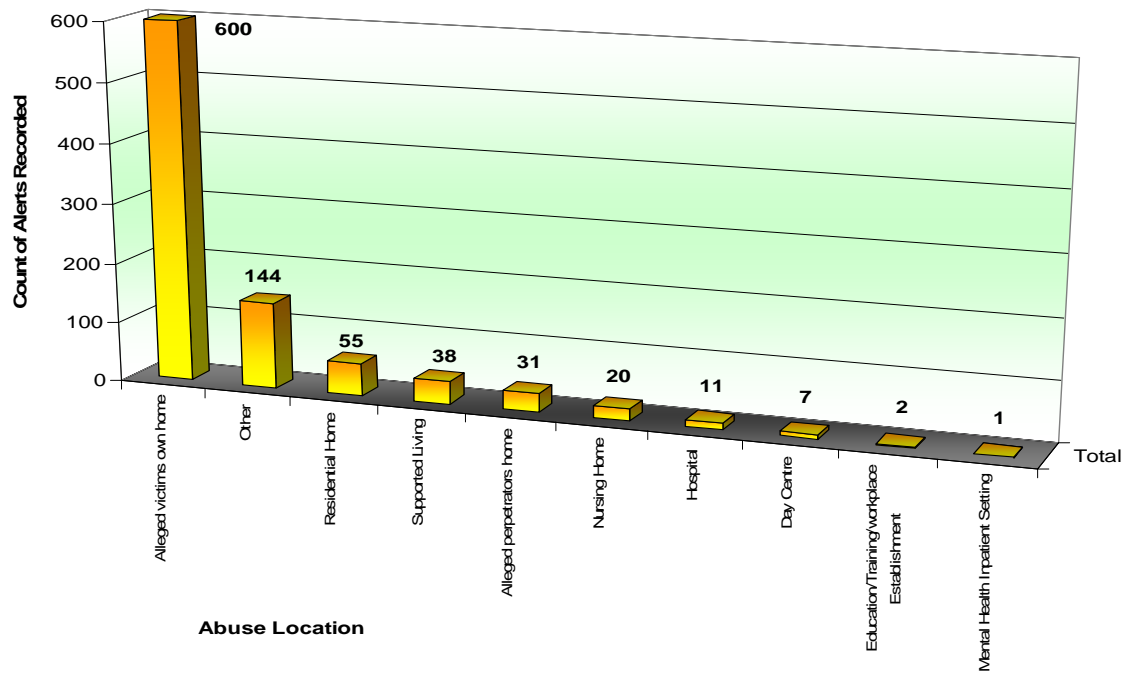
As described above, the London Ambulance Service (278), made the most safeguarding alerts. This is likely to also include alerts which did not have a safeguarding content. The data for 2011-2012 will separate out the alerts and provide details where there was a safeguarding content from others. There were also relatively high numbers of alerts where the source of referral was either not given or entered as “not known”. This makes analysis difficult. However, once those have been taken out the data provides the information that there is a spread of alerts received from a range including NHS providers, the police, social care workers as well as self-referrals, housing agencies and family members. Alerts from GPs were low (7) as were alerts from the probation service and criminal justice.



Where did the alleged abuse take place?

This category provides evidence that the majority of safeguarding alerts relate to abuse taking place in the alleged victims' own home. This accounted for 600, or 61.8%, of the total alerts received. Again, there was some data where the information was not provided. However, the next stated most common place where abuse took place was a residential or nursing home. This combined accounted for 75, or 8% of the total. There were small numbers of alerts received relating to other carer settings such as Supporting people services, hospital care or day care settings.

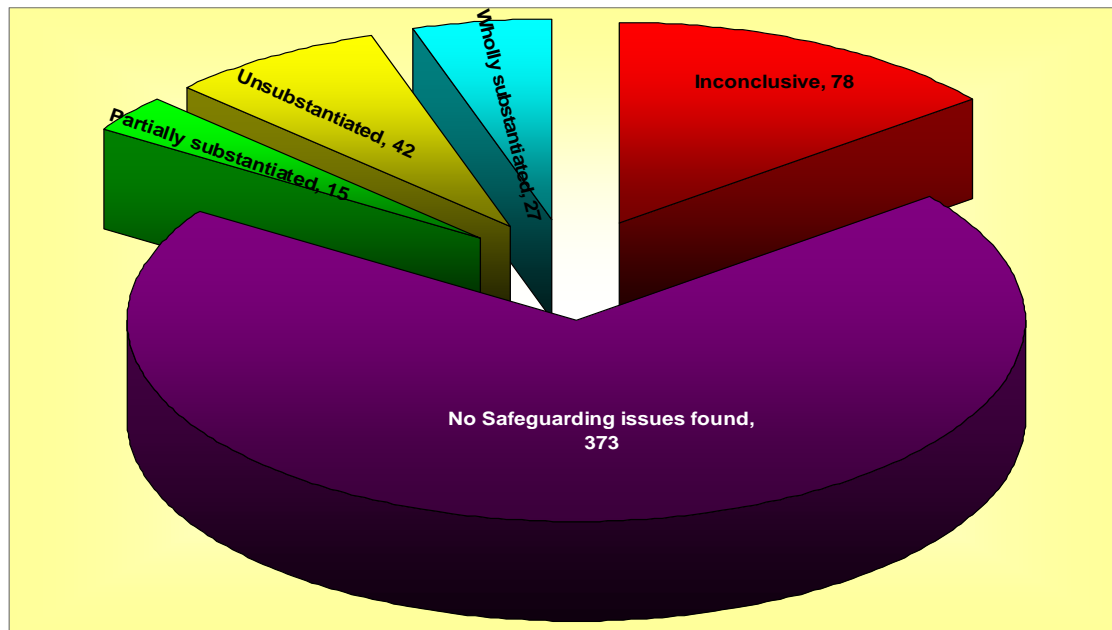
Number of SOVA cases Raised Between 1st April 2010 and 31st March 2011 By Location Alleged Abuse Took Place



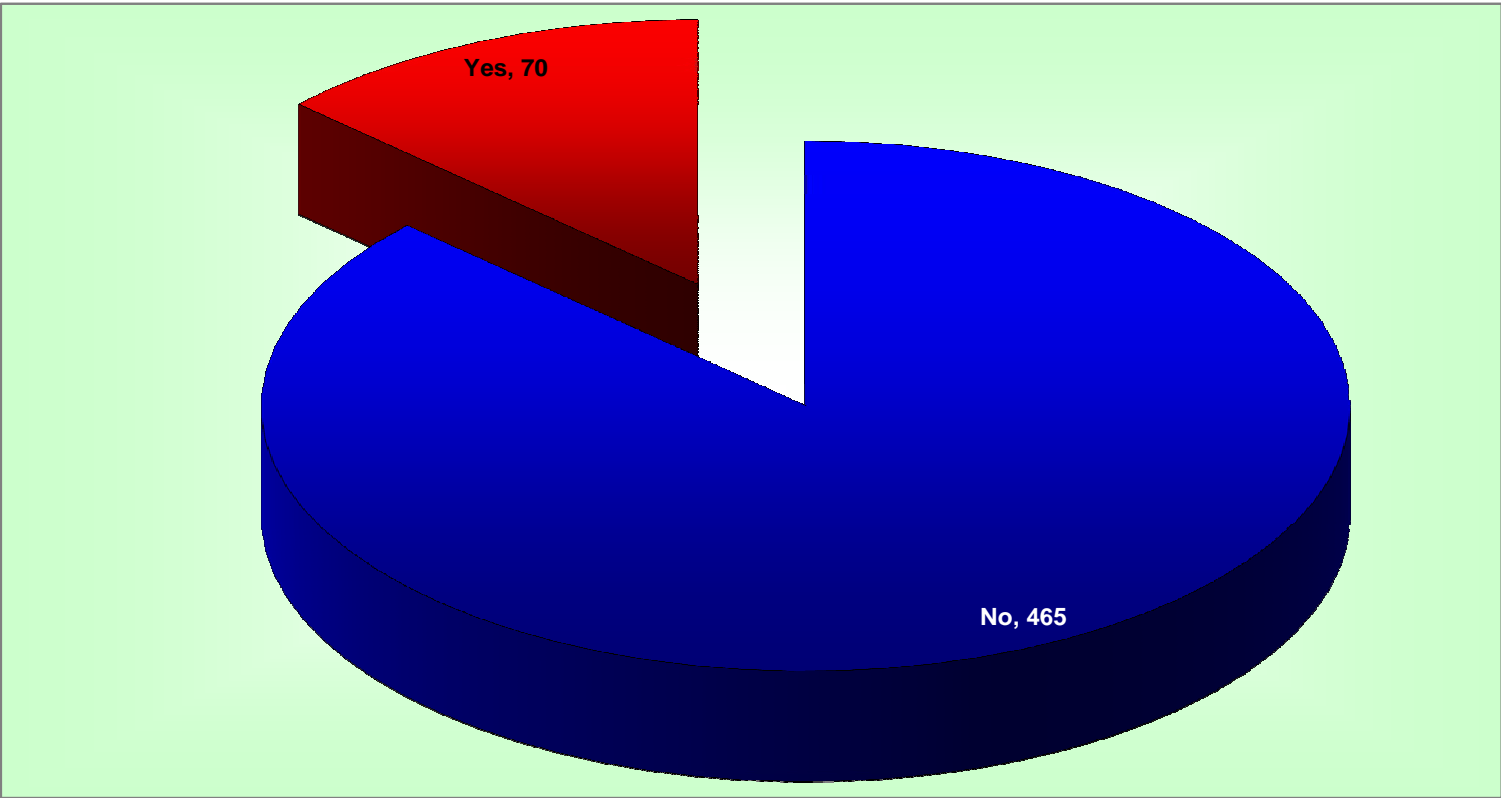
What happened after referral?

535 of the safeguarding alerts were concluded by the time we completed the annual AVA report to the Department of Health. Of these, 373 were found to not contain safeguarding issues. Of the others that have been concluded, 27 have been wholly substantiated, 15 partially substantiated, 78 have been inconclusive and 42 found to be unsubstantiated. The second table provides the information that 70 safeguarding adults' alerts required a protection plan.

Outcome of SOVA Alerts Which Have Been Closed Between 1st April 2010 and 31st March 2011



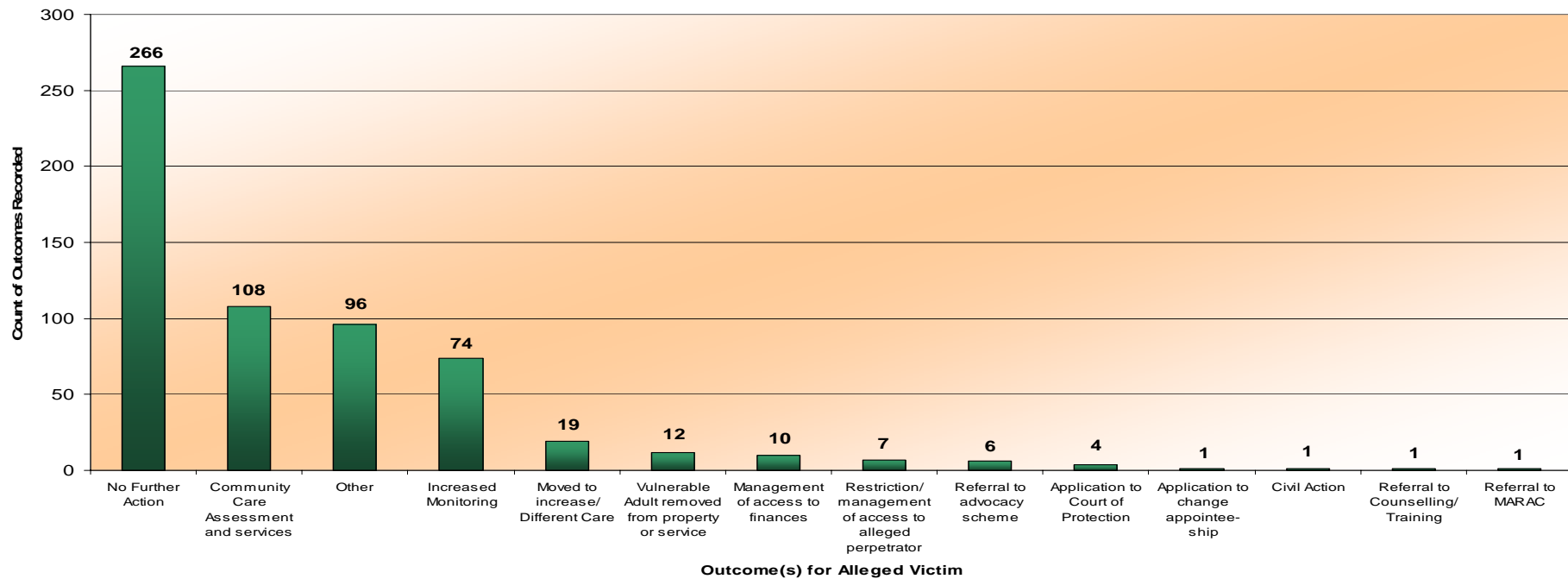
How Many Of The SOVA Alerts Closed Between 1st April 2010 and 31st March 2011 Required a Safeguarding/Protection Plan?



Outcomes for alleged victim

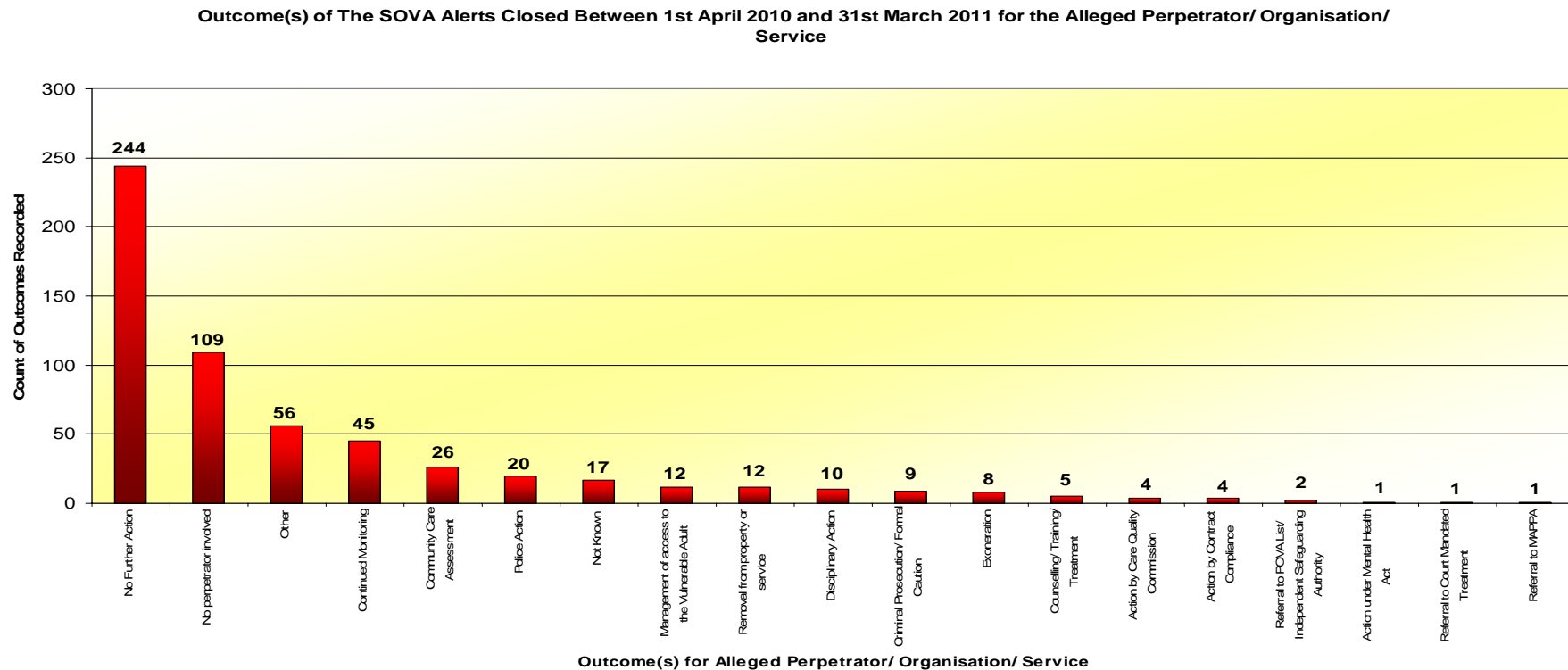
The table below provides details of the outcomes for alleged victims. The most common outcome was no further action. Second, was a community care assessment or services and other outcomes involved increased monitoring, moving to increase or different care and management of access to finances.

Outcome(s) of The SOVA Alerts Closed Between 1st April 2010 and 31st March 2011 for the Alleged Victim.



Outcomes for alleged perpetrators

The table below provides details of the outcomes for the alleged perpetrator. This information is not as detailed as some of the other sections. Again, the most common outcome was no further action. Where there were specific actions the most common outcome was increased monitoring of the perpetrator, followed by monitoring and a community care assessment. The police took action in 20 cases and there was a prosecution or caution in 9 cases.



4. Safeguarding Adults Training 2010-2011

The Training Programme

All new staff are required to undertake safeguarding training to ensure that they are aware of this important area of work. The Council has three levels of safeguarding training: basic awareness; managing decisions and outcomes; and investigations. Deprivation of Liberty Safeguards training is also provided. The courses are aimed at a wide range of groups, including GPs, other health staff, Councillors and those applying the Deprivation of Liberty Safeguards. The training increases awareness and ensures that all participants:

- know the different types of abuse
- know how to make a referral
- complete a referral form
- know contact details for making referrals
- know how to access further information or templates from the intranet and internet
- understand definitions and terminology related to safeguarding.

The safeguarding adults training programme for 2010-2011 was delivered to Haringey Council staff as well as partner agency staff and the private, voluntary and independent sector organisations in Haringey. The core training included basic awareness training, policy and procedure training and safeguarding adults' investigations. A number of training sessions were provided for Councillors. In addition, the safeguarding adults training officer provided regular "bite size" training for staff as well as specific training aimed at work teams. Members of the safeguarding adults' team provided training for voluntary groups, church groups and for internal teams of staff. There was also a training session run for SAB members.

Partner agencies also provide their own staff with safeguarding adults training and these are detailed in the specific partner agency sections above.

The safeguarding adults training officer was also able to work closely with training organisations that were contracted to provide training for Haringey Council. This led to the training being geared specifically to the requirements of staff.

4. Safeguarding Adults Board Members 2010-2011

Mun Phung Thong, Director Haringey Council Adults & Housing services (Chair)

Duncan Paterson, Head of Safeguarding Adults & DOLS, Haringey Council

Sue Tokley, Associate Director, Quality Assurance, Governance & Risk, NHS Haringey

Veronica Flood, Assistant Director for Safeguarding Adults, Barnet, Enfield & Haringey Mental Health NHS Trust

Philip Bircham, Deputy Director of Nursing & Midwifery, North Middlesex University Hospital

Lauritz Hansen-Bay, Haringey Forum for Older People, Service Users representative

Kate Gilbert, Safeguarding Lead, Probation Service

Sandra Looby, Borough Commander, Haringey, Metropolitan Police

Steve Dryden, Detective Inspector, Haringey, Metropolitan Police

Lisa Smith, Assistant Director of Education, Whittington Hospital NHS Trust

Paul Boeuf, Team Leader, Trading Standards, Haringey Council

Barbara Nicholls, Head of Commissioning & Strategic Planning, Haringey Council

Richard Mills, Borough Commander, Haringey, London Fire Brigade

Bernard Lanigan, Head of Assessment & Personalisation, Haringey Council

Haringey Safeguarding Adults Board Annual Report April 2010 – March 2011 final Jan 2012

Jane Ray, Area manager, Care Quality Commission

Anne Daley, Assistant Director, NHS Haringey

Marion Wheeler, Assistant Director for Safeguarding – Children and Young People’s Service, Haringey Council

Veronica Shaw, Assistant Director of Nursing & Governance, Whittington Hospital NHS Trust

Robert Edmonds, Director, Age UK Haringey

Gabriel Lock, Carers Partnership, Carers Representative

Renee Taylor, Commissioning Manager and Carers Lead, Haringey Council

Denise Gandy, Head of Housing Support & Options, Haringey Council