

Carmarthenshire Safeguarding Annual Report 2016-2018



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



Contents

	Page No.
1. Foreword by the Director of Community Services	3
2. Introduction	4
3. National Context	7
4. Regional Context	9
5. Local Context	11
6. Key achievements/challenges/Priorities	16
7. Safeguarding Activity and Performance 2016-18	18
8. Summary	23

Foreword by Jake Morgan, Director of Community Services, Carmarthenshire County Council.



Thank you for your interest in Safeguarding Adults in Carmarthenshire. I am very pleased to share the Carmarthenshire Safeguarding Adults Report for 2016-18 which demonstrates how we have embraced a new era of Adult Safeguarding both locally and regionally.

The Social Services and Wellbeing (Wales) Act 2014 came into force in April 2016. This placed Adult Safeguarding on a statutory footing and shifted the strategic oversight of safeguarding to a regional footprint, in our case, Mid and West Wales. The new Regional Boards for Adults (CWMPAS) and Children (CYSUR) are guided and supported by a National Independent Safeguarding Board comprised of experts in the field who are now two years into a four year tenure.

The new arrangements support and strengthen Carmarthenshire's ongoing commitment to developing a culture that does not tolerate abuse and to embedding an "everybody's business" approach to keeping people safe.

As well as making a difference locally, Carmarthenshire Council has made a significant contribution to the work of the Regional Safeguarding Adults Board and has led on a number of key improvement activities. Working collaboratively and consistently across a region which comprises of four Local Authority's, two Local Health Boards and one large Police force is inevitably challenging however, the advantages of doing so are clearly evident and significant.

The establishment of the Carmarthenshire Local Safeguarding Operational Group further evidences the continued commitment of partner agencies to work together to effectively safeguard our citizens at a local level.

I would like to take this opportunity to thank the residents of Carmarthenshire and staff across our organisations for their vigilance and efforts in reporting and preventing abuse.

Jake Morgan
Director of Community Services

Introduction

What do we mean by Safeguarding Adults?

Safeguarding is about protecting a person's right to live their life in safety and free from abuse and neglect.

National Context

The [Social Services and Well-being Act \(Wales\) 2014](#) was introduced in 2016 and provides a sound legislative basis for protecting Adults at Risk of abuse or neglect. Part 7 of the Act introduced a number of significant changes to previous Adult Safeguarding legislation, including:

1. A New definition - Adult at Risk of Abuse or Neglect (previously Vulnerable Adult)
2. A New duty for relevant partners to report to the Local Authority (if they have reasonable cause to suspect adult is at risk)
3. A New duty for Local Authority to make enquiries (within 7 days)
4. The Introduction of Adult Protection Support Orders (APSO's)- replaces section 47 of the National Assistance Act 1948
5. Introduction of Regional Safeguarding Boards (strategic oversight, awareness raising, achieving best practice, Adult Practice Reviews)
6. Introduction of National Independent Safeguarding Board (Review areas of good/poor practice, make recommendations to ministers)

Definition of an Adult at Risk

The Social Services and Well Being Act defines an “adult at risk of abuse and or neglect” as an adult who:

- Is experiencing or is at risk of abuse or neglect.
- Has needs for Care & Support (whether or not the Local Authority is meeting any of those needs).
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk thereof.

Care and Support is not explicitly defined in the Act.

The inclusion of ‘at risk’ within the new Welsh Government definition enables **early intervention** to protect an adult at risk and prevent escalation. The decision to act therefore does not require actual abuse or neglect to have taken place. The aim is to support individuals to prevent the risk of abuse or neglect from happening/ escalating and to appropriately protect if harm has occurred.

The Social Services and Well Being (Wales) Act 2014 removed “significant harm” as a threshold for safeguarding action. This emphasises the need to move away from formal process driven procedures to a more person centered, outcome focused approach in which the individual and all professionals have a role to play.

Definition of Abuse or Neglect

Abuse means physical, sexual, psychological, emotional or financial abuse. Neglect means a failure to meet a person’s basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person’s well-being.

Physical Abuse – includes but is not limited to: hitting, slapping, over or misuse of medication, undue restraint or inappropriate sanctions

Neglect – includes but is not limited to: a failure to access medical care or services, negligence in the face of risk-taking, failure to give prescribed medication, failure to assist in personal hygiene or the provision of food, shelter, clothing; emotional neglect.

Financial Abuse – includes having money or other property stolen, being defrauded, being put under pressure in relation to money or other property or having money or other property misused. Examples of such can include: unexpected change to their will; sudden sale or transfer of the home; unusual activity in a bank account; sudden inclusion of additional names on a bank account; signature does not resemble the person’s normal signature; reluctance or anxiety by the person when discussing their financial affairs; giving a substantial gift to a Carer or third party; a sudden interest by a relative or other third party in the welfare of the person; bills remaining unpaid; complaints that personal property is missing.

Psychological Abuse – includes but is not limited to: threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks; coercive control is an act or pattern of acts of assault, threats, humiliation, intimidation or other abuse that is used to harm, punish or frighten the victim.

Sexual Abuse – includes but is not limited to: rape and sexual assaults or sexual acts to which the adult at risk has not or could not consent and/or was pressurised into consenting.

Partner Agency Duty to Report

Whilst all agencies are expected to report concerns to the Local Authority if they have reasonable cause to suspect that an adult is at risk of abuse or neglect, as defined in the Social Services and Well Being Act, our Partner Agencies have a **legal duty** to do so.

Local Authority Duty (to enquire)

When a safeguarding referral is made to the Local Authority it has a legal duty to make (or cause to be made) enquiries, adequately protect individuals and investigate in cases where abuse or neglect has occurred or there is a risk thereof. The purpose of a safeguarding enquiry is for the Local Authority to clarify matters and decide what course of action (if any) is required in order to protect the adult in question from abuse and or neglect. If any action is necessary, then it is for the Local Authority to take the lead in coordinating what action is appropriate and by whom.

Issues of Human Trafficking, Domestic Abuse including Forced Marriage, Honor Based Crime, Female Genital Mutilation, Sexual Exploitation and Hate/Mate crime will often be referred to the Police who will lead the investigations and manage the multi-agency response. However, if care and support needs are identified, the local authority should be contacted so that initial enquiries can be made regarding the well-being of the individual concerned.

Adult Protection Support Orders

Section 127 of the [Social Services and Well-being \(Wales\) Act 2014](#) enables applications to be made to magistrates' courts for adult protection and support orders. The purpose of such orders is to enable an authorised officer to speak in private to a person suspected of being an adult at risk to establish whether he or she can make decisions freely, to assess whether the person is an adult at risk and to establish whether any action should be taken, and if so, what action.

Applications for such orders may be made by an authorised officer who is an individual authorised by the local authority to perform functions under this section. Carmarthenshire County Council has identified and trained its authorised officers for this role. However, since the introduction of the Act in 2016, no Local Authority in Wales has, as yet applied to the court for such an order.

When an adult protection and support order is in force the authorised officer, a police constable (if considered necessary) and any other person specified in the order has the power to enter the premises where the suspected adult at risk is living, for the purposes of the order. The constable may use reasonable force (for example, to gain access to the premises where the adult at risk lives) if such force is necessary to enable the purposes of the order to be fulfilled.

National Independent Safeguarding Board

The National Independent Safeguarding Board was set up under the Social Services and Well-being (Wales) Act 2014. Specifically, the National Board has three primary duties. These are:

- 1. To provide support and advice to Safeguarding Boards with a view to ensuring that they are effective**
- 2. To report on the adequacy and effectiveness of arrangements to safeguard children and adults in Wales**
- 3. To make recommendations to the Welsh Ministers as to how those arrangements could be improved (S.132 (2)).**

The regulations made under the 2014 Act set out the way in which the National Board must exercise its functions. An important function is the requirement to consult with those who may be affected by arrangements to safeguard children and adults in Wales.

The National Board works on a part-time basis. Its six members are expected to work at least a day a month on National Board matters.

<http://safeguardingboard.wales/>

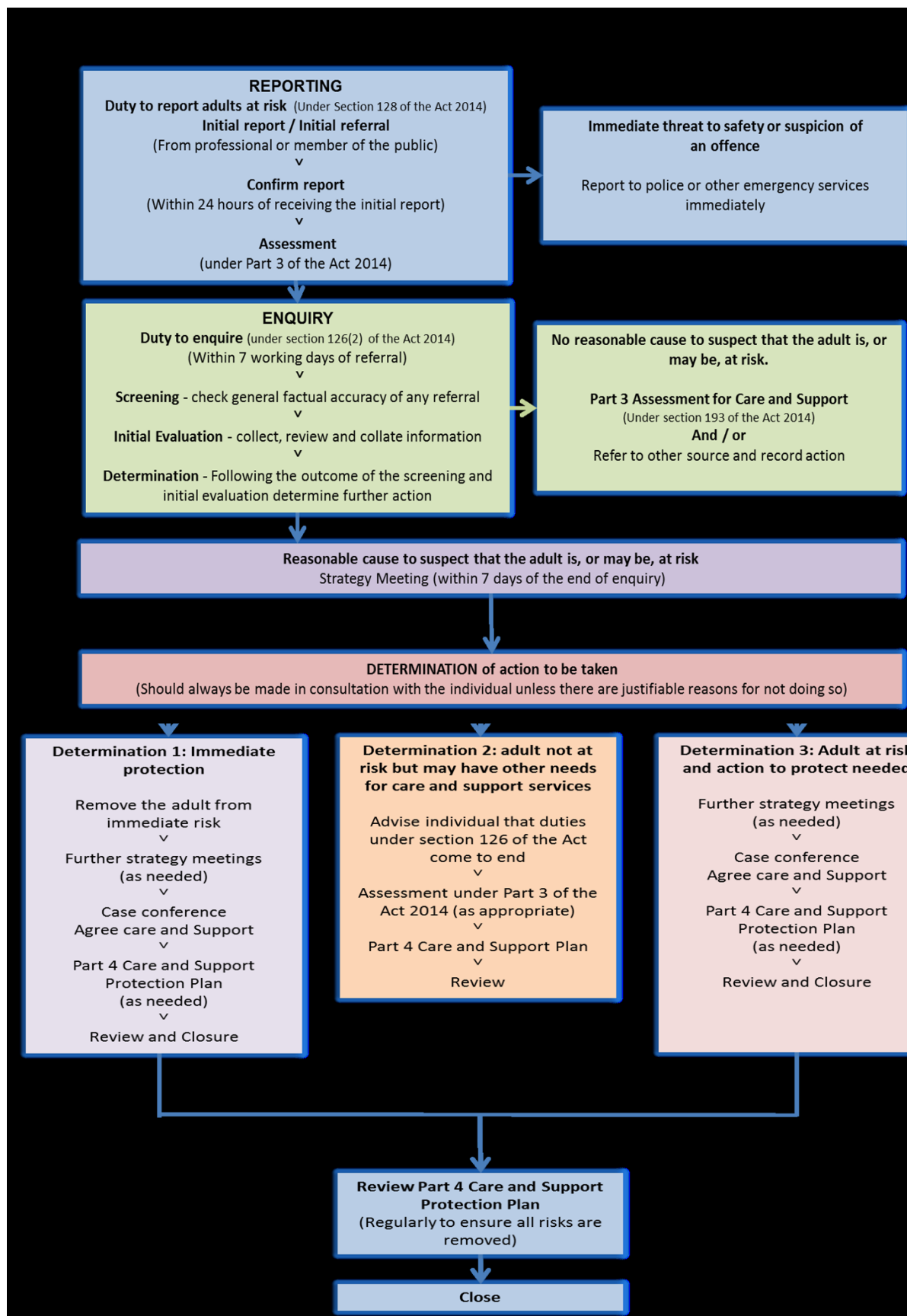
Safeguarding Policies and Procedures

The Social Services and Well Being act brought new statutory duties and timescales, however it has yet to produce any final associated Policies, Procedures or guidance documents to support these functions. As a result Local Authorities and Partner agencies are working with outdated and somewhat irrelevant policies and procedures. This has led to a lack of clarity and inconsistencies in interpretation across Wales. This has also led to inconsistencies in performance data recording.

Cardiff and Vale Local Authority has been commissioned to produce the new Policies and Procedures which are expected to be completed in 2019. Initial consultation events have already taken place across Wales and a draft introduction to the Policies and Procedures has recently been circulated.

In the interim, the regional safeguarding adults leads meet regularly and have worked collaboratively to agree regional consistencies in practice and performance data recording. This group has identified a number of improvement opportunities and implemented new procedures to address these. They have developed a draft safeguarding threshold guidance document which is currently circulating for consultation.

The draft Welsh Government “Handling Individual Cases” guidance document includes a flowchart for managing safeguarding enquiries. This is detailed below:



Regional Safeguarding Adults Board (CWMPAS)

Strategic oversight for safeguarding Adults and Children in Wales now sits with Regional Safeguarding Boards.

Regional Safeguarding Boards function under Part 7 of the Social Services and Wellbeing (Wales) Act 2014. The wellbeing of its citizens is central to current Welsh Government policy and legislation. Within the Social Services and Wellbeing (Wales) Act, the Welsh Government seeks to define and measure the wellbeing of its citizens in a variety of ways. This includes physical and mental health, emotional wellbeing, social and economic wellbeing, education training and recreation as well as how well its citizens are prevented and protected from experiencing abuse, neglect and other kinds of harm.

The need to ensure the citizens of Mid & West Wales are adequately prevented and protected from experiencing abuse, neglect and other kinds of harm is therefore a core function and responsibility of the Mid & West Wales Adult Safeguarding Board (CWMPAS).

CWMPAS was launched in April 2016 and has already developed a very strong partnership and collaborative working culture across its large regional footprint. It is committed to strengthening and consolidating the progress already made to safeguard and protect the most vulnerable members of our communities.

The region of Mid & West Wales is unique in that it covers a very large geographical area spanning almost half of the land mass of Wales, which in itself presents challenges within the context of meeting the needs of a wide and diverse mix of communities. It serves the communities of Pembrokeshire, Carmarthenshire, Ceredigion and Powys, working together collaboratively and in partnership within a multi-agency setting.

Membership of the board comprises of Directors and Heads of Service from the associated Local Authorities, Local Health Boards, Welsh Ambulance Service, Probation and Offender Management Service, Dyfed Powys Police, Wales Community Rehabilitation Company and a Third Sector Representative.

The Board aims to raise awareness of safeguarding issues with members of the public and provide support, advice and guidance to professionals working in our local communities who deliver a range of voluntary and statutory services. This includes people who give their time voluntarily, in places like youth clubs, community centres and sports clubs as well as professionals such as nurses, health visitors, teachers, police officers, social workers and probation officers.

Below is a link to the Mid and West Wales Regional Safeguarding Board Website/ Annual Report:

<http://cysur.wales/home/about-us/our-annual-report-2016-17/>

Adult Practice Reviews (APR's)

Safeguarding Adult Practice Reviews are carried out on behalf of the Mid and West Wales Regional Safeguarding Board. They are a way for all partner agencies to identify the lessons that can be learned from particularly complex or difficult Safeguarding Adults cases and to implement changes to improve services in the light of these lessons.

APR's – The Purpose:

Reviews must be considered where an adult at risk:

- dies (including death by probable suicide) or
- sustains a potentially life-threatening injury or serious long standing or permanent impairment of health or
- has been subjected to serious sexual abuse
- either abuse or neglect are known or are suspected to be a contributory factor

Carmarthenshire County Council are currently considering two cases for referral. The Senior Safeguarding Manager is trained to undertake reviews on behalf of other counties.

Carmarthenshire Local Safeguarding Operational Group (LOG)

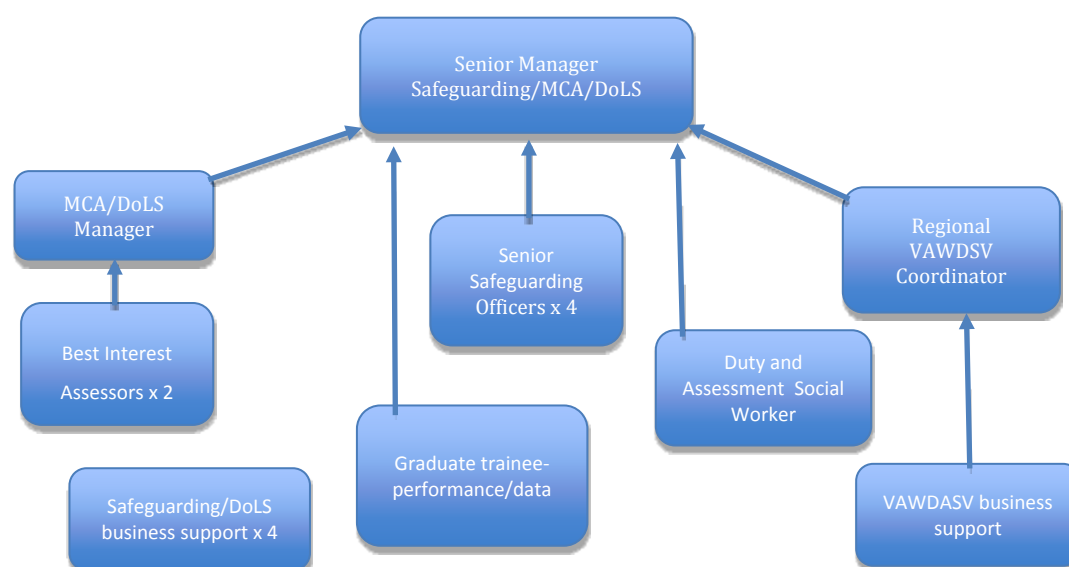
Carmarthenshire local Operational Group is a multi-agency group which consists of appropriate operational representatives from partner agencies and third sector organisations. It has been established since April 2016 and is well attended. This group is now working closely with Children Services to establish a joint Local Operational Group, the first of which was held in March 2018. This approach is in line with good practice and has proved successful in other parts of the region.

Organisations attending are aware of their responsibilities and accountabilities within this context and all make valid contribution to the discussion which is supported by an environment where organisations can safely test and challenge each other in relation to their safeguarding arrangements.

The operational group meet on a quarterly basis and discuss a number of core agenda items. Agencies will share information existing, new or emerging or trends in safeguarding activity. They will consider requests for Adult Practice Reviews and work together to resolve operational challenges. It reports to the Regional Safeguarding Board.

Carmarthenshire Safeguarding/MCA DoLS Team

Carmarthenshire County Council continues to operate with a central safeguarding Team based in 5 Spilman Street Carmarthen however this location will change at the end of 2018 as part the Local Authority's agile working arrangements.



The Head of Service for Mental Health, Learning Disabilities and Safeguarding provides overall strategic leadership to the Safeguarding and Deprivation of Liberty Teams. As well as leading the teams locally she is a member of the Regional Safeguarding Board and chair of the Adult Practice Review Sub group, VAWDASV Strategic Group and the Local Safeguarding Operational Group

The Senior Safeguarding Manager was appointed in October 2016 and has worked closely with the teams to improve processes, performance and more importantly outcomes for individuals. She has led on the regional safeguarding threshold document which will be implemented in the summer of 2018. She is also Chair of the regional Safeguarding Leads Improvement Group as well as the regional Deprivation of Liberty Group both of which are identifying and implementing positive changes. Carmarthenshire County Council are also well represented at all the Regional board sub groups and make a significant contribution to the work undertaken by these groups.

The Safeguarding team comprises of four senior safeguarding officers, a safeguarding duty officer and a Senior Safeguarding/DoLS Manager with dedicated business support. Since the last report one member of staff has achieved a Master's Degree in Safeguarding whilst a further two members of staff are continuing with their experienced practitioner CPEL awards. Another team member was recently recognised at the National BASW awards for her long service and continued contribution to the social work profession. The team have also supported a first year social work student from Swansea University.

The DoLS team is led by a manager who acts as the Supervisory Body for the Local Authority. This responsible role must scrutinize and legally authorise, where appropriate,

the deprivation of liberty of any individuals who is eligible and entitled to the safeguards afforded to them by the Mental Capacity Act and Cheshire West judgement.

The most recent MCA/DoLS Manager post holder retired in June 2017. This post will therefore be redesigned to ensure ongoing effective operational management across both the Safeguarding and MCA/DoLS teams.

The enactment of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 (VAWDASV). The Act requires the public sector in Wales to work together in a consistent and cohesive way to improve the outcomes for individuals and their families subjected to Violence against Women, Domestic Abuse or Sexual Violence.

Section 5 of the Act requires local authorities and Local Health Boards to jointly prepare, publish and implement a Violence against Women, Domestic Abuse and Sexual Violence strategy. Carmarthenshire is part of the Mid and West Wales region and has led on the development of the strategy. We will also host the VAWDASV Regional Adviser post which has been created to oversee the implementation of the regional VAWDASV strategy and delivery plan.

Compliance with Legal Duties

In order to effectively manage safeguarding referrals and ensure local authority compliance with the Social Services and Well-being Act duties, the safeguarding team roles have evolved. A dedicated safeguarding duty officer post has been created and is located within the Dewis Sir Gar Information, Advice and Assistance team.

This dedicated post has responsibility for the timely screening and evaluation of all safeguarding referrals received by the Local Authority. This role ensures an appropriate response by the right people at the right time as well as compliance with the Local Authority legal duty to make enquiries within 7 days. Being located at Dewis Sir Gar means that she is part of a multi-disciplinary team and therefore has easy access to other professionals. The post holder has also provided essential advice, guidance and training to the Dewis Sir Gar team. This role has had a positive impact on the number of relevant referrals progressing through to the safeguarding team.

The Senior Safeguarding Officers take ownership of a safeguarding case after it has been screened by the duty officer and a decision made that there is reasonable cause to suspect the adult is at risk of abuse or neglect. The officers act as Designated Lead Managers (DLM), with responsibility for managing each case throughout the formal safeguarding procedures.

The Officers regularly chair multi agency strategy meetings and act as Investigating Officers for Non-Criminal Investigations. These Investigations continue to be an important but time consuming piece of work for obvious reasons. Whilst a number of staff members outside the safeguarding team are trained as investigating officers, our Care Management Teams (social work teams) and others find it increasingly difficult to release staff members from their establishments to undertake this work due to competing priorities.

The safeguarding team continue to work closely with Dyfed Powys Police, Hywel Dda University Health Board, The Mental Capacity Act & Deprivation of Liberty Safeguards

team, Commissioning and Contracting colleagues as well as Care Inspectorate Wales and other relevant agencies

Detailed records on the progress of individual cases are kept by the team and these have recently been incorporated in the Care First system. This makes safeguarding recordings consistent with care management teams across the Local authority and has enhanced the ability to extract performance data.

The safeguarding team meet regularly to discuss referrals and resource allocations. These meetings may also include colleagues from Hywel Dda University Health Board Safeguarding Team and others as appropriate. The team also meet with contracting and commissioning colleagues to address matters relating to commissioned providers such as residential care homes and domiciliary care providers.

Staff regularly attend the local Multi Agency Risk Assessment Conference (MARAC) for domestic abuse victims. The forum which is led by the Police, will discuss high risk domestic abuse cases so that a collaborative plan of action and support can be implemented. Specialist Domestic Abuse Agencies are fundamental to the discussion and subsequent interventions.

The Senior Safeguarding Manager holds regular development days with the team to share national, regional and local good practice, identify practice concerns and improvement opportunities. The team work together to enhance and improve safeguarding arrangements in Carmarthenshire ensuring the service user is at the heart of any intervention.

Case Study

The case study below provides a snapshot of the type of referral that the Safeguarding team manage

Mrs X.

Mrs X is a 97 year old lady who lives alone. Mrs X is registered blind, and has no relatives living locally to offer daily support. Mrs X strives to remain independent and organises her own support on a private basis. Mrs X has full mental capacity and manages her own finances. A safeguarding referral was made by her relative who lives away expressing concern that the manager of the domestic agency that Mrs X was employing had coerced her into changing her will so that she would become the sole beneficiary.

Outcome:

- Mrs X visited to ascertain her wishes and feelings
- Multi agency strategy meeting held
- Relative supported Mrs X to amend her will as she wished
- Domestic arrangement ceased immediately and a new provider sought
- CIW commenced immediate inspection of the provider
- Police investigation commenced
- Provider agency ceased trading
- Alternative arrangements sought for all other service users

Training and Development

The Social Care Wales Workforce Development team within Carmarthenshire County Council Organisational Development is currently commissioning delivery of both Essential Safeguarding Awareness and the more advanced Safeguarding courses aimed at care provider services.

In addition to this, training dates for DoLS, Mental Capacity Act and Suicide Intervention courses have been confirmed and relevant details will be circulated/advertised via the team's website portal by the 1st of June 2018. The team has also developed an essential awareness e-learning module that should also be available in June 2018.

Additional courses will be commissioned and delivered pending approval of the new All-Age Regional Safeguarding Training Strategy, which outlines the relevance of specific course themes to identified target audiences. It is anticipated that training on the new regional Adult Safeguarding threshold guidance document will be delivered on a regional footprint when approved.

Carmarthenshire Corporate Safeguarding Governance Group

Carmarthenshire Council has established a Corporate Safeguarding Governance Group to oversee its cross cutting safeguarding arrangements. The group is chaired by the Director of Communities and attended by senior managers across all directorates.

The group has developed a suite of relevant performance measures which identify potential risk factors. Poor performance in these areas will prompt remedial action. The group also considers the impact of national and regional strategies and ensures all departments work together to safeguard the citizens and visitors of Carmarthenshire.

These measures include:

- Number of staff who have undertaken safeguarding training
- Number of staff with DBS checks

Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards came into force in Wales and England in April 2009. These safeguarding procedures aim to protect individuals who lack the mental capacity to consent to care or treatment in care home and hospital settings and may be deprived of their liberty.

In March 2014, a landmark Judgment was handed down by the UK Supreme Court as to what constitutes a deprivation of liberty and since that time, referrals under these procedures have increased sixteen-fold across Wales. As a result inevitable backlogs have accrued across Wales.

In October 2017 a line was drawn under the assessment backlog and this is being addressed as a separate piece of work. Since this time the backlog list has reduced from **650** to **373** in April 2018. This figure continues to reduce on a monthly basis.

Carmarthenshire Council continues to receive an average of 30 to 40 appropriate DoLS applications each month. To manage this ongoing demand the local authority commissioned further training for 15 Social Workers as Best Interest Assessors (BIA's) to meet its statutory obligations. In November 2017 the local authority commissioned further Best Interest Assessor training for an additional 7 social workers.

As a result of the training investment, Carmarthenshire Council are able to report a significant increase in the number of new DoLS applications allocated and assessed within the 7 or 21 day timescales.

As part of the Council's own risk management arrangements, the Safeguarding Adults and Deprivation of Liberty safeguards Team are co-located and are operationally managed within one Division of the Council Adult Services.

The Law Commission review of the current DoLS system has described it as "unsustainable and not fit for purpose." Although recommendations have been made to the Department of Health the recommended improvements are not expected to be implemented for some time. The current system together with its challenges and risks will therefore remain until the legislation is revised.

Key Achievements, forthcoming Challenges and Priorities

We have appointed a Safeguarding Officer within the Information, Advice and Assistance service which has enabled us to improve our 7 day enquiry timescales and reduce the number of enquiries to the safeguarding team. Capacity in the safeguarding team has increased to progress more timely investigations. However, this is still an area which needs to improve.

CIW have undertaken a thematic review of safeguarding and have commented positively on the new systems and structures in place to improve performance and in particular timescales. Feedback provided to the Regional Safeguarding Board is consistent with the improvement opportunities and priorities already identified by local safeguarding managers.

The Regional Safeguarding Adult Board and subgroups for training, Policy and Practice and Adult Practice Reviews. The Local Operational Group is working well, is well attended by all partners and relationships have developed between key agencies. As a result, there is greater confidence in the multi-disciplinary approach to safeguarding.

Safeguarding systems and processes have been redesigned so that data and performance can be monitored more effectively. Safeguarding activity is now recorded within the Care First system making it safer and more consistent. Enhancements have also been made to the referral form to enable staff to make more informed and timely decisions.

Partners have collaborated to agree a threshold document which will be consulted upon and implemented during 2018. This work has been led by Carmarthenshire's Senior Safeguarding Manager. The local safeguarding Leads are working closely to ensure consistency in safeguarding arrangements across the region.

The DoLS team have made significant progress in achieving statutory timescales for assessments and reducing the backlog by 40%. Care management teams have made a huge contribution to this improvement. However, this area remains volatile due the continued volume of applications and the competing demands of other statutory assessments.

There has been an extensive range of learning and development opportunities both within and between organisations. This includes "Train the Trainer" capacity from within the council to implement the SSWB Act (including the safeguarding specific elements) and joint training with Dyfed Powys Police on the new (SSWBA) Adult Protection Support Orders. Safeguarding and Mental Capacity Act training continues to be delivered regularly and are always well attended.

There are well established processes for monitoring provider performance both in terms of the care home sector and domiciliary provision. A number of providers have been subject to Escalating Concerns during 2017/18. In these circumstances, commissioning, safeguarding and care management staff have collaborated to ensure individuals have been safeguarded.

We continue to deliver good outcomes for individuals and remain focused on involving the person in all aspects of safeguarding and aim to see real progress in this area this year. At every opportunity the adult at risk must be involved in making decisions about their lives. If a person does not have the capacity to make these decisions then an appropriate advocate must be sought.

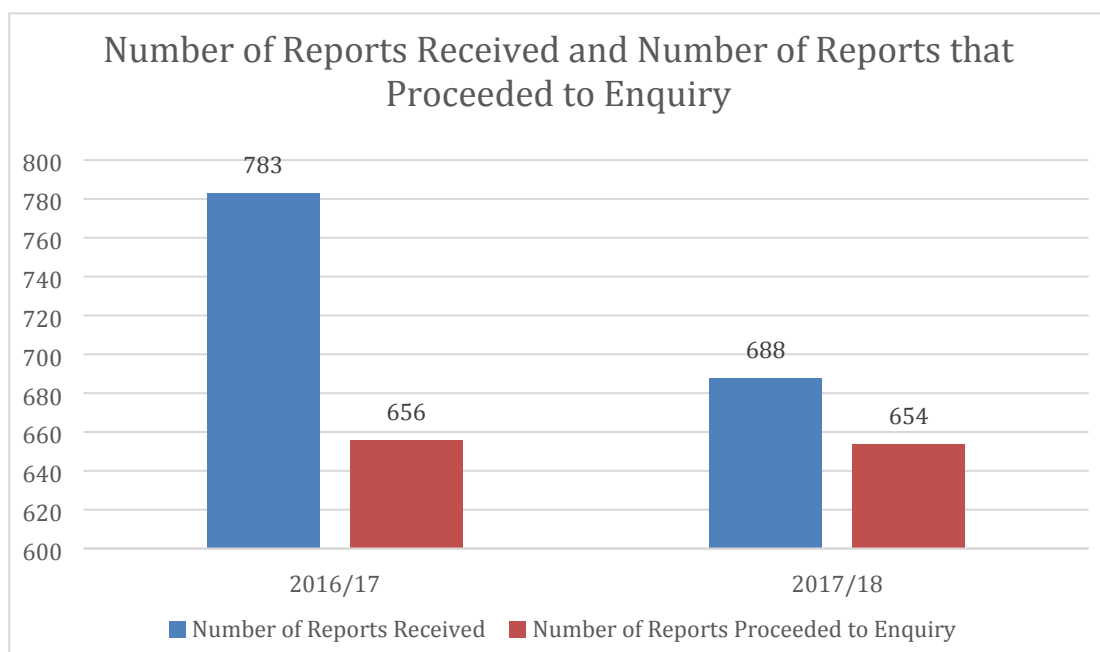
What are our key priorities for 2018/2019

- Embed a person-centred approach to safeguarding which ensures the service user is heard and central in decision making
- Embed an “everybody’s business” approach to safeguarding where professionals “own” the risk and take appropriate action
- Continue to Improve on Investigation timescales (criminal and non-criminal)
- Learn from cases by undertaking regular audits and where appropriate Adult Practice Reviews/Multi Agency Practice Forums
- To improve compliance with statutory timescales for DoLS applications and reduce the associated backlog of assessments unallocated
- To collate and analyse more detailed performance data

Safeguarding/ DoLS Activity and Performance Data 2017/18

Number of Safeguarding referrals received

The graph below details the total number of Safeguarding concerns managed by the local authority during 2016/17 and 2017/18

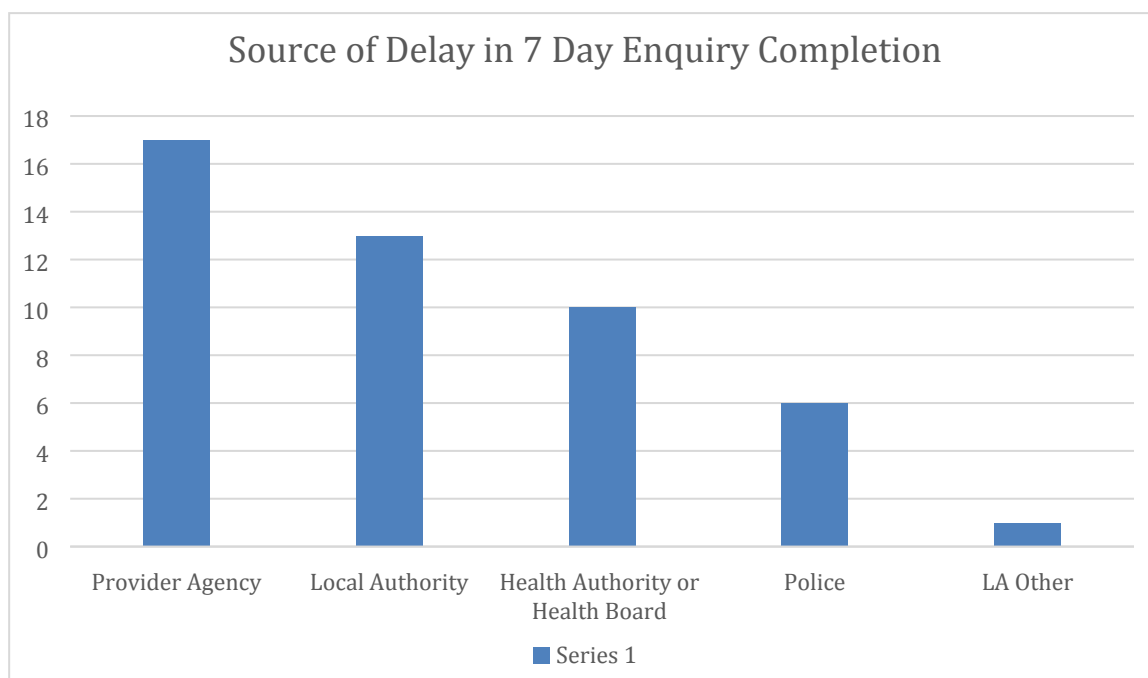


This data shows a large volume of referrals received by Local Authority in 2016/2017. This coincides with the introduction of the Social Services and Well- Being Act and its associated duty to report. Since that time, partner agencies have come to recognise what is relevant for a safeguarding referral and what is not. This has also been supported by the introduction of dedicated Information Advice and Assistance teams and dedicated screening of referrals.

Duty to make enquiries within 7 days

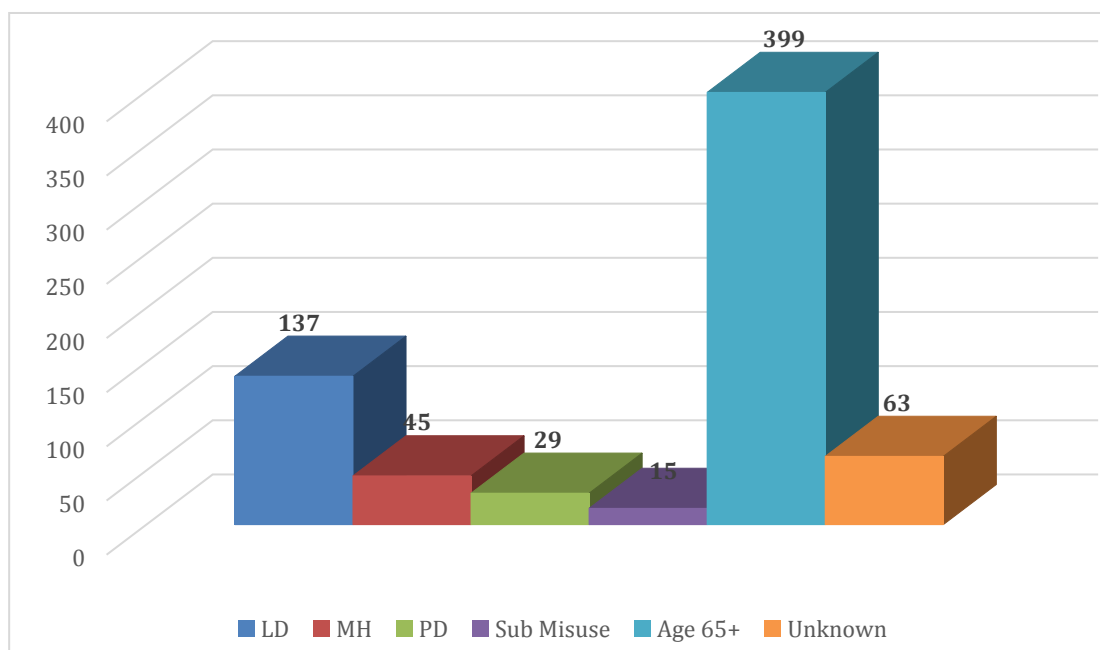
The percentage of adult at risk enquiries completed within 7 days in 2017/18 was **92.48%**, this has increased from **75.3%** in the previous year.

In 2017/18 **7.52%** of enquiries were not completed within 7 days and the chart below depicts the sources of the delays. Delays are largely attributable to difficulties obtaining information. As a result of a dedicated duty officer and further clarity on the definition of “an enquiry” this figure should improve further in 2018/19.



Main Category of Vulnerability

The chart below shows the main client categories of adult at risk referrals received between 01/04/17 and 31/3/2018.

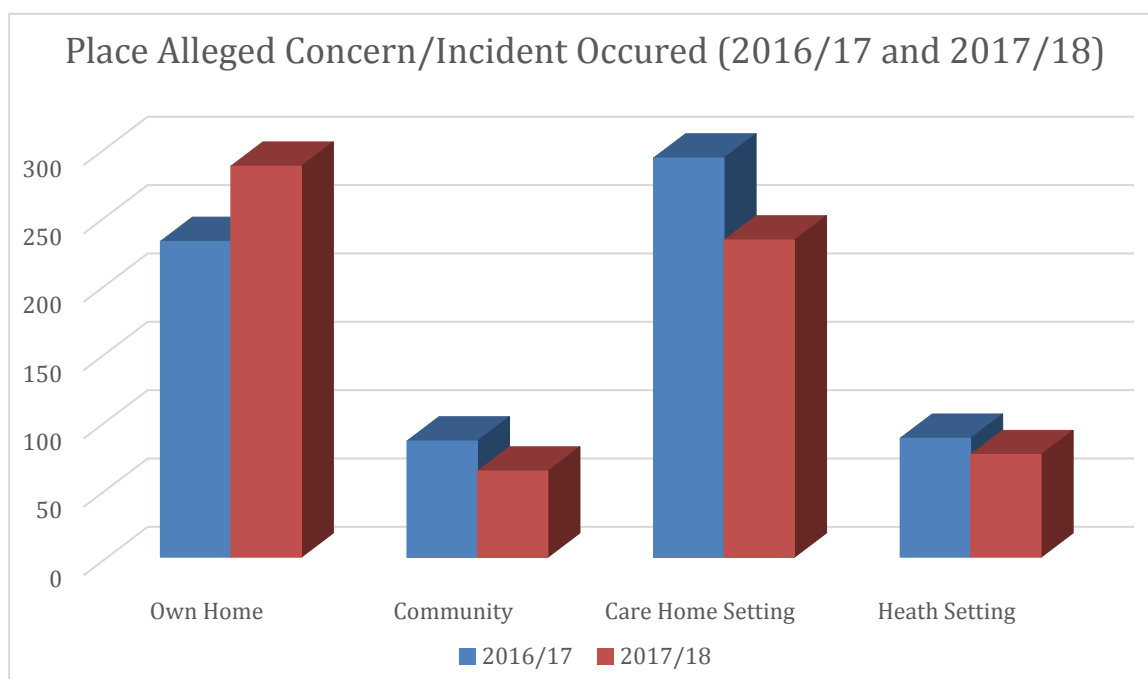


The majority of completed adult at risk referrals relate to people over the age of 65 years. This is a continuation of the trend from the previous year. In 48 cases the category of need was recorded as unknown and 15 cases were recorded as Substance Misuse Problems.

Place Where the Alleged Concern/ Incident Occurred

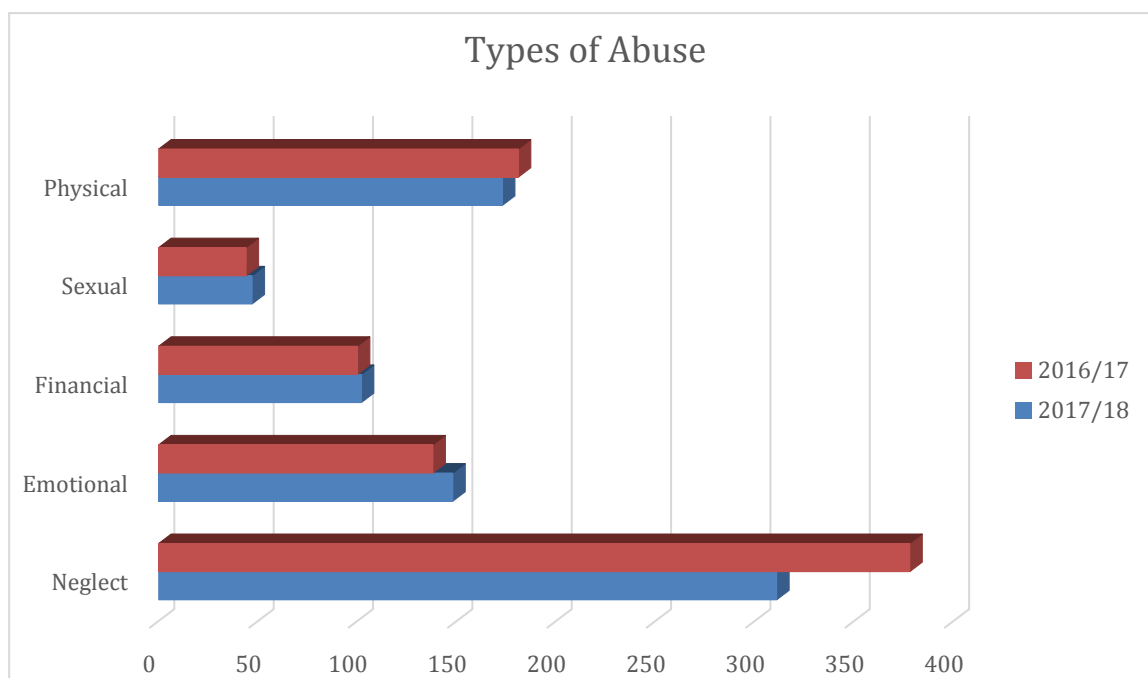
The following chart depicts that during 2017/18, the most commonly reported alleged concern /incident occurred in the persons own home closely followed by care home setting.

The number of formally reported concerns relating to care homes has decreased in comparison to the previous year, whilst the number of reports occurring in own home has increased. Further analysis is required to establish any correlation between this figure and data relating to the number of care home placements/ domiciliary care packages commissioned in the same periods.



Types of Abuse

In terms of types of abuse reported, neglect continues to be the main category. In comparison, the number of reported allegations of neglect has decreased in comparison to 2016/17. Again further work is required to establish any correlation between these figures and the number of care home placements.



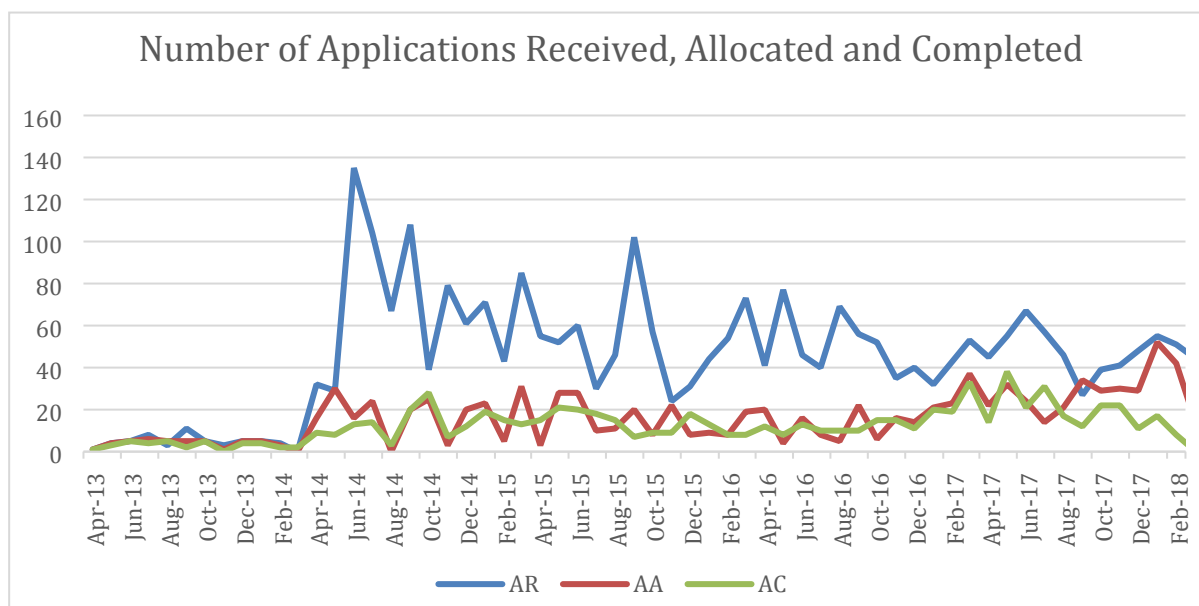
Criminal /Non- Criminal Investigations

Of the 272 investigations carried out during 2017/18, 161 were led by Dyfed Powys Police.

Deprivation of Liberty Safeguards Performance Data

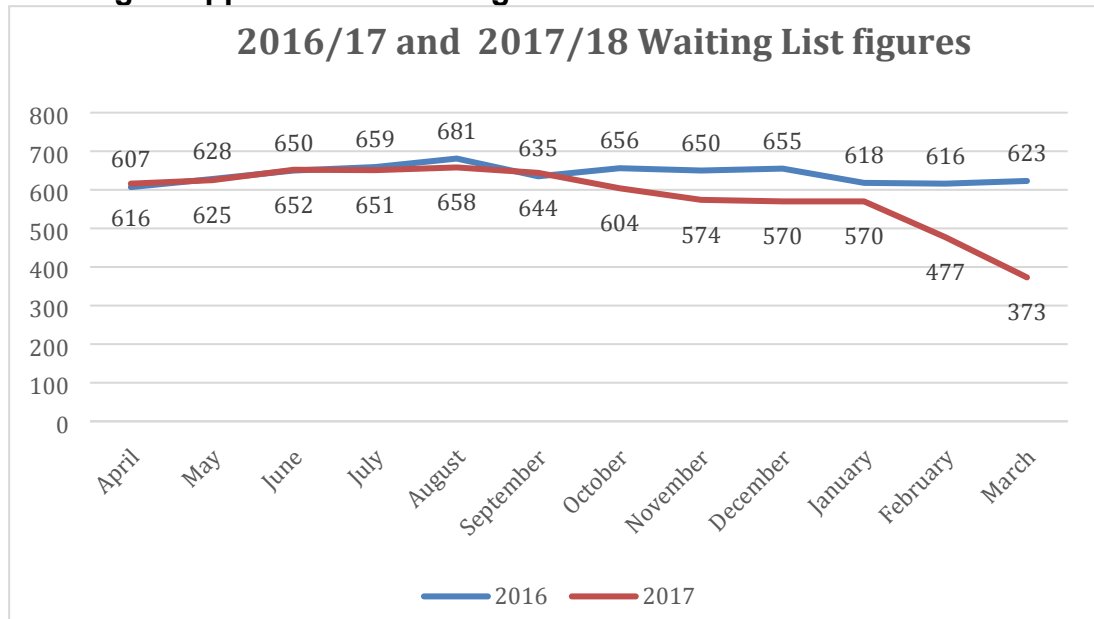
Deprivation of Liberty Safeguards Performance Data

Applications Received (AR), Applications Allocated (AA), Applications Complete, i.e Authorised (AC) (- 2013 – 2018)



This above chart demonstrates the spike in DoLS applications received as a result of the Supreme Court judgement in April 2014. It also evidences the ongoing volume of applications we continue to receive.

Backlog of Applications awaiting Allocation



This chart illustrates that at the end of 2016/17 the accrued number of unallocated applications was 623 compared with the figure at the end of 2017/18 which was 373. During the last year the total number of unallocated assessments has decreased by 40%.

Summary

The past two years have brought significant change to Adult Safeguarding arrangements across Wales, with the implementation of the Social Services & Wellbeing (Wales) Act in April 2016 and shift in strategic oversight to Regional Safeguarding Boards. These arrangements have strengthened and consolidated the safeguarding commitments of Carmarthenshire County Council.

We have made a huge contribution to the new regional arrangements and have adapted and improved local procedures in accordance with the Act and good practice. The Local Safeguarding Adults Operational Group is well established and now ready to merge with children's services to ensure consistency and avoid duplication.

As can be seen in the report, the trends in allegations of abuse continue to remain consistent with neglect the most cited concern. Further work will be undertaken going to analyse and understand these trends in more detail. We are able to report an improvement in our 7 day enquiry response and our non-criminal investigation timescales.

Our response to Deprivation of Liberty Safeguards applications is also improving with a significant reduction in the number applications on a waiting list.

Systems and processes are evolving to ensure compliance with Social Services and Well-Being Act and to enable the collation of more detailed performance data. This will help identify particular trends which may require more targeted preventative work.

Involving the adult at risk or their advocate throughout a safeguarding enquiry is absolutely fundamental to achieving good outcomes. Ensuring this approach continues to be embedded in practice is a key priority for 2019.

We will continue to embed an "everybody's business" approach to safeguarding which enables professionals to identify and respond to concerns at the earliest opportunity in order to prevent escalation. All professionals are expected to "**own**" their concerns and take responsibility for the work that needs to be done to keep individuals safe. This includes taking action before, during and after a safeguarding referral has been made.

We look forward to reporting further progress on our identified priorities in 2019.

Glossary of Terms

Adult Protection Support Orders	An Order granted by a Magistrate to enable access to be gained by an authorised officer of the local authority to enter an address to speak in private with a person suspected of being an adult at risk to ascertain if they are making decisions freely and if an adult at risk what if any action should be taken.
Autistic spectrum disorders	A condition that affects social interaction, communication, interests and behaviour
Best Interests	Decisions taken on behalf of people who lack mental capacity to make those decisions themselves, must be taken in their Best Interests, taking account of statutory criteria and relevant information to the decision that needs to be made.
Capacity Assessment	An assessment to ascertain whether the person lacks mental capacity to make a decision at the time it needs to be made. The Mental Capacity Act 2005 provides for a two stage test of mental capacity.
Chronic Illness	An illness or disorder that persists over a long period of time and affects functioning.
Co-production	Services users, carers and professionals working together to help someone achieve their personal outcomes for example
Designated Lead Manager	The Officer Responsible for the overall management of an Adult Safeguarding case.
Embargo	A decision by a local health board or local authority not to place any new service users in a particular establishment for a specified reason
Escalating Concerns	Arise where there are accumulating issues relating to the operation of or quality of care in a registered care home for adults
Learning Disability	An impairment that starts before adulthood with a lasting effect on development resulting in significantly reduced ability to understand new or complex information or learn new skills.
Mental Health Problems	Mental health problems range from everyday worries we all experience to serious long term conditions such as schizophrenia, depression etc..
Ministerial Regulations	Powers granted to Ministers by an Act of Parliament for example that allow Ministers to make more detailed orders or rules.
Neglect	Could include ignoring medical or physical care needs, preventing access to health, social care or educational services, not caring for someone properly, not providing adequate food, putting them at risk.
Physical Frailty	A health condition associated with ageing in which multiple body systems gradually use their built in reserves.
Provider Performance Monitoring Group	A forum for sharing information from a range of linked sources eg nursing social work, complaints, contract monitoring to maximise quality and safety
Sensory Disabilities	When one of your senses (sight, smell, touch, taste and spatial awareness is no longer normal)
Statutory Guidance	Guidance just short of a legal obligation which local authorities should follow unless they have good reason not to.
Strategy Meetings	A multi-agency forum to consider issues relating to an adult safeguarding referral and in particular the level of risk, to share information and decide on necessary action

Substance Misuse problems	When someone develops difficulties and or dependence on their use of legal or illegal substances including alcohol and drugs.
---------------------------	---