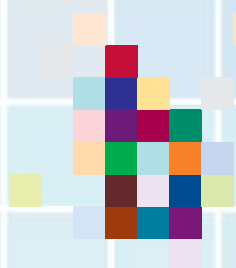


S A F E G U A R D I N G  
A D U L T S B O A R D

REPORT 2015-16



**SAFEGUARDING  
ADULTS  
BRADFORD**

# Contents

	<i>Page</i>
<b>Foreword by the Safeguarding Adults Board Independent Chair</b>	3
<b>Bradford Safeguarding Adults Board</b>	4
<b>Bradford Safeguarding Adults Reviews (SARs)</b>	7
<b>Bradford Safeguarding Adults Board Principles</b>	8
<b>Financial arrangements</b>	22
<b>Appendix 1 – Strategic Plan for 2015-18</b>	23
<b>Appendix 2 – Members of the Safeguarding Adults Board in 2015-16</b>	25
<b>Appendix 3 – Examples of Abuse</b>	27
<b>Appendix 4 – Bradford Safeguarding Adults Activity 2015-16</b>	30

The wording in this publication can be made available in other formats such as large print and Braille. Please call 01274 434747.

## Our vision

‘Bradford SAB expects that all agencies will work together to make sure that all those with care and support needs can live the best lives they can, without fear, and safe from abuse and neglect.’



Delivering Safeguarding Bingo Incommunities – 20 October 2015



Older People's Week event – 2 October 2015

# Foreword

by the Safeguarding Adults Board Independent Chair

**I am delighted to present the Bradford Safeguarding Adults Board (SAB) report for 2015 to 2016. The year was a very busy one for all the agencies involved as it was the first year that we operated under the Care Act 2014.**

At the heart of the Care Act is the expectation that people with care and support needs are helped to keep safe in the way that they want. This can be hard for professionals and families alike as it can mean allowing people to take decisions that might seem unwise. For example; If a grandson is taking excessive amounts of money from his grandad you might want to stop the contact. But if the grandad loves going to football with him every week and doesn't want that to stop you have to find a compromise. That's what makes the work that staff do every day so challenging and often rewarding when solutions that work can be found.

So the SAB has been developing its training approach, trying to engage more with people who use services and has produced an easy read guide to support people who want to report abuse.

There is much more to do as we look to the future. This report sets out what we have done to meet our overall objectives and some of the challenges we still have.

I have agreed some key objectives with Kersten England, the council's chief executive. They are to:

- make sure we have a clear strategic plan
- engage with a wider group of people who use services and the public
- make sure we learn from events and are open and honest about where we can improve



- lead on making sure that we make safeguarding personal and work with individuals who need protecting to find solutions that they agree with
- make sure that the SAB works closely with other partners focussing on sexual exploitation, identifying people vulnerable to terrorism and domestic violence.

I would like to pay tribute to the many people in Bradford, both paid and volunteers, who work hard to provide the best service they can to people with care and support needs.

They know, as I do, that we have more to do to make sure that everyone is safe in care settings and that families at risk of being overwhelmed by caring responsibilities are well supported.

But in Bradford the commitment and willingness to improve is there and I look forward to continuing to work with partners to achieve our vision that:

**“Bradford SAB expects that all agencies will work together to make sure that all those with care and support needs can live the best lives they can, without fear, and safe from abuse and neglect.”**

*Jonathan Phillips OBE*

Independent Chair – Safeguarding Adults Board  
December 2015

# Bradford Safeguarding Adults Board



Holding stall at Frizinghall Medical Centre – 5 October 2015

## What is safeguarding?

Safeguarding is protecting people with care and support needs from abuse, preventing abuse from happening and making people aware of their rights.

## Whose responsibility is it?

Safeguarding is everybody's responsibility. For example: members of the public, neighbours, staff and carers.

## What is adult abuse?

Abuse is when someone does or says things to another person to hurt, upset or make them frightened.

Adult abuse is wrong and can happen to anyone who is over 18 years of age.

Abuse can happen anywhere and can be committed by anyone.

Abuse can happen in many different ways. – See Appendix 3 which explains these in more detail.

## Who might be an abuser?

Anyone might be responsible for abuse, for example:

- a partner, relative or family member
- a friend
- an organisation, a paid carer or volunteer
- another service user
- a neighbour
- a stranger.

## Where does abuse happen?

Abuse can happen anywhere, for example:

- in a person's own home
- in the street
- in a care home
- in a day centre or hospital.

## Is abuse a crime?

Yes. These forms of abuse are crimes:

- physical abuse
- sexual assault
- psychological abuse
- harassment and stalking
- fraud and theft
- domestic abuse
- wilful neglect.

All crimes should be reported to the Police.

**Read more about reporting adult abuse on our website: <https://www.bradford.gov.uk/adult-social-care/adult-abuse/report-adult-abuse/>**

## Who is at risk?

Adult abuse can happen to anyone aged over 18.

Some adults find it harder to get help and may be more at risk of harm and exploitation, for example:

- people with a disability
- people with a mental health condition
- people with a temporary or long term illness or
- frail older people.

Other adults at risk could be carers such as partners, relatives or friends; they can also get help if they are being abused.

Help and support is available – see Appendix 3.

## Why do we have a Safeguarding Adults Board (SAB)?

The Care Act 2014 made it a statutory requirement for all local authorities to set up a SAB. The SAB's statutory partners are the local council, the NHS Clinical Commissioning Group (CCG) and the Police. Bradford SAB has strong partnerships and has an independent chair and members drawn from a range of different agencies, including the Police, NHS and voluntary and community sector. You can find a list of the partners in Appendix 2.

Bradford SAB exists to ensure that local safeguarding arrangements and partners act to help and protect adults in the Bradford district who:

- have needs for care and support (whether or not these needs are being met) and;
- are experiencing, or at risk of, abuse or neglect and;
- as a result of these care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The chair is accountable to the local authority chief executive.

The SAB achieves its aims and objectives through a structured planning process, with the strategic plan informed by the SAB's vision and, in turn, informing the SAB detailed delivery plan.

SAB members have a duty to co-operate and the SAB itself must:

- publish a strategic plan that has been developed with local community involvement and working alongside Healthwatch.
- publish an annual report on what it has done over the past year, detailing members' contributions to the strategy and how they have implemented personalisation in safeguarding.
- Conduct Safeguarding Adults Reviews (SARs)

The first strategic plan, for 2015-18, is intended to meet the first of these duties; drawing on a range of consultation activities, the experiences of the last year, self-assessment of the SAB by its members and the development day held on 6 May 2015.

The SAB strategic plan is supported by a detailed delivery plan which is informed by analysis of safeguarding activity data and performance information alongside the partners' self assessment exercise which is carried out each year. We also consult regularly with people who use our services and carers.



Despite changing personnel here, I anticipate that we will continue to chair the Communication, Engagement and Training sub-group and support the Business Plans, In an ideal world we would all like more resources, but given the resources we have I feel the Police allocate a suitable proportion to the safeguarding adults agenda.

I do think though that we need to further improve our understanding of how other agencies work. A way we could achieve this would be by taking best practice from Safeguarding Children, who seem to work together in a more integrated way.

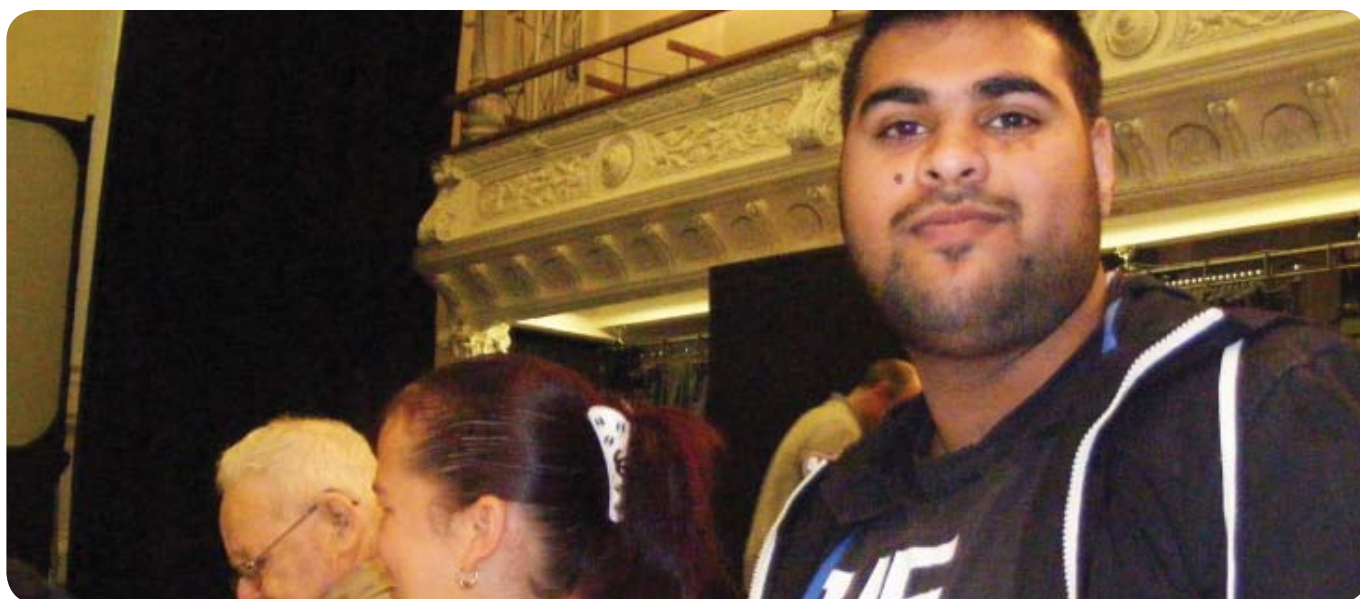
**Terry Long Detective Chief Inspector,  
West Yorkshire Police**



We will be working with other partners to develop a better service for elderly offenders who come to the end of their time in prison. We will be looking for co-operation from partner organisations because some service users have serious health needs of their own, as well as monitoring any potential threat to the community. There are fewer hospital secure units resulting in more people in the community.

**Maggie Smallridge Head of the National  
Probation Service, Bradford and Calderdale**

Safeguarding Week launch event –  
19 October 2015



# Safeguarding Adults Reviews (SARs)



Above and below: Safeguarding Week – the role of the Adult Protection Unit – 22 October 2015

A SAR is carried out when an adult at risk dies or has experienced serious neglect or abuse, and there is concern that agencies could have worked more effectively to protect the adult.

A SAR is a multi-agency learning process. It aims to:

- identify and promote good practice
- encourage effective learning
- make recommendations for future practice so that deaths or serious harm can be prevented from happening again.

The SAB is awaiting the publication of two SARs from 2015-16, one relating to a domestic homicide and one to a mental health homicide. Once these are published we will give consideration to the recommendations and publish an update.



# The Safeguarding Adults Board Principles

'The Care Act 2014 introduced six key principles that underpin everything the SAB does. The principles are outlined below with examples as to how we have worked together with partners across the Bradford district to respond and achieve these.

## EMPOWERMENT

'I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens'

## PROPORTIONALITY

'I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed'

## In our last annual report we said we would . . .

- ensure that 'Making Safeguarding Personal (MSP)' is implemented across Bradford and that agencies empower people to achieve the safeguarding outcomes they want.
  - ensure that SAB and services in Bradford have fully embedded the empowering ethos of the Care Act within safeguarding arrangements.
  - make sure that it incorporates service user and carer perspective by creating opportunities to listen to their stories.
- MSP means that safeguarding arrangements should be person led and outcome focused. Using this approach will ensure the above principles are embedded in the way everyone works. The following case study demonstrates this approach. Please note names have been changed to protect identities



Safeguarding Week – the role of the Adult Protection Unit – 22 October 2015



## Case Study: **Making safeguarding personal**

**Jinnah** is a 25 year old woman with a young daughter. The daughter lives with Jinnah's parents a few miles away. Jinnah lives with the father of her child and his mother. They are both known for criminal activity including class A drug use, theft and begging. Jinnah's mother reported concerns about Jinnah's safety and welfare to Bradford Adult Services. A safeguarding referral was made. Further concerns were raised about financial, physical, sexual, emotional, psychological abuse and neglect.

A social worker visited Jinnah with the Police to get Jinnah's story and offer support. Jinnah was underweight and appeared vulnerable. She acknowledged concerns but didn't feel that she was being abused and wanted to stay where she was. Jinnah agreed to meet with a social worker once a week. Gradually Jinnah began to open up and disclose some abuse. Social Services made a new safeguarding concern and Jinnah agreed to a new safeguarding enquiry.

Jinnah decided to visit her family and daughter regularly. She also transferred some of her benefits to her mother's account so that she had some money when she visited.

Over fifteen months, further progress included allocating Jinnah to a psychologist who invited Jinnah to a weekly group with other vulnerable women.

The psychologist, along with social services, met her family and broached the possibility that removing some of the pressure to return home might open up other options for Jinnah.

Within two weeks of that meeting Jinnah contacted an old friend on Facebook who agreed that she could stay.

Since moving Jinnah disclosed further abuse which the Police investigated.

Now she is thriving. She has moved into her own flat and is planning to start a college course. She is in regular contact with her daughter, family and friends.

This positive ending has been achieved by keeping Jinnah at the centre of the safeguarding process.



The regional Making Safeguarding Personal Conference was held in early 2016, hosted by Bradford Safeguarding Adults Board. The event was contributed to by regional Safeguarding Adult Board partners and ADASS.

The day was well attended by 111 people from a range of agencies and organisations from across the health and social care sector. The conference contained presentations from Regional and National Safeguarding Leads and also had some significant and positive contributions from individuals who had directly experienced the adult safeguarding process themselves. The conference established some positive 'ways forward' for the implementation on 'making safeguarding personal'.

**Robert Strachan – Team Manager Adult Protection Unit, City of Bradford MDC**

We must ensure that we engage people in the conversation about how best to respond to their safeguarding situation, in a way that enhances involvement, choice and control as well as improving quality of life. To do this the SAB will establish a specific project in the coming year that will:

1. Ensure that 'Making Safeguarding Personal' (MSP) is implemented across Bradford and that agencies empower people to achieve the safeguarding outcomes they want.
2. Embed that MSP is a shift from process supported by conversations, to a series of conversations supported by a process. This approach is to facilitate a shift in culture and practice and a commitment to improving outcomes for those experiencing abuse or neglect.

**We will report back in next year's annual report.**



As a result of a Making Safeguarding Personal (MSP) conference in Bradford, staff working within BDCFT are being encouraged to share good practice relating to working with adults at risk. In June 2016 we will update the managers' training package for safeguarding adults. However there is a growing pressure on front line Staff and the fact that the Local Authority are making financial cuts means we carry an ever increasing workload.

**Amanda Lavery Safeguarding Service Manager & Alison Wright, Named Nurse Safeguarding (Adults & Children) Bradford District Care Foundation Trust**

We will continue to share the wider message of making safeguarding personal with all staff, through our safeguarding newsletter, EComms and the updated safeguarding webpages. We also have supervision sessions for safeguarding coordinators and enquiry officers.

**Amanda Lavery Safeguarding Service Manager & Alison Wright, Named Nurse Safeguarding (Adults & Children) Bradford District Care Foundation Trust**

Safeguarding Week launch event – 19 October 2015



## PREVENTION

'I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help'

## PROTECTION

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want'

### We said we would . . .

- Raise the profile of SAB's activities with communities and organisations who are less aware of adult safeguarding.
- Be assured that support to carers is helping prevent carer stress and abuse or neglect.
- Help people who have experienced abuse or neglect to be more resilient and to feel and be safer in the future.
- Identify ways in which individuals may be better protected by working with people who have caused abuse.

We were one of the first areas in the region to employ a Named GP to support primary care with Safeguarding Adults and this role was really embedded in 2014-15.

The CCG has two posts dedicated to safeguarding adults, but is also supported by colleagues in the wider safeguarding team, including a domestic violence manager.

We will continue to promote the use of Personal Health Budgets, helping to support families and carers, as well as embedding the empowering ethos of the Mental Capacity Act and ensure personalised approaches to care.

**Nancy O'Neill Director of Collaboration – Bradford District, Bradford City and Airedale, Wharfedale and Craven CCGs**

Bradford District Care Foundation Trust developed a Carers' Hub to support people in their caring role. The Hub at Horton Park Health Centre gives carers the chance to meet other carers, get free advice and support, get involved in activities and take time out for themselves.

**Amanda Lavery Safeguarding Service Manager & Alison Wright, Named Nurse Safeguarding (Adults & Children) Bradford District Care Foundation Trust**



The National Probation Service engages in Multi-Agency Risk Assessment Conferences (MARAC). Probation officers attend conferences to discuss real life cases of domestic abuse and how to protect victims.

**Maggie Smallridge Head of the National Probation Service Bradford and Calderdale**

A survey of service users found that 85% were satisfied with the service. This exceeds the national target of 75%. As a result of survey feedback we made changes so that Service Users understand their supervision plans better.

**Maggie Smallridge Head of the National Probation Service Bradford and Calderdale**

## Mental Capacity Act/DoLs

The Mental Capacity Act 2005 offers legal protection to people lacking capacity to make their own decisions. It is unlawful for decisions to be made for them or restrictions placed upon them unless it is clear that these are in their best interests and they are unable to communicate a preference on the particular issue.

There are extra safeguards called the Deprivation of Liberty Safeguards (DoLS) that can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings the Court of Protection may be requested to rule on whether a person can be deprived of their liberty.

Nationally the Mental Capacity Act continues to be a major challenge to local authorities representing a significant additional responsibility implemented without adequate national funding.

With our bigger teams we now have more capacity to provide day to day support and advice to clinical staff. We are putting a particular focus on DoLs this coming year and our plan is to build on the work already started to improve knowledge of the issues surrounding Mental Capacity and Dols. We will continue to audit our practices and improve education and training.

**Sally Scales – Deputy Chief Nurse Bradford Teaching Hospitals NHS Foundation Trust**

As awareness of safeguarding grows the demand for DoLS Assessments has continued to increase which has inevitably increased pressure on the Service.

We have worked with local universities to increase our number of internal Best Interest Assessors. We now have 41 Best Interest Assessors and a further 11 in training and we are committed to continue to increase capacity. The SAB will continue to monitor the Council's performance and activity during 2016/17.

**Fred Bascombe – Service Manager Safeguarding and DoLs, Adult And Community Services CBMDC**



The new Supreme Court ruling in 2014 redefined the threshold of the definition of a deprivation of liberty. As a result many more people who lack mental capacity to consent to their arrangements and who meet the ACID TEST are now defined as being deprived of their liberty. This means we now have to assess many more cases to ensure that the correct legal framework is in place. However manpower continued to be an issue for us so we appointed a a further 23-hours/week post. We now have one full time and one part-time person in post to meet the increasing safeguarding agenda.

**Elaine Andrews, Assistant Director Nursing and Safety Airedale NHS Foundation Trust**



During 2015-16 the Clinical Commissioning Groups worked with partners to develop the Mental Capacity Act template within SystmOne, our NHS IT system. The template helps practitioners work through and document mental capacity assessments and best interest decisions, when people can't make decisions for themselves. The Local Authority will implement SystmOne as its case management system during the Summer of 2016 enabling Health and Social Care to move a step closer to shared records for patients and service users.

**Nancy O'Neill Director of Collaboration – Bradford District, Bradford City and Airedale, Wharfedale and Craven CCGs**

To assure the SAB that support to carers is helping prevent carer stress, abuse or neglect the Local Authority will carry out the national Carer Survey during October 2016. This will be sent out to approximately 1300 carers during October. We will use the outcome of the survey to help shape the SAB Delivery Plan to further identify what we need to do and publish the findings in next years annual report.

‘Our plan for the coming year is to build on the work already started and continue to improve knowledge of the issues surrounding mental capacity and DoLS. We will continue to audit our practice and improve education and training’

**Amanda Lavery Safeguarding Service Manager & Alison Wright, Named Nurse Safeguarding (Adults & Children)**



## ACCOUNTABILITY

'I understand the role of everyone involved in my life and so do they'

## PARTNERSHIP

'I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.'

### We said we would . . .

- Cooperate with other strategic partnerships to prioritise and coordinate work streams that affect adults at risk, including; frauds/scams, forced marriage, violent extremism and sexual exploitation.
- Strengthen local arrangements to identify and monitor care settings where there may be increased risks of abuse and neglect.
- Be assured that local safeguarding arrangements support effective interagency working and information.
- Be assured that there are effective arrangements to share good practice and learn from SARs.
- Strengthen assurance that all partners contribute appropriately to local safeguarding work and have effective arrangements which are consistent with local multiagency safeguarding adults policy and procedures.
- Strengthen relationship with the Health and Wellbeing Board, Children's Safeguarding Board, Domestic Abuse Partnership and other key partnership bodies.

During 2014-15 SAB worked more closely with Prevent which is one of the four core elements of the Government's CONTEST strategy for countering terrorism. The other three elements are Prepare, Pursue and Protect. Prevent is a distinct part of the CONTEST Strategy focusing on early intervention through strategies which reduce

the likelihood of individuals supporting a violent extremist ideology or becoming terrorists. The SAB now has a representative from the Adult Protection Unit who links with Prevent meetings in order to discuss and agree ways of addressing the very real risks that some of these cases face.

The range of safeguarding issues continues to grow and includes human trafficking and modern-day slavery, female genital mutilation, domestic abuse, so called 'honour based violence' and violent extremism. These issues often affect both children and adults, including many adults who are not considered 'at risk' under the Care Act (2014). Overall responsibility for these areas is shared with the safeguarding children board or other strategic partnerships, making effective multiagency working even more complex and challenging. Sexual exploitation is now also included and to address this the Adult Protection Unit cooperates closely with child sexual exploitation services to ensure intelligence is exchanged.

The Police report that Hate incidents in the Bradford district have gone up from 870 per year to over 1,300 and the rise of reported domestic abuse and mental health incidents are putting further strains on staff.

Self neglect was a big focus during 2015-16. The SAB worked with partners both locally and across the region to develop procedures to allow us to respond appropriately to Self Neglect. Self neglect is now an element of safeguarding as defined by the Care Act 2014.

As Head of the NPS for Bradford and Calderdale I am a member of the Bradford Domestic Abuse Strategic Board and we are always represented on the SAB and relevant sub-groups if appropriate. The National Probation Service make referrals to the Local Authority where NPS staff assess that an adult is experiencing or is at risk of experiencing abuse or neglect, including financial abuse, and is unable to protect themselves.

All Multi-Agency Public Protection Arrangements (MAPPA) category offenders are screened and if required a Multi-Agency Public Protection meeting is held to ensure agencies are working together to protect the public and service users.'

'Our safeguarding leaders co-operated with other strategic partnerships which has helped to prioritise work in areas such as frauds/ scams, forced marriage, hate crime, violent extremism, sexual exploitation and human trafficking. We have also worked with other agencies on PREVENT, which enabled us to focus on protecting individuals at risk from becoming radicalised before any criminal activity took place.

**Maggie Smallridge Head of the National Probation Service (Bradford and Calderdale)**

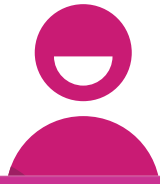
Specialist practitioners from the Safeguarding Team have developed effective partnership working on domestic abuse. This involved working with the Police, Local Authority, Education and Domestic Violence Services. Good working relationships have been forged out of a unifying aim to safeguard victims regarding the effects of domestic abuse. Regular communication and timely safety planning has improved outcomes for adults at risk and their families. The Trust last year seconded a specialist safeguarding practitioner into the Adult Protection Unit (APU) and learning from this experience will help to develop the safeguarding service. The post has proved invaluable in forging closer working relationships with the APU and other agencies.

**Amanda Lavery Safeguarding Service Manager & Alison Wright, Named Nurse Safeguarding (Adults & Children) Bradford District Care Foundation Trust**

Bradford Teaching Hospitals NHS Trust has been involved in several collaborative work streams. One example is the group that developed the district wide strategy for tackling domestic and sexual violence 2016-2020. We have developed a Policy in the Trust to guide staff on how to identify and support Patients or service users who are suffering from abuse. We have also developed our capacity and went from two to three members of the team. Our Lead team member is from a nursing background in mental health, and we have two specialist practitioners from nursing and social work backgrounds. They all have extensive safeguarding adults experience.

**Sally Scales – Deputy Chief Nurse Bradford Teaching Hospitals NHS Foundation Trust**

# Working with Care Providers



There has been lots of effective partnership working. We work hard to align so many organisations and all work towards the same end result e.g. the CCG Safeguarding, Quality and Continuing Healthcare Teams work closely with the Local Authority and CQC, sharing information about our care homes and helping to support improvements in safeguarding or the quality of care where there are concerns.

**Nancy O'Neill Director of Collaboration – Bradford District, Bradford City and Airedale, Wharfedale and Craven CCGs**



The SAB works closely with our Care Providers to ensure that they are confident at recognising and responding to abuse. We provided training to around 230 people from across the Independent Sector; this included residential and home care providers.

During early 2016 the LA and CCGs implemented an Integrated Serious Concerns Procedure that sets out a new approach to the contract management of risks across health and social care providers across the District. Where things do go wrong, and services fail it is important that Service Users and significant others know what will happen next. This quality approach will set out what will happen. It will outline the process and roles and responsibilities for the Commissioners' employees and Providers to ensure that things are improved for the person concerned and other people are not similarly affected.

The procedures have been published in the recent Integrated Framework Tenders for Personalised Care and Support, Residential and Nursing services and are underpinned with template documentation to ensure consistency and transparency. This enables us to publish how we will manage areas of non-compliance or where a home receives inadequate ratings from the regulatory body CQC.

Providers who have been supported by operations management have given positive feedback regarding the benefits of this 'critical friend' approach and stated that the support has enabled them to review their systems, procedures and documentation, where required, to develop their organisations.

**Susan Anderson-Carr Assistant Director Integration and Transition  
City of Bradford MDC**



# Safeguarding Week 19th- 23th October 2015

## *'A Great Success'*

It is the fourth time we have held a multi-agency joint adult and children's Safeguarding Week and we are very proud of the commitment and enthusiasm from partners and services, including young people and service users who organise and deliver events throughout the week.

The theme 'Safeguarding - It's Everybody's Business' was used to promote the week on brochures, banners on partner organisations' websites and email signatures.

It proved a very successful week with many opportunities for learning and development. There were 60 organised events advertised through the brochure, local radio and the Bradford Safeguarding Children's Board website and feedback indicates that about 1,200 participants attended a mixture of full day conferences, half day sessions, drop-in



sessions and full day courses. There were also displays and drop in opportunities all over the district.

The week proved a great opportunity to raise awareness of safeguarding children, adults and domestic abuse. It was a real example of partnership working both in putting the programme together and delivering the sessions. There were many opportunities for staff from a range of adult and children service providers to learn and develop together.

## **SAFEGUARDING BINGO WORKSHOP**

Throughout the week the Safeguarding Voice group delivered a Safeguarding Bingo Workshop to support, care and housing providers in the Bradford district. The aims of the workshops were to raise awareness of different types of abuse and discuss the ways to report and stop abuse, in a fun and interactive way. The Voice Group had previously delivered a number of these sessions during last year's Safeguarding week and they were a great success. Nine sessions were successfully delivered to 101 people throughout the week. Double the amount delivered in the previous year!

This year the Voice Group is again proud to have delivered a series of Safeguarding Bingo workshops. Safeguarding Bingo aims to educate and empower people, raise awareness of different types of abuse and explain the ways in which abuse can be reported and stopped. The bingo session was reviewed this year by the Training Task sub-group and was updated to include on-line and social media abuse.

The group have committed to training others in the District to learn how to deliver safeguarding bingo. The aim is to empower people to become Safeguarding Champions in their own organisations. Training Sessions have been scheduled for September and October 2016.

# Safeguarding Week 2016



**Safeguarding Week**

It's everybody's business

17th 18th 19th 20th 21st

**October 2016** #BradfordSafeguardingWeek

**Programme of learning events**

**SAFEGUARDING ADULTS BRADFORD** **Bradford BISCIB** **BRADFORD** working in partnership

The focus of Safeguarding Week 2016 is to provide a range of learning and development opportunities for staff and volunteers working in the sectors of safeguarding children, adults and domestic abuse.

Safeguarding week will run from Monday 17th October to Friday 21st October 2016.

Safeguarding Week 2016 programme is now available on-line:

[www.bradford-scb.org.uk/safeguarding\\_week\\_2016.htm](http://www.bradford-scb.org.uk/safeguarding_week_2016.htm)



The team is putting on innovative training sessions for professionals about MSP during Safeguarding Week in October 2016.

**Amanda Lavery Safeguarding Service Manager & Alison Wright, Named Nurse Safeguarding (Adults & Children) Bradford District Care Foundation Trust**



Delivering Safeguarding Bingo Incommunities – 20 October 2015

## Listening to your views . . .

The Safeguarding Voice Group has been running since 2011. It's the Board's community reference group made up of service users, carers and members of the general public. All members have an interest in safeguarding adults.

The group aims to:

- listen to people's views and experiences of safeguarding adult issues and work
- help the Board towards improving services and how things are done to safeguard adults better in the district
- help people speak up, have a voice and keep everyone safe.



Jonathan Phillips, SAB chair at September's Voice Meeting

It's been a busy year for the Voice Group; this is what Voice has been doing over the past 12 months:

What we discussed . . .	What we did . . .
<p><b>Keeping everyone safe</b></p>	<p>As a result the Voice group has developed a Toolkit 'Keeping People Safe in your organisation' which includes questions and a checklist. The Toolkit will be published in the Summer, 2016.  <a href="https://www.bradford.gov.uk/media/3159/keeping-people-safe-in-your-organisation-toolkit.docx">https://www.bradford.gov.uk/media/3159/keeping-people-safe-in-your-organisation-toolkit.docx</a></p>
<p><b>Making safeguarding adults information on the website accessible</b></p>	<p>The Voice group has been reviewing and updating pages relating to safeguarding adults on the Councils website.                      The new information will be changed over on the website by the end of Autumn, 2016.</p>
<p><b>Making safeguarding adults information accessible for staff, volunteers and carers</b></p>	<p>Bradford Talking Media have produced a Simple Guide to Safeguarding Adults.  <a href="https://www.bradford.gov.uk/media/3081/simple-guide-to-safeguarding-adults-what-staff-and-volunteers-have-to-do.pdf">https://www.bradford.gov.uk/media/3081/simple-guide-to-safeguarding-adults-what-staff-and-volunteers-have-to-do.pdf</a></p>
<p><b>Raising Safeguarding Awareness with service users, carers and the general public</b></p>	<p>Bradford People First took the lead in producing a series of short films on how to report abuse in different ways. The films were launched during Safeguarding Week 2015 and are available on YouTube.  <a href="https://www.youtube.com/channel/UCodDZ_5e0AzdWv5bis494DQ">https://www.youtube.com/channel/UCodDZ_5e0AzdWv5bis494DQ</a></p>
<p><b>Educating and Empowering Voice Members</b></p>	<p>In June 2015, the Hate Crime Project from Bradford People First came and ran a session with Voice members on Hate and Mate Crime.</p>

# SAB Improvement Programme 2016/17

During 2016/17 we intend to strengthen the board by reviewing the Board Governance Arrangements and updating our Board Constitution.

Following the merger of the board sub-groups in early 2016 the SAB will continue to work on detailed delivery plans for each of its sub-groups to facilitate smarter ways of working of delivering our strategic plan.

We will continue to improve the use of data from across the district to ensure that our delivery plans accurately reflect the safeguarding needs for the district.



Safeguarding Week launch event – 19 October 2015


## Training

In 2015-16 the SAB provided multi agency training to almost 1,000 people. Courses included Recognising and Responding to Abuse, Training Managers and additional trainers to support the ongoing development of the workforce across the district.

We also rolled out face to face training to 300 people to support the implementation of the Care Act 2014 and our Care Act e-learning package was successfully completed by 250 people from across the district.


Partner organisations continue to provide staff to help deliver multi agency training on behalf of the Board.

A screenshot of a web browser window showing an e-learning module. The browser address bar shows the URL: https://bradfordmdc.vctms.co.uk/TrainingRecord/CourseView.aspx?CourseId=37134&amp;sessionID=26988151&amp;digest=3857C10846CCC6C1D37E1871377B8C863EDBB1. The page content includes a header 'Relevant Legislation', a title 'The Care Act (2014)', and a text box explaining the act's importance for safeguarding adults. Below the text box are two buttons: 'Click to view full guidance' and 'BACK'. At the bottom of the page, there is a navigation bar with 'VIRTUAL COLLEGE' branding and various controls like 'Jump to page', 'Your Notes', 'Print', 'Glossary', 'Save', 'Help', 'Minimise', and 'Quit'. The Windows taskbar at the bottom shows the time as 09:46 on 28/07/2016.




In line with national guidance Bradford Teaching Hospital NHS Trust reviewed our training needs and as a result more people now get enhanced levels of training to ensure they have better awareness of adult safeguarding, can identify people who are at risk of abuse, and know what to do to support and protect them from harm.

**Sally Scales – Deputy Chief Nurse  
Bradford Teaching Hospitals NHS  
Foundation Trust**




'In 2015-16 we have updated the Trust's mandatory training as a result of emerging trends such as human trafficking and radicalisation. Our Organisation also reviewed its training needs to incorporate multi-agency training. Our focus in the coming year will be to develop a more robust annual audit plan to ensure that policy continues to translate into practice'

**Elaine Andrews, AD nursing and  
safety ANHST**




In 2015-16 we trained staff involved in safeguarding to make sure they keep up-to-date with changes in the Care Act. We now have approximately 30 staff and officers working in adult safeguarding who all need to understand changes in the process of referring adults at risk to services that can support them. In the coming year we will continue to Chair the Communication engagement and Training Subgroup and further develop our sub group implementation plan to support the delivery of the strategic plan.

**Terry Long – West Yorkshire Police**



To underpin the strategic importance of safeguarding adults the National Probation Service have introduced a mandatory, one-hour e-learning module which all staff must pass. This is to ensure that everyone is at the same level of understanding about key issues'

**Maggie Smallridge Head of the  
National Probation Service (Bradford  
and Calderdale)**



The CCG Safeguarding Team give two days a month to help deliver the Multi Agency 'Role of the Safeguarding Manager Course'

Nancy O'Neill Director of  
**Collaboration – Bradford  
District, Bradford City and  
Airedale, Wharfedale and  
Craven CCGs**

# Safeguarding Adults Board Financial Arrangements

Safeguarding is funded primarily by the Council with contributions from the NHS Clinical Commissioning Groups (CCGs) and the Police. Bradford District Care Trust (BDCT) funds a Safeguarding Adults Co-ordinators Role and all partners contribute to

the Safeguarding Adults Board Sub-groups and Project Groups.

In 2014-15 we said that we would develop a more detailed budget - This work is ongoing.

<b>Salary costs</b> This includes the Independent Chair's fees, the salaries of key staff who support the board, and a proportion of the salaries of other staff with wider responsibilities.		<b>170,343.08</b>
<b>Travel</b> (staff and Service Users		<b>587.44</b>
<b>Hospitality</b>		<b>10.35</b>
<b>Facilitator</b>	<b>(SAB Dev Day)</b>	<b>675.00</b>
<b>Printing</b>	<b>(SAB Booklets, posters etc)</b>	<b>1,412.15</b>
<b>Safeguarding event</b>		<b>900.00</b>
<b>Membership AEA</b>		<b>52.00</b>
<b>Total</b>		<b>173,980.02</b>

## Strategic Plan for 2015-18

This is the strategic plan for the SAB for the next 3 years. It will be updated annually and is supported by a detailed delivery plan

It is informed by consulting with people who use services and carers along with the partner self assessment carried out during the year and analysis of data and performance.

### Empowerment and proportionality

In partnership with communities and local organisations, the SAB will work to support people to make their own safeguarding decisions, whilst acting in a proportionate way to protect those who can't make decisions for themselves.

To do this, the SAB will work with its partner agencies to:

- Be assured that 'Making Safeguarding Personal' is implemented across Bradford and that agencies empower people to achieve the safeguarding outcomes they want.
- Ensure that SAB and services in Bradford have fully embedded the empowering ethos of the Care Act within safeguarding arrangements
- Ensure the range of locally available independent advocacy supports the empowerment of adults at risk.
- Make sure that it incorporates service user and carer perspective by creating opportunities to listen to their stories.

### Prevention and protection

The SAB will work with the full involvement of all partners and people who use services, to be assured that people are supported to feel and be safer, when they are at risk of, or experiencing abuse or neglect.

To do this, the SAB will work with its partner agencies to:

- Raise the profile of SAB's activities with communities and organisations who are less aware of adult safeguarding.
- Be assured that support to carers is helping prevent carer stress and abuse or neglect.
- Help people who have experienced abuse or neglect to be more resilient and to feel and be safer in the future.
- Identify ways in which individuals may be better protected by working with people who have caused abuse.

### Partnerships and accountability

The SAB will work jointly with communities, agencies and other strategic partnerships to make sure that everyone meets their obligations and makes the best use of available resources to tackle abuse and neglect of adults at risk.

To do this, the SAB will work with its partner agencies to:

- Cooperate with other strategic partnerships to prioritise and coordinate work streams that affect adults at risk, including; frauds/scams, forced marriage, violent extremism and sexual exploitation.
- Strengthen local arrangements to identify and monitor care settings where there may be increased risks of abuse and neglect.
- Be assured that local safeguarding arrangements support effective interagency working and information sharing.
- Be assured that there are effective arrangements to share good practice and learn from Safeguarding Adults Reviews.
- Strengthen assurance that all partners contribute appropriately to local safeguarding work and have effective arrangements which are consistent with

local multiagency safeguarding adults policy and procedures.

- Strengthen relationship with the Health and Wellbeing Board, Children's Safeguarding Board, Domestic Abuse Partnership and other key partnership bodies



## Members of the Safeguarding Adults Board 2015-16

### **Independent Chair**

Jonathan Philips

### **City of Bradford Metropolitan District Council**

#### **Department of Adult and Community Services**

Janice Simpson, Strategic Director Adult and Community Services (to June 2015)

Bernard Lanigan from June 2015.

Susan Anderson-Carr, Assistant Director - Integration & Transition

Fred Bascombe – Operational Services

Robert Strachan, Senior Adult Protection Coordinator

Kathryn Lamb – Programme Management

#### **Housing:**

Yusuf Karolia, Head of Housing Access, Strategy and Homelessness

#### **Department of Environment and Sport**

Val Balding, Community Safety Partnership, Domestic Abuse Partnership

### **West Yorkshire Police and Deputy Chair**

Terence Long, Detective Chief Inspector

### **Yorkshire Ambulance Service NHS Trust**

Sarah Gallagher, Named Professional for Safeguarding Adults

### **Bradford District, Bradford City and Airedale, Wharfedale and Craven CCGs**

Nancy O'Neil, Director of Collaboration

Matt O'Connor, Head of Safeguarding (Adults)

### **Airedale NHS Foundation Trust**

Elaine Andrews, Assistant Director for Patient Safety

Noel McEvoy, Named Nurse for Safeguarding

### **Bradford Teaching Hospitals Foundation NHS Trust**

Sally Scales, Deputy Chief Nurse

### **Bradford District Care Foundation NHS Trust**

Nicola Lees, Deputy Chief Executive and Director of Nursing BDCT

Cathy Woffendin, Deputy Director of Nursing and Specialist Services

### **West Yorkshire Fire and Rescue Services**

Thomas Rhodes, District Prevention Manager

Nazir Hussain, District Prevention Assistant

### **National Probation Services**

Maggie Smallridge – Head of Bradford and Calderdale NPS

### **West Yorkshire Community Rehabilitation Company**

Billy Devenport, Operational Manager

### **Incommunities**

Harry Whittle, Director of Estate and Support Services

### **Independent sector**

Konrad Czajka, R.N.H.A. Yorkshire Branch, Bradford Care Association

### **NHS England**

Sue Cannon, Director of Nursing and Quality West Yorkshire Area Team to January 2015

Emma Corbet, Quality & Safety Manager NHS England (Yorkshire & The Humber – commenced March 2015)

Currently Julie Finch, Deputy director of Nursing NHS England North (Yorkshire & Humber)

### **Stonham Housing**

Sheree Bosco, Senior Client Services Manager

### **Alzheimer's Society**

Paul Smithson, Support Services Manager

### **Choice Advocacy**

David Rosser, Director

### **Hanover (Housing)**

Tom Brown, Director of Extra Care and Services

### **Healthwatch**

Andrew Jones, Healthwatch Project Manager

### **Keighley and Ilkley Voluntary Community Action**

Andrew Makin

### **Safeguarding Children's Board**

Paul Hill, Bradford Safeguarding Children's Board Manager

Frank Hand

### **Strategic Disability Partnership/ Arthritis care group**

Gill Bowskill, SDP Representative

## **Sub-group Chairs**

### **Chair, Delivery Group**

Bernard Lanigan, Assistant Director - Integration & Transition

### **Chair, Training Task Sub-group**

Noel McEvoy, Named Nurse for Safeguarding to October 2014

Helen Hart, Safeguarding Manager (Adults), CCG's – commenced January 2015

### **Improving Practice Sub-group**

Matt O'Connor, Head of Safeguarding (Adults)

### **Chair, Performance and Quality Sub-group**

Mark Nicholas, Service Manager (Safeguarding and Performance Management) to May 2015

### **Chair, Communication and Engagement Sub-group**

Terence Long, Detective Chief Inspector  
Andrew Howard from September 2016

### **MCA/ DoLS Sub-group**

Fred Bascombe Service Manager (Adult and Community Services)

## Examples of Abuse

### Physical abuse

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Physical abuse is causing physical pain, injury or suffering to someone else.

**Some examples of physical abuse include:**

- hitting
- slapping
- pushing
- kicking
- burning
- not giving someone their medication, or too much medication or the wrong medication
- the use of illegal restraint for example, where someone holds another person by forcing them down
- inappropriate physical sanctions like locking someone up in a room or tying them to furniture

### Sexual abuse

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Sexual abuse is when someone does sexual things to another person who does not want it happening to them or may not understand what's happening

**Some examples of sexual abuse include:**

- forcing someone to have sex against their will, which is known as rape
- sexual assault
- touching
- making sexual remarks
- making someone take part in sexual acts, like made to watch sexual activity or films
- sexual exploitation

### Psychological abuse

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Psychological abuse is also known as emotional abuse. This is when someone says and does bad things to upset and hurt someone else.

Some examples of psychological abuse include:

- humiliating
- blaming
- controlling
- intimidating
- harassing

- verbal abuse
- bullying and cyber bullying
- isolating
- threatening to harm or abandon (leave someone in need)
- coercion
- stopping someone from seeing other people e.g. their friends and family
- stopping someone to have access to services or support

### Financial and material abuse

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Financial and material abuse is when someone takes someone's money or things without asking.

**Some examples of financial and material abuse include**

- theft, which is stealing money, benefits or things
- fraud
- misuse of a person's property or things
- internet scamming
- Putting pressure on someone to change their financial arrangements, such as wills, property or inheritance.
- misuse of any lasting power of attorney or appointeeship.

### Neglect and acts of omission

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Neglect is when someone says they are going to help someone by giving them care and support but they do not.

Acts of omission is when someone ignores situations when someone else is being neglected.

**Some examples of neglect include:**

- leaving someone alone for a long time
- ignoring medical or physical care needs
- failing to provide access to the right health or social care services
- withholding of medication, adequate nutrition and heating

### Organisational abuse

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Organisational abuse is when any form of abuse is caused by an organisation. It can include neglect and poor practice within a specific care setting such as a hospital or care home, or where care is given to someone in their own home.

### Self-neglect

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Self-neglect is when someone does not take care of themselves properly.

**Examples of self-neglect include, neglecting one's own:**

- personal hygiene
- personal health
- personal surroundings
- living in hoarding conditions

### Discriminatory abuse

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Discriminatory abuse is when someone says or does bad things to someone else because they are different to them.

People are treated unfairly because of their

- race or religion
- gender, gender identity or sexual orientation
- age
- disability

**Some examples of discrimination include:**

- harassment
- verbal abuse
- physical and psychological abuse
- hate incidents or hate crime

### Mate crime

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Mate crime is a form of disability hate crime.

It happens when someone pretends to be a friend and then uses, manipulates or abuses the person.

### Domestic violence and abuse

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Domestic violence and domestic abuse happens between people in relationships or family members. It is a pattern of behaviour which involves violence or other abuse by one person against another in their own home.

**Examples of domestic violence include:**

- emotional abuse
- physical abuse
- sexual abuse
- financial abuse
- honour based violence
- forced marriage
- female genital mutilation

### Modern slavery

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Modern Slavery is slavery that happens today. Slavery is when someone is forced to work or do other things they don't want to.

It's a growing problem that can happen to men, women and children. People are treated like slaves; they are forced and tricked into a life of abuse.

It's treating people in an inhumane way which means when someone is cruel and does not treat people like humans. Does not have compassion and makes people suffer.

**Modern Slavery can take many forms some examples include:**

- trafficking people where the traffickers are the slave masters
- forcing someone to work, they can be made to work for free in a shop, in a factory or even sell sex
- forcing someone to be a domestic slave and not letting people have their own life If you or someone you know have been abused, contact.

## What should I do if I think someone is being abused?

If you have been told or notice abuse or neglect:

- Ensure the immediate safety and welfare of the adult and any other person at risk
- If urgent attention is needed for health or safety dial 999
- If a crime needs to be reported call the Police

on 101

- Preserve any evidence
- Accurately record the incident, any action or decisions. Make sure you sign it and add the date and time

## If you or someone you know have been abused, contact . . .

### The Police

- For emergencies 999
- For non-emergencies and advice 101
- Open all day and all night.

### Bradford Council

If you think an adult is at risk of abuse or you are worried that someone might be abused raise your concern at:

[www.bradford.gov.uk/makeanalert](http://www.bradford.gov.uk/makeanalert)

If you are unable to complete the online form call the Adult Protection Unit on 01274 431077

Monday to Thursday: 8.30am to 4.30pm

Friday: 8.30am to 4pm

Out of Hours Emergency Duty Team

Telephone 01274 431010 (outside office hours)

Monday to Thursday: 5pm to 7.30am

Friday to Monday: 4.30pm to 7.30am

## What do we do when we receive a concern?

When the concern is received we must first find out if the person is facing such a risk.

Sometimes we find that, happily there is no abuse or neglect; sometimes people do not want any help to stop what is happening to them but in most cases health, social care, Police and other agencies work together to help the person live a safer life.

If the abuse is within a care setting we work with the care provider, the service commissioners and the regulators CQC to ensure it is stopped.

## Bradford Safeguarding Adults Activity 2015-16

This section details a range of information about adults at risk of whom safeguarding concerns and enquiries were opened during the reporting period 2015-16. It also contains details for safeguarding enquiries which concluded during the year. Bradford data collection meets the requirements of the Health and Social Care Information Centre (now known as NHS Digital) Safeguarding Adults Collection (SAC) which is the mandatory data return for enquiries made under Section 42 of the Care Act 2014 (referred to in the report as Section 42 enquiries). All data is scrutinised and used to inform prevention work and reviews of guidance and policy.

This is the first report since safeguarding adults became a statutory duty on the 1st April 2015 when the Care Act came into effect. Terminology and definitions have changed from previous publications to meet the Care Act requirements.

A safeguarding concern is where the council is notified that an adult is at risk of abuse which instigates an investigation under the local safeguarding procedures. This initial investigation may then develop into a formal investigation known as an enquiry. Enquiries categorised as open during the year may not necessarily be concluded during the reporting year.

In 2015-16 Bradford Council Adult Protection Unit received 4,504 concerns. This figure continues to rise year on year, with a 17% increase on the previous year.

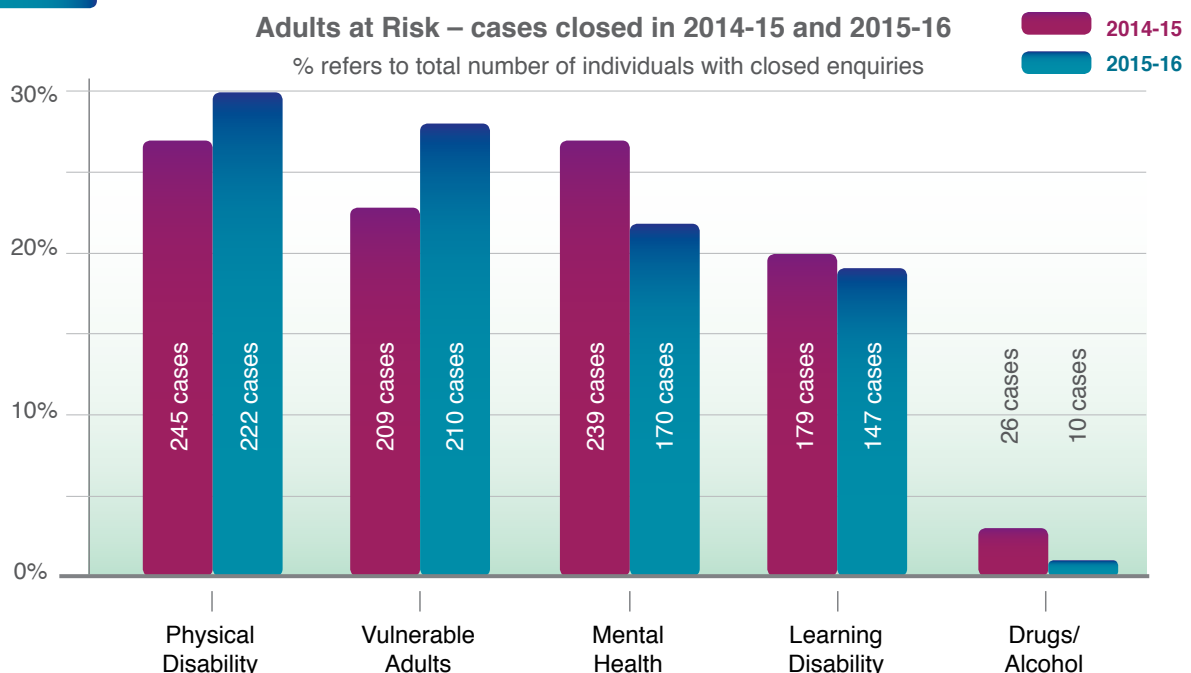
Out of the 4,504 concerns raised, 1,036 (23%) were screened out on the basis that they sent in error, they were duplicates or they were not relevant to adult protection.

This left 3,468 concerns that required initial investigation to establish if they were to progress through the full safeguarding enquiry process.

### The outcome of the 3,468 was as follows:

- 2,472 (71%) were subsequently 'closed as a concern only'. This means that following initial fact finding it was identified that no further action was required and the case was closed.
- 996 concerns that progressed to the enquiry stage.
- Of the 996, 30 went through the process but the outcome was recorded as Non Section 42 when the case was closed.
- This left 966 section 42 cases that went through the full safeguarding enquiry process.

GRAPH 1



In 2015-16 people with Physical Disabilities requiring support were most often reported to Safeguarding in Bradford.

This is in line with the national picture where physical support is the highest category at 42% of all individuals with section 42 enquiries.

## Enquiries by Type of Risk

Graph 2 shows the distribution of type of risk (i.e. the type of abuse that was recorded as having taken place).

Nationally new categories were introduced under the Care Act; these include modern slavery and sexual exploitation

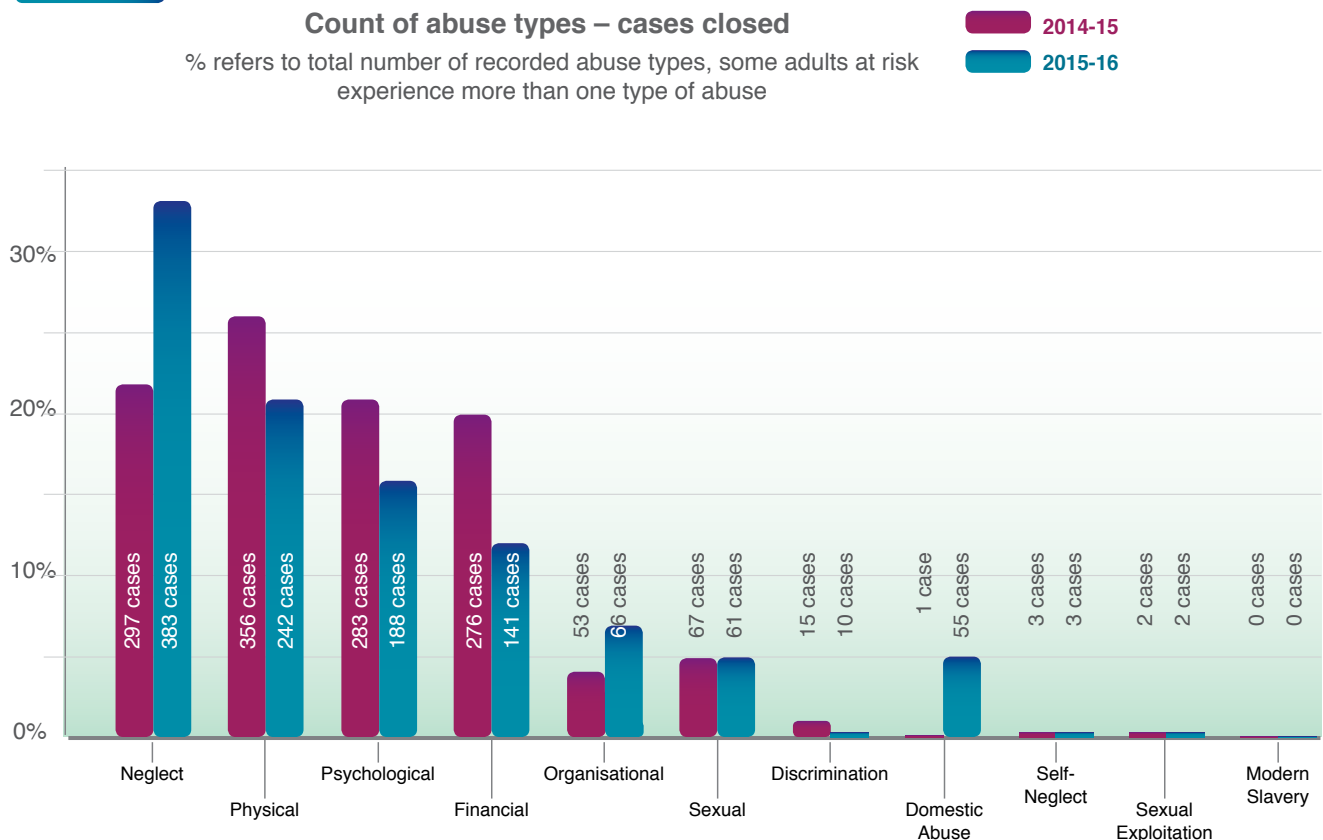


Hanover Housing Residents Event – 28 January 2016

GRAPH 2

### Count of abuse types – cases closed

% refers to total number of recorded abuse types, some adults at risk experience more than one type of abuse



2015-16 saw a significant increase in the category neglect in Bradford, an 11% increase on the previous year. Nationally this was also the most common type of risk recorded accounting for 34% of all risks recorded.

Physical abuse has dropped by 5 % from 356 to 242 in 2015-16. We need to undertake additional work to understand why.

There were only 3 cases of self neglect reported during 2015-16 however the SAB will work on guidance during 2016/17 to ensure that people understand self neglect as a type of abuse.

As can be seen on Graph 3 there has been a 19% increase in Care Setting as the location of risk and a decline of 16% in Own Home. This is not in line with National Data for this period which concluded that the most common location of risk was the persons own home. We will undertake further analysis as to establish the reason why this has changed and differs to the national picture.

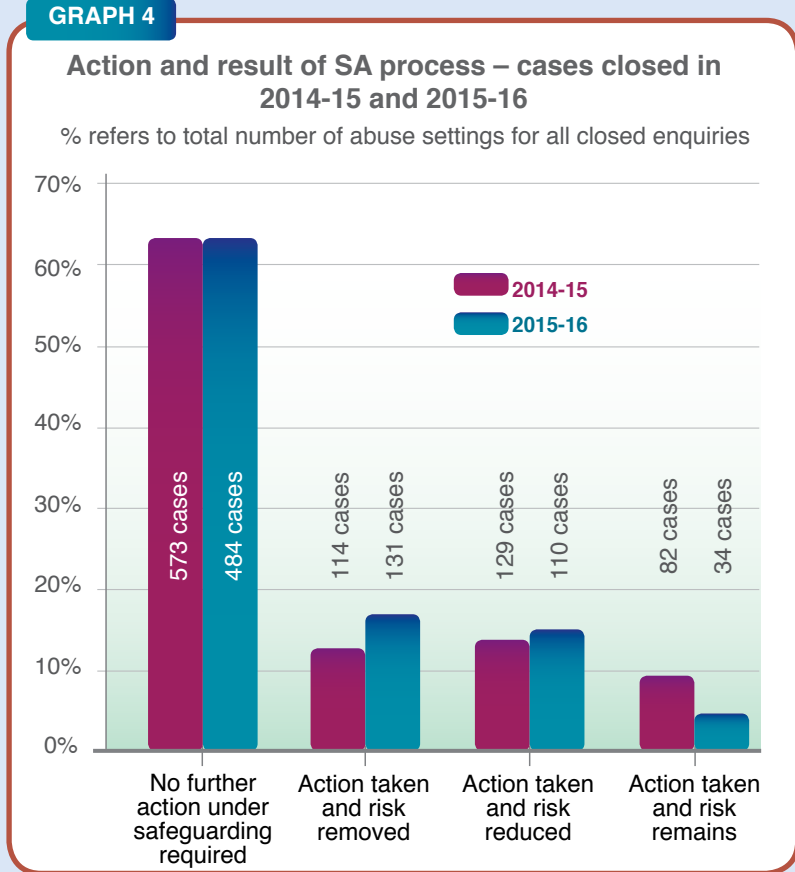
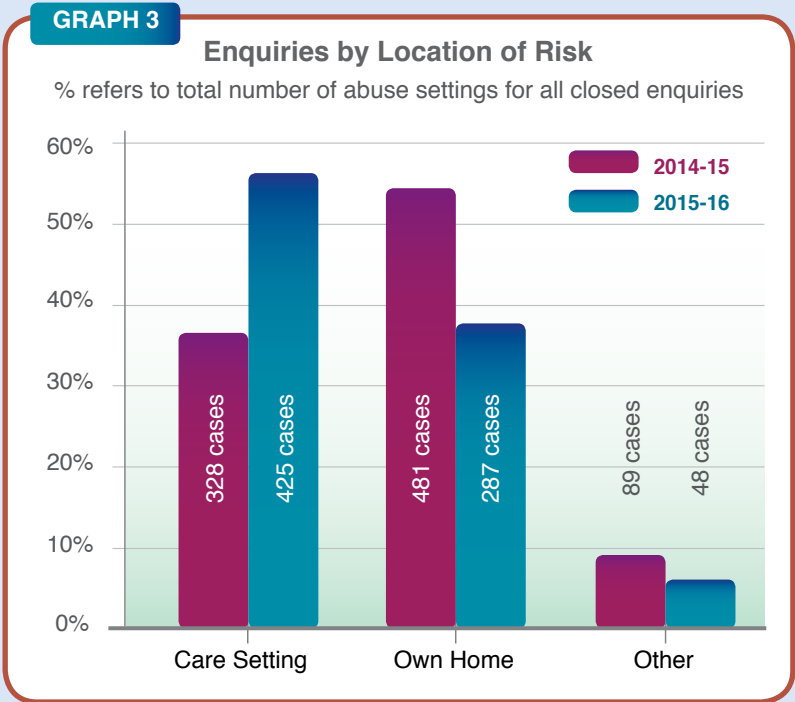
### Enquiries by action Taken and Result

Following a safeguarding enquiry a decision is taken regarding whether actions needed to be taken as a result.

Graph 4 shows the percentage distribution of concluded safeguarding enquiries by the action taken and outcome of the action.

As can be seen on Graph 4 there is some improvement in reducing risk during this year.

However Bradford currently records 64% of closures as no further action which is high compared to the national average of 25%. One of the main reasons for this we believe is our current recording system is limited in its recording abilities. We are in the process of moving to a nationally recognised case management system which will improve reporting accuracy in the future and also improve our ability to produce shared data with our partner agencies.



### Case conclusions

There were 759 cases closed in 2015-16 which was an 11% increase in this year in relation to the number of received enquiries.

For 2015-16 National Data set please go to:

**NHS Digital – Safeguarding Adults Annual Report England 2015-16**  
<http://content.digital.nhs.uk/article/2021/Website-Search?productid=22101&q=title%3a%22Safeguarding+Adults%22&topics=13206&sort=Relevance&size=10&page=1&area=both#top>  
 and the Safeguarding Adult Collection (SAC) Comparator Dashboard  
[content.digital.nhs.uk/catalogue/PUB21917/SAC\\_1516\\_ann\\_e\\_comparator\\_dashboard.xlsx](http://content.digital.nhs.uk/catalogue/PUB21917/SAC_1516_ann_e_comparator_dashboard.xlsx)







**SAFEGUARDING  
ADULTS  
BRADFORD**

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