

Brighton & Hove

**Safeguarding Adults Board**

**ANNUAL REPORT**

**2010/2011**

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## 1. Foreword from Denise D'Souza, Chair Brighton & Hove Safeguarding Adults Board.

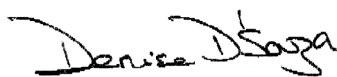


I am pleased to introduce this annual report of the Brighton & Hove Safeguarding Adults Board. This report sets out the work that has been achieved over the last year to help keep vulnerable adults at risk of harm or abuse in Brighton and Hove safer from being abused or neglected, and makes clear the priorities for the year ahead. It also shows data on the referrals and investigations that have been undertaken over the last year, showing the types of abuse that vulnerable people suffer, and where the abuse is alleged to have taken place and how we are receiving reports about abuse.

This year has seen the launch of the revised Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk. This required a joint piece of work between the East Sussex, West Sussex and Brighton & Hove Safeguarding Adults Boards, and has resulted in clear agreement across Sussex as to the process for alerting and investigating concerns, which gives consistency for residents, and for organisations which are working across the 3 areas. The Policy and Procedures are now available via the internet, and are able to be updated regularly, so they can reflect any National changes and local arrangements. This is the key document for all staff working with adults at risk of harm or abuse to be aware of, to have read and to be working to, so the Brighton & Hove Safeguarding Adults Board would expect all staff to have read the relevant sections for their role, and to have familiarised themselves with the key changes from the previous procedures.

The quality of safeguarding work remains a key priority, and there has been an ongoing focus on the auditing of safeguarding work this past year. Any required improvements such as changes to staff training, are fed back to the Board for action. For the year ahead we want to continue as a Board to oversee improvement in this area, and will start to undertake multi-agency audits so that any wider lessons as to how organisations work together can be learned and acted upon.

It is really important that the message continues to be heard that safeguarding is everyone's business. The Board wants to ensure that everyone across the City knows how to recognise abuse, and report concerns, be that members of staff, family members and friends, and most importantly adults at risk themselves. We are therefore planning a campaign this year to raise awareness of adult abuse, and how to report it. It is essential we continue to raise our own and others' awareness of these issues and of the things each of us can do about this if we are to ensure Brighton & Hove is a safe place to live for everyone in our community.

A handwritten signature in black ink that reads "Denise D'Souza".

**Director of Adult Social Services / Lead Commissioner People**

## **2 Progress Report**

### **2.1 Progress on Key Priorities Identified by the Safeguarding Adults Board in 2010-11**

#### **Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk**

The revised Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk were published in July 2011, following a final consultation phase in March 2011 and are available on <http://pansussexadultssafeguarding.proceduresonline.com/index.htm>

These are web based and there is a planned yearly update to ensure any changes in national policy and guidance are included, as well as any emerging local practice issues and organisational learning, such as from Serious Case Reviews. A printable version of the procedures is available on the website, though it is the responsibility of staff to ensure they have the most up to date version if using a hard copy.

The next planned update for the procedures is May 2012.

#### **Quality Assurance**

Auditing of safeguarding investigations undertaken in Adult Social Care is now well established, and is reported quarterly to the Safeguarding Adults Board. Practice issues are fed back to investigating staff, so as to ensure ongoing improvement, and any training issues identified are raised in the Multi-Agency Training Group, so as to ensure that training and practice forums focus on improvements needed.

#### **Training**

In March 2011 the 6th Multi-Agency Safeguarding Adults Conference was held. This was attended by 120 staff from all partner organisations. The focus of the conference was the experience of a person who is subject to the safeguarding process, ensuring their views are sought, and heard and acted upon throughout. The main speaker was Liz Sayce from the Royal Association for Disability Rights with a talk entitled 'Rights, Protection and Independent Living'. Lucy Bonnerjea from the Department of Health also attended and gave a talk on safeguarding and empowerment, with messages coming directly from people consulted as part of the No Secrets review, as to what they want from safeguarding guidance and practice. A local Hate Incident awareness campaign was also launched at the conference, and various workshops were held including one called 'Hearing and Listening' led by Brighton Housing Trust staff and a resident representative, which focused on ways of ensuring that the views of adults at risk are sought and acted upon. A conference for March 2012 is in the process of being planned.

The Safeguarding Adults Competency Framework for social care and health staff continues to be completed for all staff in Adult Social Care, and all current staff, including senior managers, will have completed this according to their role in safeguarding work by April 2012.

#### **Data Collection**

From 1<sup>st</sup> May 2010, Adult Social Care staff started to use the database Care Assess for safeguarding work. Data collected is now more detailed and accurate. Care Assess also ensures a robust management sign off for all safeguarding investigations. Section 75 staff working within mental health teams in the Sussex Partnership Foundation NHS Trust do not have access to Care Assess database, but improvements have been made this year to ensure that accurate data is collected within the Trust, and that data collected meets national requirements.

Data for 2010-11 was reported to the NHS Information Centre for the first national mandatory collection of information regarding safeguarding and adults at risk. It was therefore possible to

benchmark data from Brighton & Hove with other comparison areas, and this data will be used as part of planning of safeguarding work.

### **Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS)**

Mental Capacity assessments undertaken by Adult Social Care staff were audited this year, and the key messages were reported to the Safeguarding Adults Board, and the MCA/DoLS Monitoring and Development sub group. Sessions for Adult Social Care managers were run by the MCA lead to pick up learning points, and a further audit is planned for the year ahead to ensure ongoing practice improvement.

## **2.2 Key Priorities for 2011-12**

### **Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk**

The revised Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk will be effectively implemented across all organisations who support adults at risk. All relevant staff will be aware how to access the procedures, and will familiarise themselves with any key changes from the Key Changes briefing, including revised guidance as to when to raise a safeguarding alert.

All training material and the Safeguarding Competency Framework will be reviewed and updated in line with changes to the procedures, including e-learning packages and accredited training.

The consistency of the implementation will be monitored mainly through the audit process and safeguarding data reported to the Safeguarding Adults Board.

### **Quality Assurance**

The audit process is to be updated to include a requirement for a multi-agency audit. Currently the audit considers the quality of the investigation undertaken and overseen by adult social care staff. It is planned to complete at least 2 audits per year that look at the role of all organisations involved in the investigation, such as police, health, housing or community safety teams. This learning will then be reported back to the Safeguarding Adults Board, and will be able to show how well the multi-agency procedures are being complied with, and what work needs to be undertaken to improve joint working and communication.

The audit process will also include a requirement to audit a certain number of concerns that are alerted, in which the decision is taken not to investigate under the safeguarding procedures, but for other actions to take place. The audit will look at the rationale for this decision, and whether the actions taken were appropriate.

### **Community Engagement and Raising Awareness of Adult Safeguarding**

A public awareness campaign will be planned to encourage greater understanding of adult abuse, how to recognise it and how to report concerns. Posters will be published, in consultation with various community groups, showing different scenarios of adult abuse in order to increase understanding as to the type of concerns people could gain support for. These will also be published as postcards with reporting contact numbers, so people can pick them up and keep them handy. The Safeguarding Adults section of the Brighton & Hove City Council website will give more information about each scenario, so people can read what happened next once the people depicted in the posters got support. The posters will also be shown on video screens in the Accident and Emergency areas of the Royal Sussex County Hospital.

Data monitoring the source of safeguarding alerts will be monitored to report on the effectiveness of this campaign, particularly focusing on the number of alerts from adults at risk,

family members and carers, and members of the public.

An information leaflet will be developed explaining how concerns are investigated under the safeguarding adults' procedures. This will help those people who require a safeguarding investigation to understand the process and what to expect.

### **Engagement of Adults at Risk and Carers in Safeguarding Work**

There will be continued work to improve the mechanisms for seeking the views and feedback of adults at risk and carers.

Information gathered through customer surveys and community groups regarding whether people feel safe in their community, and what safeguarding issues concern them, will be collated and used to plan safeguarding prevention work.

Views of adults at risk gathered at the close of a safeguarding investigation, regarding the safeguarding process, and the outcome for them, will be collated and used to improve the practice of investigating staff, and will also influence training and updates of safeguarding procedures and guidance.

### **Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS)**

There will be a focus across all statutory organisations represented at the Safeguarding Adults Board on quality assurance of mental capacity work. This will include ensuring that there are methods in place to monitor the quality of recorded Mental Capacity assessments, and that staff training ensures that staff are able to understand their responsibilities of implementing the Act in practice in line with their role.

## **3. Performance and Practice**

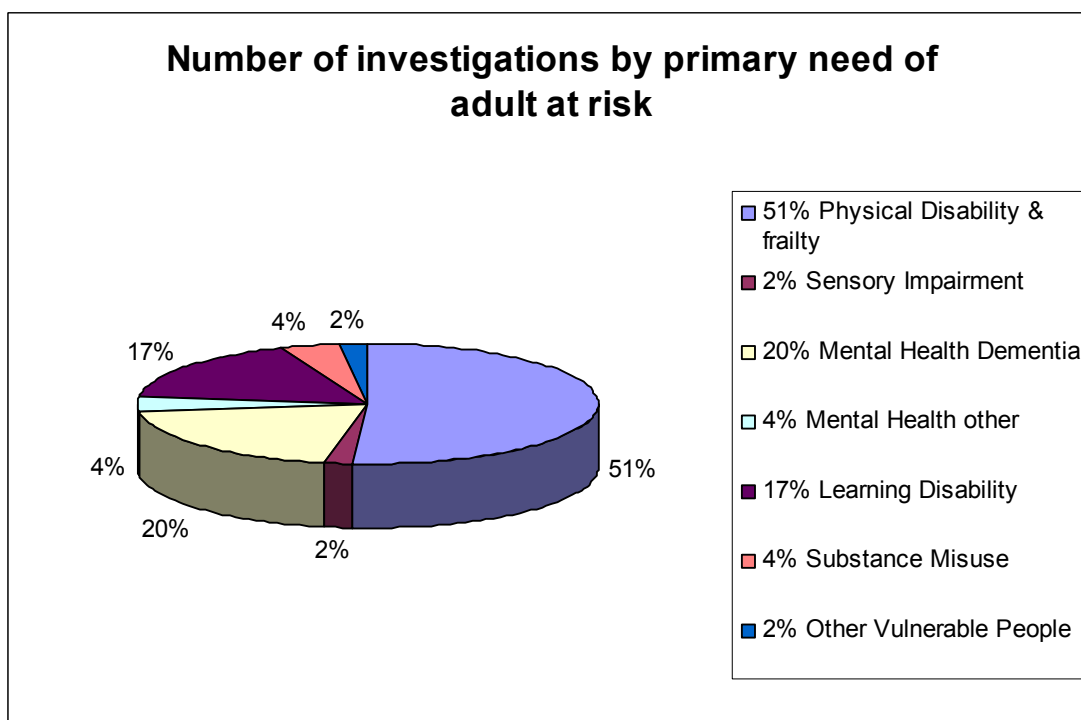
### **3.1 Summary of Main Points to Note**

- 1) The total number of safeguarding alerts raised in Brighton & Hove for the year 2010-11 (April –end March) is **1,154**. Last year the total was 1,288, so this is a 10% **decrease** from 2009-10. This is the first decrease in alerts since 2004, when data monitoring began. The yearly increase in alerts had already started to reduce last year with a 2% increase only. Prior to that increases were much larger between, 20 - 60%.
- 2) The number of alerts which required a safeguarding investigation this year totalled **665**. Last year there were 1,065 investigations. The percentage of alerts not required to be investigated under the safeguarding procedures last year was 17.3%. This year is was **42%**, showing a significant increase. This is likely to be due mainly to change in the safeguarding procedures in March 2010, which clarified the required response for all levels of investigations. The main change in the revised procedures is that the presenting information should show that there is a concern that harm has occurred/or appears to have occurred to an adult at risk. In the previous procedures (orange book) the presenting information was that an incident had occurred that had 'not adversely affected the well being of the vulnerable adult'. The current increase therefore in the percentage of alerts raised that are deemed by the receiving assessment team not to require a safeguarding investigation under the procedures may be due to alerting staff not being fully aware of the revisions in the procedures.

Data on safeguarding alerts which are linked to Hate Incidents and Domestic Violence can now be collected through Care Assess from Adult Social Care Teams. This was not possible this year for alerts which are received by staff working within the Sussex Partnership Foundation Trust, but is now being collected for year 2011-12. 11 alerts were linked to Hate Incidents. 69 alerts were linked to Domestic Violence.



### 3.2 Performance Data 2010 – 2011

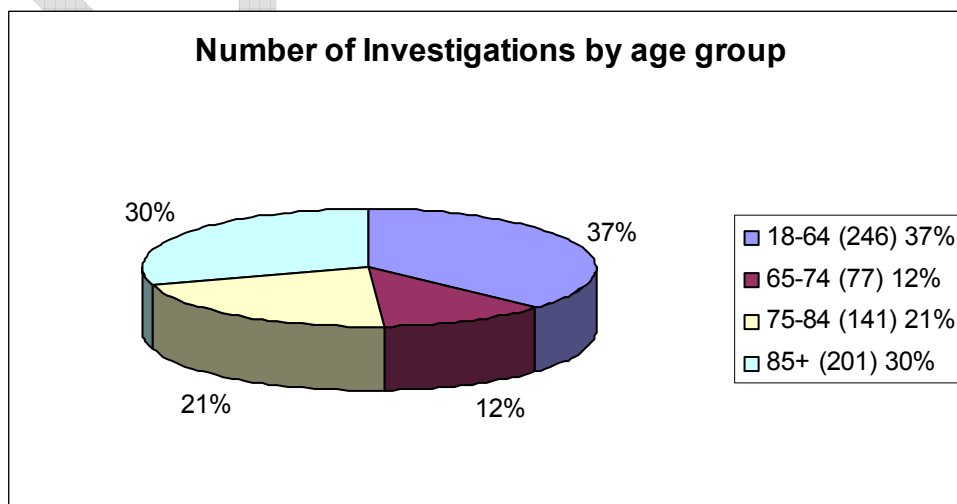


**Figure 1: Number of Investigations by Primary Need of Adult at Risk**

In figure 1 we can see that the primary need of the majority of people who require a safeguarding investigation is physical disability and frailty, followed by dementia and then learning disability.

This proportion has not changed significantly over the last few years. The only notable change is a decrease in the number of people with mental health needs requiring an investigation from 9% to 4%.

In 4% of all client groups the alleged victim was an informal carer. This is the same percentage as last year.



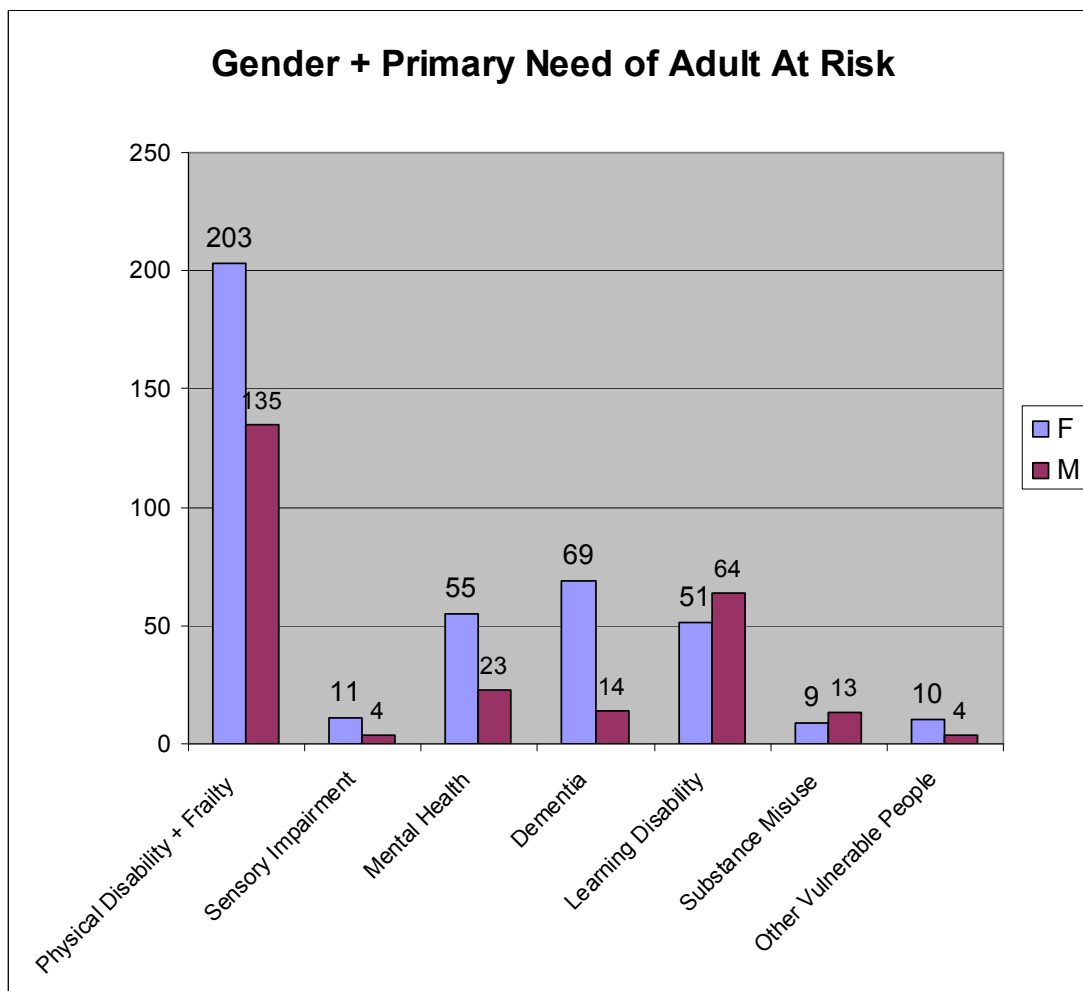
**Figure 2: Number of Investigations by age group of adult at risk**

In figure 2 we can see that risk of harm significantly increases into older age, particularly for

those over 85 years.

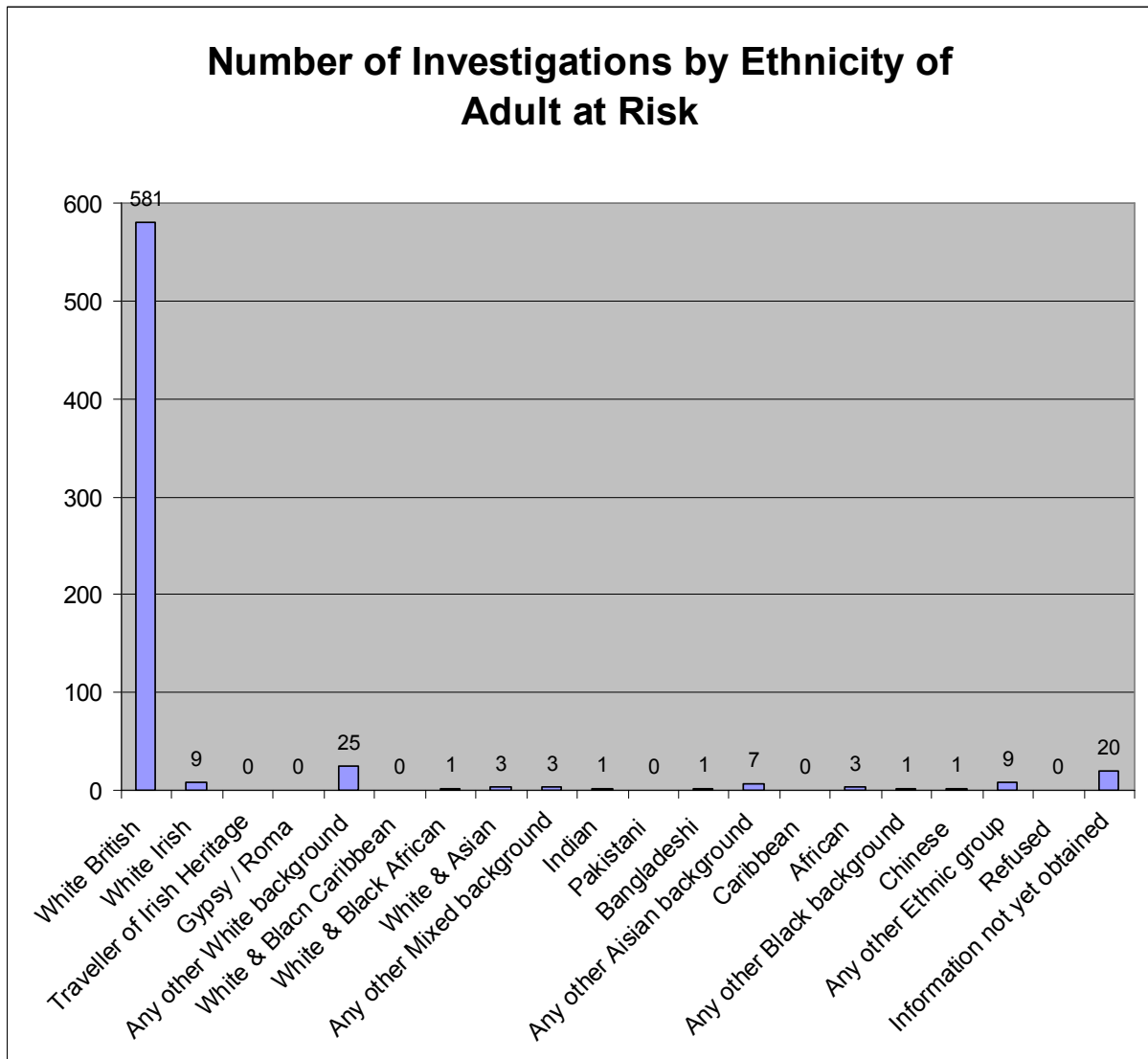
At over 85 years the most frequent category of alleged abuse is neglect, then financial. The most likely place for abuse of a person over 85 to take place is in the person's own home (49%) or a care or nursing home (42%). 7% of investigations into abuse of a person over 85 are in an acute hospital setting. This includes concerns about poor care and neglect.

In looking at the data for the person alleged to have caused harm to someone over 85 years, 36% are a family member or friend, 18% a Health Care Worker and 9% Domiciliary Staff.



**Figure 3: Number of Investigations by Gender and Primary Need of Adults at Risk**

In figure 3 we can see the number of investigations undertaken divided into the gender and the primary need of the adult at risk. Out of a total of 665 investigations 408 of the adults at risk were female, and 257 were male. As a percentage that is 61% women, 39% men.



**Figure 4: Number of Investigations by Ethnicity of the Adult at Risk**

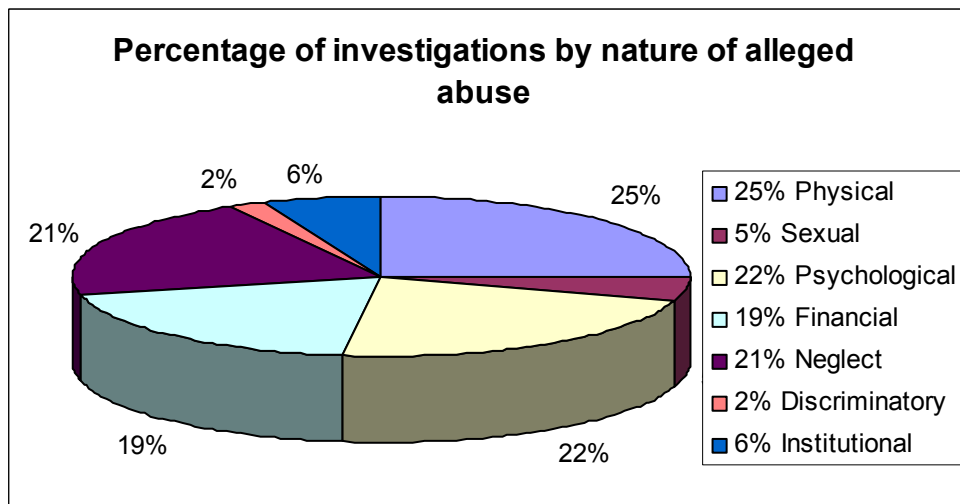
In figure 4 investigations for adults at risk with 'All White' ethnicity stand at 92%, all Black and Minority Ethnic (BME) at 5%. Not yet obtained is 3%.

The table below shows estimated resident population by broad ethnic group, mid 2009, figures are in thousands. (Source Office of National Statistics).

	Brighton and Hove		South East	England
	number	percentage	percentage	percentage
All persons	256.4			
<b>All White</b>	<b>227.1</b>	<b>89%</b>	<b>91%</b>	<b>87%</b>
White: British	208.1	81%	86%	83%
White: Irish	3.3	1%	1%	1%
White: Other White	15.7	6%	4%	4%
<b>All BME</b>	<b>29.3</b>	<b>11%</b>	<b>9%</b>	<b>13%</b>
Mixed	5.9	2%	2%	2%
Asian or Asian British	12.5	5%	4%	6%
Black or Black British	5.8	2%	2%	3%
Other	5.1	2%	1%	2%

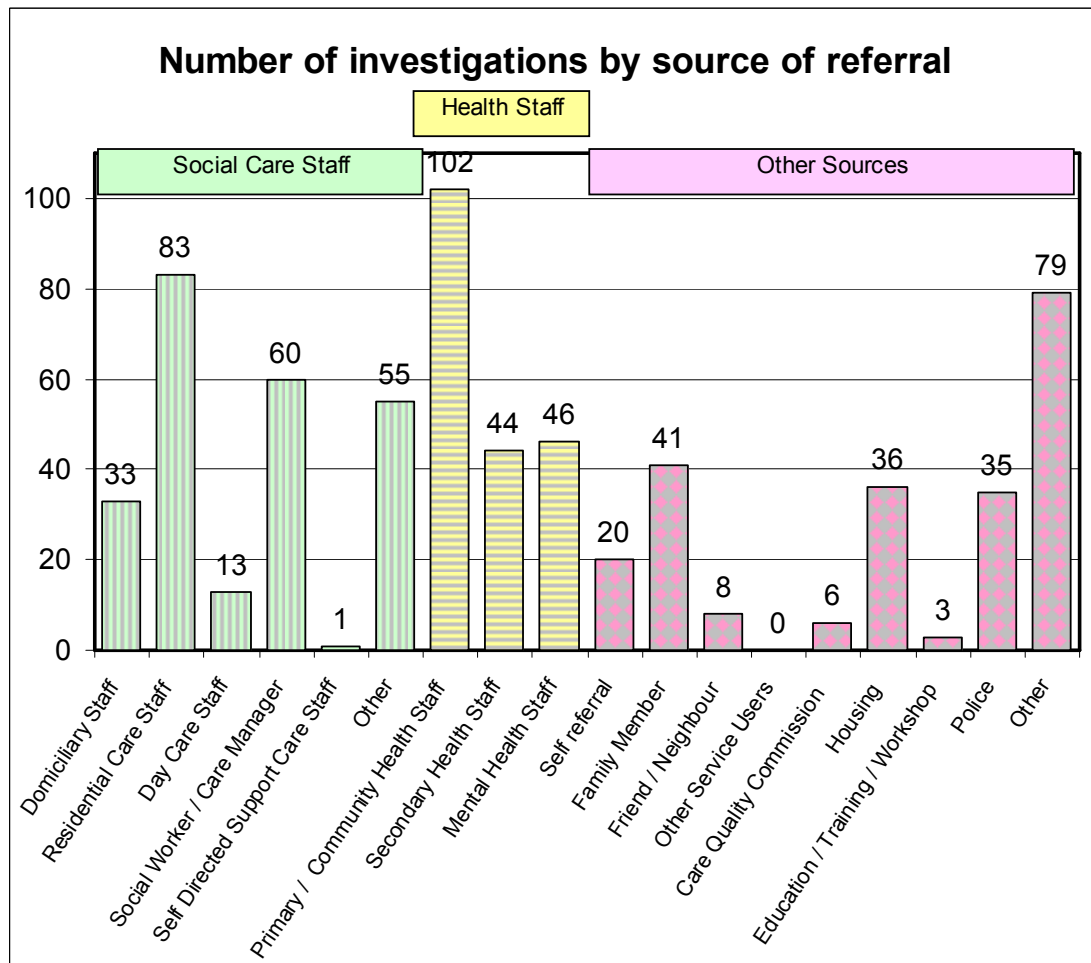
From this we can see that investigations for adult at risk from black or minority ethnic (BME) groups is low at 5% compared to the percentage of residents from BME groups as a whole at

11%. However, this data does not take into account ages. A high percentage of safeguarding investigations are regarding people of 65 years and over, and this age group may locally include fewer people from BME groups. This needs exploring further, and awareness raising of adult abuse and reporting processes for BME groups and forums is required as part of the awareness raising campaign



**Figure 5: Percentage of Investigations by the nature of the alleged abuse**

From last year investigations into allegations of neglect have increased from 15% to 21%. Investigations into discriminatory abuse have decreased from 9% to 2% and allegations of institutional abuse have increased from 1.7% to 6%.



**Figure 6: Number of Investigations by Source of Alert**

In figure 4 the data shows the source of alerts which went on to be investigated under the safeguarding procedures. The total number of investigations was 665.

36% alerts came from Social Care Staff, which includes the voluntary and independent sector.

29% came from Health Staff, 5% police, 5% Housing.

3% were self referrals from the adult at risk, and when alerts from family members/friends are included it makes 10% of all alerts. This figure is to be reviewed following the planned adult abuse awareness raising campaign, and will hopefully show an increase in self referrals and referrals from family members and other members of the community.

Only 1 investigation was undertaken following an alert raised by Self Directed Support staff. This indicates that there requires to be further exploration of this. This may indicate a misunderstanding of staff who log this information, as they may not be considering Personal Assistants as part of this category. Further data is required regarding the proportion of people using a personal assistant service compared to other types of support. It may also show that the Risk Enablement panel is managing risk well, and reducing any requirement for alerts to be raised, or that personal assistants are supporting adults at risk to raise concerns them selves directly.

'Other' as a category is 12%. A sample has been taken and looked into of those logged as 'other'. Some genuinely fit this category such as Ambulance Service and banks and advocacy services. However, some from the sample seem to be due to a lack of understanding that independent sector should be included in social care staff categories, and Housing

Associations should be included in Housing category. All relevant staff have now been informed of this and reminded of the correct data entry.



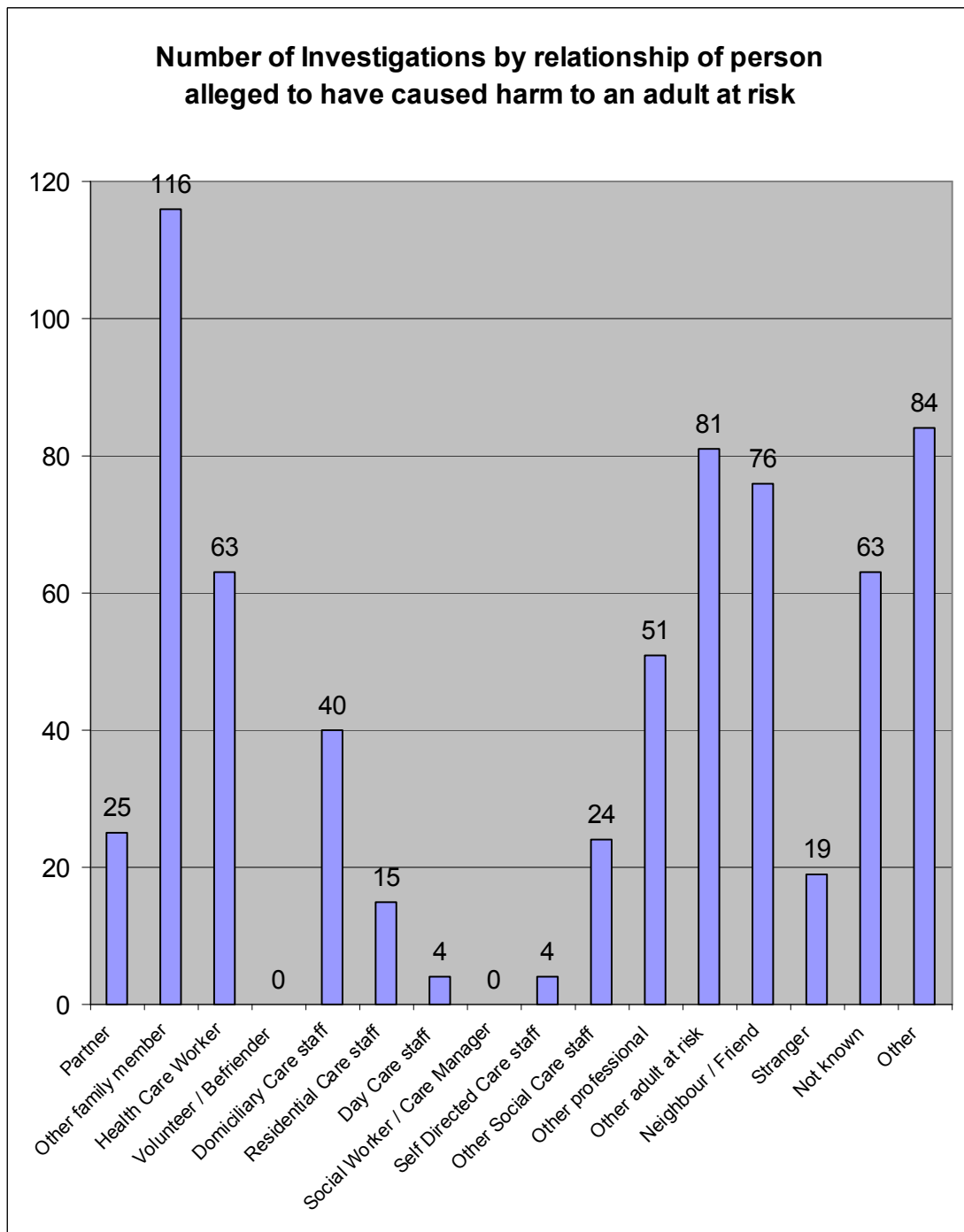
**Figure 7: Number of Investigations by Location the Alleged Abuse Took Place**

In figure 5 we can see that the person's own home is the most likely place for abuse to be alleged to take place, at 40% of all other logged locations.

If Care Homes and Care Homes with Nursing are combined, they come to 31%.

Acute and Community Hospitals come to 4.5%.

The majority of investigations where the adult at risk has supported accommodation are regarding people with learning disabilities, and are Level 1 investigations regarding incidents between residents, due to behaviour management issues.



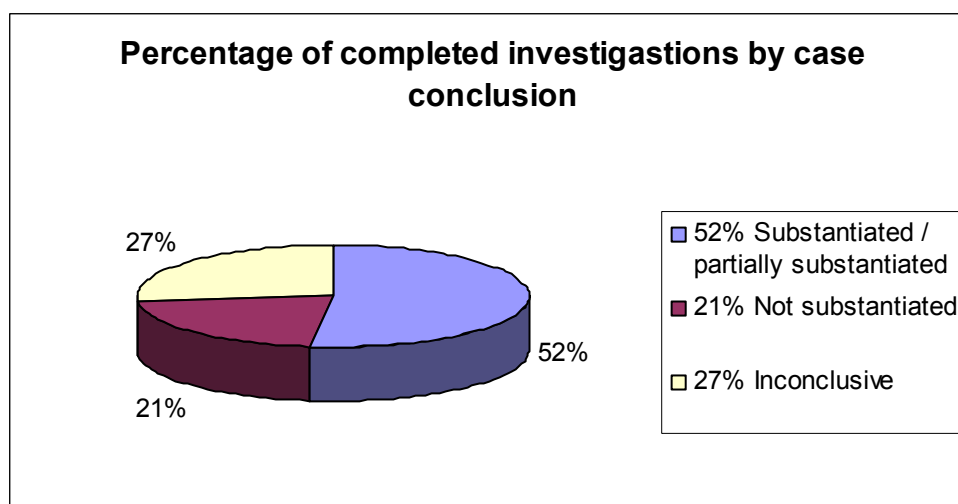
**Figure 8: Number of Investigations by Relationship of the Alleged Perpetrator to the Adult at Risk**

If the data regarding alleged abuse from a partner, family member, neighbour or friend are combined, this comes to 32% of all investigations.

Allegations about Social Care Staff, including staff from the independent and voluntary sector come to 13%, and Health Care Workers 9%.

Allegations regarding abuse or harm from other adults at risk are 12%.

The category 'Other' is high at 13%. A selection of these cases has been looked at, and in the main these appear to be due to errors in data entry, and to a lack of understanding of the categories. All relevant staff have now been informed of this and reminded of the correct data entry. This will be monitored in future data reports.



**Figure 9: Percentage of Completed Investigations by Case Conclusion**

Abuse or harm to an adult at risk has been substantiated in 52% of all investigations completed in 2010-11. This has increased slightly from 48.7% in the previous year.

Abuse or harm was not substantiated in 21% of all investigations undertaken, meaning that there was evidence, on the balance of probability, that abuse did not take place. This has decreased from 25.8% from the previous year.

Investigations that were Inconclusive have increased from 25.5% to 27%. This means that there was not enough evidence following these investigations to prove on the balance of probability that abuse happened or did not happen. This would still leave an element of doubt in these cases that abuse could have occurred, but was not proven.

Safeguarding audits will need to focus in the year ahead on investigations that are inconclusive, to reassure that they were robust and thorough investigations. This figure is to be monitored as part of the performance indicators for the Assessment Service, and the target for next year is 25% or less.

### **Benchmarking against other Local Authorities**

Safeguarding data was submitted as required by the NHS Information Centre from Brighton & Hove City Council for the year 2010-11. This data can therefore now be 'benchmarked' against all other Local Authorities across the country.

The grid below show benchmarking against East and West Sussex, as we share the same safeguarding procedures with them, so therefore have the same process for undertaking investigations.

Other local authorities noted are from Brighton & Hove's comparator group.

### **Alerts and Investigations per 10,000 population – grid 1**

	East Sussex	Brighton and Hove	West Sussex	
Alerts per 10,000 population 18+	69	55	44	
Investigations per 10,000 population 18+	36	32	25	
Comparator	Bournemouth	Bristol	Plymouth	Torbay



Group				
Alerts per 10,000 population 18+	93	Nil Return	35	47
Investigations per 10,000 population 18+	50	13	19	24

**Proportion of investigations where the adult at risk was in receipt of self funded services – grid 2**

	East Sussex	Brighton and Hove	West Sussex	Average across all LA's
	11%	7%	9%	12%
Comparator Group	Bournemouth	Bristol	Plymouth	Torbay
	7%	1%	9%	0%

**Percentage of completed investigations by case conclusion of Inconclusive – grid 3**

	East Sussex	Brighton and Hove	West Sussex	Target
	22%	27%	29%	25%
Comparator Group	Bournemouth	Bristol	Plymouth	Torbay
	36%	39%	47%	27%

**Repeat investigations as a percentage of all investigations – grid 4**

	East Sussex	Brighton and Hove	West Sussex	Average across all LA's
	10%	13%	16%	14%
Comparator Group	Bournemouth	Bristol	Plymouth	Torbay
	14%	32%	10%	7%

Grid 4 shows data of when there has been more than 1 investigation for an adult at risk during 2010-11. The data does not show what the further investigations were regarding, and could therefore not be related in any way. For example, an investigation could be undertaken regarding an allegation of financial abuse by a family member, but then some time later they could have a stay in hospital and there could be an investigation as to their treatment by hospital staff.

However, this percentage could also indicate that repeat investigations are required as the safeguarding plan in place is not working, for example someone who has had an investigation regarding financial abuse, may then require a further investigation regarding financial abuse because the safeguarding plan was not robust. For this reason it is felt useful to monitor data about repeat investigations. A performance indicator has therefore been agreed for the Assessment Service of a target to remain at 13% or below for 2011-12.

## **4. Safeguarding Adults Board Member Organisation Reports**

### **4.1 Brighton & Hove City Council Adult Social Care Assessment Services**

The year to 31 March 2011 saw some significant changes in management personnel, structures and reporting arrangements which have strengthened management arrangements and accountability for safeguarding adults at risk. The Head of Assessment Services now has

responsibility for all social work teams undertaking safeguarding assessments with much clearer lines of accountability leading to a more consistent response. Even in these times of severe financial restraint there is a commitment to protect our front-line services to deliver this critical work in keeping vulnerable people, at risk, safe.

Care Assess data base was introduced in May 2010 and this has ensured that recording around abuse of vulnerable adults is more detailed and leads to better auditing of work undertaken, giving better assurance to management and the Safeguarding Board. Unfortunately, at this stage not all areas of operation have access to Care Assess, but consistent documentation is in use enabling a robust approach to case file audits

Staff have been involved in consultation on the revised procedures which, in turn, leads to greater ownership.

Regular audits are undertaken and outcomes are reported to General/Operational Managers meetings and the Safeguarding Board.

The Head of Safeguarding regularly attends Assessment Services Management meetings where safeguarding is now a standing agenda item

Facilitated Practitioner Forums are to be established in Autumn 2011 and this will be an opportunity for staff to discuss common issues and improve practice. Senior Management training has also been organised directed at General Managers and Head of Service.

Building on the work of auditing safeguarding work, a similar approach is being adopted in relation to practice around Mental Capacity Act assessments.

As we continually roll out Self Directed Support (SDS), we are mindful of reviewing arrangements for safeguarding adults at risk in this new environment where our customers have greater control over the services they purchase.

The Head of Assessment is to also join the auditing process: this will give greater assurance to the Director of Adult Social Services and the Safeguarding Board as to the strength of the audit process.

The social care service within Assessment is to be restructured. The new arrangements are designed to achieve greater consistency across all service areas, with safeguarding adults at risk being the most important thing we do.

Staff from Substance Misuse services ran a successful workshop at the Safeguarding Annual Conference.

Ensuring robust arrangements are in place with services provided through S75 arrangements, where different IT systems are in use, continues to be a challenge and is subject to ongoing review

**Brian Doughty**

Head of Assessment Services  
Brighton & Hove City Council

## **4.2 Sussex Police**

In early 2011 the Specialist Investigation Branch (SIB) of Sussex Police amalgamated with the policy and review team, to form the Specialist Crime Directorate (SCD). Amongst other things the combined team now has responsibility for all crime review functions, including adult serious

case reviews and the newly implemented domestic homicide reviews. As the strategic lead for safeguarding adults, representatives from SCD continue to attend the Adult Safeguarding Board and the Quality and Audit Sub-Group as well as chairing the Pan-Sussex Adult Safeguarding Group.

The local police unit that is the single point of contact for adult safeguarding investigations is the Anti-Victimisation Unit (AVU) in Brighton police station. The AVU now has consistent terms of reference with the Adult Protection Teams across East and West Sussex.

During 2010/11 police investigators in Brighton and Hove video interviewed 161 vulnerable adult witnesses in the course of investigations; 19 (13%) of these were recorded as having been joint interviews with a police interviewer and a trained social worker, which although low is the highest percentage of joint interviewing in Sussex. Research was carried out amongst police interviewers to establish the reason behind the general lack of joint interviews and findings have been shared with the investigative training group.

During 2010/11 a total of 42 vulnerable adults from Brighton and Hove used the service of the Saturn Centre (sexual assault referral centre for Sussex). Safeguarding training has been made available to all the Saturn Centre staff including the forensic medical examiners.

Work has been underway to improve IT links between Sussex Police and the three local authority areas in Sussex. The introduction of secure email addresses has enabled sensitive information to now be emailed between professionals to speed up information sharing and improve the audit trail in safeguarding cases. Referrals from adult services are now being made by email to the Police Contact Centre which ensures the AVU has appropriate records of all alerts and subsequent strategy discussions.

The Sussex Police Vulnerable Adult at Risk form has been subject to continual improvement based on feedback from adult services teams. Work is now underway to upgrade this internal police system so that completed forms will be automatically emailed to a central account in Brighton and Hove Council. This will remove the need for police officers to print off and fax a paper version of the form to ensure quick and accurate exchange of information.

A new e-learning package has now been circulated to improve all police officers' general understanding of vulnerability and improve knowledge of police powers when dealing with people who are mentally unwell. The training is aimed at front line officers and should increase awareness of safeguarding and the need to share information.

**Detective Superintendent Jane Rhodes**  
Specialist Crime Directorate, Sussex Police

### **4.3 Commissioning Support Unit (Adult Social Care)**

The role of the Commissioning Support Unit (previously called the Social Care Contracts Unit) is not specifically mentioned in the recently revised *Pan Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk* as this document is generic, covering East and West Sussex as well Brighton and Hove. In view of this a separate link has been added to the document outlining the specific roles and responsibilities of the Unit which comprise:

1. Assisting and supporting operational colleagues in the event that safeguarding concerns are raised in settings where a person is receiving services under contract, such as in a care home or at home. Whilst the Unit does not directly investigate safeguarding concerns, they support the investigating team with information and knowledge about the service.
2. Helping operational colleagues determine the level of the alert, in view of the Unit holding information on all previous alerts and investigations regarding some contracted services.

3. Attendance at Strategy Meetings and Case Conferences for Level 3 and 4 investigations when these relate to a contracted service. Their role will be to advise in respect of contractual matters, and their knowledge of the provider in question.
4. Escalating safeguarding concerns to operational managers in the event that the Unit receive a number of level alerts, or other indicators, which give cause for concern.
5. After the conclusion of a safeguarding investigation, following up on any outstanding quality standard or clinical quality issues either as part of a dedicated improvement plan or through its routine monitoring of the provider in question.
6. Taking account of advice from the investigating team when considering the need or otherwise for a suspension of Adult Social Care Department placements or new work where sufficient concerns exist. This decision will normally be taken by the Head of Performance and Contracts (Adult Social Care) in consultation with the Head of Delivery (Assessment). Conversely, when the Unit is satisfied that evidenced and sustainable improvement has been delivered consideration will be given to lifting any suspension on new placements/work.

Throughout the period April 2010 to March 2011 has logged the following numbers of alerts for both care homes and domiciliary care agencies:

<b>Service types</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level not stated</b>
Care homes	28	14	41	20	24
Domiciliary agencies	16	6	6	Nil	3

This level of activity has resulted in a significant amount of the Units' resources being taken up with attendance at Strategy Meetings and Case Conferences, particularly in respect to the proportionately higher number of alerts received from Older People and Older People Mental Health nursing homes. In one instance, this involved the Unit in undertaking weekly visits to a particular nursing home ranging over a period of several months where there were quality issues aligned to the safeguarding concerns raised in that establishment.

The Unit also has a preventative role, through its monitoring of contracted services, and endeavours to pick up on issues at an early stage, thus averting the escalation of concerns to the degree that they might otherwise be raised as alerts. These concerns are now routinely fed into the Care Governance Panel whose aims include co-ordinating the quality monitoring of social care services.

A new development is the Service Provider Profile (SPP) which once completed will:

1. Gather all information about the quality and safety of a service provider in one place, enabling the Unit to assess where risks lie and prompt monitoring activity proportionate to the level of risk.
2. Provide a consistent framework across all in City care homes for monitoring the quality and safety of service provision.
3. Identify potential issues more quickly, because new information will be added and reviewed regularly.
4. Provide a more comprehensive picture of each care home; thereby spotting patterns that may demand attention and may have been missed if only looking at one piece of information.
5. Allow the Unit to make robust judgements about the quality of services, and the action that needs to be taken to address any shortfalls.
6. Inform safeguarding investigations as appropriate

In the year ahead the Commissioning Support Unit will continue to build on its existing roles, lead a review of the Care Governance framework, complete the development of the SPP, continue to develop relations operational teams, especially those who do not routinely engage with the Unit over safeguarding matters relating to contracted services and work with the CQC to improve the mutual exchange of information in line with national pilot sites.

**Philip Letchfield**  
Head of Contracts and Performance  
Brighton & Hove City Council

#### **4.4 Partnership Community Safety Team (PCST)**

There are three main areas of the Partnerships Community Safety Team's (PCST) work that link closely to the work of the Adult Safeguarding board – work to address Anti-Social Behaviour, the work of the Hate Crime Team and the strategic work on Domestic Violence. There has been a lack of awareness in some adult social care teams of the services offered by the PCST and its partners. Equally, in some cases, caseworkers within the PCST have not been aware of the potential benefit of communicating with and sharing information about vulnerable clients with social workers in adult social care and working together to address their needs.

The actions identified below seek to progress our joint working over the coming year. This is in the context of a restructuring of the PCST which will bring together the work on Anti-Social Behaviour and hate crime into a joint casework team at 162 North Street. Over the coming year an appendix to the revised Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk will also outline a protocol for linking safeguarding processes work being undertaken for Anti-Social Behaviour incidents, hate incidents and domestic violence.

There is also a section on Older People within the Community Safety Strategy and the links between this section and the work of the Safeguarding Adults Board will be developed over the coming year.

##### **Anti Social Behaviour**

Following the recent and high profile tragic cases of Fiona Pilkington and her daughter Francecca Hardwick in Leicestershire and David Askew in Greater Manchester who suffered a combination of crime, hate crime and anti-social behaviour targeted at them, key failings and lessons were identified by the Independent Police Complaints Commission and Her Majesty's Inspectorate of Constabulary (HMIC). Very specifically, it is imperative that agencies need to better understand the impact and harm that individuals and communities face as a result of crime, hate crime and anti-social behaviour. Furthermore, agencies need to better respond to protect the most vulnerable from harm.

Overall, joint working between adult safeguarding agencies and the Anti-social Behaviour Team has gone from strength to strength. This productive relationship is primarily based on joint working practices which have been forged through robust casework developed with the Adult Social Care Access Point Team and good awareness amongst the team of safeguarding practices to protect vulnerable individuals. This has coincided with a shift of focus within the Anti-Social Behaviour and Hate Crime teams to focus much more on the impact of harm, risk and vulnerability caused anti-social behaviour and hate crime.

Over the year ahead we will continue to make sure all Adult Social Care staff are aware of the functions of the caseworkers within the PCST and are confident about how to refer cases in to the team. This will be done through briefings at team meetings and other means. We will also seek to make sure they understand and are able to access Neighbourhood Policing teams/Police Community Support Officers effectively to help monitor and protect vulnerable people.

The introduction of E-CINS (Empowering Communities), an innovative internet based case management solution in August 2011 will further support work to protect the most vulnerable victims of crime, hate crime and anti-social behaviour in the city, along with a Vulnerability Risk

Assessment tool. A partnership of agencies which includes Adult Social Care, the Anti-Social Behaviour Team, Police, Council Housing, Temporary Accommodation team and Affinity Sutton Housing Association have started using Risk Assessments and the E-CINS system as a real time 'tasking' and 'updating' tool to ensure the most vulnerable in communities do not fall through gaps between agencies/services.

A new Casework Team which incorporates both anti-social behaviour & hate crime will continue to work with all partners, including Adult Social Care, to share information to protect adults at risk in the community.

### **Hate Crime**

The Safeguarding Adults Manager has joined the Disability Hate Incident Steering Group and was part of the strategy and action planning for the Hate Incident Section of the recent Community Safety Strategy. An explanation of 'Hate Crime' has also been included in the revised Safeguarding Procedures and the new Safeguarding Alert forms prompt a response about hate crime, enabling the analysis of cases where there is a link between the two areas.

Again, the work of the year ahead centres on ensuring that adult social care staff (in particular those staffing the Access Point) are aware of the Hate Incident Report Form, how to complete it and how this information will be used by the PCST. In response we will ensure PCST caseworkers (working on both Anti-Social Behaviour and hate incidents cases) habitually check whether there is a social worker working with their client and to ensure that the social worker is kept informed of reported hate incidents and how the case is progressing from this angle. This will ensure that duplication of work is avoided and that the care and support for the adult at risk of abuse and/or hate crime is provided as quickly and effectively as possible.

### **Domestic Violence**

In the coming year the Safeguarding Adults manager and the Domestic Violence Strategic Co-ordinator will be revising and updating the relevant elements of the Domestic Violence Action Plan.

The Safeguarding Adults Manager has been attending the MARAC (multi-agency risk assessment conference) since it was established. There are currently low numbers of referrals from Adult Social Care into the MARAC process. This will be explored further as it may indicate a lack of knowledge of the MARAC process by social workers.

Specific training will be organised for adult social care staff on the practical steps to take to protect clients who are suspected of being victims of Domestic Violence, to include aspects such as the appropriate way to refer to the MARAC and the roles of the specialist agencies in the city.

### **Linda Beanlands**

Commissioner Community Safety  
Partnership Community Safety Team

## **4.5 Brighton & Hove City Council Adult Social Care Provider Services**

Following a major re-structure within Brighton & Hove City Council, Adult Social Care (Provider) Services was established in November 2010, providing a range of registered services that enable vulnerable people to live independently. Services include Residential Care, Day Options, Domiciliary Care and Community Support for older people and people with learning disabilities.

Across our new Provider services we have begun to develop some good practice including a

Falls Policy and to implement robust Quality Assurance systems.

Provider Services includes services for adults with a learning disability and for older people:

### **Learning Disability Services**

Learning Disability Day Options continue to run the '**Feeling Safe**' course. This course supports people to feel safe at home and in the community to give confidence and practical skill in areas such as

- Keep your home safe
- Use public transport
- Know what to do if there is a fire
- Keep yourself and your belongings safe
- Know who to contact when you need help

We now offer **Hate Crime Reporting Centres** at Belgrave Day Options Base in Portslade and Wellington House Day Options Base in Elm Grove.

The **Safeguarding Competency Framework** is being used with staff across Learning Disability Provider Services.

### **Older Peoples Services**

The links between the safeguarding process and HR processes have been highlighted as an issue and the Safeguarding Lead, HR, UNSION and managers in provider services are working on a protocol to address this.

Provider managers have been involved in level 1 investigations and this has been a satisfactory process.

There have been occasions when the response times to safeguarding alerts could have been carried out in a more timely fashion.

It is critical that the safeguarding process and the complaints process work in tandem where relevant.

### **Safeguarding Training**

A separate report has been prepared by the Learning and Development Team for Adult Social Care services.

### **Provider Services: Actions that we want to work on next year**

- Develop a performance framework for recording the numbers of safeguarding alerts in Provider services to enable us to monitor trends, issues, outcomes, to take action where required and focus on the learning and development needs of specific teams
- To provide quarterly reports on Safeguarding in Provider Services
- Achieve a more timely response for safeguarding and complaint investigations to be undertaken and finalise the Protocol with HR/ UNSION
- To work with colleagues in the contracts team to make sure we are gathering the same information across our services as the independent sector provide
- Work to improve the way that we as providers are fully included in the safeguarding process and informed of outcomes.

### **Karin Dival**

Head of Provider Services  
Brighton & Hove City Council

## **4.6 Brighton and Sussex University Hospital NHS Trust (BSUH)**

The last year has seen an increase in the number of safeguarding alerts received and in particular the complexity of some of these cases. The consultation on the revision of 'No Secrets' (2001) document was published in the autumn of 2009. The publication of "Six lives – the provision of public services to people with learning disabilities" (2009) has been a lesson to all acute services in the way we care for very vulnerable people and ensure that they have proper access to all health services.

In addition, the Deprivation of Liberty Safeguards (DOLS) part of the Mental Capacity Act 2005, came into force on April 2009. This, along with the Mental Capacity Act, requires intensive training for all staff across the organisation. In August this year the Trust was subject to a Level 4 Safeguarding Investigation in relation to the application of the Mental Capacity Act. This Level 4 investigation was substantiated. As a result BSUH has reported a breach in outcome 2 (consent to treatment) to the Care Quality Commission (CQC). The CQC have received a weekly update in actions which have implemented following the case conference.

Since November 2010 there has been a renewed focus on Adult Safeguarding with the establishment of a weekly Adults Safeguarding Steering Group which is chaired by the Chief Executive. The Associate Director of Quality has become the Trust Senior Operational Lead for the agenda.

The Trust Board now receive a 6 monthly report which provides information about the governance arrangements for safeguarding, number of alerts, the amount of training that has taken place, and details the progression of the safeguarding work within the Trust.

### **Governance and Accountability**

Brighton and Sussex University Hospitals Chief Nurse is the Executive Lead for Safeguarding Adults. Since December 2010 the Associate Director of Quality has become the Senior Operational Lead for Safeguarding Adults. There are plans to recruit a lead nurse for safeguarding. The Trust has a Safeguarding Adults Committee which reports to the Quality and Safety Committee. The Safeguarding Committee has a formal role in monitoring safeguard alerts and how they are dealt with and what lessons can be learnt.

The Associate Director of Quality is now producing weekly safeguarding reports for the Associate Chief Nurses regarding the number of alerts received that week, the number substantiated or unsubstantiated and the number of alerts which have not been investigated in the prescribed time frame. Safeguarding is now a standing agenda item on the start of the week and included within the nursing metrics.

The Associate Director is a member of Brighton and Hove Adult Safeguarding Board and is also a member of the sub committees on Safeguarding Training and Mental Capacity.

### **Progress during the year**

In December 2010 the DATIX incident reporting system was reviewed to ensure a category of adults at risk was added. A system has been established to ensure that all incidents which have the box filled in are forwarded to the Associate Director of Quality who will scrutinise the incident report to establish whether a safeguarding alert should be raised. A new access data base has been established to more thoroughly capture Safeguarding activity within the organisation. This database enables all information relating to the investigation to be held and for the monitoring of protection plans and any lessons learnt to be undertaken.

The Adults Safeguarding Policy was reviewed earlier this year and is available on the Trust Intranet Site.



The Associate Director of Quality has attended many external strategy meetings and case conference meetings and has been the Investigating Officer in a couple of complex cases. One of these cases was a level 4 investigation which has resulted in an individual being referred to the Independent Safeguarding Authority.

The Learning Disability Liaison Team work for Sussex Partnership and work within BSUH to support both patients with learning disabilities and provide staff with additional support. From recommendations agreed at the level 4 investigation and the need to integrate the Learning Disability Team into BSUH, from the 1<sup>st</sup> February the team will be managed by the Associate Director of Quality. The rationale for the move in line management is to integrate the team more into the BSUH and provide them with clear reporting lines when concerns need to be raised.

An external review has recently been undertaken by an independent nurse consultant into the Trusts Safeguarding arrangements with specific focus on mental capacity.

The process for Level 1 investigations has undergone review. There has been investment in investigators training and there are now a pool of 21 investigators (increased from 18), the majority of which are at matron grade. All Level 1 investigations are carried out by an investigator who is external to the area in which the alleged incident occurred to ensure greater objectivity and transparency.

A protocol has been devised to support and clarify the process for performing SVA investigation and internal BSUH Human Resources investigations concurrently, and is at the final consultation stage. This aims to ensure efficient and fair investigation of all aspects of an alert by eliminating duplications in the investigation process.

### **Training**

Safeguarding Vulnerable Adults basic awareness training is mandatory for all clinical staff in BSUH. An introductory session is included in the corporate induction process and **1947** staff have attended this session. This briefing outlines everyone's responsibility for safeguarding adults at risk and how to raise a safe guarding alert. **236** staff have attended the mandatory basic awareness training during 2010 to date. It is felt that the number of changes in leadership has affected the uptake of the sessions, and there has been historical difficulty in ensuring that all training is reported via the OLM database.

Increasing the amount of training and awareness in safeguarding is a priority for 2011/12. The training package is being reviewed to include a more practical element. The Trust is also rolling out an e-learning safeguarding Adults module.

It has now been agreed that a two yearly update of Safeguarding training will now be mandatory.

### **Proactive safeguarding work**

The Trust has undertaken a number of proactive safeguarding initiatives in the past year .These have included the introduction of Comfort Rounds five times a day. The Trust has worked in collaboration with West Sussex to develop a Care, Kindness and Compassion observation tool which provides the ward areas with feedback about the care that is being given to patients on their ward. The Trust has also undertaken high impact actions relating to pressure area care, food and nutrition and privacy and dignity. We have also re-launched our older people and dignity champions. These are members of staff who act as an expert contact in the ward environment.

### **Future plans**

- To explore how intelligence from monitoring and investigating alerts can be best used to focus support and effect improvement
- To introduce annual updates for trainers

- To introduce annual updates for investigators
- To develop and improve feedback mechanisms for alerters
- To hold a safeguarding conference in the summer
- To increase the numbers of staff who have received safeguarding training
- In October Learning Disabilities patients in the Acute Hospital will be the focus of a High impact action.
- To improve the training to all staff on the Mental Capacity Act.

**Sherree Fagge**

Director of Nursing

Brighton and Sussex University Hospital NHS Trust

#### **4.7 Brighton & Hove City Council Housing and Social Inclusion**

The Housing and Social Inclusion Delivery Unit has undertaken the following actions to further integrate Safeguarding Vulnerable Adults into our service:

- Introduced a comprehensive witness and victim vulnerability risk assessment that informs the need for safeguarding alerts – this applies to everyone reporting Anti-social behaviour to the tenancy management or social inclusion teams
- Revised the Domestic Violence procedures in line with citywide MARAC guidance to include assessment of the need for safeguarding alerts
- Raised the importance and process of safeguarding through team meetings
- Made several referral alerts as a result of both routine tenancy checks and where concerns have been raised about residents' welfare
- Undertaken Personal Emergency Evacuation Plans and welfare visits for as many vulnerable adults as possible. This is ongoing work
- Used non access, for example gas and tenancy checks, for enhanced welfare checks which result in safeguarding alerts where appropriate
- Promoted the Practitioners Alliance Against the Abuse of Vulnerable Adults (PAVA) meeting minutes to all our staff
- Attended the council sponsored conference on safeguarding
- Ensured that all Sheltered Housing staff were trained in safeguarding through the e-learning module.
- Launched the new Sussex Multi-agency Policies and Procedures for Safeguarding Adults at Risk working group in Sheltered Housing.
- Participated in the working group looking at issues of mental capacity and ending tenancies.
- Promoted the 'Care and Compassion' report in our service as a means of promoting the Dignity in Care campaign
- Started reviewing our safeguarding internal policies and procedures (including a listening exercise with those tenants where there was a substantiated allegation of abuse, so we can learn lessons of how to better support them)
- Piloted a 'significant incident' procedure as a management team to start to see how we can learn from error / issues that could have a safeguarding perspective
- Alerted 16 cases of suspected abuse (4 substantiated). All cases logged and case managed following our procedures.

**Nick Hibberd**

Head of Housing and Social Inclusion

Brighton & Hove City Council

## **4.8 South East Coast Ambulance Service (SECamb)**

### **General overview of the year:**

The Trust has continued to develop links with all adult safeguarding boards across the Trust geographical area; this includes engaging with Serious Case Reviews (SCR) with 3 adult reviews involving SECamb having been completed during the year 09/10.

The Trust has approved policy and procedures regarding both Child and Adult Safeguarding. These documents are the foundation for all referrals made by staff and complement local procedures which differ slightly across the geographical area covered by the Trust.

The Trust is also closely monitoring incidents where crews are called to care settings and a spreadsheet to log all incidents has been developed. This will enable identification of frequent issues being raised at particular establishments and closer working with adult social care around safeguarding all residents of these settings. This work is linked with an action plan formulated following a serious case review within East Sussex.

The total number of referrals has risen steadily over the past 12 months. The total number for adult referrals made during 2009-2010 is 1,695. This shows an increase of 174% on the previous year (976). In Brighton & Hove, the number of adult referrals has almost doubled over the same period, going from 55 in 2009-2010 to 101 in 2010-2011. At present it is not possible to separate social care concerns from those which became safeguarding investigations.

### **What is/has worked well / challenges:**

Every referral is followed up and feedback is given to the reporting staff regarding the outcome. This work is currently undertaken by temporary staff and is reliant on appropriate staff being available. There have been periods during the financial year 10/11 where no support was available; this, along with the difficulty of identifying the person or team who may have managed the referral has had a negative impact on feedback being made to staff.

### **Developments, achievements & work undertaken (including any relevant data re activity):**

A national safeguarding forum across the ambulance Trusts in England and Wales has now been developed. This group is specifically targeting the national agenda where increased value can be achieved through collaborative working. The Ambulance Trusts in Scotland and Northern Ireland have been invited to join this group.

Currently work is being focused on the development of national training requirements including appropriate levels for each skills group and competency level. Standards for adult safeguarding are being looked into and will be based on current guidance and best practice.

We have developed a new database to enhance the data collection processes that were already in place and which will also allow differentiation between types of concerns being raised in the future. This is vital for the continued development and targeting of training needs, awareness raising and learning for the Trust to ensure that referrals are appropriately being made to partner agencies.

### **Future plans / priority areas for 2011/12 &/or beyond:**

The data captured by historic data gathering systems has not been sensitive enough to capture the information being requested. Work will continue with SECamb's development team to enhance this bespoke system to ensure it meets all our data capture and reporting needs.

The new data gathering system identified some gaps in the parallel internal processes of risk management and safeguarding. Dialogue has been had with the risk management team and links are now in place. The Safeguarding policy and procedure will be reviewed to formally

capture this new process. Investigations being carried out internally are now identifiable and will be possible to report on, the first year's data being 2011/12.

The development of an ambulance specific adult safeguarding training package is being undertaken by the National Ambulance Safeguarding Group with a planned launch in April 2012.

**Review of staff training during year 2010/11, including overall percentage of staff trained. Please include relevant training for Mental Capacity Act and Deprivation of Liberty Safeguards:**

I have been unable to access information around training numbers from our learning and development team. All staff received 'cascade' learning packs for both safeguarding and MCA during the financial year 10/11. The MCA information for SECamb staff has very little reference to DoLS as we do not provide a service which would make a DoLS application.

**Future plans for staff training, including targets for numbers of staff to be trained. Please include relevant training for Mental Capacity Act and Deprivation of Liberty Safeguards:**

2012 will see the launch of a bespoke ambulance adult safeguarding package. This will expand to include MCA and how DoLS may impact on ambulance staff. Targets for numbers of staff to receive training in year are under review.

**Any other information / areas / issues: (please add any examples of good practice)**

Improvements have been made with communication between SECamb and staff within the social care direct team. This has led to prompt acknowledgements of referrals being received and has encouraged dialogue over referrals, such as requests for further information if needed.

**Jane Mitchell**

Safeguarding & MCA lead  
South East Coast Ambulance Service

#### **4.9 Sussex Community NHS Trust (SCT)**

**General Overview of the year:**

- The development of a dedicated Safeguarding Adults Department within SCT
- Since the formation of SCT in October 2010, the Trust have supported West Sussex County Council and Brighton & Hove City Council Adults Services in a number of safeguarding investigations
- In order to increase knowledge throughout the Trust, SCT have introduced Safeguarding Adults Basic Awareness Training at all statutory and mandatory annual update training for staff
- The Safeguarding Vulnerable Adults (SVA) Team within SCT led a workshop at the Brighton & Hove Safeguarding Conference on 4<sup>th</sup> March in Hove Town Hall
- In November 2011 SCT was invited to attend a Scrutiny Panel meeting at Brighton & Hove City Council to discuss and explore its experiences of the safeguarding adults processes
- The SCT SVA Team have working very closely with the Trust's Risk Team and the Care Quality Commission to demonstrate compliance with Outcome 7 (Safeguarding people who use services from abuse) of the Provider Compliance Assessment framework
- Sussex Community NHS Trust (SCT) has been commissioned by NHS West Sussex to provide Health Investigating Officer support for Safeguarding Adult Investigations that require a health input for individuals living with the independent sector care homes, private hospitals and domiciliary care services

**What went well:**

- Smooth introduction of the dedicated SVA Team within SCT
- SCT has established a Safeguarding Adults Committee with agreed Terms of Reference. Memberships consists of senior clinical staff within SCT and has senior Safeguarding representation from B&HCC and WSCC
- Relationships with Brighton & Hove Adult Social Care Services have developed since the introduction of the dedicated SVA team within SCT. This has been formalised in the closer integration of Health and Adult Services by attendance by SCT at the Brighton & Hove Local Safeguarding Adults Board, Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS) monitoring and development group and the Brighton & Hove Safeguarding Training Sub Group.

**Challenges**

- In order to evidence compliance with CQC expectations SCT is working hard to develop governance frameworks to demonstrate that Safeguarding People is central to its philosophy.
- Through previous Safeguarding Adults investigations it has been recognised that awareness of the Mental Capacity Act and Deprivation of Liberty guidance has not been adequately implemented in all clinical areas within SCT. This needs to be addressed by improving access to the relevant training for SCT staff
- Changes in the structure of clinical services within SCT have had an impact on the capacity of previously trained Health Investigating Officers to support SVA investigations

**Future Plans for 2011-12**

- Continue to work closely with Brighton & Hove City Council and West Sussex County Council to provide Health Investigating Officers to support Safeguarding Adults at Risk investigations
- Continue to develop robust clinical governance frameworks that demonstrate that SCT are working hard to safeguard adults who access its services
- Develop and improve access to Mental Capacity and Deprivation of Liberty training for SCT staff – this will primarily focus on in-patient areas within SCT as previous safeguarding investigations have identified these areas to be at risk as existing processes need to be tightened
- Sussex Community NHS Trust needs to develop processes to record and benchmark safeguarding alerts and referrals and this needs to be integrated with clinical incident reporting, compliments and complaints
- Develop closer and more formal working processes with Safeguarding Adult Leads within Brighton & Hove and West Sussex.

**Philip Tremewan**

SVA Lead

Sussex Community NHS Trust

**4.10 Sussex Partnership NHS Foundation Trust**

In summary activities in the last twelve months have focused on delivering improvements in practice and adult safety through a number of mechanisms. The Trust is an active member of the Local Multi Agency Safeguarding Adults Board and sub groups. During 2010/11, the Trust has continued to work closely with Brighton-Hove Safeguarding Adults lead and adult social care to provide health and social care managers with additional training and support, as well as revised practice guidance and coaching to undertake investigation process and improve the quality of care and support available to vulnerable people.

The safeguarding case file audit process has also been refocused and strengthened to ensure

that any variability in practice and recording is identified and supported by action plans for improvement which are tackled through to implementation swiftly. As part of the key priorities for the year a workshop was also organised and took place for SPFT and Adult social care managers to look at the consistency of the audits across services. This shared learning and other similar approaches have been key in continuing to support practice improvement throughout the year.

A series of additional protocols/practice guidance have been produced to further define when an alert should be raised under the Pan Sussex Multi Agency policy and Procedures. The introduction of clearer protocols will support staff with their assessment of the relevant levels on which alerts should be taken forward for investigation.

**Domestic Abuse:**

The Trust participates in the Brighton-Hove MARAC, and this has led to a number of effective interventions and protection plans being implemented.

**SMS Hub:**

SMS holds weekly multi agency meetings to review the most vulnerable substance misuser's in the city. This is an example of good preventative practice and mental health services are considering using this model to share information about the most complex cases in the city.

**Training**

Ongoing training continues to be provided for teams as required. All Investigation Managers and Investigating Officers attend training for their safeguarding role. SPFT Senior Managers attended bespoke training in safeguarding, which particularly focussed on issues such as quality assurance, joint working and risk management, and this is now part of the yearly training plan.

**Performance Information & Data Collection.**

The Trust is working closely with Adult Social Care to ensure information about alerts, categories of alleged abuse and outcomes of investigations and reviews are recorded appropriately. Data collection is improving and information is submitted to the Council using the DH National minimum data set. Quarterly meetings are held with BHCC safeguarding lead and integrated managers in the Trust to analyse the data, improve on performance and support service improvement.

**Competency Framework**

A competency framework for safeguarding adults has been produced on behalf of Brighton-Hove Multi-Agency Safeguarding Board. This guidance is offered for managers to use when they are assessing the competence of their staff and will include Brighton-Hove integrated mental health and substance misuse services.

**Vincent Badu**

Strategic Director of Social Care and Partnerships  
Sussex Partnership NHS Foundation Trust

**4.11 Practitioner Alliance against abuse of Vulnerable Adults (PAVA)**

The Practitioners Alliance Against the Abuse of Vulnerable Adults works in partnership with practitioners in the statutory, voluntary and private sectors to generate positive outcomes in working with vulnerable adults who may suffer from abuse.

The Brighton and Hove PAVA Group is in its 5<sup>th</sup> year and meets quarterly. Meetings are attended by representatives from a wide range of organisations with an interest in Safeguarding Adults who take the opportunity to network, share information and good practice,

receive updates on legislation and procedure and hear from a diverse range of speakers.

The terms of reference of the Group include increasing skills, knowledge and awareness of Safeguarding Adult issues. Input from the Brighton and Hove City Councils Safeguarding Adults Manager provides a unique opportunity for practitioners to liaise, raise concerns and share local practice. A PAVA group representative sits on the Safeguarding Adults Board and vice versa and this reporting mechanism formalises and strengthens the link between practitioners and those responsible for the safeguarding in the city.

#### **Activities in the year**

Updates on the revised Sussex Multi-Agency Policy and Procedures for Safeguarding Adults at Risk, sharing of safeguarding data for the Brighton and Hove area, and changes to the 'vetting and barring scheme' and the Independent Safeguarding Authority.

Discussion topics included; feedback on alerting and investigations, training, Safeguarding Adults Conference, as well as involvement from the group in the Abuse Awareness campaign, with feedback on the poster design.

Two meetings per year are held as workshops, with case studies being used for learning and reflection.

Workshops held have been

- The Mental Capacity Act Practice Lead for BHCC, giving a talk and interactive discussion on new guidance for staff working with people who choose not to engage with services, and severely neglect their health and care needs.
- Creation of Top 10 Tips to Keep Yourself Safe, for use as part of Adult Abuse Awareness and Prevention Campaign.

Speakers for this year

- Trading Standards, giving a talk on their role and how they link in with other organisations to keep people safe from abuse.
- Update from the Mental Capacity Act Practice Lead on Self Neglect guidance

## **4.12 Brighton and Hove Domestic Violence Forum**

### **Primary Role**

The Brighton & Hove Domestic Violence Forum acts as the multi agency forum for Brighton & Hove in responding to domestic violence and to promote joint working, co-operation and mutual support. Furthermore it aims to increase awareness of domestic violence and its effects within the community and the public at large, voluntary organisations and statutory agencies

### **Key Responsibilities regarding Safeguarding Adults**

- To give the Domestic Violence Forum perspective in the development of safeguarding adults policies and procedures
- To contribute and to comment on safeguarding adults documents
- To attend safeguarding adults meetings and conferences
- To promote greater awareness of domestic violence issues, developments and services, and to disseminate information, policies and procedures to Safeguarding Adult Board members
- To promote greater awareness of safeguarding adults policies and procedures and issues for Domestic Violence Forum members and to disseminate information
- To work jointly with forum representatives to develop joint protocols, policies and procedures and practices in protecting vulnerable adults affected by domestic violence
- To identify gaps in service provision and training needs for members of both forums

- To promote effective communication between safeguarding adults and domestic violence forums

#### **Summary of Activities for 2010-2011**

- The Domestic Violence Forum representative regularly attended safeguarding adult meetings.
- Any issues relating to safeguarding adults raised by Domestic Violence Forum members are feedback to the Safeguarding Adult Board and vice a versa
- Information about national and local practices and procedures in relation to survivors of domestic violence is shared with board members when appropriate
- Representatives from adult services attend Multi-Agency Risk Assessment Conferences ( MARAC )
- Representatives of domestic violence forum attended the annual Safeguarding Adults conference.
- Representatives of the Domestic Violence Forum presented information to the Local Authority Scrutiny Panel on Sexual violence.

#### **Gail Gray**

Chair Domestic Violence Forum

#### **4.13 Deprivation of Liberty Safeguards in Brighton & Hove April 10- March 2011**

The Deprivation of Liberty Safeguards (DoLS) became law in April 2009. These safeguards apply to people in England and Wales who have a mental disorder and lack capacity to consent to the arrangements made for their care and treatment; but for whom receiving care and treatment in circumstances that amount to a deprivation of liberty may be necessary to protect them for harm and appears to be in their best interests. These safeguards only apply to people detained in a hospital setting or a care home registered under the Care Standards Act 2000.

In Brighton and Hove the Deprivation of Liberty Safeguards service is being run in partnership with the City Council and the Primary Care Trust (PCT -NHS Brighton and Hove) in order to meet the statutory requirements of both organisations in their role as Supervisory Bodies. In practice the Council arranges and carries out the assessments and reviews for both Supervisory Bodies but separate arrangements for authorisations and governance are maintained.

#### **Figures & Trends**

In the second year of the safeguards 34 referrals for full DOLS authorisation were received from Managing Authorities (care homes and hospitals). This is an increase of 62 %. (21 in 09-10). 09-10 figures in brackets to act as a comparison throughout the document.

Brighton & Hove City Council was the Supervisory Body for 22 (14) received from care homes.

NHS Brighton & Hove was the Supervisory Body for 12 (7) received from hospitals.

The numbers of authorisation requests relating to care groups were:

- Older people's mental health: 10 (5)
- Learning Disabilities: 5 (5)
- Adult mental health: 7 (4)
- Physical disabilities: 9 (2)
- Older people: 3 (0)



These figures would support national trends with the most significant numbers of referral relating to service users with a diagnosis of dementia. Whilst under the category of adult mental health all the service users subject to DOLS assessments had been diagnosed with an alcohol related cognitive impairment. There were no referrals for users of adult mental health services with a diagnosis of functional mental illness. The service users under the category of physical disabilities have received a diagnosis of acquired brain injury. Again supporting national trends it would appear a significant number of DOLS assessments relate to service users within a younger age profile with a diagnosis of cognitive impairment or brain injury and present with 'challenging behaviour' often characterised as making attempts to leave a care home or hospital.

In addition 12 DOLS reviews have taken place. In practice this is similar to a full DOLS assessment and often results in the granting of a further authorisation.

Numbers of assessments and reviews in Brighton & Hove have increased due to greater awareness of DOLS legislation during the second year of implementation. This is due to a combination of training, awareness raising, case specific advice and Managing Authorities improving their internal structures to ensure referrals are made in a timely manner. In addition there are several service users who have had repeated assessments in one of more environment due to a combination of clinical presentation and / or safeguarding adults at risk intervention.

Throughout 10-11 statistics relating to the cumulative numbers of assessments and location of assessments (for PCTs only) were reported to the DoH regional Mental Capacity Act & DOLS Lead on a monthly basis for both Supervisory Bodies. Further performance information is submitted quarterly via the NHS Omnibus system. This information is public and individual supervisory bodies can be identified. In 11-12 and going forward performance information will be submitted via the NHS Omnibus system on an increasingly less frequent basis.

47 % (48%) of referrals led to full DOLS authorisations and 53 % (52%) were assessed as not meeting the criteria. As can be seen this is almost exactly the same percentage as last year and evidences consistency in local decision making.

This is a higher rate of authorisation than anticipated by the Department of Health in the first year but in line with national trends. It was anticipated that only 30% of referrals would lead to authorisation. The higher rate of authorisation has continued into the second year of DOLS as reflected locally. This might be evidence of increasingly appropriate referrals as DOLS knowledge increases or perhaps indicative of an on-going cautious approach to interpreting the legislation.

67% of DOLS referrals were submitted as Urgent Authorisations, which require the full assessment process to be completed within seven calendar days. Similar trends were seen last year. This too is in line with national trends. The DoH anticipated far greater levels of Standard Authorisations than have materialised. Managing Authorities tend to identify deprivation of liberty during a change of events or following another professional's intervention and therefore issue an urgent with immediate effect. The DoH also anticipated Standard Authorisations to be used during discharge planning. There is little evidence of this locally to date.

The Department of Health anticipated that 80% of authorisation requests would come from care homes and 20% from hospitals. In Brighton & Hove during 10-11 35% (33%) of DOLS referrals related to hospitals and 65% (67%) from care homes.

The Department of Health has paid particular attention to the numbers of authorisations from hospitals; both psychiatric and acute medical throughout the year. Whilst the percentage of referrals from hospital trusts has been maintained and the total number increased this is an area that requires significant development.

In 10/12 the PCT received 12 referrals from hospitals as stated above. These came from the following Managing Authorities:

- 1- Nevill Hospital- Hove (OPMH) Sussex Partnership NHS Foundation Trust
- 1- Martyn Long Centre- Horsham (LD) Sussex Partnership NHS Foundation Trust
- 7- Sussex Rehabilitation Centre, Princess Royal Hospital- Sussex Community Trust / Brighton & Sussex University Hospitals Trust
- 2- Specialist Services- Old Church (SWL & St G) and Vista Health Care Independent Hospital
- 1- Martlets Hospice

In the first two years of the DOLS legislation being active there have been no referrals from the RSCH site of BSUH and only three (1 in 10-11) from the organic older people's mental health ward serving Brighton & Hove.

Nationally Supervisory Bodies received fewer than planned number of referrals for DOLS assessments than the DoH anticipated. Within Brighton the numbers of DOLS assessments has followed the national trends and have increased in 10-11. The DoH anticipated a reduction in numbers of assessments over the first few years following an initial identification of all those patients eligible for the safeguards. To date the cumulative numbers appear to be increasing as the legislation becomes more imbedded into practice.

**The Access Point in the Council's Adult Social Care department remains the publicised central point of contact for all DOLS referrals and enquiries on behalf of both the City Council and the PCT. In 10-11 83 DOLS enquiries were logged with the Access Point in addition to the assessment requests. The majority of these relate to clinical casework and are passed to the DOLS Lead to address. In addition to this the DOLS Lead and Best Interests Assessors have attended and advised on numerous best interests, planning and discharge meetings regarding DOLS and other MCA issues.**

#### **Links to Safeguarding**

The safeguards directly protect some of the most vulnerable service users lacking capacity to make decisions about their care and treatment but whom require some restrictions on as being assessed in their best interests. The assessment and authorisation process allows for a robust examination of a care regime, involvement of interested parties or representation from an IMCA

and an independent medical assessment. A DOLS authorisation allows for conditions to be added relating directly to the deprivation to ensure that the care provider is the least restrictive and the most appropriate to the circumstances.

Towards the end of the first year of DOLS the Department of Health issued guidance relating to some early practice issues, which had clear implications for Safeguarding Adults work.

These included:

A Best Interests Assessor concluding that a service user is deprived of their liberty which is not in their best interests. This would trigger an automatic safeguarding alert. To date there have been no such incidences to date but it has been considered in Brighton & Hove. Consideration should be given to supporting a Court of Protection application in these cases and legal services should be involved at the outset.

If the DOLS authorisation is a culmination of a dispute between family members and an NHS Trust or a Local Authority as to where a person without capacity should live it has been suggested that this should be resolved via the Court of Protection rather than via the DOLS process.

The Best Interests Assessor is able to recommend conditions which become binding for the Managing Authority on the granting of a Standard Authorisation. The conditions must relate directly to the deprivation of liberty and be in the service user's best interests. A safeguarding alert must be issued when the Managing Authority fails to comply with the conditions as the care being delivered may not be the service user's best interests and compromise the DOLS decision. This has been an area of much debate since the DOLS legislation started as Best Interests Assessors have articulated a sense of frustration at the lack of accountability for Managing Authorities if they do not comply with the DOLS conditions. This is in part due to a lack of understanding from the Managing Authorities themselves as to their responsibilities in this area.

Anecdotally the DOLS process has been used to manage contact issues between a person lacking capacity to make decisions to protect themselves from someone poses a risk of harm or abuse. Good practice would suggest that these matters are referred to the Court of Protection and the DOLS procedures used only as a short term measure. This is a frequent occurrence in the more serious safeguarding investigations. It has been suggested that DOLS does not provide any further clear legal framework for managing these situations than those already in existence. I would suggest that legal services are involved in these discussions at an early stage and a clear pathway for potential Court of Protection applications is sought to avoid last minute, ex-parte applications.

### **The year ahead**

1. The Health and Social Care Bill has proposed that PCT responsibilities under DOLS pass to the Local Authority.
2. The Department of Health Mental Capacity Act Implementation Programme ceased at the end of March 2011. Regional support to Local Authorities, PCTs and Managing Authorities has stopped. This resource has been replaced by regional and national Community of Practice for Public Service website for the MCA & DOLS. To date there are 1000+ members.
3. The Department of Health and the CQC have paid particular attention to the numbers of authorisations from hospitals; both psychiatric and acute medical. Improving the numbers of DOLS assessments from hospital trusts is a challenge for the year ahead. BSUH have included DOLS in their MCA action plan for this year. SPFT have a dedicated training programme related to MCA. The Brighton and Hove Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) Monitoring and Development Group will continue to monitor areas of underreporting and respond accordingly.
4. Although the numbers of assessments have increased Managing Authorities still require a great deal of guidance in relation to their responsibilities around DOLS particularly in relation to thresholds, reviews and general Mental Capacity Act issues. The Council continues to provide MCA & DOLS training available to all independent sector providers and health partners. Bespoke training can be provided and has been previously delivered to SPFT, BSUH, psychiatric liaison and some independent sector providers. Further briefings and letters will be sent to all Managing Authorities during the year to remind them of their DOLS responsibilities.
5. As mentioned above DOLS is often referred to in safeguarding casework as a solution regarding placement and contact due to carer / family disagreement. DOLS advice is always provided but improved pathways with legal services to assist with these issues and advice re potential Court of Protection applications would be beneficial.
6. As Local Authorities consider their community care obligations and expenditure clarity may need to be sought as to the impact of the best interests framework of DOLS and the MCA on these proposals.
7. To continue to run a robust DOLS service ensuring that statutory responsibilities are met within the prescribed timescales and the cohort of Best Interests Assessors are adequately trained, supervised and supported in their decision making. Best Interest Assessor meetings are held quarterly and refresher training provided by the university.

**John Child**  
DOLS Lead Brighton & Hove

#### **4.14 Safeguarding Adults Multi-Agency Training Strategy Sub Group**

This is a summary of the activities of the Training strategy Sub Group over the 2010-11 financial year. The training activity relates to training delivered by Brighton & Hove City Council.

**Accreditation scheme continues.** On behalf of the Board the Training Strategy Sub Group runs a scheme to accredit existing trainers in Safeguarding Adults Basic Awareness. There is a list of trainers whose courses have gained accredited status at [http://www.brighton-hove.gov.uk/downloads/bhcc/socialcare/AccreditedTrainers\\_2011.pdf](http://www.brighton-hove.gov.uk/downloads/bhcc/socialcare/AccreditedTrainers_2011.pdf)

Two additional trainers have joined the scheme of the year. A trainers' update session was held in autumn 2010.

**Competency Framework shapes best practice.** Bournemouth University in Conjunction with Learn to Care have produced a competency framework based upon the framework used in Brighton & Hove and East Sussex. The Safeguarding Adults Board has asked member organisations in Brighton & Hove to respond to the competency framework and it is recommended that the Board through its position of strategic leadership continues to encourage managers and staff in partner organisations to implement the competency framework within their organisations.

**Net training figures are broadly in line with the previous year,** i.e. around 1,000 places have been delivered on safeguarding courses. One significant change is that the uptake of places by people in the Sussex Partnership Foundation Trust has fallen from 94 in 2009-10 to 50 in 2010-11. The separate sheet shows progress towards meeting objectives. We are meeting objectives in most areas – the data shows that the percentage of staff undertaking Investigating Officer Role and also Investigating Manager Role is below target. The Workforce Development Team is not holding a significant waiting list for these courses, so the reasons for being below target are likely to stem from staff not being nominated for training. **Recommendation** – managers to check that staff are appropriately trained for role and to nominate for training.

**Changes to training providers.** There are new training providers for all higher level courses (above basic awareness). When these courses have run we have received positive evaluations and some favourable comparisons with the preceding training provider.

**Multi agency conference held.** 140 places were taken with a dramatic reduction of non-attendance. The theme was service user perspectives, and the conference was also used to raise awareness of disability hate incident reporting. A separate report has already been circulated to the Board. Some of the things participants said they would do as a result of the conference were:-

- Ensure people at risk are involved in the process
- Ensure training for all staff
- Service user involvement
- Implement competency framework
- Sign up to be a disability hate incident reporting centre
- Review procedures
- Follow up on new connections made with other agencies
- Consider linking to SMS safeguarding hub
- Nominate self to a sub committee looking at abuse

**Mental Capacity Act Training is now recommended training by Skills for Care.** This sector skills council guidance was released to clarify the training required to assist staff and managers of registered services to meet the Care Quality Commissions Essential Standards of Quality and Safety. This report includes, for the first time, figures on training on the MCA delivered by the Council.

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#### 4.14.1 Safeguarding Adults Training attendance to Brighton & Hove City Council organised courses April 2010 – March 2011 (inclusive)

	Course identifier	Number of courses	Local Authority Attendance	Local authority non attendance	SPFT Attendance	SPFT Non attendance	SDHT attendance	SDHT non-attendance	IVS attendance	IVS non-attendance	Other attendance	Other non-attendance	Total non-attendance	Total attendance
Safeguarding Adults Conference	AD05	1	28	0	6	0	5	0	84	7	17	2	9	140
Undertaking SVA Investigations (ABE)		2												4
SVA Investigating Managers	AD11	1	4	0	7	0	1	0	0	0	0	0	0	12
Undertaking SVA Investigations	AD34	1	11	1	8	0	1	0	0	0	0	0	1	20
Understanding Levels & Investigators Role	AD47	3	14	4	10	1	1	0	0	0	0	0	5	25
SVA Provider Managers	AD42	6	14	9	1	1	0	1	50	17	0	0	29	63
SVA Update (LD)	LDS18	1	9	1	0	0	0	0	6	0	0	0	1	15
SVA Basic (LD)	LDS13	9	25	3	0	1	0	0	72	12	0	2	18	97
SVA Trainers' Update	IND01	1	2	0	0	0	0	0	5	0	0	0	0	7
SVA Basic (Care Crew)	AD84	11	122	25	0	0	0	0	0	0	0	0	25	122
SVA Update(MH)	MH04	1	3	0	3	0	4	0	0	0	0	0	0	10
SVA Update	AD114	13	160	25	2	0	2	0	48	4	0	0	29	212
SVA Basic (Adults)	OP12	17	78	14	1	0	0	0	136	26	2	0	40	217
SVA Basic (MH)	MH13	5	8	1	11	7	0	1	28	2	0	0	11	47
SVA Update, MCA & DoLS Briefing	AD126	1	0	0	0	0	0	0	9	2	0	0	2	9
SVA Basic Housing	HOU102	3	24	9	0	0	0	0	0	0	0	0	9	24
SVA Single Team	OP40	2	23	0	0	0	0	0	12	0	0	0	0	55
Admin Spport	LDS50	1	5	0	1	0	0	0	0	0	0	0	0	6
<b>SVA Totals</b>		<b>79</b>	<b>530</b>	<b>92</b>	<b>50</b>	<b>10</b>	<b>14</b>	<b>2</b>	<b>450</b>	<b>70</b>	<b>19</b>	<b>4</b>	<b>179</b>	<b>1085</b>

## Related & Mental Capacity Courses

Course Title	Course identifier	Number of courses	Local Authority Attendance	Local authority non attendance	SPFT Attendance	SPFT Non attendance	SDHT attendance	SDHT non-attendance	IVS attendance	IVS non-attendance	Other attendance	Other non-attendance	Total non-attendance	Total attendance
<b>Related Courses</b>														
Domestic Abuse Basic Awareness	AD125	1	12	2	0	0	0	0	2	0	0	0	2	14
Related Total		1	12	2					2				2	14
<b>MCA Courses</b>														
MCA Update	AD138	1	0	0	0	0	0	0	19	4	0	0	4	19
DoLS Briefing	AD26	13	31	3	9	3	15	3	82	14	7	0	25	144
MCA Briefing	AD35	14	60	26	3	7	10	2	96	33	23	2	70	192
MCA Housing	HOU145	1	25	6	0	0	0	0	0	0	0	0	6	25
MCA Total		29	116	35	12	10	25	5	197	51	30	2	105	380
<b>Total SVA, + Related + MCA</b>													286	1479

## Accredited Trainers

Trainer	Numbers Trained
Lynda Felton- Scott	65
Southdown Housing	25 Basic Awareness; 35 Refreshers/updates
On Target Training	181
Outlook Foundation	23 (9 of whom, external to Outlook)
Victoria Nursing Homes	121 (Basic awareness and refresher)
Highbury House	109
<b>Total</b>	<b>524</b>

#### 4.14.2 Brighton & Hove Multi-Agency Safeguarding Vulnerable Adults Strategic Objectives and Training Plan 2010-2011

Stage	Learning Intervention	Strategic Objective	Actions to Meet Objectives	Outcomes
1a	Safeguarding Vulnerable Adults Basic Awareness	40 % of frontline workforce to be trained to stage 1 awareness	16 courses (OPS) 7 courses (LDS) 12 courses (MH) 6 (Care Crew)	85% trained in BHCC staff
1b	Safeguarding Vulnerable Adults Basic Awareness Update	29 % of frontline workforce to have received stage 1 level training in preceding two years	9 courses	71% in BHCC staff
1c	Administrative Support for Safeguarding Vulnerable Adults Meetings	10 staff across services will have been trained to stage 1c. Minimum 1 per team.	Achieved	Achieved
2	Safeguarding Vulnerable Adults for Provider Managers	35 % of staff who manage other staff or who need to undertake level 1 investigations are trained to stage 2.	3 courses (BHCC & Independent & Voluntary Sector)	Achieved – 45%
3	Understanding the levels and the Investigators Role	50 % of people who undertake level 2 investigations will be trained to stage 3	2 courses	49% undertaken training
4a	Undertaking Multi-Agency Safeguarding Adults Investigations	90 % of staff in each social work team will be trained to stage 4a	1 course	75% undertaken training
4b	Safeguarding Vulnerable Adults for Investigating Managers	90 % of Investigating Managers will be trained to stage 4b	1 course	77% undertaken training
5	Undertaking Multi-Agency Safeguarding Adults Investigations - Advanced	100% of staff who undertake ABE interviews will have been trained to stage 5. 2 social workers in each social work team will have received training to level 5.	4 places in 2010	Achieved
6	ABE Investigators Update sessions	50 % of ABE Trained staff to have attended level 6 training in the	2 sessions – programme to be informed by SVA Forum	1 session achieved



		preceding year.	& Manager for SVA	
7		Training provision	BHCC to invite expressions of interest in undertaking courses 1c, 4a, 4b & 6	Achieved

\* IV Sector = Independent & Voluntary Sector

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## 5. Brighton & Hove Safeguarding Adults Board Members

The Safeguarding Adults Board is the multi-agency partnership that leads the strategic development of safeguarding adults work in Brighton & Hove.

<b>Name</b>	<b>Title</b>	<b>Organisation</b>
<b>Vincent Badu</b>	Strategic Director of Social Care & Partnerships	Sussex Partnership NHS Foundation Trust
<b>Alexandra Barnes</b>	LINK Representative	The Brighton & Hove LINK
<b>Linda Beanlands</b>	Commissioner – Community Safety	Partnership Community Safety Team
<b>Karin Divall</b>	Head of Provider Services	Brighton & Hove City Council
<b>Jane Doherty</b>	Head of Safeguarding Children's Services	Brighton & Hove City Council
<b>Brian Doughty</b>	Head of Assessment Services	Brighton & Hove City Council
<b>Denise D'Souza</b>	Director Adult Social Services/Lead Commissioner People Chair Brighton & Hove Safeguarding Adults Board	Brighton & Hove City Council
<b>Marilyn Eveleigh</b>	Head of Clinical Quality & Risk, Lead Nurse	NHS Sussex
<b>Sherree Fagge</b>	Director of Nursing	Brighton & Sussex University Hospital Trust
<b>Sue Giddings</b>	Deputy Director of Operations & Clinical Services/Deputy Chief Nurse	Sussex Community NHS Trust
<b>Gail Gray</b>	CEO, RISE	Domestic Violence Forum
<b>Jackie Grigg</b>	Money Advice & Community Support	PAVA Group
<b>Nick Hibberd</b>	Head of Housing & Social Inclusion	Brighton & Hove City Council
<b>Councillor Rob Jarrett</b>	Lead Councillor Adult Social Care	
<b>Michelle Jenkins</b>	Safeguarding Adults Manager	Brighton & Hove City Council
<b>Philip Letchfield</b>	Head of Contracts & Performance (Adult Social Care)	Brighton & Hove City Council
<b>Jane Mitchell</b>	Safeguarding Adults & Children Manager	South East Coast Ambulance Services
<b>Andy Reynolds</b>	Director of Protection and Prevention	East Sussex Fire & Rescue Service
<b>DS Jane Rhodes</b>	Specialist Crime Directorate	Sussex Police
<b>Jugal Sharma</b>	Lead Commissioner Housing	Brighton & Hove City Council
<b>Stephanie Stockton</b>	Head of Quality and Safeguarding	NHS Sussex