Rotherham Safeguarding Adults Strategy 2009 – 2012
Executive Summary

In Rotherham, the safeguarding of vulnerable adults is our core business. Rotherham’s Strategic Partnership has set out its vision for the next 3 years and considers community safety, health, well-being and independence as key and fundamental elements. ‘Being Safe’ is a key component of all strategies and plans.

Protecting vulnerable adults from significant harm is the highest common priority of agencies that work with vulnerable adults in Rotherham, and there is a ‘Zero Tolerance’ of all forms of abuse and neglect and a key focus on ‘Prevention’.

Our vision is that:

‘Every vulnerable adult in Rotherham will live a full life as safely and independently as possible and live a life free from abuse and neglect’.

The Board has reviewed its priorities using ‘No Secrets’, the ‘CSCI Safeguarding Adults report’, learning from the current picture of safeguarding in Rotherham which saw the percentage of cases with substantiated abuse increase from 17% (March 08) to 23% (March 09) and learning from customers.

The unprecedented increase in the number of incidents and referrals for safeguarding investigations resulted in a review of our arrangements at a partnership level and this Strategy aims to work towards our vision by prioritising prevention of abuse and evidencing over the next three years that there has been:

‘A reduction in the number of cases of abuse that are substantiated.’

Rotherham’s Safeguarding Adults partners recognise that this is an ambitious performance measure, and can only be achieved by partners working together particularly to reduce incidents and improve standards in residential and nursing care homes. It is acknowledged that there continues to be hidden abuse in Rotherham despite the tremendous efforts made to encourage increased reporting from the public and professionals alike. The safeguarding adult’s partners are committed to continuing their efforts to ensure that all abuse is reported and dealt with swiftly and appropriately, and anticipate that during the first year of the strategy, there may be a further increase in the number of referrals. Our continuous awareness raising campaign will continue and targets potential referrers:

‘Don’t let adult abuse go unnoticed. If you or someone you know is being abused, don’t ignore it REPORT IT!’

Partners are equally committed to increasing and enhancing the number and quality of preventative measures in place to stop abuse from occurring and predict that by the middle of 2010 Rotherham will begin to see that safeguarding referrals have reached a peak and the comprehensive range of preventative measures that have been put in place will begin to impact on referrals. We therefore expect to see a reduction in the incidences of abuse towards the end of the strategic timescale.
Robust Safeguarding Adults arrangements are in place in Rotherham to promptly and effectively react to protect individuals where allegations of abuse and neglect are made. However, it is equally important to prevent abuse and neglect from occurring in the first place and to promote understanding and awareness of the Safeguarding Adult’s agenda.

The purpose of this strategy is to bring together the work of all agencies that have contact with vulnerable adults in Rotherham under the three headings of:

• Promote
• Prevent
• Protect

This will ensure that they are all working together in a co-ordinated way which highlights that:

“Safeguarding Adults is Everyone’s Business”.

The strategy provides leadership and dovetails with the Safeguarding Adults Partnership Performance Management Framework which aims to prevent abuse and neglect of adults in Rotherham whilst promoting individual independence. This performance management framework will ensure the robust application of the multi-agency procedures, support continuous improvements in safeguarding practice and assure quality through a comprehensive suite of performance indicators monitored by the Safeguarding Quality and Performance Panel.

This Strategy applies to all adults, age 18 years or over, who live in Rotherham or who are placed from Rotherham into out of area placements and links to other broader range strategies e.g. safeguarding children, domestic abuse and community safety. It has been developed across agencies to address issues of abuse and neglect in Rotherham and all agencies involved will need to continue to work together to deliver the strategy and objectives identified.

This strategy will be monitored by the Safeguarding Adults Board. Progress will also be reported through the quarterly reporting process and partner agencies governance processes. Performance against this strategy will feed up to the Safer Rotherham Partnership, SAFE Board and through to the Rotherham Local Strategic Partnership contributing to Rotherham’s Safe priority.

The Safeguarding Adults Board will continue to produce an annual report which will be presented to the Safer Rotherham Partnership, the Adult Services and Health Scrutiny Panel, the NHS Rotherham Board and the Adult Planning Board for ratification.
The Rotherham Partnership is an organisation that brings together Rotherham’s public, private, voluntary and community sector organisations to work together to improve Rotherham. It is the accredited Local Strategic Partnership (LSP) for Rotherham.

The Safer Rotherham Partnership is a monthly inter-agency meeting, charged by the 1998 Crime and Disorder Act, to improve safety in the Borough. It is jointly chaired by the Chief Superintendent District Commander and the Strategic Director for Neighbourhoods and Adult Services.

The Safeguarding Adults Board meets monthly and is the accountable multi-agency forum for reducing incidents, improving services and making vulnerable adults feel safer.

This sub-group meets monthly to monitor performance and quality and makes recommendations to the Board on Action required and the need for Serious Care Reviews.

Councillor Jahangir Akhtar, Cabinet Member for Housing and Neighbourhoods

Councillor John Doyle, Cabinet Member for Health and Adult Social Care

Adult Social Care and Health Scrutiny Panel

Workforce Development Sub-Group
Current Picture of Safeguarding Adults in Rotherham

Our Strategic Plan for 2007-2009 has delivered and contributed to a number of significant improvements:

• We have increased the level of people in Rotherham feeling safe as a result of our services from 84% to 96% from March 2008 to March 2009.
• Invested over £400k to put in pace a new safeguarding team
• Safeguarding reports has increased from 251 to 526 over the last 12 months. This represents an increase of over 100%, across all service user groups. This increase brings us ahead of the national average.
• Protection plans have increased from 40 (March 2008) to 118 (March 2009)
• We have completed 78.2% of cases in year. This is top quartile performance when compared nationally
• Significant reductions in levels of crime – 13% in 2008/2009
• Significant increase in training of independent/voluntary sector staff from 41% (March 2008) to 80% (March 2009)
• Increasing referrals from all partner agencies.
• Implemented ‘Home From Home’ which is improving standards in Care Homes in November 2008

However, in 2008/09 Rotherham saw the % of cases with substantiated abuse increase from 17% (March 2008) to 23% (March 2009).

An extensive awareness campaign has been in place for 12 months to raise awareness and to create a local vigilance against adult abuse. We have benefited from raising the awareness of this important issue among staff and the wider community.

The campaign includes:

• Posters and Leaflets in all reception points across the Council, Partner agencies, Residential and Nursing Homes and GP Surgeries
• Adverts in ‘Rotherham News’ distributed to 97,000 households in Rotherham
• Adverts in football programmes – Rotherham United F.C.
• Radio adverts on Rother FM
• Adverts on the sides of buses
• Multi-agency Safeguarding Awareness Week across Rotherham in June 2009.

A single point access number was developed through learning from customers who told us they found it hard to access reporting abuse and were unaware of what service they would receive if they did. As a result we have radically changed the way people access and receive information about the safeguarding service which has resulted in significant improvement in satisfaction with information and advice given from 86% to 97%. We have put in place:

• Customer defined Service Standards
• Assessment Direct in place, one single number, for all referrals and groups. Satisfaction with access has improved from 74% (Sept 2007) to 95% (March 2009) and improved the perception of support from first point of contact from 68% (Sept 2007) to 86% (March 2009)
• Information leaflets on access to the service distributed to all self funders
• Out of Hours service – over the year satisfaction with this service has improved from 88% (March 2008) to 96% (March 2009).
• Safeguarding Website pages with ‘2 click’ access and on-line referrals – 750 Hits since January 2009
• Implemented Text to Tell Confidential Service in place
• Safeguarding leaflets produced in Rotherham’s 5 key languages
• Safeguarding Easy Read and picture based leaflet produced in conjunction with Speak Up for people with a physical and sensory disability and learning disability.
Customer views are firmly represented and reflected by the safeguarding service, learning from experience and testing the satisfaction with the service they have received. A ‘Learning from Customers’ forum considers access, compliance against service standards and customer journeys on a monthly basis and feeds this information to the Safeguarding Adults Board. This has lead to a number of improvements:

- Implementation of the ‘Text to Tell’ confidential text message
- Implementation of After Care Information Packs
- Easy read Safeguarding Adults Information
- Refining our customer services standards,

We have a strong approach to quality assurance and contract monitoring of care homes in Rotherham. This year has seen 3 care homes where Neighbourhoods and Adult Services withheld placements and 4 homes where have suspended placements and put in place ‘special measures’ improvement plans. We have strengthened our multi-agency procedures in place.

The current picture has informed three key themes for the next three years:

- **Promote** – raising awareness of safeguarding in communities, neighbourhoods and staff across all agencies,
- **Prevent** – putting in place effective measures to stop abuse and neglect happening ensuring through all key agencies working together in a strategic and coherent way
- **Protect** – addressing incidents of abuse and neglect in a timely, consistent and comprehensive way, ensuring the victim is safe.

Our Key Themes

**Promote**

To prevent abuse and neglect from occurring, measures need to be in place to ensure that good quality services are available to support individuals and empower them to safeguard themselves. The promotion of good quality information is provided to individuals, carers and the public is essential. This will enable them to know how to report abuse or concerns as soon as they occur, that quality standards for services are in place to support people in a variety of settings and that learning is embedded across all agencies to support staff to recognise and deal with potentially abusive situations.

Earlier identification of abuse and neglect is the key to ensuring that the likelihood of repeat incidences and long term consequences of abuse and neglect are minimised for the individual.

The greater the awareness of safeguarding issues there is across Rotherham, the greater the chance that potentially abusive situations will be prevented and where abuse and neglect does occur it will be identified and disclosed. The provision of good information in public places will support service users, carers and the public to know how to recognise and report abuse or concerns.

All partners need to play a significant role in promoting the prevention of adult abuse and neglect in Rotherham. Recent Government policy such as ‘Our health, Our care, Our say – a new direction for community services’ (January 2006), ‘Putting People First’ (December 2007) and ‘Transforming Social Care’ (January 2008) set out the national direction to deliver care and support by enabling individuals to have more choice and control over the support they require. Whilst the emphasis is on independence, people also want to ‘be safe’.
The Rotherham Safeguarding Adults Board has already implemented actions to promote safeguarding and examples of these are:

- Increasing public awareness of safeguarding and how to report abuse and neglect by the production and distribution of leaflets and posters which are displayed in all public assess areas in partner organisations.
- Increasing safeguarding awareness of existing staff by production and dissemination of leaflets, and safeguarding awareness incorporated into induction training for new staff.
- Supporting staff to recognise and report abuse by providing a rolling programme of safeguarding training.
- Supporting staff to understand safeguarding procedures by disseminating a quick reference guide for staff across agencies.
- Increase safeguarding awareness by dissemination of an e-learning package.

The Safeguarding Adults Board partners have a shared vision of safeguarding in Rotherham which includes a strong commitment to safeguarding vulnerable adults including carers and engages the active support of the public. The Partners are committed to ensuring that as far as possible within the resources available, each agency provides services to the interagency system, which are effective in safeguarding and promoting the dignity and respect of Rotherham’s vulnerable adults.

**Key Actions**

- Put in place an annual multi-agency safeguarding awareness week (PMF PI 5)
- Develop a ‘Home from Home’ interactive website to promote the quality of residential/nursing homes in the borough. (PMF PI 5)
- Analyse data to better understand and reduce abuse and neglect by identifying further ‘Hot spots’. (PMF PI 11)
- The Safeguarding Adults Board involves service users as key partners by ensuring effective consultation with and contribution by vulnerable adults and carers into the deliberations of the Board. (PMF PI 3)
- The Mental Capacity Act and Deprivation of Liberty agenda to be driven forward by the Safeguarding Adults Board. (Need for an additional PI has been agreed by P&Q Panel)
- Service user feedback to be collated by all agencies involved with vulnerable adults and the safeguarding process and ensure that we learn from experience. (PMF PI 3)
- Strengthen the advocacy which is available to vulnerable adults involved in the safeguarding adult’s process. (PMF PI 8)
Prevent

It is essential that there is a focus on standards of care by providers in supporting people to live in their own homes, in residential and nursing care placements and in hospital/health settings. The important role of contracting departments and of the regulators of service providers is recognised by this strategy which acknowledges that the most common shortfalls in regulated services are staff training, understanding of the procedures and recruitment practices. Professionals visiting care homes need to provide ‘eyes and ears’ to the environment, surroundings and the overall feel of the place. It is the responsibility of all agencies to take steps to ensure that vulnerable adults in their care are discharged to a safe and appropriate setting.

In November 2008 we put in place ‘Home from Home’ which is our innovative way of raising standards in contracted care homes in Rotherham. The assessment framework includes (1) customer experience which is tested through user involvement and independently assessed through Age Concern (2) contractual compliance and professional competence and (3) clinical standards of health care. Each provider is given a quality rating based upon a sliding ‘bronze’, ‘silver’ and ‘gold’ standard and a quality rating is payable, using social care reform grant, to encourage higher care standards. Assessing risk is an important concept to the Home from Home scheme. Any service found to be below silver standard is prioritised for early intervention. All services will have an ongoing action plan in place to deliver continuous improvement contributing to the Personal Dignity and Respect Outcome. Over the next 18 months all homes need to be assessed twice to improve and demonstrate that standards are improving.

We have seen success through ‘Every Contact Counts’, which is a multi-agency approach to assessing safety in homes, communities and neighbourhoods, providing advice on how to keep safe. This approach provides ‘eyes and ears’ across the borough to stop abuse happening.

We need to build on existing good practice and ensure that learning is embedded through training. Embedded learning lessens the likelihood of abuse and neglect taking place within services and supports staff to recognise, report and deal with abusive situations.

A comprehensive multi-agency Learning and Development Policy and Procedures has been developed which dovetails with this strategy (Appendix 1) and a Safeguarding Adults, Mental Capacity Act and Deprivation of Liberty Training and Development Lead has been appointed.

Agencies have already been implementing actions focussing on prevention and examples of these are as follows:

- Re-launched ‘Every Contact Counts’ and establish ‘No Cold Calling Zones’
- Introduction of ‘Eyes & Ears’ documentation to enable visitors to residential/nursing homes to report their impression of the home and care provided as well as any concerns raised to the contracts team within Neighbourhoods and Adult Services
- Establishment of a Pressure Area Care Development Group to promote good practice and ensure consistency of identification of potential neglect issues.
Key Actions

- The Safeguarding Adults Board oversees the delivery of a Multi-agency Workforce Development/training Strategy including a training and development programme (Bronze to Platinum) which covers all staff in key agencies and external providers, and the Multi-agency Workforce and Training Panel and ensures that these are resourced. (PMF PI 4)

- Lessons from practice and from Serious Case Reviews (It was agreed by the P&Q Panel that PI 14 should be split into 2 with 1 specifically for SCR)

- The multi-agency training pool to be maintained at an adequate level with membership that represents the multi-agency focus of the Safeguarding/Mental Capacity Act agenda (PMF PI 4)

- Each partner organisation has a set of guidelines which sets out the responsibility of all workers and has governance arrangements in place (PMF PI 13)

- Each partner agency to contribute to an annual report by reporting safeguarding activity information from their organisation to the Safeguarding Adults Board. (PMF PI 15)

- Strengthen our approach to gaining feedback from people who have experienced abuse and monitor outcomes for individuals by sensitive quality assurance testing. (PMF PI 3)

- Empower people to safeguard themselves by raising awareness of safety and rights as well as how to self refer safeguarding concerns. (PMF PI 2)

- Reduce the likelihood of abuse and neglect by improving recruitment practices. (PMF PI 5)

- Assess all residential/nursing homes against the ‘Home from Home’ standards. (PMF PI 3)

- Reduce repeated episodes of abuse and neglect and ensure that alleged perpetrators of abuse are prevented from working with vulnerable adults by ensuring that where appropriate referrals are made to the Independent Safeguarding Authority (ISA). (PMF PI 12)

- Reduce incidents of abuse and neglect by analysing patterns and trends, and taking action to address emerging risk factors. (PMF PI 11)

- To increase referrals in areas of under reporting e.g. BME communities, LGBT, and under referral e.g. GP’s, by analysing data and taking remedial action. (PMF PI 1)

- Improve the use of wider preventative services through safeguarding protection plans (PMF PI 5)
Protect

Local Authority Social Service Departments play a co-ordinating role in developing the policies and procedures for the protection of vulnerable adults from abuse. ‘No Secrets’ was issued as guidance under Section 7 of the Local Authority Social Services Act 1970, which requires local authorities in their social services function to act under the general guidance of the Secretary of State. ‘No Secrets’ does not have the full force of statute but is expected to be complied with.

Rotherham Safeguarding Adults Board has collaborated with Barnsley, Doncaster and Sheffield to produce consistent Safeguarding Adults Procedures across South Yorkshire. This has enabled smoother working practices with partner agencies that work across the boundaries e.g. South Yorkshire Police, Fire and Rescue and Ambulance Service.

These Safeguarding Adults Policies and Procedures have been agreed and endorsed by all the Executive Directors of the partner agencies.

It is vital for the successful safeguarding of vulnerable adults in Rotherham that the procedures are understood and applied consistently by all organisations. Effective work must be based on a multi-agency approach, with early decisions made as to the most appropriate organisation to be the lead agency in the safeguarding assessment. Organisations should have internal guidance for their own staff that complements the multi-agency procedures and audit arrangements need to be in place to ensure compliance.

Where abuse has taken place, agencies will robustly intervene, offer support to victims and promote access to justice.

Agencies have implemented measures to protect vulnerable adults from abuse and neglect. Examples of these are:

- The formation of a designated Safeguarding Adults Team within Neighbourhoods and Adult Services to ensure a consistent approach to the investigation of safeguarding concerns including the identification of a safeguarding champion/team manager to lead on all cases.
- Put in place an ‘out of hours’ response team.
- Formation of Safeguarding Adults Groups within NHS Rotherham, NHS Rotherham Foundation Trust and RDaSH to address consistency of approach to safeguarding incidents within those organisations
- Appointment of a Mental Capacity Act/Deprivation of Liberty Co-ordinator within Neighbourhood and Adult Services
- Regular meetings between the Complaints Team, the Commissioning Team, the Safeguarding Team, and the Care Quality Commission held to ensure that thresholds are agreed and overlapping agendas are addressed without duplication.

This strategy recognises that many vulnerable victims of abuse and neglect wish their concerns to be addressed via the criminal justice system, and wherever possible they should have recourse through this process. However, for others, they wish their safeguarding concerns to be addressed via other routes, and outcomes should therefore take into account the individual needs and wishes of the person being abused without compromising the agencies duty of care to all vulnerable adults.

Vulnerable adults, their needs and desired outcomes must be at the centre of safeguarding adults work. Thorough investigation, accurate evaluation of information available and recognition of the impact of the abuse on the vulnerable adult must be the main focus. The outcomes must be decided with the best interest of the victim being paramount. The process must
be undertaken and the outcome implemented in ways that empower the vulnerable adult and not compound the abuse.

Some vulnerable adults may lack capacity to protect themselves. It is the responsibility of agencies to take measures contained in current legislation to protect these vulnerable adults. Most vulnerable adults will have capacity to understand to a greater or lesser extent what has happened to them and the risk to their safety and wellbeing. Working within the framework of their knowledge and understanding of the situation, their views and opinions must be taken into account.

Work with vulnerable adults should be undertaken in a proportional manner to the severity of the abuse and the number of vulnerable adults at risk. The outcome should be proportional to the extent and severity of the abuse and taking into account the desired outcome of the victim.

It is recognised however, that relatively few safeguarding adults concerns are pursued through the criminal courts. South Yorkshire Police has a lead role in ensuring that wherever possible vulnerable adults who are the alleged victims of abuse and neglect can access justice through the court system if they wish to do so.

There are a number of vulnerable individuals who are not included under the current ‘No Secrets’ definition of a vulnerable adult, for example those made vulnerable through alcohol and/or drug abuse. There are also those adults who are vulnerable under the ‘No Secrets’ definition but who are abused by their own self neglect rather than by another person. This strategy recognises a duty of care to all adults who are at risk of abuse and neglect in all its possible forms, and where it is not appropriate for a referral to be addressed under the Safeguarding Adults Procedures, agencies will work together to ensure that wherever possible all adults in Rotherham are supported and protected.

Key Actions

- Neighbourhood and Adult Services strengthens its safeguarding structure covering all service user groups focusing on investigation, raising standards and quality of residential/nursing homes, Mental Capacity Act & Deprivation of Liberty and leadership. (PMF PI 10)
- Strengthen the approach to ‘Every Contact Counts’ and ‘Eyes and Ears’ to include all agencies and across the whole of the borough. (PMF PI 5)
- Carry out a multi-agency review of procedures following the outcome of the consultation for ‘No Secrets’. (PMF PI 13)
- Expand the use of assistive technology to maintain people’s safety within their own homes (PMF PI 5)
- Improve service and systems quality by ensuring that robust staff supervision and quality assurance mechanisms are in place in all agencies that have contact with vulnerable people (PMF PI 13)
- Strengthen the role of the Commissioning Team to reinforce the commitment to delivery of quality services (PMF PI 5)
- Strengthen measures to promote access to justice for vulnerable people and support for the victims of abuse and neglect, thus increasing the number of allegations that result in a successful criminal prosecution. (PMF PI 9)
- Put in place effective quality assurance and learning mechanisms across all agencies to ensure consistency of delivery against the procedures. (PMF PI 13)
Performance Management

The actions defined in this document will be delivered through the agreed Rotherham Safeguarding Adults Performance Management Framework. This framework has been developed by the board for all partner agencies that are involved in the management and coordination of safeguarding vulnerable adults and puts in place clear accountability, reporting structures, effective measures of performance and systems for dealing with poor performance. The Board will receive performance reports on the action plan of this strategy every quarter, which will be monitored at the Performance and Quality Sub Group.

The Board will report progress to Safer Rotherham Partnership (SRP) every quarter. The SRP is tasked with making the borough safer for all residents and therefore prioritises its resources on those crime and safety areas that are identified as such within the Joint Strategic Intelligence Assessment. It is not appropriate therefore to report every single issue on safeguarding vulnerable adults to the SRP but the Adults Safeguarding Board is accountable for this level of reporting and management. This strategy will be reviewed on an annual basis.
### Action Plan to the Rotherham Safeguarding Adults Strategy 2009 – 2012

<table>
<thead>
<tr>
<th>Key Actions</th>
<th>PMF PI</th>
<th>Work Plan</th>
<th>Lead Responsibility</th>
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<tbody>
<tr>
<td>Put in place an annual multi-agency safeguarding awareness week.</td>
<td>PMF PI 5</td>
<td>• 1st Awareness Week 15th – 19th June 2009.</td>
<td>Sam Newton, Safeguarding Adults Manager; NAS</td>
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<td>(Annual commencing June 2009)</td>
<td></td>
<td>• Agreement that this is to be an annual event.</td>
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<td>• Planning to commence from January 2010.</td>
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<td>• To appear as an agenda item of SAB in January 2010.</td>
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<td>Develop a ‘Home from Home’ interactive website to promote the quality of</td>
<td>PMF PI 5</td>
<td>• Ensuring that the website is kept accurately up to date. (monthly)</td>
<td>Joanne Swift, Home from Home Co-ordinator; NAS</td>
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<td>residential/nursing homes in the borough. (July 2009)</td>
<td></td>
<td>• Evaluate and monitor easy of access for customers. (September 2009)</td>
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<td>Analyse data to better understand and reduce abuse and neglect by</td>
<td>PMF PI 11</td>
<td>• Data to be fed into the P&amp;Q sub group and issues to be addressed by SAB</td>
<td>Sam Newton, Safeguarding Adults Manager; NAS</td>
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<td>identifying further ‘Hot spots’. (November 2009)</td>
<td></td>
<td>to be identified by the chair. (June 2009)</td>
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<td></td>
<td></td>
<td>• Data to continue to be collated by the SA Office until the swift SA</td>
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<td></td>
<td></td>
<td>Module is fully implemented. (November 2009)</td>
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<td>The Safeguarding Adult’s Board involves service users as key partners</td>
<td>PMF PI 3</td>
<td>• Ensure service user voluntary organisation are represented on board.</td>
<td>Dave Roddis, Service Quality Manager; NAS</td>
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<td>as key partners by ensuring effective consultation with and contribution</td>
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<td>(July 2009)</td>
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<td>by vulnerable adults and carers into the deliberations of the Board.</td>
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<td>• Board receives quarterly customer experience reports. (October 2009)</td>
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<td>(Commenced April 2009)</td>
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<td>• Board produces a “learning from customers” report. (April 2010)</td>
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### Key Actions

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<td>The Mental Capacity Act and Deprivation of Liberty agenda to be driven forward by the Safeguarding Adult’s Board. (April 2009)</td>
<td></td>
<td>• MCA &amp; DoL to be put on the agenda of all SAB meetings to update on progress and develop a course of action. (April 2009)</td>
<td>Amanda Coyne, MCA DOLs Co-ordinator</td>
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<td>Service user feedback to be collated by all key lead agencies involved with vulnerable adults and the safeguarding process and ensure that we learn from experience. (March 2010)</td>
<td>PMF PI 3</td>
<td>• All key lead agencies report customer feedback into the board. (Commencing September 2009)</td>
<td>All key lead agencies</td>
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<td>Strengthen the advocacy which is available to vulnerable adults involved in the safeguarding adult's process. (March 2010)</td>
<td>PMF PI 8</td>
<td>• Implement on advocacy strategy for safeguards. (December 2009)</td>
<td>Chrissy Wright, Director of Commissioning and Partnerships</td>
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<td></td>
<td></td>
<td>• Evaluate effectiveness of strategy. (March 2010)</td>
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| The Safeguarding Adult’s Board oversees the delivery of a Multi-agency Workforce Development/training Strategy including a training and development programme (Bronze to Platinum) which covers all staff in key agencies and external providers, and the Multi-agency Workforce and Training Panel and ensures that these are resourced. (Fully implemented March 2010) | PMF PI 4 | • Partners to nominate representatives for the W & T Panel. (June 2009)  
• Partners to monitor and report training figures. (September 2009)  
• Multi-agency commitment of development and quality control of training delivery. (September 2009) | W & T Panel Chair |
| Lessons from practice and from current Serious Case Reviews. (Implement findings by March 2010) | | • Overview reports on 2 outstanding SCR’s to be received by the SAB on completion. (September 2009)  
• Recommendations from overview report to be translated into an action plan to be endorsed by partners. (November 2009)  
• Mechanisms for monitoring and reviewing improvements to be agreed. (November 2009)  
• Circulation and restrictions to be agreed including family members. (December 2009)  
• Debriefing of staff to be agreed. (December 2009)  
• Media strategy to be agreed. (December 2009) | Independent Chair/ Safeguarding Adults Manager, NAS |
| The multi-agency training pool membership that represents the multi-agency focus of the Safeguarding/Mental Capacity Act agenda. (December 2009) | PMF PI 4 | • Review current commitment to the training pool with a view to expanding both multi-agency composition and diversity of courses delivery. (December 2009) | Mark Easter; Training and Development Lead/  
Sam Newton, Safeguarding Adults Manager, NAS |
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<td>Each partner organisation has a set of guidelines which sets out the responsibility of all workers and has governance arrangements in place. (March 2010)</td>
<td>PMF PI 13</td>
<td>• SAB to agree governance arrangements and endorse multi agency document. (March 2010)</td>
<td>Independent Chair/ Sam Newton, Safeguarding Adults Manager, NAS</td>
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<td>Each partner agency to contribute to an annual report by reporting safeguarding activity information from their organisation to the Safeguarding Adults Board. (June 2010)</td>
<td>PMF PI 15</td>
<td>• Each organisation to translate action for inclusion in annual report. (September 2009)</td>
<td>All agencies</td>
</tr>
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<td>Strengthen our approach to gaining feedback from people who have experienced abuse and monitor outcomes for individuals by sensitive quality assurance testing. (November 2009)</td>
<td>PMF PI 3</td>
<td>• Case Conference survey implemented. (June 2009)</td>
<td>Dave Roddis, Service Quality Manager, NAS</td>
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<tr>
<td>Empower people to safeguard themselves by raising awareness of safety and rights as well as how to self refer safeguarding concerns. (December 2009)</td>
<td>PMF PI 2</td>
<td>• Agenda item for all Contract Forums (residential/nursing/ domiciliary care/voluntary sector) to promote and empower customers in self protection. (September 2009)</td>
<td>Chrissy Wright, Director of Commissioning &amp; Partnerships, NAS Kath Rogers, Commissioning Manager Residential/Nursing, NAS Andy Hare, Commissioning Manager Domiciliary Care, NAS Scott Clayton, Contract &amp; Performance Manager Learning Disability Paul Ritchie, VAR</td>
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<td>Reduce the likelihood of abuse and neglect by improving recruitment practices. (March 2010)</td>
<td>PMF PI 5</td>
<td>• Assess recruitment practice. (December 2009)</td>
<td>Cath Henderson, Director of Provider Services Rotherham Community Health Services</td>
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<td>• Core Competencies to be tested during the recruitment process. (March 2010)</td>
<td>Andrew Badger, Commissioning Manager NHS Rotherham</td>
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<td>• Implement recruitment strategy. (March 2010)</td>
<td>Sarah Blake, Contracts Officer, NAS</td>
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<td>Assess all residential/nursing homes against the ‘Home from Home’ standards. (September 2009) and reassess by (December 2010)</td>
<td>PMF PI 3</td>
<td>• Health care standards to be paralleled with contracts and service quality teams thus ensuring a robust partnership approach to Home from home Process. (September 2009)</td>
<td>Chrissy Wright, Director of Commissioning &amp; Partnerships, NAS</td>
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<td>• Develop a quality premium scheme for domiciliary care providers. (October 2009)</td>
<td>Dominic Blaydon, Kath Rogers, Commissioning Manager Residential/Nursing, NAS</td>
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<td>Sarah Blake, Contracts Officer, NAS</td>
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<td>Jackie Bickerstaff, Head of Learning Disability Services</td>
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<td>Reduce repeated episodes of abuse and neglect and ensure that alleged perpetrators of abuse are prevented from working with vulnerable adults by ensuring that where appropriate referrals are made to the Independent Safeguarding Authority (ISA) (March 2010)</td>
<td>PMF PI 3</td>
<td>• Equip SA Case Conference Chairs to ensure that robust protection plans are put in place including ISA referrals where appropriate. (September 2009)</td>
<td>Shona McFarlane, Director of Health &amp; Well Being/Assessment &amp; Care Management, NAS</td>
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<td>• Enable Social Work Team Managers and partner agencies to monitor protection plans and highlight concerns to the appropriate Contracts Team. (December 2009)</td>
<td>Sam Newton, Safeguarding Adults Manager, NAS</td>
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<td>• Ensure providers are confident and competent to recognise when and how to refer employees to ISA. (March 2010)</td>
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<td>Reduce incidents of abuse and neglect by analysing patterns and trends, and taking action to address emerging risk factors. (March 2012)</td>
<td>PMF PI 11</td>
<td>• Individual Home and Domiciliary Action Plans to be monitored to identify trends and address issues with individual providers, including outstanding CQC requirements and recommendations. (September 2009) • Hot spot analysis to take place and resources allocated/directed to areas of high risk. (December 2009)</td>
<td>Chrissy Wright, Director of Commissioning &amp; Partnerships, NAS John Mansergh, Service Performance Manager, NAS Steve Lightfoot, Performance Management Officer, NAS</td>
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<tr>
<td>To increase referrals in areas of under reporting e.g. BME communities, LGBT, and under referral e.g. GP’s, by analysing data and taking remedial action. (March 2010)</td>
<td>PMF PI 1</td>
<td>• Awareness campaign in place for under reporting groups. (September 2009) • Evaluate effectiveness (March 2010)</td>
<td>Gillian Hallas Safeguarding Co-ordinator, NAS</td>
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<td>Improve the use of wider preventative services through safeguarding protection plans. (March 2010)</td>
<td>PMF PI 5</td>
<td>• Review current use of wider preventative services and identify potent</td>
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| Neighbourhood and Adult Services strengthens its safeguarding structure covering all service user groups focusing on investigation, raising standards and quality of residential/nursing homes, Mental Capacity Act & Deprivation of Liberty and leadership. (December 2009) | PMF PI 10 | • Learning Disability Service to access and record safeguarding activity on AIS module. (December 2009)  
• System to be identified to ensure that SA work undertaken by RDASH is recorded in a way consistent with other services. (December 2009)  
• Annual multi-agency audit of SA investigations to take place and lessons learned to be action planned through the SAB. (December 2009) | Learning Disability Service/  
Sam Newton,  
Safeguarding Adults Manager NAS  
Tracey Wrench,  
Deputy Director of Nursing  
RDASH /Sam Newton  
Safeguarding Adults Manager NAS  
Sam Newton,  
Safeguarding Adults Manager; NAS |
| Strengthen the approach to ‘Every Contact Counts’ and ‘Eyes and Ears’ to include all agencies and across the whole of the borough. (March 2010) | PMF PI 5  | • Strategy to be developed to disseminate awareness raising materials and protocols to partner agencies across the whole borough. (September 2009)                                                                                                                                                                                                                                                                   | Sam Newton,  
Safeguarding Adults Manager; NAS |
| Carry out a multi-agency review of procedures following the outcome of the consultation for ‘No Secrets’. (December 2009)             | PMF PI 13 | • Multi-agency engagement with the consultation process to continue. (September 2009)  
• Practice and Resource implications to be considered by SAB on completion of new guidance. (October 2009)  
• Procedures to be reviewed and amended in line with new guidance. Consideration to be given to this continuing on a SY basis. (December 2009)                                                                                                                                                                                                                       | Sam Newton,  
Safeguarding Adults Manager; NAS  
Sam Newton,  
Safeguarding Adults Manager; NAS |
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<td>Expand the use of assistive technology to maintain peoples safety within their own homes. (March 2010)</td>
<td>PMF PI 5</td>
<td>• Identify a programme for safeguarding Adults. (September 2009)</td>
<td>Tony Sanderson, Assistive Technology Projects Manager, NAS</td>
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<td>Improve service and systems quality by ensuring that robust staff supervision and quality assurance mechanisms are in place in all agencies that have contact with vulnerable people. (March 2010)</td>
<td>PMF PI 13</td>
<td>• Roll out supervision provision across all NAS. (September 2009) • Work with other agencies to develop and adopt these principles across other agencies. (March 2010)</td>
<td>Sam Newton, Safeguarding Adults Manager, NAS</td>
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<td>Strengthen the role of Contracts to reinforce the commitment to commissioning quality service. (December 2009)</td>
<td>PMF PI 5</td>
<td>• Un-announced spot visits, monitoring of ongoing action plans, ‘Eyes &amp; Ears’, ‘Home from Home’, Contract concerns and liaison via provider forums all to continue and be performance managed. (December 2009)</td>
<td>Sam Newton, Safeguarding Adults Manager, NAS</td>
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<td>Strengthen measures to promote access to justice for vulnerable people and support for the victims of abuse and neglect, thus increasing the number of allegations that result in a successful criminal prosecution. (December 2009)</td>
<td>PMF PI 9</td>
<td>• Develop protocols with south Yorkshire police and legal to ensure necessary action. (December 2009)</td>
<td>Sam Newton, Safeguarding Adults Manager, NAS</td>
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• Procedures to be reviewed and amended in line with new guidance. Consideration to be given to this continuing on a SY basis. (December 2009) | Sam Newton, Safeguarding Adults Manager; NAS               |
|                                                                            |             |                                                                                                                                                                                                          | Sam Newton, Safeguarding Adults Manager; NASS             |
Don’t let adult abuse go unnoticed

Call 01709 822330
(Monday to Friday 8.30am until 5.30pm)

www.rotherham.gov.uk
Out of Hours call 01709 364689

Or contact us with your concerns on our New Confidential Text to Tell Service 07748 142816

South Yorkshire Police 0114 2202020

SAFEGUARDING ADULTS

Neighbourhoods and Adult Services is committed to stopping all forms of financial, emotional, physical, sexual abuse or neglect in its aim to safeguard and protect all adults living in the Borough. Along with the Council, the Directorate and all staff feel that:

• Mistreatment of any adult is not acceptable  
• Your actions can make a difference  
• Safeguarding vulnerable adults is everyone’s responsibility  
• Doing nothing is not an option.

Don’t let abuse go unnoticed. If you, or someone you know, is being abused, don’t ignore it, REPORT IT!

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