



Keeping Adults Safe  
in Shropshire  
Board

# Annual Report

April 2017 – March 2018



# Annual Report

April 2017 – March 2018

## Contents

Foreword by Independent Chair of the Board	3
Introduction	5
What is the Keeping Adults Safe in Shropshire Board?	6
Adult safeguarding in Shropshire this year	8
Our multi-agency procedures	9
What we have done this year	10
Safeguarding Adult Reviews	20
What we want to do next	21
Closing statement from Shropshire Council's Cabinet Member	24
Appendix 1 – What our members have done this year	25



## Foreword by Ivan Powell, the Independent Chair

Thank you for taking the time to read this annual report and your interest in safeguarding adults in Shropshire.

The Keeping Adults Safe in Shropshire Board comprises senior leaders from the range of commissioners and provider agencies who are the health sector, the Police, the Fire Service, the Local Authority Adult Social Care, and Public Health and representatives of the voluntary and community sector and residential care providers.

My role is independent of these organisations and my duty as Chair is to ensure that the Board is given adequate assurance that we are all delivering safe services, and that Board Members hold each other to account for this. This is particularly important to ensure that we keep adults safe in Shropshire as we are all working together in very challenging times. This year has seen unprecedented pressure on partners in terms of resources and capacity and I would like to thank all partners and those who have been involved in the work of the Board, for their time and effort, which continues to make a positive difference.

The report shows what the Board aimed to achieve on behalf of the residents of Shropshire during 2017-2018. We continue to reflect on how effective the Board is. We hold a development session each year in a structured manner to hold ourselves to account for progress and efficiency. The partnership continues to develop and strengthen and although there is still much to do, this Annual Report reflects what we have been able to achieve.

At the start of each Board meeting, we hear a personal (anonymised) 'Safeguarding Story' shared by a board member to ensure that Making Safeguarding Personal is a focus at each Board, and that the decisions made by strategic leaders are grounded through reflecting on actual experiences of people and professionals.

We have a strong and effective Citizen Engagement Sub Group who do really good work for the Board seeking people's views on our processes and procedures and how we communicate with them.



**Ivan Powell,  
Independent Chair**

I am personally committed to ensure that adults who unfortunately have to use the safeguarding system to address risks they face, find the experience as simple as possible; in effect a good personal experience. We have been helped during the year by adults who live in Shropshire to produce some cards to help people understand how to engage with their safeguarding enquiry. This has been an excellent piece of work.

I would like to see us build on this work during next year to explore how we can get people to tell us what it felt like to them having to engage with the safeguarding system.

We also need to continue to raise the awareness of adult safeguarding with all the citizens of Shropshire, as well as our organisations, particularly if we are to support and promote the ability for people to live as independently as they can and for as long as they choose to do so.

We have produced a more compact version of the annual report this year and I hope therefore that you find it useful. If you would like more detailed information about the work undertaken by the board this year, may I direct you to our website or please contact Keeping Adult's Safe in Shropshire Business Unit at [KASISB@shropshire.gov.uk](mailto:KASISB@shropshire.gov.uk).

**Ivan Powell,  
Independent Chair**

# Introduction

This Annual Report explains what the Keeping Adults Safe in Shropshire Board have done from April 2017 until March 2018. In the report we will look at:

- Multi-agency procedures
- Who has needed help to stay safe in Shropshire and what work has been done to help keep them safe
- What progress the Board has made on its strategic priorities and plan.
- Safeguarding Adult Reviews
- What Board members have done in their organisation and with partners to help keep people safe in Shropshire

The report will be published on the Board's website and presented to:

- The Chief Executive and Leader of Shropshire Council
- West Mercia Police and Crime Commissioner
- The Chief Constable of West Mercia Police
- The Accountable Officer from the Shropshire Clinical Commissioning Group
- Healthwatch Shropshire
- The Chair of the Health and Wellbeing Board in Shropshire

# What is the Keeping Adults Safe in Shropshire Board?

The Keeping Adults Safe in Shropshire Board (we will call it the Board) is a group of organisations who work together to help keep adults with care and support needs safe from being abused or neglected. Helping to keep someone safe means working with the person at risk of or experiencing abuse or neglect to help or protect them. This is called safeguarding.

The law says that there are some organisations who must work together to safeguard adults and children in local authority areas. In Shropshire this is:



There are also lots of other organisations who work with adults who are also on the Board:



**Shropshire and Wrekin**  
Fire and Rescue Service



Department  
for Work &  
Pensions



The Board works with the Shropshire Safeguarding Children’s Board. Both Boards want Shropshire to be a place where adults with care and support needs and children live a life free from abuse or neglect. The Board’s job is to make sure that adults with care and support needs are safeguarded when they might be or when they are being abused or neglected and cannot protect themselves.

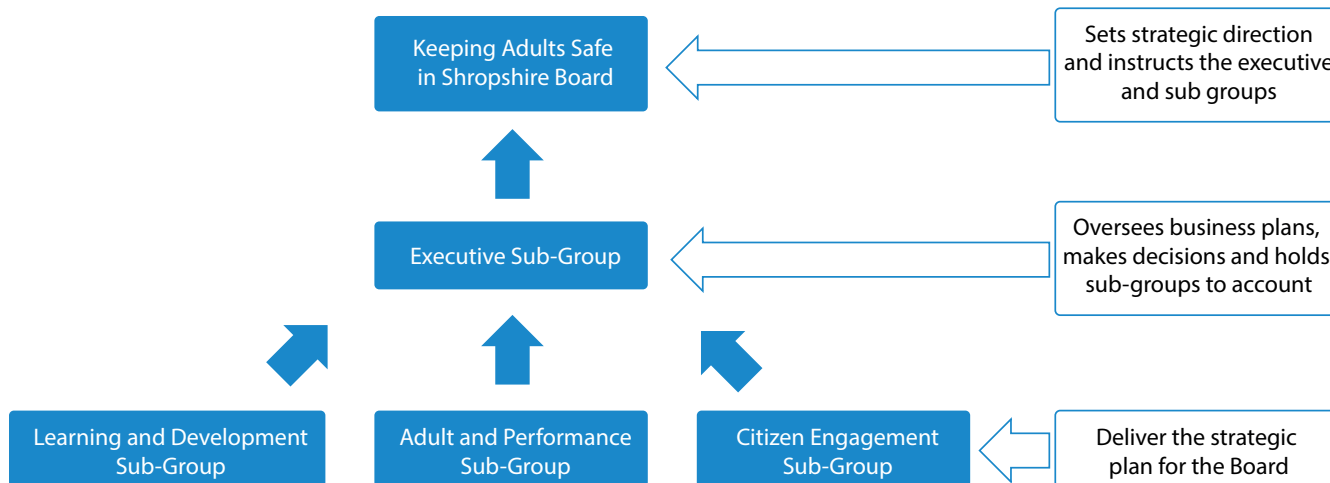
The Board must have a strategic and annual business plan that says what it’s priorities are and how it is going to achieve them. The priorities should make sure that adults with care and support needs are helped and protected. It must also write a report every year to explain what work it has done on the strategic plan.

The Board has Sub Groups who have work plans to deliver the Board’s priorities and strategic plan. The work of the Board and its Sub Groups is supported by a Business Unit. The Board Business Unit has been introduced in this year to invest in and improve the resilience of the work of the Board.

This is our current Board structure and what each group does:

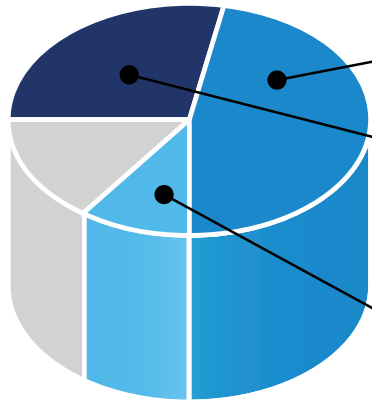
There are some circumstances when the Board must carry out a review of how everyone worked together with an adult with care and support needs in their area. This is so that everyone can learn from what happened and improve how they work in the future. This process is called a Safeguarding Adult Review. A Safeguarding Adult Review must be carried out:

- If there is a reasonable cause for concern about the Board, members of it or other people who worked together to safeguarding an adult with care and support needs and
- An adult with care and support needs dies and the Board knows or suspects that their death resulted from abuse or neglect;
- or
- An adult with care and supports needs is still alive and the Board knows or suspects that the adult has experienced and was seriously injured because of serious abuse or neglect.



# Adult safeguarding in Shropshire 2017-2018

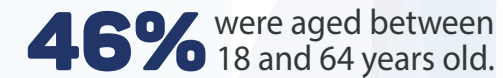
**1,719** contacts made to **First Point of Contact** to raise or discuss concerns about an **adult's safety**



**813** (47%) of contacts were concerns about **abuse or neglect of an adult with care and support needs**.

**231** (28%) concerns resulted in a **safeguarding enquiry**: to decide whether action should be taken to protect an adult with care and support needs because there was belief that they were experiencing or at risk of abuse or neglect and unable to protect themselves.

**10** (4%) **additional safeguarding plans** were put in place following a safeguarding enquiry because people remained at risk of abuse or neglect.

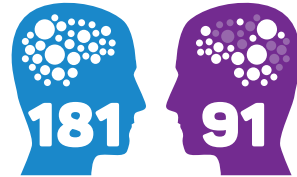


The most common types of abuse in concluded safeguarding enquiries were:

## DOMESTIC ABUSE, NEGLECT AND FINANCIAL OR MATERIAL ABUSE



The "source of risk" was personally known to the individual in **64%** of the safeguarding enquiries that were concluded



In safeguarding enquiries that were concluded, **more people had mental capacity (181)** than those who were assessed as **lacking mental capacity (91)**



Of the 91 enquiries concluded where the person was assessed as not having capacity, **80% were provided with informal or formal advocacy support** to help them with their enquiry.

## Making Safeguarding Personal

**93%** of people or their representatives were asked what they wanted the outcome of their safeguarding enquiry to be.

Outcomes were **partially or fully achieved in 86%** of safeguarding enquiries that were concluded.

At the outcome of a safeguarding enquiry, the number of enquiries where it was assessed that the **risk of abuse or neglect for the person** was:



**127** (46%) removed



**134** (48%) reduced



**17** (6%) remained



The "source of risk" was providing a service to the person in **29%** of the safeguarding enquiries that were concluded



The **adult's home** was the most frequent location of abuse or neglect (or the risk of it).



## Our multi-agency procedures

We have continued to work on several multi-agency procedures, to help everybody keep people safe and work together. The procedures are for people and organisations from the independent, voluntary or public sector who have contact with adults with care and support needs. The Board is committed to making sure its procedures are meaningful and applied across all agencies.

The Board also ensures that it is represented on and contributes to the work of the West Midlands Regional Editorial Group which produces the West Midlands Regional Adult Safeguarding Policies and Procedures.

We have produced an Information Sharing Protocol, which we will review to take account of changes in data protection law. This will be published in 2018-2019.

We also began a review of our Safeguarding Adult Review Policy, which will be implemented in the latter part of 2018-2019.

We have identified the need to implement a Position of Trust framework and review our Self Neglect and Working with Risk Policies, which will plan to complete in 2018-2019.

All of the Board's multi-agency procedures appear on our website:  
<http://www.keepingadultssafeinshropshire.org.uk/multi-agency-procedures>.

# What we have done this year

We set ourselves 4 priority areas of work between 2015-2018.

These were:

## 1. Preventing abuse from occurring:

- Develop a culture of caring for others
- Stop harm from happening to people
- Minimise the impact of dealing with abuse on our services

## 2. Making Safeguarding Personal and implementing personalisation – giving people as much control as possible over their lives.

## 3. Public and workforce awareness of their responsibility to safeguarding people and report concerns if necessary

## 4. Establishing effective working relationships with other strategic partnerships. The Board should not work on its own. It must work with other partner organisations so that they are clear about their role in safeguarding adults with care and support needs from abuse.

Appendix 1 provides an overview of how our Board members have contributed to our strategic priorities over the year.

The Board has continued to make progress on these priorities through specific actions that we set ourselves last year.

## 1. We have adults who use care and support services and carer representatives in every group within the Board

## Preventing Abuse Making Safeguarding Personal

- Our Citizen Engagement Sub Group makes sure that the voices of adults and their carers are heard through the work of the Board. This year we have reviewed the membership of the group to make sure that we have as many voices represented as possible.

We have also been improving how the Citizen Engagement Sub Group knows about and comments on the work of the other Sub Groups and the Board. We do this by making sure that this is looked at in every meeting.

This year, the Citizen Engagement Sub Group has been involved in the development of the website (see Action 3 below) and production of Safeguarding Posters with the Learning and Development Sub Group (see Action 4 below).

- The experiences of adults and their carers form part of every Board meeting. Members take it in turns to tell the Board about a specific adult experience so that their voice can be heard, and agencies can reflect on what was done by agencies to give the person as much control as possible over their lives. An example shared by Shrewsbury and Telford Hospital at Board from this year was:
  - o A patient wanted to go home after being admitted to hospital, even though her family members had concerns about her safety at home. Shrewsbury and Telford Hospital staff worked with the patient to help fulfil her wishes and her family to address their concerns. The patient was supported to return home safely, but sadly died some months later. Family members have visited the ward since their Mother's death and have expressed gratitude to the staff for respecting their Mother's wishes.
- The Board has actively supported a project which has been co-produced with people who use Adult Social Care services by Shropshire Council's Safeguarding and Joint Training Teams, Taking Part and Shropshire Partners in Care. This has resulted in the development of a range of questioning cards to support workers carrying out a Section 42 or 'Other' Safeguarding Adults Enquiry. These are called: 'Talking about Adult Safeguarding: My Enquiry and Safety Plan cards'.

The cards will help to improve the conversation with the person affected by the abuse by:

- o Simplifying the language workers use
- o Making sure the views of the person affected by the abuse has expressed their views first
- o Explaining how the person is going to help protect themselves from abuse

The cards will be launched at our Joint Shropshire and Telford & Wrekin Safeguarding Boards World Elder Abuse Event and made available to use later next year.

## 2. Finalise a framework to measure how we are performing and make sure the Board are holding partners to account for their work

## Preventing Abuse Making Safeguarding Personal Public and Workforce Awareness

- We agreed what information we want to collect from agencies to help the Board make sure that agencies are working well to keep adults safe in Shropshire. We have agreed to focus on three areas:
  - Prevention: What agencies are doing to prevent abuse and neglect from happening
  - Demand and Timeliness: What adult safeguarding concerns there in Shropshire and how are agencies responding to them.
  - Making Safeguarding Personal: What people who use agencies services are saying about their experience of safeguarding.
- We conducted an audit focusing on Domestic Abuse with Herefordshire Safeguarding Adults Board. The audit looked at how well agencies worked together to balance respecting the wishes of the adult who was the victim of domestic abuse and the need to take positive action against the person posing the risk.

The audit found overall that agencies were managing this balance well. Recommendations included:

- Safeguarding Enquiries should more clearly record a discussion of the risk/s with the person affected the consequences of taking or not acting.
- Timely discussions between Adult Social Care and Police are required.
- Consideration should be given to gathering information and advice from Women's Aid. This is because we know many victims do not talk to statutory services when they are experiencing domestic abuse.
- When working with people experiencing Domestic Abuse, professionals should use the Domestic Abuse Stalking and Honour Based Violence (DASH) document as it is a multi-agency document.

### 3. Finish setting up our website to promote the work of the Board

#### Preventing Abuse Making Safeguarding Personal Public and Workforce Awareness

The Keeping Adults Safe in Shropshire Board website is now set up and in place and can be accessed at <http://www.keepingadultsafeinshropshire.org.uk>.

The Keeping Adult Safe in Shropshire Board (KASiSB) website provides information on:

- Who the Board are and what we do
- What abuse is and how to report a concern.
- Multi-agency procedures
- Learning Resources: This section contains:
  - A range of information, resources and briefings on various types of abuse and areas related to abuse and neglect.
  - Links to recommended online learning, training providers in Shropshire and National Adult Safeguarding research and guidance.
  - Examples of safeguarding case studies which show how agencies in Shropshire have worked with adults to prevent, protect or empower them.
- Safeguarding Adult Reviews conducted in Shropshire
- Useful Links: to our partner websites and other key organisations.
- People's Stories: This contains case studies and practitioner perspectives of safeguarding issues.

We have asked our Citizen Engagement Group to help us with the content of the website to make it as accessible as possible and have developed a communication and engagement plan to promote the website to the public.

We will be promoting the website to the public from May 2018 and will make sure that the website continues to be promoted at key points throughout the year.

The website is always changing and being updated to reflect changes and developments. We are particularly keen to hear from people who use the website to understand the work of the Board or to better understand adult safeguarding. If you have any ideas about how we can improve the website so it is easier to understand and use, please email us at [KASiSB@shropshire.gov.uk](mailto:KASiSB@shropshire.gov.uk).

#### 4. Develop easy to understand publicity material so everyone knows how to seek help if they can't stop abuse themselves.

#### Prevention Making Safeguarding Personal Public and Workforce Awareness Working with other strategic partnerships

Our Learning and Development Sub Group have worked with people who use services and the Citizen Engagement Sub Group to design a set of 4 posters. The posters contain important information about what safeguarding is and how to get help when needed. Each poster looks at a person and their experience of abuse or neglect and how we should all act and get help sooner rather than later.

The posters messages are designed to highlight of the importance of:

- Principles of adult safeguarding:
  - Empowerment
  - Prevention
  - Proportionality
  - Protection
  - Partnership
  - Accountability
- The different types of abuse and people that are at risk or experiencing abuse or neglect in Shropshire. For example, domestic abuse and how it can also affect older people, financial abuse, neglect and how this can particularly affect adults who have disabilities and physical abuse.

We have had a number of posters printed to be distributed to key places and organisations next year.

We have had several posters printed to be distributed to key places and organisations next year. The 4 posters can be downloaded for display: <http://www.keepingadultssafeinshropshire.org.uk/safeguarding-board-promotional-material>.

## 5. Write a prevention strategy for Shropshire

### Prevention

Last year we identified several themes for our Prevention Strategy, and have made progress on these themes as follows:

- Helping people protect themselves
  - We have agreed we will collect information on the registration of Safe Places and the number of safe and well checks carried out by the Shropshire Fire and Rescue Service.
  - We have supported the development of 'Talking about Adult Safeguarding: My Enquiry and Safety Plan cards' (see action 1 above)
- Recruitment and managing the workforce
  - We are producing a Reference Request Template which can be used by anyone employing people to deliver services for adults with care and support needs. The aim of this is to promote values-based recruitment and encourage a positive culture regarding the provision of references as part of good recruitment practice.
- Raising public and workforce awareness
  - Actions 3 and 4 above highlight what progress we have made in this area this year.
- Women as victims of abuse
- Neglect
- Financial abuse
  - We have already begun to raise awareness of the last 3 themes by ensuring that our Safeguarding Posters reflect the types of abuse and people that are at risk or experiencing abuse or neglect in Shropshire.

We have therefore made some progress against these themes but are yet to formalise the Board Prevention Strategy, which we will focus on next year.

In addition to these actions, in the last year we have also:

### Held a “Prevention of Abuse and Neglect” Safeguarding Adults Board Event with Telford & Wrekin Safeguarding Adults Board

### Prevention Public and Workforce Awareness Working with other strategic partnerships

In June 2017 a joint Shropshire and Telford & Wrekin Safeguarding Adults Boards held a joint event focused on the ‘Prevention of Abuse & Neglect’ which was held at Chester University in Shrewsbury. The event was facilitated by the Safeguarding Adults Board Independent Chairs from Shropshire and Telford and Wrekin.

The event was very well attended by workers and volunteers from statutory agencies, the independent social care sector and the third sector. There were several topics covered on the day focused on preventing abuse happening in the first place, one of the Keeping Adults Safe in Shropshire Board priorities. In addition to local and national speakers there were numerous information stands.



Key messages from the event were around developing a zero-tolerance attitude to abuse in Shropshire and Telford & Wrekin. In practice “Safeguarding is Everyone’s Business” means “if you find it, do something about it there and then”. Workers were encouraged to be “professionally curious” and care enough to ask the right questions to, with the person affected, try to stop it from happening.

At the event a National Trading Standards Scams Team Scams and Financial Abuse team member came to talk about ‘**Friends Against Scams**’ a National Trading Standards (NTS) Scams Team initiative. We had local input from the Fire and Rescue Service who informed attendees about ‘Prevention from a Fire Service Perspective’. In terms of people feeling able to access help in their local community the Chair of Safe Places Scheme and a user of the scheme and their family talked about their experience of the difference the Safe Places scheme means to them. This was very poignant and impactful and post event led to the Safe Places Scheme signing up further businesses in Shropshire and Telford and Wrekin. Information about the Safe Places scheme may be found [here](#).



The event saw input on domestic abuse related cases from a police perspective (West Mercia Police), and an ‘adults story’ told by one of the Safeguarding Adults Practitioners from the Safeguarding Adults Team (the case study can be accessed [here](#)). In terms of housing, the Senior Housing Options Officer from Shropshire Council talked about prevention from a housing perspective. Social isolation was addressed as a theme under ‘prevention’ by the Peer Development Officer from [Action on Elder Abuse \(AEA\)](#) talked about reducing social isolation and the peer development approach adopted by AEA. The event concluded with information on recruitment with Skills for Care talking about Values Based Recruitment (click [here](#) to access further information) and an update by SureCare Shropshire on local recruitment practice development focused on the development of their Reference Request processes.



Photo: Ivan Powell, Independent Chair, Keeping Adults Safe in Shropshire Board, Nicola Barden, Assistant Partnership Development Officer, Telford and Wrekin Council, Sarah Hollinshead-Bland, Service Manager for Adult Safeguarding, Shropshire Council, Karen Littleford, Safeguarding Adults Lead, Shropshire Partners in Care and Andrew Mason, Independent Chair, Telford and Wrekin Safeguarding Adults Board.

**Contributed to the development of the Shropshire Domestic Abuse Strategy 2018-2021**

**Prevention  
Making Safeguarding Personal  
Working with other strategic partnerships**

The Board have agreed to a number of actions within the Strategy that can be viewed at <https://shropshire.gov.uk/media/10017/shropshire-domestic-abuse-strategy-2018-2020.pdf>.

We continue to maintain a strong link to the Domestic Abuse Forum which reports to the Community Safety Partnership and is chaired by the Adult Safeguarding Lead for the Shropshire Clinical Commissioning Group.

**Made sure that recognised learning and development opportunities are being accessed**

**Prevention  
Making Safeguarding Personal  
Public and Workforce Awareness**

We have put together a Recognised Learning and Development Programme (led by the Learning and Development Sub Group) to ensure that the Board members and other agencies working with adults were clear about the range of training opportunities available in Shropshire. This is available on the Learning Resources pages of our website. Safeguarding training should be accessed by the adult workforce to make sure that staff feel confident in preventing and responding to abuse and neglect.

The programme consists of formal training courses including those accessed via Joint Training (Shropshire Council), Shropshire Partners in Care (SPiC) and other external providers. It also recognises that there are a range of internal training courses which will be considered equivalent.

Our members have told us that they are making sure that their staff are regularly accessing appropriate safeguarding training. Each year, the Learning and Development Sub Group ask all members to give information on what training they have completed. This so that the Board can understand what training is available and being accessed in Shropshire, and what gaps or future training needs there may be.

This year's focus was how Making Safeguarding Personal (MSP) forms part of training. Because of this piece of work, agencies have made changes to their training so that Making Safeguarding Personal is part of it. Some agencies also found that they needed to improve access to safeguarding and Mental Capacity Act training for their staff.

Shropshire Council Joint Training and Shropshire Partners in Care (SPiC) are the primary providers of multi-agency safeguarding training in Shropshire. Training courses from both providers provide training for professionals, service users, their parents and informal carers. Their safeguarding training courses promote the importance that the adult is fully involved in decisions about being safe as outlined in the care and support statutory guidance.

They have told us the numbers of people who have accessed their recognised safeguarding training this year:



**Adult Safeguarding Training**

**1065**

people completed Safeguarding Adults Awareness training

**78**

people completed Safeguarding Adults for Provider Managers

**45**

people completed Section 42 Enquiry training

**106**

people completed Safeguarding Adults Community Briefing

**11**

people completed Adult Safeguarding and the Law



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

**429**

people completed MCA Awareness Training

**288**

people completed DoLS Awareness Training

**30**

people attended an MCA & DoLS Awareness Briefing

**62**

people who use services/ Parents/Carers attended an MCA & DoLS course

## Strengthened our working relationship with Shropshire Safeguarding Children's Board

## Prevention Working with other strategic partnerships

In 2017 Shropshire Council commissioned a review of the Safeguarding Partnerships in Shropshire. Because of this review, it was agreed that the Keeping Adults Safe in Shropshire Board and the Shropshire Safeguarding Children's Board should have a closer working relationship and more support. So that they can do the best job of making sure children and adults are being safeguarded in Shropshire. This means:

- Both Boards have the same Independent Chair.
- The 3 organisations that statutory guidance says must make sure adults with care and support needs and children are safeguarded meet as a group to look at the overall direction and work of both Boards. Work will carry on next year to continue to improve the way in which the Boards work together.
- A Safeguarding Boards Business Unit has been created which is for both the Keeping Adults Safe in Shropshire and Shropshire Safeguarding Children's Boards. The Unit now has a Board Business Manager to lead the work of the Boards. The Keeping Adults Safe in Shropshire Board now has a full-time Administrator and Development Officer who lead on supporting it.

To recognise this closer working relationship, a Joint Board Development Day was held in November 2017 to decide on the priority areas of work for both Boards from 2018 to 2021. Both Boards also agreed to a joint shared priority on Exploitation. Please see the "What we want to do next year" section below for more information.

## Safeguarding Adult Reviews

- We have published the report of the review that we completed about Mrs V that we told you about in last year's Annual Report. The report is available on our website: <http://www.keepingadultssafeinshropshire.org.uk/safeguarding-adult-reviews>.

Actions that we set for agencies have been completed in 19 out of 23 of the recommendations from the report. The remaining recommendations to be completed are for West Mercia Police. They have assured us that they are planning to make progress on these recommendations next year but have been delayed due to the introduction of a new computer system and changes to their policing arrangements. We will continue to hold regular meetings with them next year to make sure that their recommendations are completed.

- We have almost completed a Safeguarding Adult Review that we started and told you about last year. Mr C's house along with several other properties in his village flooded in 2016. When the Fire Service responded to the flood they found that Mr C was neglecting himself by hoarding items in his house which made his home an unsafe place for him to live. He was taken to hospital because there was no other suitable accommodation available at that time. It has been agreed by a group of professionals who have looked at the circumstances of this case that Mr C should not have been taken to hospital, as there should have been somewhere more suitable for him to go. The group have also agreed that more could have been done in this case by professionals both before the flood and at the time. The findings and recommendations of the review are to be presented to the Board next year so that an action plan can be agreed. We will publish this next year.

## What we want to do next

In November 2017, we reviewed our priority areas of work for 2018-2021. We have agreed that there is still work to do on 3 of the 4 priorities that we already have in place. By 2021 we would like to have achieved the following to show our we are succeeding:

- Prevention of Abuse and Neglect
  - Completed and implemented our Prevention Strategy.
  - Be working jointly with Shropshire Safeguarding Children’s Board to ensure prevention activity at the earliest point.
  - Draw on learning in Shropshire and elsewhere to ensure an ongoing understanding of how to prevent certain types of abuse and neglect occurring in Shropshire.
  
- Make Safeguarding Personal and Build Resilience
  - Provide information to service users and the public that is accessible and can be understood.
  - Actively seek and include the voice and experience of individual service users into our everyday Board activity so that we know what is working for them and what can be improved.
  - Act when improvements are needed and communicate how we have done this.
  - Promote practice which enables an individual to build on their strengths and improve their resilience and so prevent abuse and neglect.
  - Encourage organisations to increase their resilience in delivering personalized services to adults with care and support needs which help to prevent abuse and neglect.
  
- Ensure Workforce and Public Awareness of Safeguarding
  - The public and workforce know what support is available to them and who they can ask for help to safeguard adults.
  - Actively seek the views and experience of the public and workforce so we know what is working and what needs to be improved.
  - Have a culture of constructive learning and development in the activity of the Board, ensuring that areas of good practice and those for improvement are equally considered and acted upon.

- o Be assured that the safeguarding workforce is adequately trained and competent; that good practice is being shared regularly and partners are being held to account when improvement is needed.

We have also set ourselves a new priority that we are sharing with the Shropshire Safeguarding Children’s Board. By 2021 we would like to have achieved the following to show our we are succeeding:

- Understand Exploitation in Shropshire:
  - o There is a shared definition of exploitation for both adults and children in Shropshire.
  - o We know the types of exploitation that are happening in Shropshire for both adults and children; including young people transitioning from child to adulthood.
  - o We are working together to prevent and stop the exploitation of adults and children in Shropshire.
  - o Current knowledge and practice relating to exploitation is joined up and shared across the adult and children’s safeguarding partnership.

So that we carry on making progress on our priorities next year we want to:

Action for 2018-2019	Targeted Priority area(s)
Hold a Joint Prevention of Abuse and Neglect Event with Telford Safeguarding Adults Board to mark World Elder Abuse Awareness Day. The theme will be Self-Neglect and Mental Capacity	Prevention Making Safeguarding Personal Workforce and Public Awareness
Hold a Joint Adults and Children’s Safeguarding Board Conference on the theme of Exploitation	Prevention Making Safeguarding Personal Workforce and Public Awareness Understanding Exploitation
Make sure that information and guidance on how to prevent and respond to abuse and neglect is communicated and promoted to everyone at key points throughout the year.	Prevention Making Safeguarding Personal Workforce and Public Awareness Understanding Exploitation

Action for 2018-2019	Targeted Priority area(s)
Look at ways that the Keeping Adults Safe in Shropshire Board and Shropshire Safeguarding Children's Board can continue to improve how they work together.	Prevention Making Safeguarding Personal Understanding Exploitation
Write a Prevention Strategy which aims to prevent the most prevalent types of abuse that we know are happening in Shropshire.	Prevention Making Safeguarding Personal Workforce and Public Awareness
Continue to make sure that adults who use care and support services and carer representatives are asked to be involved and heard in the work of the Board.	Making Safeguarding Personal
Start to collect information from members about their work. We will look at what this information is telling about how adults in Shropshire are being helped and protected.	Prevention Making Safeguarding Personal

## Closing Statement from Shropshire Council's Cabinet Member

I hope you have enjoyed reading our latest annual report. I am proud to be involved with the work of the Board and in doing so, I know I have helped to make a positive difference to people's lives.

Colleagues have worked hard to promote an increasing awareness of keeping adults safe from abuse in Shropshire with the completion of the KASiSB website and the Safeguarding Adult Posters. The Our Citizen Engagement Group has worked hard to ensure that the views of Shropshire citizens have been included. I am confident that this will spread the message so that we can all help keep people safe from neglect or abuse.

We have asked people to help us develop the Safeguarding Enquiry and Safety Plan cards this is a great example of how we work together to ensure that their experience of safeguarding is personal. I know the cards will help people to be involved and stay in control of what is happening to them even when they are experiencing abuse.

Please make sure you play your part in keeping people safe from neglect and abuse and help us to stop it.

Thank you.



**Councillor Lee Chapman,**  
Shropshire Council's Cabinet  
member for adult social care,  
health and social housing



## Appendix 1: What our members have done this year

There are several key individuals in each member organisation who have made significant contributions to the work of the Board this year by Chairing and participating in meetings and carrying out work on behalf of the Board. The Board would not work without the dedication and efforts of these individuals and the support of their organisations to do this.

Each year we ask our Board members to tell us what they have done over the year to show they are acting on our priority areas of work. Here are some examples of what individual members and members working together tell us they have been doing:

Example	Board priority areas addressed
<p><b>Multi-agency: Safeguarding Forum</b></p> <p>Shropshire Clinical Commissioning Group, Shropshire Partners in Care and Shropshire Council along with our neighbours in Telford and Wrekin have developed a safeguarding forum with care homes and domiciliary care providers. We know that care homes provide vital help to many people with care and support needs and after a person's own home care settings are the most common place safeguarding concerns arise. The Forum has been looking at providing help and advice to care homes in managing issues that can lead to safeguarding concerns. This has included presentations on:</p> <ul style="list-style-type: none"> <li>● Safeguarding Adult Reviews – learning from themes</li> <li>● How to use the Mental Capacity Act to empower residents</li> <li>● The management of Sepsis</li> <li>● Best practice in referring to the De-Barring Service (DBS)</li> <li>● Deprivation of Liberty Safeguards</li> <li>● Learning Disabilities Mortality Review</li> <li>● Use of Covert Medication Prevention</li> </ul>	<p>Prevention                      Making Safeguarding Personal                      Workforce awareness                      Partnership Working</p>

Action for 2018-2019	Board priority areas addressed
<p><b>Multi-agency: Service Provider Information Sharing Meetings</b></p> <p>Regular information sharing meetings take place to discuss Service Providers if concerns are emerging. The aim of these meetings is to tackle problems before they affect people’s safety. Where a Multi-Agency meeting is required; Shropshire Council Adult Social Care Contracts Team, Shropshire Clinical Commissioning Group, Healthwatch Shropshire, the Council and the Care Quality Commission are part of regular meetings as well as the Provider. These meetings continue until all partners are happy that the service is improving. If things are very serious, the Adult Social Care or Clinical Commissioning Group contracts teams will ensure that suspensions are in place and all other placing agencies are advised.</p>	<p>Prevention Partnership Working</p>
<p><b>West Mercia Police</b></p> <ul style="list-style-type: none"> <li>• The “Adults at Risk” Unit carried out bespoke training to specialist adult learning centres within Shropshire. These sessions were very interactive with residents who may have profound difficulties. We adopt a light-hearted approach in order to engage and raise confidence levels. We have utilised Makaton sign language which always incites loud laughing, as we invariably use the wrong sign. This approach breaks down perceived barriers and then then allows us to discuss the importance of ‘telling someone’ if something is happening to them that they do not like, or they do not want.</li> <li>• We embrace the concept of making safeguarding personal for an adult with care and support needs. However, this can be a challenge on occasion as the outcome the individual desires, is often in conflict to the police notion of a positive outcome – a caution or charge for example. One such example of this was where an elderly adult with care and support needs was having a family member do her shopping and cleaning for her. She was paid to undertake this care. Overtime however, the family member, who had been given permission to take and use the victim’s bank card to withdraw cash for shopping, began to draw money out for herself. It came to light later on, that the family member had been in financial difficulties.</li> </ul>	<p>Making Safeguarding Personal Public and Workforce Awareness</p>

Action for 2018-2019	Board priority areas addressed
<p>Other family members became suspicious and identified that an amount of money had been removed from the victim’s bank account. The police Adults at Risk Unit attended and spoke with the adult at risk who had full mental capacity and insight around her decision making. She wanted her family member/alleged abuser speaking to formally, which was done, but she was adamant that she did not want any formal court action taken against them. Making safeguarding personal means that she has a right to make that decision, even if it was not the ‘positive action’ or the criminal charge that the police would have liked to have instigated. For the adult at risk, the care, love and support she was given by this family member, far outweighed the thought of her not caring for her again, or indeed the loss of her money.</p>	
<p><b>South Staffordshire and Shropshire Healthcare NHS Foundation Trust (SSSFT) (now known Midlands Partnership Foundation Trust)</b></p> <ul style="list-style-type: none"> <li>• SSSFT held their 12th annual service user and carer involvement celebration day in June 2017, this year there was a record turnout for the event where service users and carers were involved as much as possible and there were talks given to attendees about the impact involvement has had on individuals and the services being provided.</li> <li>• The SSSFT safeguarding team have produced an informative leaflet promoting making safeguarding personal and what this means. This is recirculated at regular intervals to ensure that the workforce is aware of how to integrate this in to practice when considering raising a safeguarding concern.</li> </ul>	<p>Making Safeguarding Personal Workforce Awareness</p>

Action for 2018-2019	Board priority areas addressed
<p><b>Healthwatch Shropshire</b></p> <p>One of the ways we can stop harm from happening to people is through our Enter &amp; View programme of visits to health and social care facilities. We can visit any service that is publicly funded, e.g. NHS providers and residential care homes for adults with learning disabilities or the elderly. Visits always have a focus and are led by the intelligence we receive, e.g. comments from the public or information provided by partners at Shropshire Council, the NHS or the Care Quality Commission (CQC). The aim of Enter &amp; View visits is to speak to people using services about their experiences, the staff who work there and to make observations about the environment. By going into services, we are able to speak to some of the most vulnerable and seldom heard groups in our communities. We are not experts in health and social care but offer a lay perspective in order to represent the views of service users. The volunteers who conduct these visits always work in pairs and have been trained in how to raise concerns if they are concerned for the safety or welfare of the people using services. Enter &amp; View is intended to be a constructive process and as well as identifying ways services could improve we always try to highlight areas of good practice.</p> <p>Commissioners, providers and regulators have also requested Enter &amp; View visits during the year. Our reports are shared with NHS England, Healthwatch England, the CQC and local commissioners. They are available to the public through local libraries and on our website: <a href="http://www.healthwatchshropshire.co.uk/what-we-do-0">http://www.healthwatchshropshire.co.uk/what-we-do-0</a></p> <p>Between April 2017 and March 2018 Healthwatch Shropshire visited 25 services, including pain management clinics in the community, wards and clinics at Royal Shrewsbury Hospital, The Redwoods, care homes and GP practices. These visits were just part of our wider public engagement activities including talks to community groups, stands at events and personal experiences shared with us by phone, email,</p>	<p>Prevention Making Safeguarding Personal Partnership Working</p>

Action for 2018-2019	Board priority areas addressed
<p>post and via our website and 'Tell Us' forms. We also provide a signposting service and during the year we have signposted members of the public to Shropshire Council's First Point of Contact (FPOC) for information and advice, including around safeguarding. There have been occasions when we have spoken to FPOC ourselves for advice or to raise a safeguarding concern as a result of information given to us by people who have contacted us.</p> <p>Healthwatch Shropshire works in partnership with many organisations across Shropshire. It uses its commissioner and provider links to share its intelligence and to raise concerns. We support public engagement activities (including talks and focus groups) at the request of service providers and commissioners, e.g. Future Fit, Maternity Voices, speaking to prisoners at HMP Stoke Heath. Our volunteers are regularly asked to take part in Patient-Led Assessments of the Care Environment (PLACE) by NHS Trusts, e.g. Shropshire Community Health Trust on visits to the Community Hospitals.</p>	
<p><b>Shropshire Council: Housing Services</b>            Staff are encouraged to talk through cases with senior members of staff during supervision and case studies are discussed at team meetings especially where there are concerns or where clients have raised issues that may cause concern. Staff are then supported to refer these cases through to safeguarding and to liaise with the safeguarding team as and when needed.</p>	Prevention Workforce Awareness
<p><b>Robert Jones Agnes Hunt Orthopaedic Hospital NHS Foundation Trust:</b>            We have continued to monitor and improve our Harm Free Care processes considerably reducing harm to patients in the areas of Pressure Ulcers and Falls.</p>	Prevention

Action for 2018-2019	Board priority areas addressed
<p><b>West Mercia National Probation Service (NPS):</b> Safeguarding is a key priority for the NPS. Staff are required to undertake training in Safeguarding Adults, Safeguarding Children and Domestic Abuse every 3 years as a minimum requirement. Safeguarding concerns are discussed in staff supervision sessions with line managers. Local links have been established so that once identified, safeguarding concerns can be acted upon swiftly.</p>	<p>Workforce Awareness</p>
<p><b>Shrewsbury and Telford Hospital NHS Trust:</b> The Safeguarding Team are actively involved in all safeguarding concerns raised and this provides the opportunity to engage with the adult at risk to ensure that they have choice and control and are fully involved in all decisions regarding improving the quality of their life, wellbeing and safety. The adult at risk remains the centre of the safeguarding process. This also includes liaising with our safeguarding colleagues in the community to ensure continuity of care and information sharing between agencies. On occasion the adult at risk has been assessed as not having capacity to be able to make decisions regarding their wellbeing and safety and requires an appropriate advocate.</p>	<p>Making Safeguarding Personal</p>
<p><b>Shropshire Community Health NHS Trust:</b> We have been reviewing how well Making Safeguarding Personal is being applied in our safeguarding practice. We looked at the case of a patient who was missing meals due to inconsistent care visits by a care agency and was insulin dependent, leading to a risk of harm or hospital admission The patient expressed the good relationship the carers have with the patient and the patient did not want this to be safeguarding. Patient had full capacity and we agreed that it would be in patients best interests to improve communications between the District nurses, patient and the carers towards good diabetic and wound management. The patient agreed that this would be a good way to address the issues with the times of the calls for meal preparation and his diabetic management. The outcome for the patient improved. With a coordinated care plan the patient was stable, with regular meals and better diabetes management. The patient was able to remain at home.</p>	<p>Making Safeguarding Personal</p>

Action for 2018-2019	Board priority areas addressed
<p><b>Shropshire Council: Adult Social Care:</b>                      All Social Work teams are taking an approach to work with the person receiving services to identify the risks and strengths in their lives. For example:</p> <ul style="list-style-type: none"> <li>• The Mental Health Social Work risk assessment is completed with people where appropriate, enabling them to identify the risks that they face and that supports the person to direct the approach required to help manage risk and keep themselves safe in the way that works best for them.</li> <li>• For complex cases, teams hold multi-disciplinary discussions to identify areas of risk and concern where harm is likely to occur, implementing action plans to keep the person safe</li> </ul>	<p>Prevention                      Making Safeguarding Personal</p>
<p><b>Shropshire Clinical Commissioning Group (CCG):</b>                      The Clinical Commissioning Group has been working with health provider organisations to review safeguarding concerns that have been raised to see if we can learn any lessons that would help prevent further problems in the future.</p> <p>This led us to realise that there had been 2 or 3 concerns regarding people being discharged from one unit with problems getting their medicines immediately after leaving hospital. As soon as this was spotted the hospital safeguarding lead was able to find out what the issues were visit the ward and offer advice to make sure the problem was not repeated.</p>	

Action for 2018-2019	Board priority areas addressed
<p><b>Shropshire Fire and Rescue Service (SFRS):</b>                      Fire Crews feel comfortable in reporting concerns as do Vulnerability Officers. The culture supports prevention. SFRS prevention working has drastically reduce fires and we believe it can impact positively with partners such as safeguarding those at risk.</p> <p>Following an external audit of Safeguarding training carried out the Board in 2017, SFRS was alerted to a development need in the training being carried out across the organisation. The feedback highlighted that Staff were not focussed on making safeguarding personal. As a result the training package was re-designed to gives emphasis to this concept. The Vulnerability Team will be auditing soon to assess how embedded this now is in the process</p>	<p>Prevention                      Making Safeguarding Personal                      Public and Workforce Awareness</p>
<p><b>Shropshire Partners in Care (SPiC):</b>                      Shropshire Partners in Care is an umbrella body for Disclosure and Barring Service (DBS) checks, an integral part of recruitment practice. Across 2018-2019 social care providers were encouraged to develop robust recruitment procedures reflecting national guidance, to ensure the workforce is as safe as it can be in Shropshire. In addition, providers were supported to adhere to their duty to refer unsuitable individuals to the DBS to enable the DBS to make appropriate barring decisions to keep unsuitable individuals out of the workforce.</p> <p>When providers, members of the public or adults who use services contacted Shropshire Partners in Care for support or guidance, the statutory principles including MSP were reiterated and a focus on involving adults in discussions about safeguarding concerns, immediate actions, decisions about reporting abuse and neglect and how adults want to be safe was embedded.</p>	<p>Prevention                      Making Safeguarding Personal                      Public and Workforce Awareness</p>



Action for 2018-2019	Board priority areas addressed
<p>In 2018-2019 Shropshire Partners in Care supported its members around quality in numerous ways including the facilitation of a Trainers Networking Opportunity meeting, a Safeguarding Adults Forum, Registered Managers Network and Moving and Handling Link Meetings. Information was cascaded to members and partners via a weekly newsletter, Twitter and Facebook social media accounts.</p> <p>The statutory principles of prevention and accountability were reinforced across the range of activities carried out by Shropshire Partners in Care, including clear messages via advice and training regarding challenging practice, working to prevent abuse and intervening to stop abuse or neglect. The notion that safeguarding is everybody's business was reflected in all aspects of the support provided by Shropshire Partners in Care to both members and non-members.</p>	<p>Prevention                      Making Safeguarding Personal                      Public and Workforce Awareness</p>



Keeping Adults Safe  
in Shropshire  
Board

# Annual Report

April 2017 – March 2018

