

Adult Safeguarding Performance and Priorities



1 Background/Assessment

2 Performance/Review

3 Plan

4 Moving Forward



January 2019

Background

- Social Services and Well being Act (Wales) 2014, part 7, puts adult safeguarding on the same legislative footing as children.
- Cardiff and Vale have a Regional Safeguarding Board which comprises of a number of multi-agency partners in order to oversee the strategic delivery of safeguarding across the region.
- Current adult safeguarding arrangements require designated lead managers (DLM) to work within a Multi- Agency Safeguarding Hub (MASH) framework. They rotate their time between the safeguarding unit in County Hall and the multi-agency unit within the Police Station.
- The evaluation of the current operating model has highlighted significant areas for improvement, in order to give assurance that Part 7 has been successfully implemented.
- A detailed review has been undertaken to provide a baseline position and support the development of an improvement plan which will form part of this presentation.



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Management Summary: What We Found

- The number of referrals into the adult safeguarding team is increasing year on year. In 2017/18, Cardiff received 1,330 referrals which is a **25%** increase when compared with the previous year.
- Cardiff screen an average 333 referrals per DLM per year, which is the **highest** of any local authority sampled.
- From the 1,330 referrals received over **50%** were deemed **inappropriate** and not progressed further.
- **44%** of all referrals are received from **providers**, which is significantly higher than the welsh average of 26%.
- The review highlighted that there were lower levels of referrals from professionals compared to elsewhere.
- The percentage of adult protection enquiries completed within 7 days in quarter Q1 2018 was 89% ; quarter 2 saw a dramatic decline to 61% , the PI has recovered in Q3 to 94% against a target of 99%. This signalled initial concerns in the service area.
- Immediate safeguarding is now undertaken in a timely way, however, high levels of outstanding investigations remain.



Analysis

- The service experiences high levels of referrals.
- A high proportion of these referrals are screened out of the safeguarding process.
- Systemic/process issues regarding the timeliness of the 7 day enquiry performance measure have been addressed, however, questions remain about the quality and consistency of decision making and outcomes.
- The current model does not make best use of resources and DLMs maintain high caseloads.



Analysis of current adult safeguarding practice

- **Training** on SSWBA adult safeguarding responsibilities has been basic and both Designated Lead Managers and adult services staff have struggled to understand and implement new legislation.
- **Culture and practice** – adult safeguarding has become disconnected from Adult Services operational teams.
- **Capacity** – has been stretched and backlogs grown as the resourcing of the MASH has taken precedence.
- **Wider duties** – adult service staff have struggled to interpret new legislative requirements such as ‘duty to report’ and ‘adult at risk’ resulting in under reporting in some areas.
- **Consistency of practice** has been difficult to achieve as a result of the factors above.



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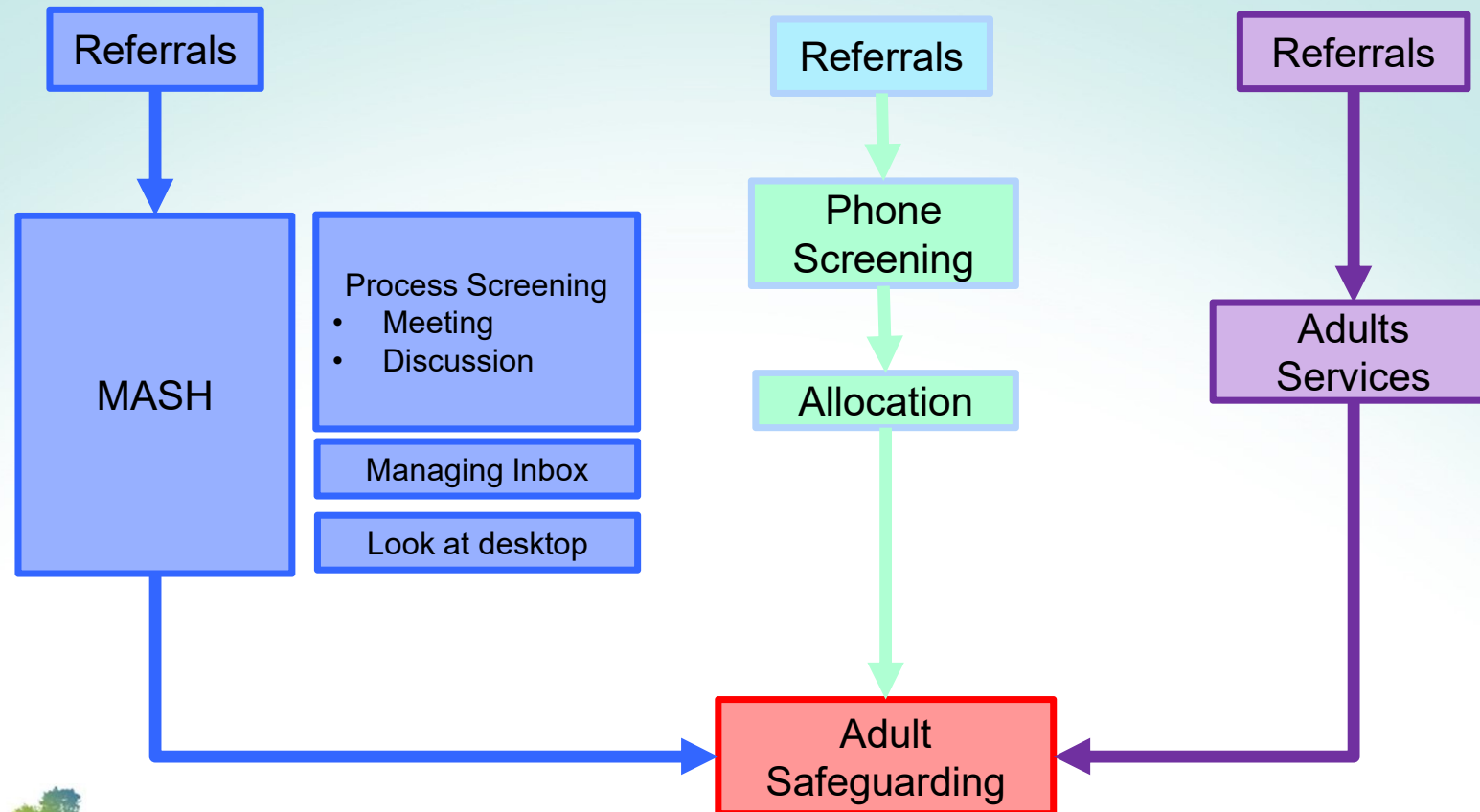


Adult Safeguarding Improvement Plan

- Additional DLM capacity is currently being sourced to address outstanding investigations.
- An interim thresh-holding document is currently in use.
- External auditing capacity has been commissioned to undertake a full audit of all cases within the last 12 months.
- A practice note will be disseminated to all staff and further training materials to support activity.
- Refresher training has been commissioned to address issues regarding 'duty to report' in the wider workforce this will commence in June.
- Bespoke training on legal framework, thresh -holding, mental capacity and cultural issues will commence for the safeguarding team and all Adult Operational Managers in May/June with clear plans to cascade to workforce.
- A retrospective exercise to determine referrals to the APR sub group is underway.
- The Assistant Director for Adult Services will now take over chairing of the management group for the Regional Safeguarding board.
- Enhanced Cardiff governance arrangements through Local Operational Group for Safeguarding (chaired by the Chief Executive) and Corporate Safeguarding Board (chaired by Cabinet Member) resources now at SMT level.

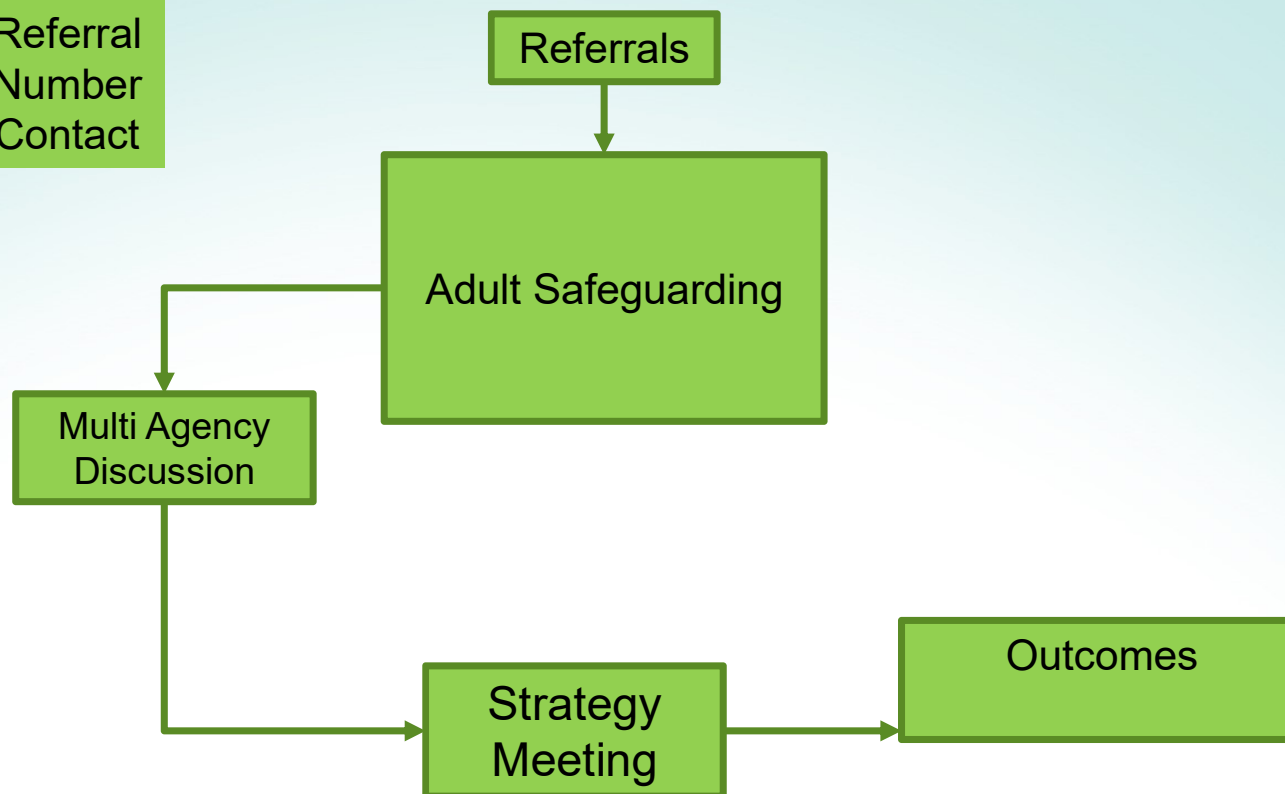


Current Operating Model- As Is



Adult Safeguarding Process To Be:

1 Referral
1 Number
1 Contact



Moving Forward

- An improvement plan is addressing capacity, leadership and training.
- The configuration of the team will change in order to meet the increase in demand.
- Work is underway to develop a suite of local performance measures, both quantitative and qualitative, monitoring quality assurance of decision making and practice.
- Communication and culture is improving within adult services and across the wider corporate directorates.



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