Working in partnership to enable adults in Somerset to live a life free from fear, harm and abuse

SOMERSET SAFEGUARDING ADULTS BOARD

Quarterly Performance & Quality Report

February 2024

This report should not be used to make judgements about how effective local authorities are at keeping adults safe from abuse and neglect to benchmark local authorities against each other, due to the different reporting and practices used to discharge their statutory duties.

Quarterly Performance & Quality Report – Feb 2024

Highlights and key developments

- **Safeguarding Practice Quality:** 28 Practice Quality Audits have been undertaken within Somerset Council's Adult Social Care Service during January 2024 focused on 'Safeguarding People'. Overall results emerging from the 28 audits undertaken in January 2024 evidence good levels of assurance and positive practice in many of the quality standards set (particularly those relating to personalised and proportionate approaches, and to managing risk). Feedback from individuals directly involved in the safeguarding process sought and encouraged as part of the audit approach. Results are informing the Council's Practice Quality Board, along with those themes emerging from other practice standards outlined within the Practice Quality Framework. It has also been decided to carry out an audit of recent mental capacity assessments to assess our strengths and areas for further development in this area of work; a group of about 30 selected experienced staff have been briefed and will be doing the audits over Feb/Mar 2024. *(Slides 4-8)*
- **Monitoring of SAC Data 2023/24 year to date:** 35.6% of safeguarding concerns are progressed as enquiries (overwhelming s42 enquiries although some via a non-statutory pathway). Individuals predominantly of White British ethnicity (92.5%), female (54%), and aged 65+ (59%). Neglect and acts of omission, and physical abuse currently joint most common type of abuse, identified in 19% of total enquiries each. Self-neglect features as an identified type of abuse in 8.5% of enquiries – a slight rise on 2022/23 data. The most common location of abuse across Somerset remains the person's own home. Where a risk was identified in Somerset, this was reduced or removed in 92% of cases. Individuals were asked about their desired outcomes in 89% of cases. Where outcomes were expressed, these are reported as having been fully achieved in all cases. *(Slide 18)*
- **Safeguarding Contacts by Source**: Following review of the 'Source list' by the SSAB P&Q Subgroup last year, we are now able to monitor the source of safeguarding concerns received by the Local Authority at a more granular level (as of Oct 2023) and can use this intel to better support more targeted engagement. The top 3 referrers over the last 12 months are Care Providers, the Ambulance Service, and NHS 111 service. *(Slide 19)*
- **Safeguarding Enquiry timeliness:** 515 Safeguarding Enquiries have been completed to date in 2023/24 relating to 491 clients. Of these, 60% are completed within 0-60 working days. This compares to 70% in 2022/23 financial year. The impact of social work vacancies within the safeguarding service have been escalated due to the capacity impacts to meet demand and maintain effective levels of performance. Risk assessment of people awaiting allocation for enquiry undertaken daily using a RAG rating system. Adverts currently out to secure Locum Social Worker to address gap. *(Slide 20)*
- **Safeguarding complaints:** We have seen an improved picture in relation to the number of complaints received by Safeguarding over recent years. To date this financial year (as of 03/02/24), there have been 5 complaints received by the Safeguarding Service. No adult social care safeguarding complaints/enquiries were received by the LGSCO in 2022/23; the average of all English single tier and county councils for the same time period was 2. *(Slides 28-29)*
- **Adult Social Care Waiting Lists:** *The subgroup will receive its 4th quarterly assurance report from ASC Operational Leads relating to overdue assessments and reviews, and activity being undertaken to ensure routine assessment of risk in Feb 2024.*

This report should not be used to make judgements about how effective local authorities are at keeping adults safe from abuse and neglect to benchmark local authorities against each other, due to the different reporting and practices used to discharge their statutory duties.

SOMERSET SAFEGUARDING ADULTS BOARD

Quarterly Performance & Quality Report – Feb 2024

Highlights and key developments

- **Care Market Quality / Unmet need:** *The subgroup will receive an assurance report from ASC Commissioners in Feb 2024 relating to market shaping and stability and will have the chance to discuss fair cost of care, fees and charges for 2024/25.* Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment of new starters including from overseas, with levels of unmet homecare need falling to their lowest ever levels since March 2021 and continuing to sit at (lowest) 'OPEL 1' escalation level. Homecare package contract 'handbacks' rose sharply in Somerset during the pandemic as evidenced by annual stats below but have reduced to more manageable levels, and we see the quality of community-based provision (as judged by the CQC) exceed that of residential/nursing provision locally, with 85% Good or Outstanding (Dec 2023). We are monitoring an emerging risk is noted in relation to a national rise in the number of suspensions and revocations of provider international recruitment licences across the country by the Home Office. *(Slide 30)*
- **Somerset NHS Foundation Trust CQC Action Plan:** *The subgroup will receive an assurance report from NHS collleagues relating to work undertaken in response to the most recent Somerset NHS Foundation Trust CQC inspection (Jan 2023) in Feb 2024, specifically those relating to the 'Safe' domain (Requires Improvement)* *(Slide 31)*
- **SSAB Effectiveness Survey 2024:** The Board has seen confidence levels improve across all bar 1 of the 12 Effectiveness statements when comparing survey results to those taken a year ago in early 2023. There is consensus from Board members in the areas that require our ongoing further focus and attention. The survey will provide valuable supporting evidence for internal and external assurance activity, including CQC assessment *(Slides 33-34)*
- **SSAB Communications:** Significant positive developments since November 2023, including new public-awareness safeguarding campaign, refreshed SSAB website, Stop Adult Abuse Week webinars, a December 2023 SSAB newsletter, and the launch of new monthly 'Safeguarding Adults Practice Updates' to support awareness and knowledge. *(Slide 35)*
- **Safeguarding Adult Reviews:** There are currently 13 SARs in train with the Somerset Safeguarding Adults Board, at varying stages with the majority at author review or draft report stage. We have a further 5 referrals where we are awaiting information in order to make an informed SAR decision. Learning from SARs was a focus of the SSAB's Development Day held on 15/01/24 and has helped inform preparations for refreshing the Board's Strategic Plan for 2024/25. *(Slide 36)*
- **Regional organisational safeguarding self-audits (Dec 2023):** Initial analysis undertaken across Somerset organisational returns; awaiting thematic review by all 5 Boards operating across the sub-regional footprint of Avon & Somerset Constabulary to support learning and targeted response activity *(Slide 37)*
- **External assurance:** The SSAB will be contributing to a Local Government Association Assurance Peer Challenge, commissioned by Somerset Council, in early March 2024 as part of exploring how the Council delivers its statutory duties relating to 'Safeguarding'. This will be valuable preparation for future CQC assessment/inspection. *(Slide 38)*

Adult Social Care: Practice Quality Audits

SOMERSET SAFEGUARDING ADULTS BOARD

September 2023 saw the formal launch of the refreshed Somerset Adult Social Care Practice Quality Framework (PQF) and an aligned monthly auditing schedule. The PQF sets out clear practice standards and expectations for the workforce and forms an important part of our governance and assurance approach. It clarifies what good looks like and has been informed by people who draw on services. Between September 2023 and January 2024, a total of 668 Practice Quality audits have been undertaken by staff at various levels across our service; the audits have focused on the following practice standards:

Month	Audit focus	Total audits completed
September 2023	Working with people	180
October 2023	Case recording	172
November 2023	Strengths-based assessments	142
January 2024	Working with risk	146
	Safeguarding people	28
	Total:	**668**

A decision was taken to undertake some additional audits during January 2024 to support our safeguarding assurance activity, prior to this featuring as a focused theme for the whole workforce in May 2024. Themes and feedback emerging from the audits are being shared at the subsequent monthly Practice Quality Board meetings and have also been promoted in our monthly Staff Highlight Reports. Our Practice Development Advanced Practitioners are also taking a key role in monitoring and disseminating information including via team meetings and CPD sessions, and progressing any recommendations, actions or learning arising from the audits.

It has also been decided to carry out an audit of recent Mental Capacity Assessments to assess our strengths and areas for further development in this area of work. A group of about 30 selected experienced staff have been briefed and will be doing the audits over the Feb/Mar 2024.

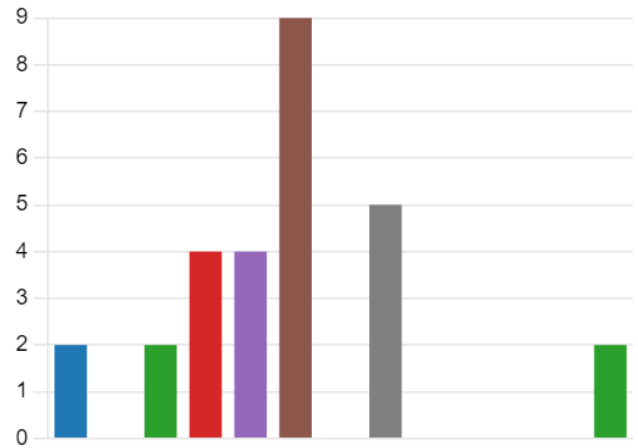
ASC Practice Quality Audits: Safeguarding People, January 2024

- 28 ‘Safeguarding People’ audits were undertaken during January 2024 conducted by a range of ASC staff from Directors to Adult Social Care Practitioners.
- The majority of audits explored the work of permanent staff, predominantly Safeguarding Social Workers.

Auditor role (please select)

More Details

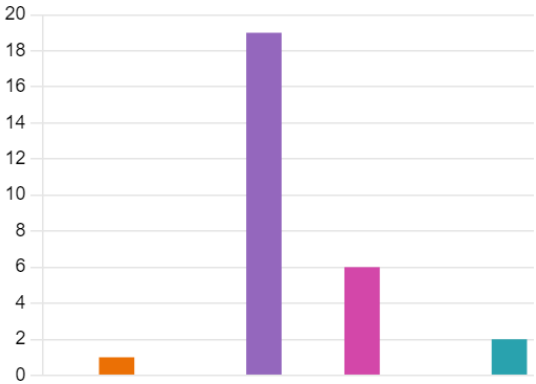
Director	2
Strategic Manager / Principal Pr...	0
Service Manager	2
Advanced Practitioner	4
Practice Development Advance...	4
Social Worker/Student SW	9
Occupational Therapist/Student ...	0
Adult Social Care Practitioner	5
OT Assistant	0
Moderator (L&D APs)	0
Commissioner	0
ROVI	0
Other	2



Role of worker whose case is being audited:

More Details Insights

Strategic Manager / Principal Pr...	0
Service Manager	1
Advanced Practitioner	0
Practice Development Advance...	0
Social Worker/Student SW	19
Occupational Therapist/Student ...	0
Adult Social Care Practitioner	6
OT Assistant	0
ROVI	0
Other	2



Is the worker a locum / temporary member of staff?

More Details Insights

Yes	2
No	26
Unsure	0

ASC Practice Quality Audits: SAFEGUARDING PEOPLE, JAN 2024

SOMERSET SAFEGUARDING ADULTS BOARD

Overall results emerging from the 28 audits undertaken in January 2024 evidence assurance and positive practice in many of the quality standards set (particularly those relating to personalised and proportionate approaches and managing risk).

Further 'Safeguarding People' audits are scheduled to take place during May 2024.

Practice Standard 8 – Safeguarding People	Below	Meets	Exceeds	N/A
8.1 There is recognition of our responsibility to recognise, respond and report any safeguarding concerns, and adopt a whole family approach where appropriate where others are at risk ***89.3% met/exceeded standard***	**10.7% 3**	78.6% 22	10.7% 3	-
8.2 We have sought to understand what will make the person feel safe by using a strengths-based, person-centred approach ensuring the person's wishes and outcomes are heard and captured throughout ***100% met/exceeded standard (excluding those N/A)***	-	71.4% 20	**17.9% 5**	*10.7% 3*
8.3 We have supported the person's involvement by facilitating advocacy where and when required ***91.3% met/exceeded standard (excluding those N/A)***	**7.1% 2**	71.4% 20	3.6% 1	*17.9% 5*
8.4 We have ensured professional involvement in a person's life is proportionate and ensures the least intrusive response to the risk presented, whilst maintaining professional curiosity throughout ***100% met/exceeded standard (excluding those N/A)***	-	82.1% 23	14.3% 4	*3.6% 1*
8.5 We have ensured the person's desired outcomes are identified early and have encouraged people to make their own decisions*100% met/exceeded standard (excluding those N/A)*	-	64.3% 18	14.3% 4	*21.4% 6*
8.6 We have taken a shared responsibility for exploring and managing risk, developing 'keeping safe' strategies and co producing person-centred risk assessments and plans ***100% met/exceeded standard (excluding those N/A)***		**85.7% 24**	7.1% 2	*7.1% 2*
8.7 Where any protective actions are declined, we have ensured these are recorded with clear reasons and shared with the person and relevant others ***93.3% met/exceeded standard (excluding those N/A)***	3.6% 1	46.4% 13	3.6% 1	*46.4% 13*

ASC Practice Quality Audits: SAFEGUARDING PEOPLE, JAN 2024

Sample feedback gathered via auditing process:

SOMERSET SAFEGUARDING ADULTS BOARD

Mrs RS remembers both Loveness and Dawn. Loveness for 'her smile, she really listened to me' and for being 'polite and friendly'. She talked fondly of your interaction and described you as 'gorgeous' with a lovely 'soul'. Mrs RS tells me I am lucky to have you in my team. Dawn, Mrs RS said you were '**really really helpful, you know, she knew what she was doing**. We didn't always get on, we had words, but Dawn took it alright' . **'Dawn listened when I needed it most and helped me sort out my things'.** Dawn, Mrs RS shared that you 'knew what you were doing' as **you brought 'the right people around to sort me out!'.** She is still cross that her discharge from hospital was not 'handled better' and that the people who were arranged to do her clear up have thrown very important documents away and personal effects. She said that this had upset you too as you had made different arrangements.

I asked if Mrs RS felt you had a made a difference to her life and she rattled off all the things that have now happened for her:

- 1 year old grand daughter has been able to visit her home for the first time – this she talked about with such joy in her voice. All because her home is clutter free.
- The Council are fitting her a new bathroom and kitchen and she has been able to pick her colour scheme.
- Her family are now visiting her regularly and helping her.
- She has found a dentist and has an appointment planned in.
- She is collecting coins with birds on.
- She has welcomed a squirrel into her home, out of the cold.
- The birds living near her home are starting to be more active and she is enjoying watching them.

Mrs RS did say that she still feels 'shut in' and that she needs help to get to the bank to withdraw money – she was going to ask family to support with this, or 'the lady who comes sometimes'. Lovely chat with Mrs RS, very pleased to be asked for feedback, **I was told she would 'tell you if they were wrong'uns and there weren't, I needed their help and they helped me – I am grateful'.**

Mrs J has **reported feeling safer now that she has shared her views with her children and with professionals**.

Mrs J expressed that she **hopes the assessment of both their needs and the support they'll get will put the burden off Mr J's shoulders and he'll be happy again as 'he has too much to deal with himself**'.

When I called during the peer audit , the person's father told me he was **very happy with the enquiry, protection plan and the outcome**.

I was informed the person is now at Bright futures.

The person's father informed me Amy Rogers (*Safeguarding ASCP*) has carried out several safeguarding enquiries on his son and **he feels happy and satisfied with the process and outcomes**.

ASC Practice Quality Audits

Example additional feedback for 'Safeguarding' gathered via audits since Sept 2023:

SOMERSET SAFEGUARDING ADULTS BOARD

I called Mr S on 04/09/23 at 13:50hrs. I explained my role and purpose and he was very happy to offer feedback, remembering immediately who Nikki was. He stated the following: "**I found her very easy to get on with. She was very knowledgeable and reassured me tremendously and put me at ease. It is nice and comforting to know people are aware of my situation and able to help me if I need it. I honestly wish there were more people like her in the world**". I sincerely thanked Mr Smith for his time and feedback, which I assured him would be shared with Nikki as part of the audit process.

Sue feels very sad that her brother didn't receive the best care (*care provider safeguarding concern*). She is **glad of the job I did and said it was important and hopefully others will not experience the same as her brother**.

On 18/9/23 I called the adults' nearest relative to gain their perspective for this case audit. I explained the purpose of the call and read out the standard (1-Working with people).Amber said that she appreciated my honesty (in explaining that I had failed initially to seek her view about the safeguarding concern first reported). She said that **the openness I had shown in my dealings with her had helped foster a sense of trust**. She said **found me to be approachable and easy to make contact with**. She said I had **helped her make sense of a complicated situation**. She said that **she valued good communication and felt I had met her expectations in this regard**. She noted that **working through her was appropriate manner to safeguard Mary and gain her perspective**, given Mary's cognitive impairment.

I have discussed this audit with Rosemary. She considers that **I did seek to understand her preferences and wishes.** She considers **I did recognise that she was the expert in her own life.** Rosemary advised that **I had to a point focused on her what is strong in her life**, she went on to explain that she had had a bad year.

Rosemary sounded pleased to hear from me and asked me how I am. She explained she was just about to be taken to the dentist.

Family felt the **safeguarding enquiry was outdated because of 'P's' diagnosis of dementia**. **'P' could not recall the incident.**

Adult Social Care Outcomes Framework (2022/23)

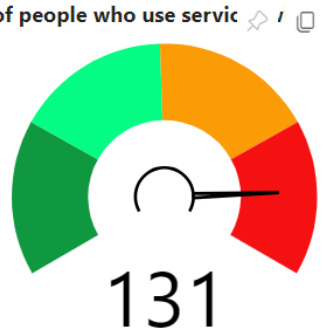
SOMERSET SAFEGUARDING ADULTS BOARD

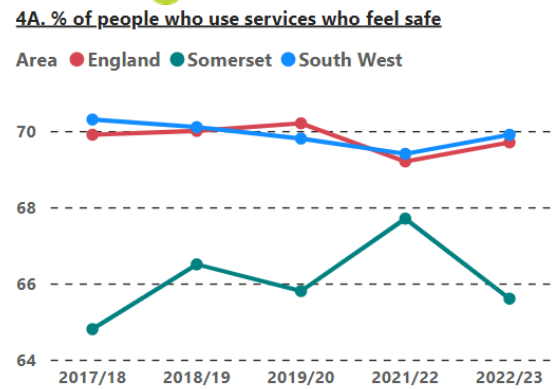
Feelings of safety

Measure 4A

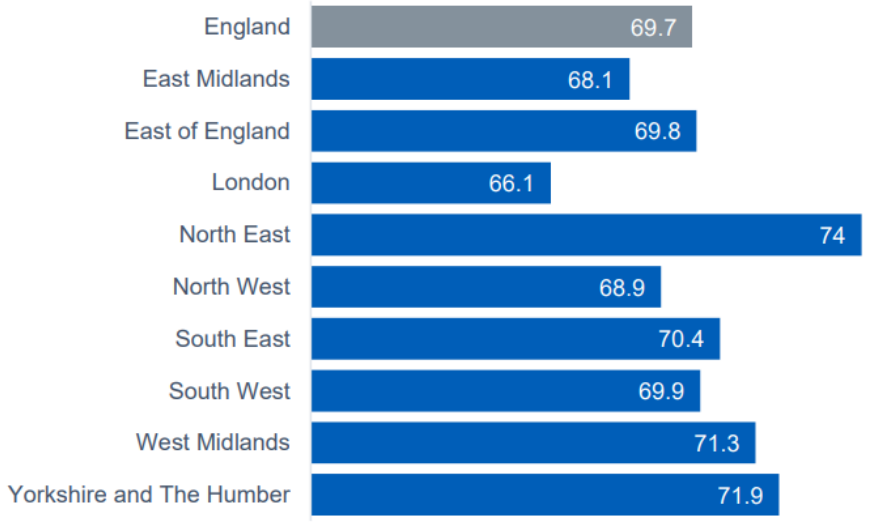
The proportion of service users who feel as safe as they would like:

England	69.7%
South West	69.9%
Somerset	65.6%





The proportion of service users who feel as safe as they would like is highest in the North East Region, and the lowest in the London region.



A higher proportion of males – nationally, regionally and locally - say they feel as safe as they would like compared to females. **In Somerset, 69.4% of males report feeling safe, compared to 63.1% of females.**

18-64

65+

Service users aged 18-64 are less likely to say they feel as safe as they would like than service users aged 65+. This is a pattern seen nationally, regionally and locally. **In Somerset, 63.5% of under 65s say they feel as safe as they would like, compared to 67.1% of over 65s.**

Adult Social Care Outcomes Framework (2022/23)

SOMERSET SAFEGUARDING ADULTS BOARD

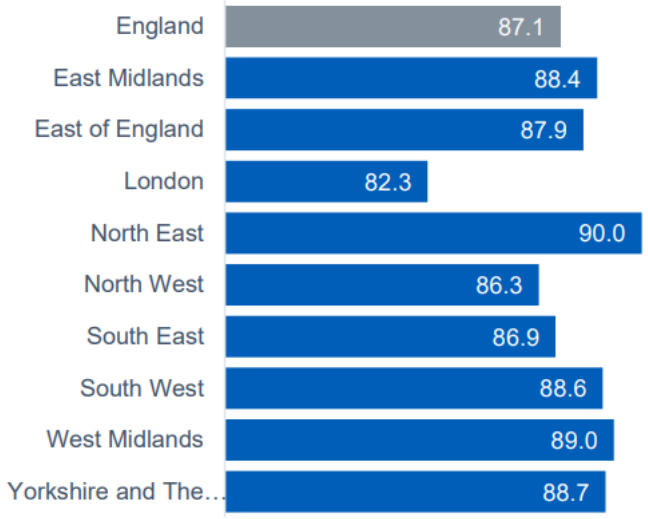
Service users whose services make them feel safe

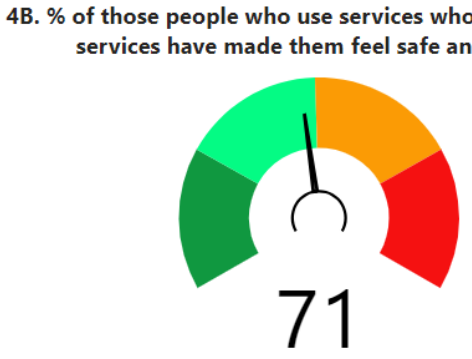
Measure 4B

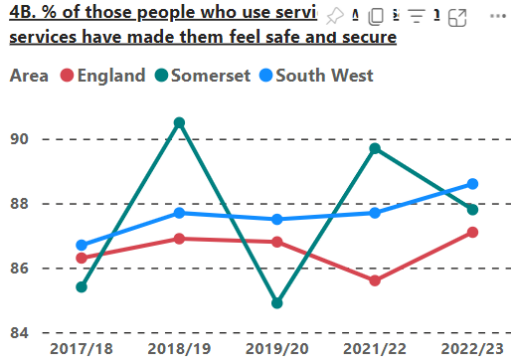
The proportion of service users whose services help them to feel safe:

England	**87.1%**
South West	**88.6%**
Somerset	**87.8%**

The proportion of service users whose services help them to feel safe is highest in the North East region, and the lowest in the London region.







A higher proportion of males – nationally, regionally and locally – say that their care and support services help them to feel safe, compared to females. **In Somerset, 88.3% of males report feeling safe, compared to 87.4% of females.**

18-64

65+

Service users aged 65 plus are more likely to report that their services help them to feel safe, in contrast to the regional and national picture. **In Somerset, 88.2% of people aged 65+ say they feel as safe as they would like, compared to 87.2% of under 65s.**

National: Over 65s – 86.3%; 18-64s – 88.3%
Regional: Over 65s – 87.6%; 18-64s – 89.9%

Safeguarding Adults Collection (SAC) 2022/23

The Safeguarding Adults Collection (SAC) national return was published by NHS Digital on 7 September 2023: [Safeguarding Adults, England, 2022-23 - NHS Digital]

The publication provides findings from the SAC for the period 1 April 2022 to 31 March 2023. Safeguarding Adults is a statutory duty for Councils with Adult Social Services Responsibilities in England under the Care Act 2014, in order to safeguard vulnerable adults from abuse or neglect. The data is collected directly from these councils.

The aim of this publication is to inform users about aspects of safeguarding activity at national, regional and local level. The following slides summarise how Somerset compares to other authorities, nationally, regionally and across our peer group to support routine performance monitoring and assurance activity.

Do use this data:

- to understand trends in volumes of safeguarding concerns raised and enquiries conducted
- to analyse the profile of people involved in safeguarding enquiries, and the nature of the risk of abuse or neglect involved
- alongside other local data on safeguarding practice and outcomes

Do not use this data

- to make judgements on how effective local authorities are at keeping adults safe from abuse and neglect
- to benchmark local authorities against each other, due to the different reporting and practices used to discharge their statutory duties

Safeguarding Adults Collection 2022/23

Safeguarding concerns

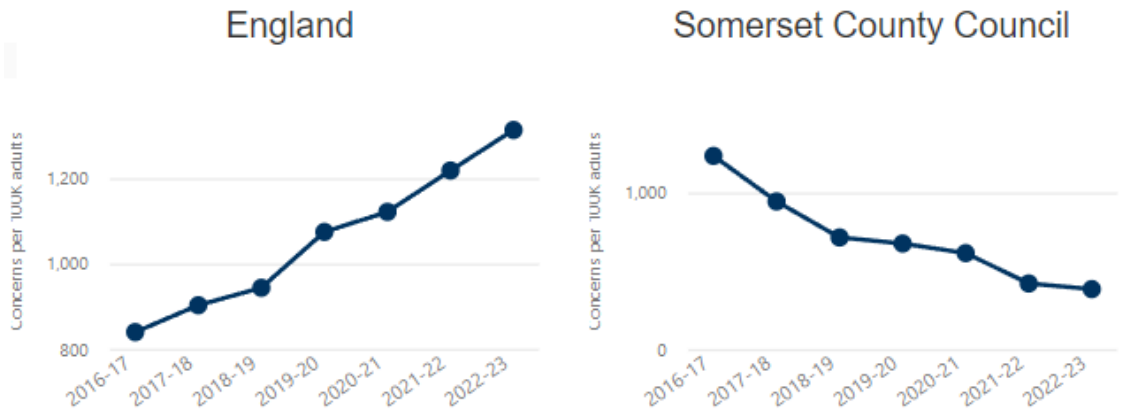
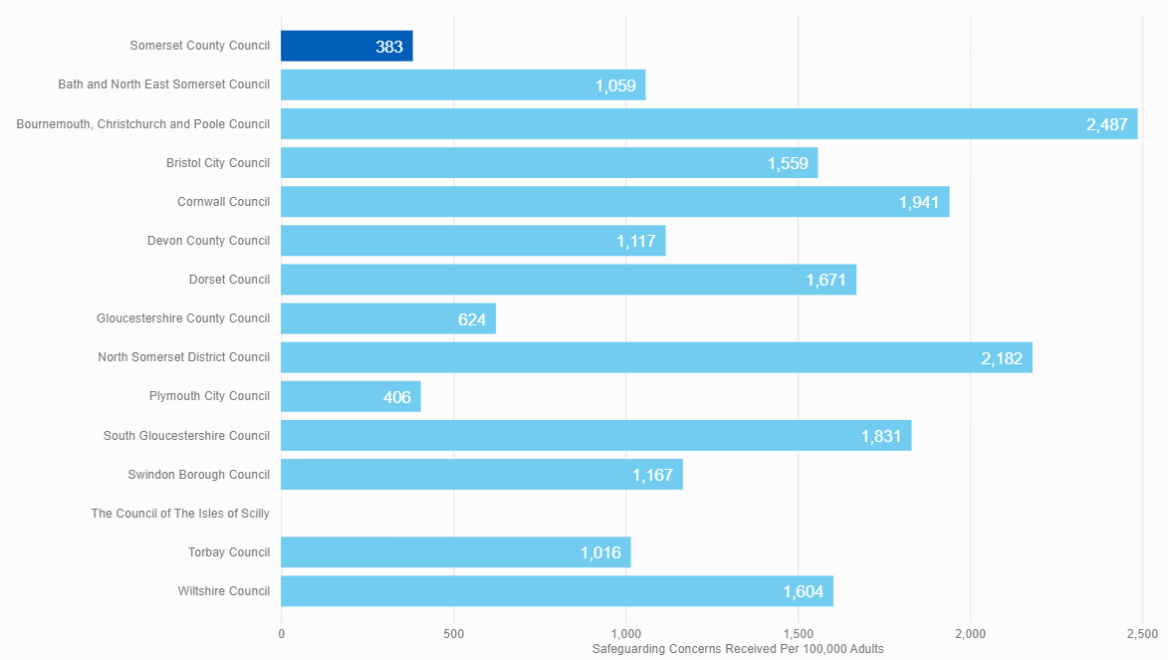


Figure 3: Number of safeguarding concerns per 100,000 adults received per local authority in England

Figure 3: Number of safeguarding concerns per 100,000 adults received per local authority in England



The total number of Safeguarding Concerns reported by local authorities between 1st April 2022 and 31st March 2023 was **587,965** which is an **increase of 9%** from 2021-22 (541,535)

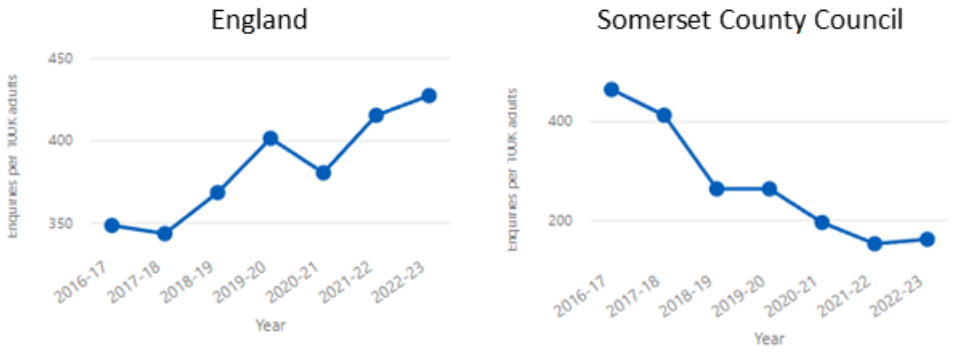
In contrast, Somerset reported a **decrease of 6.3%** going from 1,895 concerns in 2021-22 to **1,775** in 2022-23 - the lowest in our peer (regional) group.

Outlier *- this is a continued and already well-recognised trend, previously assessed and attributed to the way in which we triage and record contacts via our 'front door'/ call centre. This is not standardised across the country with many LAs operating different approaches, functions or models for managing/reporting safeguarding concerns.*

Our new public awareness raising campaign (Nov 2023) was designed to ensure we continue to promote how people can keep themselves safe and raise concerns appropriately.

Safeguarding Adults Collection 2022/23

Section 42s and other enquiries



	Conversion Rate
England	33%
Peer Group	28%
Somerset	**42%**
BANES	70%
Dorset	66%
Plymouth City	45%
Wiltshire	40%
South Gloucestershire	32%
Torbay	27%
Swindon	26%
Devon	20%
Gloucestershire	19%
Bristol City	18%
Bournemouth, Christchurch and Poole	15%
North Somerset	15%
Cornwall	14%
Isles of Scilly	n/a

The total number of Section 42 and Other Enquiries reported by local authorities between 1st April 2022 and 31st March 2023 was **191,195** - an **increase of 4%** from 2021-22 (184,510).

Somerset reported an **increase of 8%** (going from 685 enquiries in 2021-22 to **740** in 2022-23).

Whilst we have an overall lower number of concerns recorded, the county sees a higher proportion of concerns go on to be accepted as an enquiry - **42%** of concerns become enquiries in Somerset, compared to **33%** nationally and **28%** in our peer group.

This would continue to suggest our approach to triaging contacts received and determine which meet the threshold for a safeguarding response is generally proving effective.

94% of Enquiries in Somerset were Section 42, compared to **91%** nationally and **90%** in our peer group.

Safeguarding Adults Collection 2022/23

Section 42s by type, location and source of risk

Type: **Neglect and Acts of Omission** was most common type of abuse across England **(45%)** and our peer group **(41%)** – Somerset reported **35%** of its enquiries in this category. The second most common type nationally was **Physical Abuse** where the England average was **26%** and our peer group was **38%.** Somerset reported Physical Abuse as **24%** of its concluded enquiries.

Location: The most common location of abuse across England **(50%)** and our peer group **(54%)** remains the person's Own Home – Somerset reported **53%.** This was followed by both Nursing and Residential homes:

	Care Home - Nursing	Care Home - Residential
England	10%	25%
Peer Group	9%	23%
Somerset	**17%**	**16%**

Source of risk: The most common Source of Risk was 'Other – Known to Individual'.

	Service Provider	Other - Known to Individual	Other - Unknown to Individual
England	36%	56%	14%
Peer Group	35%	64%	9%
Somerset	**42%**	**55%**	**4%**

Safeguarding Adults Collection 2022/23

Section 42s Risk Assessment and Risk outcome

- Risks were identified in Somerset in **84%** of cases, compared to 75% both nationally and in our peer group.
- Where a risk was identified in Somerset, this was reduced or removed in **92%** of cases, compared to **91%** Nationally and **89%** in our peer group.

	Risk identified (action taken)	Risk identified (no action taken)	Inconclusive (action taken)	Inconclusive (no action taken)	No risk (action taken)	No risk (no action taken)	Enquiry ceased at individual's request
England	72%	3%	5%	2%	7%	7%	4%
Peer Group	72%	3%	7%	3%	6%	5%	5%
Somerset	**82%**	**2%**	**3%**	**1%**	**4%**	**6%**	**3%**
BANES	89%	-	5%	-	3%	-	2%
Wiltshire	84%	1%	3%	1%	3%	1%	7%
Swindon	80%	6%	3%	-	3%	2%	6%
South Gloucestershire	80%	2%	3%	1%	8%	4%	2%
Dorset	71%	-	9%	-	15%	3%	2%
North Somerset	69%	-	14%	2%	8%	5%	2%
Torbay	69%	-	18%	3%	3%	3%	4%
Devon	68%	2%	6%	2%	7%	4%	9%
Bournemouth, Christchurch and Poole	65%	4%	7%	4%	7%	8%	5%
Plymouth City	65%	3%	9%	2%	8%	8%	6%
Gloucestershire	61%	4%	8%	3%	5%	10%	8%
Cornwall	53%	3%	11%	6%	7%	12%	7%
Bristol City	51%	16%	10%	9%	8%	7%	-
Isles of Scilly	n/a	n/a	n/a	n/a	n/a	n/a	n/a

	Risk Remained	Risk Reduced	Risk Removed
England	9%	66%	24%
Peer Group	11%	63%	26%
Somerset	**8%**	**61%**	**31%**
Dorset	2%	66%	32%
North Somerset	5%	66%	29%
Torbay	6%	57%	37%
Bournemouth, Christchurch and Poole	7%	57%	36%
South Gloucestershire	8%	78%	14%
Gloucestershire	9%	58%	33%
BANES	9%	73%	17%
Cornwall	11%	62%	27%
Devon	11%	61%	28%
Swindon	16%	59%	25%
Plymouth City	16%	57%	27%
Wiltshire	20%	65%	15%
Bristol City	23%	63%	13%
Isles of Scilly	n/a	n/a	n/a

Safeguarding Adults Collection 2022/23

s42 Mental capacity assessment outcomes

	Yes, they lacked capacity	No, they did not lack capacity	Don't Know	Not Recorded	Of the enquiries recorded as Yes, in how many of these cases was support provided by an advocate, family or friend?
England	34%	52%	8%	6%	83%
Peer Group	45%	46%	6%	3%	78%
Somerset	**16%**	**84%**	**-**	**-**	**100%**
Wiltshire	69%	28%	2%	1%	100%
Gloucestershire	27%	63%	10%	-	100%
North Somerset	34%	43%	11%	11%	100%
Torbay	48%	32%	4%	15%	97%
Dorset	55%	45%	-	-	94%
Swindon	20%	71%	9%	-	90%
BANES	39%	61%	-	-	88%
South Gloucestershire	25%	45%	27%	3%	74%
Bournemouth, Christchurch and Poole	46%	24%	10%	20%	69%
Cornwall	23%	77%	-	-	65%
Devon	63%	36%	-	-	65%
Plymouth City	30%	58%	13%	-	16%
Bristol City	56%	34%	10%	-	11%
Isles of Scilly	n/a	n/a	n/a	n/a	n/a

A lower proportion of clients in Somerset were reported as lacking capacity to make decisions relating to their enquiry - **16%** compared to **34%** nationally and **45%** in our peer group.

*Outlier – identified as an opportunity to seek further assurances re s42 capacity assessment practice locally**

However, where individuals were assessed as lacking capacity, all were reported as having had support offered to them by an advocate (including family and friends).

* Discussed at Nov 2023 SSAB P&Q Subgroup. Acknowledged that some caution again needs to be applied when comparing LAs given the different models/recording practices. In Somerset mental capacity is not assessed at triaging stage and only when enquiry progressed. In some other areas, mental capacity may be recorded further upstream in the contact process.

Safeguarding Adults Collection 2022/23

Making Safeguarding Personal

- Individuals were asked about their **desired outcomes** in **91%** of cases in Somerset, compared to **81%** Nationally and **78%** in our peer group.

- Somerset is the only council in the country that fully achieved all desired outcomes.
  Outlier – opportunity for safeguarding service to assure themselves of this practice and reporting.

	Yes, they were asked and outcomes were expressed	Yes, they were asked but no outcomes were expressed	No	Don't Know	Not Recorded
England	66%	15%	13%	2%	3%
Peer Group	59%	19%	15%	4%	3%
Somerset	**66%**	**25%**	**9%**	**-**	**-**
Devon	81%	10%	9%	-	-
Swindon	76%	9%	11%	4%	-
Plymouth City	75%	11%	14%	-	-
Gloucestershire	74%	11%	9%	3%	3%
Cornwall	69%	13%	12%	3%	2%
North Somerset	65%	13%	11%	8%	4%
Torbay	58%	11%	11%	1%	18%
BANES	57%	10%	21%	2%	10%
Bournemouth, Christchurch and Poole	49%	11%	29%	1%	11%
Dorset	35%	47%	18%	-	-
South Gloucestershire	35%	13%	35%	17%	-
Wiltshire	28%	62%	7%	1%	2%
Isles of Scilly	n/a	n/a	n/a	n/a	n/a
Bristol City	n/a	n/a	n/a	n/a	n/a

	Fully Achieved	Partially Achieved	Not Achieved
England	68%	27%	6%
Peer Group	67%	27%	6%
Somerset	**100%**	**-**	**-**
Swindon	77%	19%	5%
BANES	76%	20%	2%
Bournemouth, Christchurch and Poole	69%	24%	5%
North Somerset	69%	21%	10%
Plymouth City	69%	28%	3%
Dorset	68%	18%	14%
Wiltshire	68%	29%	3%
Cornwall	61%	33%	6%
Gloucestershire	59%	37%	5%
Torbay	59%	34%	7%
Devon	57%	36%	7%
South Gloucestershire	51%	33%	16%
Isles of Scilly	n/a	n/a	n/a
Bristol City	n/a	n/a	n/a

Safeguarding Adults Collection 2023/24

Last Updated: 03/02/2024 06:08:07

Somerset Council

SOMERSET SAFEGUARDING ADULTS BOARD

Latest local SAC performance (subject to validation) is as follows:

a) 1,447 concerns received to date this financial year, and 515 Safeguarding Enquiries, relating to 491 individuals *(a conversion rate of 35.6%)*

b) 97.3% of the 491 individuals taken through a s42 Safeguarding Enquiry, the remainder through a non-statutory pathway

c) Individuals predominantly of White British ethnicity (92.5%), female (54%), and aged 65+ (59%).

d) Neglect and acts of omission, and physical abuse currently joint most common type of abuse, identified in 19% of total enquiries each. Self-neglect features as an identified type of abuse in 8.5% of enquiries – a slight rise on 2022/23 data.

e) The most common location of abuse across Somerset remains the person's Own Home (56.3% of total enquiries undertaken year to date)

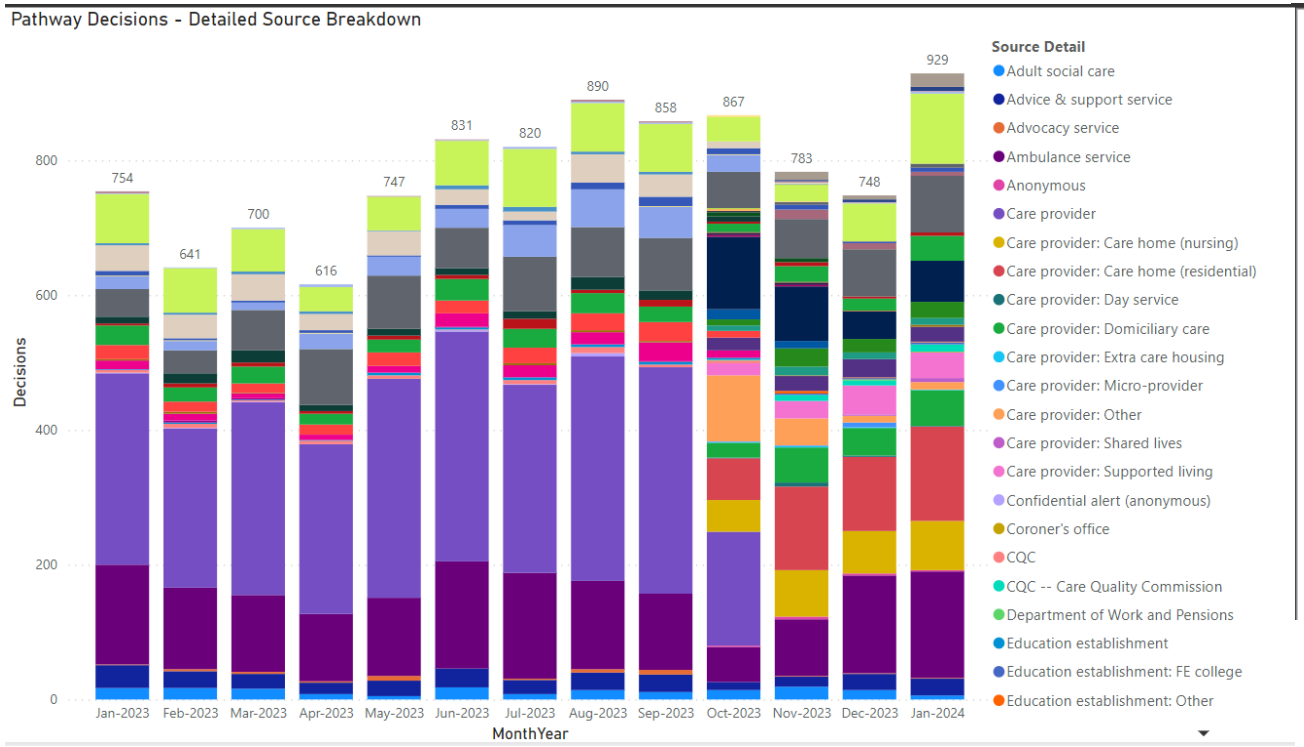
f) Risk identified and action taken in 84% of enquiries completed year to date; Where a risk was identified in Somerset, this was reduced or removed in 92% of cases.

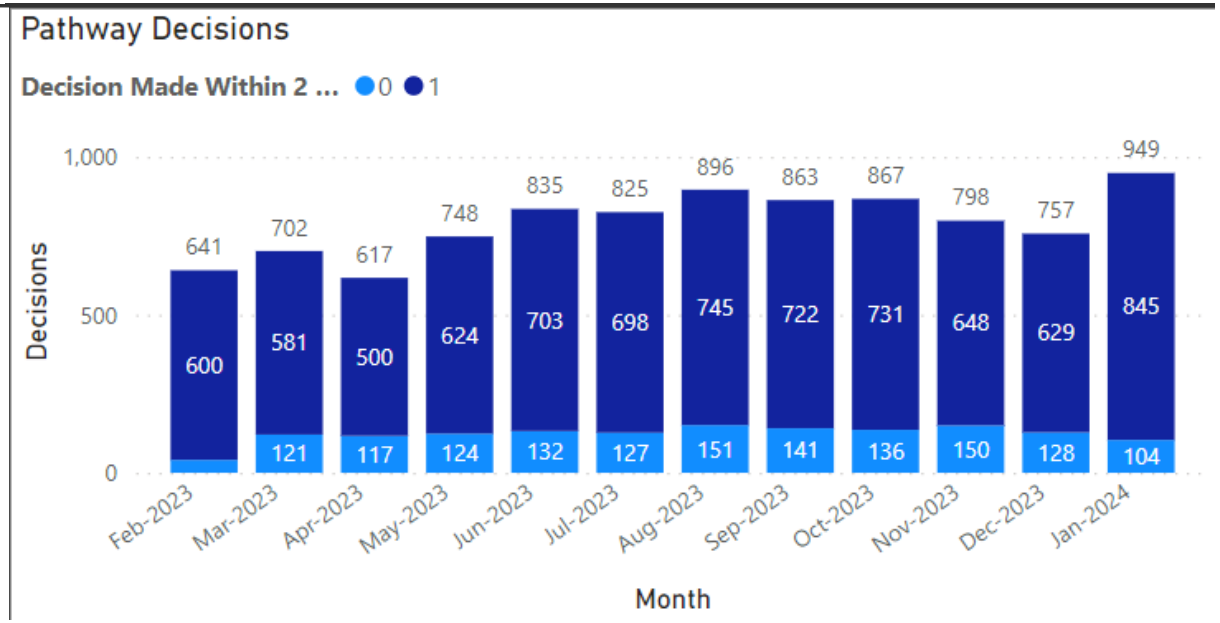
g) 14% of individuals in Somerset were reported as lacking capacity to make decisions relating to their enquiry; all are reported to have had advocacy support provided (including by family/friends)

h) Making Safeguarding Personal: Individuals were asked about their desired outcomes in 89% of cases. Where outcomes were expressed, these are reported as having been fully achieved in all cases.

Latest safeguarding performance – 2023/24 year to date

Safeguarding contacts by source and pathway decision-making





Following review of the 'Source list' by the SSAB P&Q Subgroup last year, we are now able to monitor where referrals are coming from at a more granular level as of Oct 2023, and use this intel to support more targeted engagement.

The top 3 referrers over the last 12 months are: Care Providers, the Ambulance Service, and NHS 111 service

Timeliness of pathway decision making is robust, and consistently made within 2 working days of receipt of the concern.

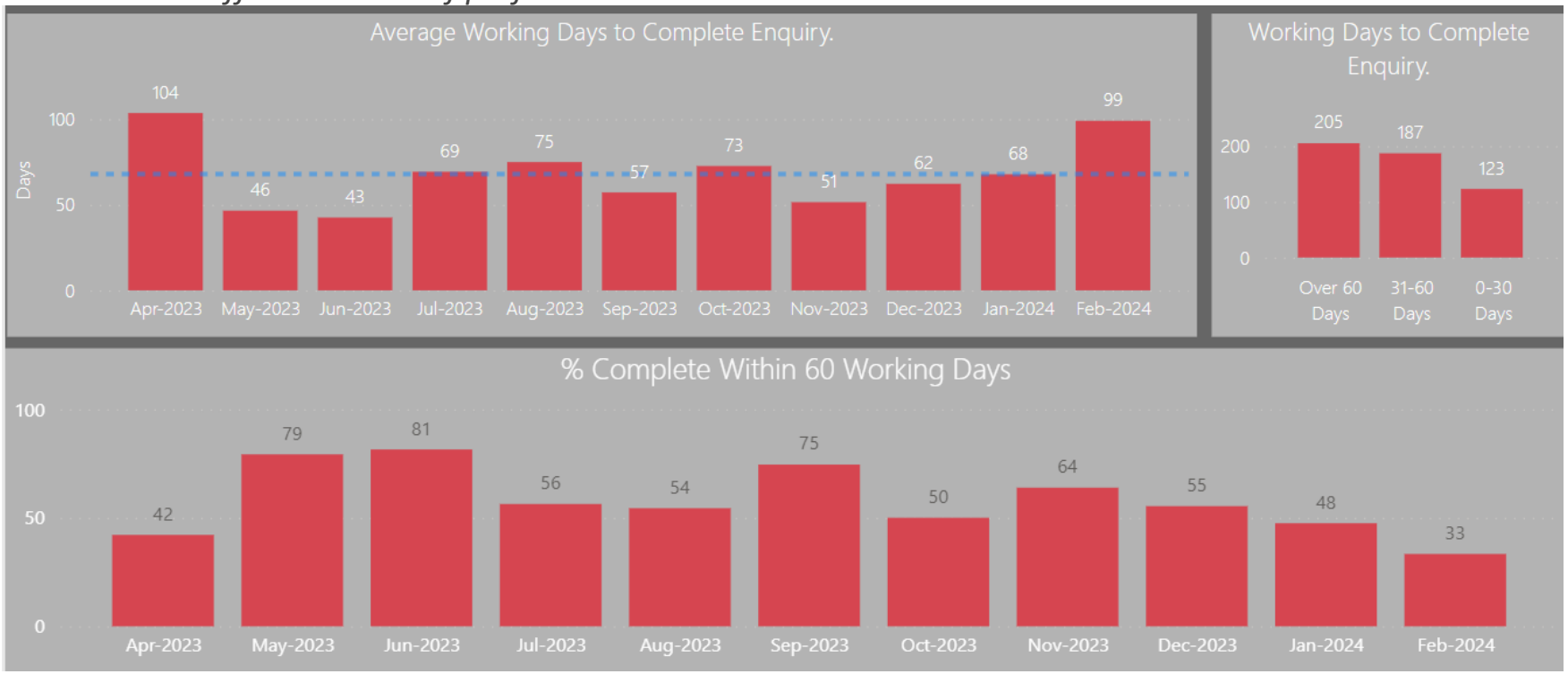
Latest safeguarding performance – 2023/24 year to date

Section 42 Enquiry Outcomes: Timeliness

515 Safeguarding Enquiries have been completed to date in 2023/24 relating to 491 clients.
Of these:

- **123 (24%) were completed within 0-30 days**
- **187 (36%) were completed within 31-60 days**
- **205 (40%) took over 60 days to complete.**

The ASC Safeguarding Service monitors the cohort of enquiries that took over 60 days to complete for analysis and assurance. Local guidance states: We will monitor cases that are taking longer than 30 days to complete Section 42 enquiries and we will instigate our enquiry escalation process at 60 working days. The impact of social work vacancies within the safeguarding service have been escalated due to the capacity impacts to meet demand and maintain effective levels of performance.



National Adult Safeguarding procedures do not set definitive timescales for each element of the process.

Guidance on timescales reflect the ethos of Making Safeguarding Personal (MSP).

MSP approaches ensure that safeguarding is person-led and outcome-focused

Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) have been in operation since April 2009. Since April 2013 the functioning of the safeguards has been the sole responsibility of local authorities. Each year, all local authorities make a statutory return about DoLS activity to the Department of Health and Social Care (DHSC). At a national level the statistics continue to confirm that the system is not working as it should because large numbers of requests for assessment cannot be addressed as shown in the following table showing Somerset's figures:

	2020/21	2021/22	2022/23	% Change
Total applications	2576	2881	3280	+14%
From Care Homes	1596	1782	2111	+18.5%
From Hospitals	1007	1099	1169	+6%
Assessments completed	664	672	734	+9%
Authorisations granted	628	634	685	+8%
Authorisations not granted/ of which not assessed	2085/2054	1984/1939	2824/2778	+42%

The SSAB P&Q subgroup received a detailed assurance report in relation to DoLS in August 2023, and shared with Board in Oct 2023 – report available upon request. Whilst acknowledging the reality that Somerset Council remains unable to fully comply with its statutory duties under the MCA, the subgroup was assured in relation to robust mechanisms being in place for the quality of DoLS work in terms of appropriate prioritisation by experienced assessor leads and scrutiny of assessments. The Council funds a strong advocacy provision, and the DoLS team benefits from a skilled staffing resource.

- A high proportion of the 'Authorisations not granted/ not assessed' were the result of death or discharge from hospital or care home prior to assessments taking place. The majority of the cases actually assessed resulted in an authorisation being granted.
- The notable increase in Authorisations not granted during 2022/23 is due to a thorough data cleansing exercise which identified people who had moved or died but about whom the DoLS service had not been notified previously.
- The 9% increase in the number of assessments completed represents an improvement in efficiency across the DoLS system. There was no corresponding increase in staffing resources.
- The majority of assessments by Best Interests Assessors are completed in person. Approximately 50% of assessments by doctors are completed remotely.
- Representatives appointed when a DoLS authorisation is granted. There has been a trend in recent years towards independent advocates being appointed in an increasing proportion of cases. In Somerset we appointed advocate representatives in 505 of the 685 authorisations, which equals 74%
- Court of Protection – people subject to DoLS authorisations who are objecting to their placement arrangements are actively supported by the Council and their representatives to seek a judicial review of their circumstances. During 2022/23 approximately 30 Somerset cases were subject to CoP proceedings under s21A of the Mental Capacity Act.

Safeguarding in Somerset – External independent feedback (June 2023)

Safeguarding Adults was a key focus area of the Council's Adult Social Care **quarterly Performance Improvement Meeting (30 June 2023)**, where we were joined by external colleagues from the Local Government Association and South West ADASS to observe as 'critical friends'. Presentations were delivered by the SSAB Business Manager and Strategic Manager, and the Safeguarding Adults operational Service Manager to support internal and external assurance and inspection readiness and contribute to local self-assessment. Feedback following the meeting was received on 19 September 2023 and was shared at the Oct 2023 SSAB Board.

Strengths	Opportunities
Your self-assessment and the presentation on the morning of the session provided **considerable and strong evidence of your strengths in safeguarding as a Council and on a multi-agency basis and on your next steps in further improvement**. You presented **strong evidence in relation to safeguarding practice and you have consistent professional and high-quality oversight and leadership** in this area. It was inspiring to hear you share the strengths across adult social care in delivering positive outcomes and engagement with people who live in Somerset. The transparency and openness in identifying and addressing areas for improvement, which will lead to better outcomes for your residents, was a great strength of the conversation.	*Useful to draw out the following:* How you are **strengthening joint working with Children's Safeguarding Partnership and the Community Safety Partnership** with the Safeguarding Adults Board. Your current casework work and your **strategic context and planning in relation to domestic abuse; transitional and contextual safeguarding, exploitation and modern slavery and homelessness** How you are **learning from all statutory review processes** (including Mental Health Reviews; all mortality review processes as well as SARs; DHRs and any relevant Children's review cases.); how you and partners are **ensuring that there are effective plans to address these and any evidence of progress made.** **How your preventative work is reducing risk and how you and partners know that where situations do not reach your threshold for Section 42, the risks in these situations are effectively managed** by a range of staff across agencies who have the skills and support to manage these situations. The situation re **DOLS assessments and how you are dealing with this.** You may want to consider if in your self-assessment you can **present evidence of good practice in safeguarding in relation to equality, diversity and inclusion.**

Safeguarding training compliance

Adult Social Care (ASC) – Somerset Council

January 2024 Update:

- Somerset Council's Adult Social Care service continues to receive **last minute cancellations** for all our courses, and whilst we are monitoring and challenging cancellations, we are inevitably continuing to run under capacity, which means the numbers of staff being trained is some areas is not as great as we would hope - this is also a theme across children's social care training.

- Those more 'bespoke courses' which come under the Safeguarding umbrella *continue* to have higher attendance figures compared to our mandatory training offer. We have already 'locked down' our bespoke offer to ensure that workers need to have completed the 'mandatory' learning before applying for this training. We are currently working on revised training plans for the workforce which will show that all Safeguarding and MCA 'mandatory' training needs to be completed within probation – this should help with attendance moving forward certainly for new starters.

- As part of our support to the Council's **financial emergency**, we have converted all remaining MCA courses (Applying the MCA in Everyday Practice and the Advanced Practice Update) to virtual to reduce venue hire (and a very small reduction in trainer fees). One delivery of Achieving Good Outcomes in Self Neglect, was cancelled due to the external trainer being poorly but rather than rebook this year we've chosen to move the costs to 2024/25, enabling us to save some money.

- **Moving into 2024/25** several of the Contracts which come under the Safeguarding umbrella are due to expire (March 2024 - Recognising Adult Abuse, Developing Safeguarding Practice and Understanding Hoarding Behaviours, August 2024 - Achieving Good Outcomes in Self Neglect and September 2024 - Making Safeguarding Enquiries and MS Personal). This provides us with an opportunity to re-think our training offer and possibly do things differently to ensure attendance but also meet our statutory responsibilities and service requirements.

Safeguarding training compliance

Adult Social Care (ASC) – Somerset Council

Data has been sourced from the Learning and Development allocation and attendance chart as of **31st January 2024**. This chart documents the training of current employees of Adult Social Care.

Programme	Staff Group	Number of eligible workers within ASC	Percentage trained at 31st January 2024
Recognising Adult Abuse (externally commissioned – virtual delivery over half day)	ASCP, OT, Rehab Officer, Commissioning Officers, FAB Officers, Senior FAB Officers, Rehab Officer, Personal Finance Adviser	226	193 staff attended training *to date* = 86% 32 staff *still to* attend training = 14% This course is also open to any Leaving Care, Somerset Direct workers – their numbers are not included within these figures.
Developing Safeguarding Practice (externally commissioned – face to face delivery over one day)	ASCP, Rehab Officer, Commissioning Officers, FAB Officers, Senior FAB Officers, Rehab Officer, Personal Finance Adviser	167	This training is delivered biennially following attendance on RAA for those in the eligible staff groups. 94 staff attended training *to date* = 56% 73 staff *still to* attend training for the first time = 44% This course is also open to any Leaving Care or Somerset Direct workers who have attended RAA – they are not included in these figures.
Making Safeguarding Enquiries & Making Safeguarding Personal (externally commissioned – face to face over two days)	All those with a professional qualification as a Social Worker, Occupational Therapist (including those in QA and Service/Strategic Manager roles)	211	172 staff attended training *to date* = 82% 39 staff *still to* attend this training = 23% Those staff who attended training over 5 years ago will be reinvited to attend training and may make up some of the numbers *still to* attend.

Safeguarding training compliance

Adult Social Care (ASC) – Somerset Council

Programme	Staff Group	Number of eligible workers within ASC	Percentage trained at 31st January 2024
Making Safeguarding Personal (externally commissioned – face to face over one day)	All those with a professional qualification as a Social Worker, Occupational Therapist (including those in QA and Service/Strategic Manager roles)	195	96 staff attended training *to date* = 49% 99 staff *still to* attend this training = 51%
Safeguarding Masterclass (internally delivered)	Senior Commissioning Officers, L&D Leads, Service Managers, Deputy Service Managers, Strategic Managers (Ops & Com) Assistant Director (Ops & Com), Director	n/a	This programme is to be refreshed following ASC restructure.
Safeguarding CPD (internally delivered – virtual delivery)	Any new starter to ASC or those requiring a refresher/ Places are also offered to Leaving Care staff.	n/a	This programme is to be refreshed following ASC restructure.
Advanced Practitioner Safeguarding Workshops (internally delivered – virtual delivery)	Advanced Practitioners, Locum AP, Personal Client Advisor	n/a	Programme to be refreshed following ASC restructure.
Understanding Hoarding Behaviours	All staff	80 (contracted amount for 1 year)	Contract for 1 year starts April 2023. Total of 115 staff attended
Achieving Good outcomes in Self-Neglect	All staff	80 (contracted amount for 1 year)	Contract for 1 year starts 1st September 2022 – August 2023. 80 spaces in total available. 51 staff attended *(under contract started in September 2022)* New Contract from September 2023 for 80 spaces 1st September 2023 – August 2024 16 staff attended *to date under new (December course cancelled due to sickness and moved to 2024/25 due to course being offered up as part of financial emergency savings).*

Safeguarding training compliance

Adult Social Care (ASC) – Somerset Council

Data has been sourced from the Learning and Development allocation and attendance chart as of **31st January 2024**. This chart documents the training of current employees of Adult Social Care.

Mental Capacity Act Training

Programme	Staff Group	Number of eligible workers within ASC	Percentage trained at 31st January 2024
Applying the MCA 2005 in Everyday Practice (externally commissioned – 2 days)	All those with a professional qualification as a Social Worker, Occupational Therapist, ASCP, FAB Officer, Senior FAB Officer (not including Strategic Manager)	360	260 staff attended this training *to date* = 72% 100 staff *still to* attend = 28%
Applying the MCA in Everyday Practice – Advanced Practice - Annual Update (externally commissioned – half day)	All those with a professional qualification as a Social Worker, Occupational Therapist, ASCP, FAB Officer, Senior FAB Officer (not including Strategic Manager)	244	Revised course starts in September 2023. This course is to become an annual update for all staff, therefore those staff who attended the 2-day course prior to May 2023 will be expected to attend. 107 staff attended this training *to date* = 44% 136 staff *still to* attend = 57%
MCA drop in (internally delivered – started in 2020)	All staff		These workshops have been running on a monthly basis by the MCA & DoLS Service Manager and are a 'drop in' attendance figures have not been recorded by L&D.
Sexual Activity and the MCA	SW, OT and ASCPs and those in AP, Service Manager operational roles	358	168 staff attended this training *to date* = 47% 190 staff *still to* = 53%

Safeguarding training compliance

Somerset NHS Foundation Trust

Somerset NHS Foundation Trust

SOMERSET SAFEGUARDING ADULTS BOARD

SFT doing well raising the compliance in all areas, as a result of chaser emails and the return to face to face training at YDH to capture their staff specifically, as you know, we had to remap several staff to Level 3 as it didn't previously exist in YDH before we merged. Unfortunately, it has been identified that the majority of midwifery staff (@300) have not been mapped to Level 3 SA when they should have been. The majority of these staff were compliant at Level 2, however, this month's figures are reflecting the addition of those staff.

This has proved to present a challenge as to how we bring these staff up to date as quickly as possible with the least disruption to front line practice.

Therefore extra training days have been arranged (we currently have over 900 spaces available with 792 left to fill between now and July) and we are working closely with the midwifery department to enable staff to access training on days off and study days with additional incentive of overtime pay. We also have requested that all staff complete the pre course e-learning modules as soon as possible so they have 'begun their journey' to being compliant.

Further to the mapping of the maternity staff, we have identified some staff in other areas who will need to have Level 3 added to their training requirements; however, this will not reflect in our figures for a little while and we will be doing it as a 'phased piece' of work so as not to disrupt front line practice.

As an assurance all these staff are trained up to Level 2 - it just means their completing the face-to-face aspect of Level 3.

Course Name	Number to be Trained	Certified	Expiring	Dec-23 Percentage Trained	Nov-23 Percentage Trained	Increased/ Decreased from last report	Training Required
Prevent Level 1 & Level 2	5129	4518	265	93.3%	92.7%	0.6%	346
Prevent Level 3	7380	6546	281	92.5%	91.3%	1.2%	553
Combined Totals for Prevent	**12509**	**11064**	**546**	**92.8%**	**91.9%**	**0.9%**	**899**
Safeguarding Adults Level 1	3574	3295	108	95.2%	94.9%	0.3%	171
Safeguarding Adults Level 2	7568	6654	274	91.5%	90.7%	0.8%	640
Safeguarding Adults Level 3	1368	1030	14	76.3%	72.6%	3.7%	324

Course Name	Number to be Trained	Certified	Expiring	Jan-24 Percentage Trained	Dec-23 Percentage Trained	Increased/ Decreased from last report	Training Required
Prevent Level 1 & Level 2	5192	4576	242	92.8%	93.3%	-0.5%	374
Prevent Level 3	7503	6684	269	92.7%	92.5%	0.2%	550
Combined Totals for Prevent	**12695**	**11260**	**511**	**92.7%**	**92.8%**	**-0.1%**	**924**
Safeguarding Adults Level 1	3604	3326	107	95.3%	95.2%	0.1%	171
Safeguarding Adults Level 2	7433	6527	268	91.4%	91.5%	-0.1%	638
Safeguarding Adults Level 3	1658	1112	34	69.1%	76.3%	-7.2%	512

Adult Social Care Safeguarding - Number of Ombudsman complaints

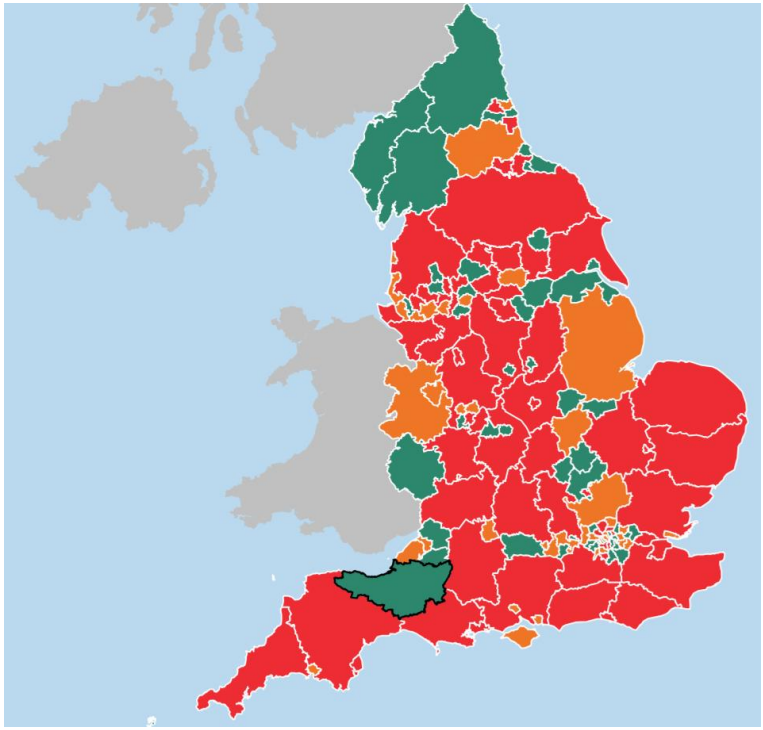
This relates to the number of complaints and enquiries received by the Local Government & Social Care Ombudsman (LGSCO), formerly the Local Government Ombudsman (LGO), about the given authority in relation to safeguarding within adult social care services. The LGSCO can look at individual complaints about councils, all adult social care providers (including care homes and home care agencies) and some other organisations providing local public services.

- **Somerset performs well in relation to this measure.**
- **No adult social care safeguarding complaints/enquiries were received by the LGSCO in 2022/23; the average of all English single tier and county councils for the same time period was 2.**

Number of complaints and enquiries received by the Local Government & Social Care Ombudsman relating to adult social care safeguarding (from 2017/18 to 2022/23) for Somerset

Period	Number of Ombudsman complaints - adult social care safeguarding			
	Complaints			
	Somerset	Minimum for All English single tier and county councils	Mean for All English single tier and county councils	Maximum for All English single tier and county councils
2017/18	1	0	2	11
2018/19	2	0	1	7
2019/20	1	0	2	13
2020/21	2	0	1	7
2021/22	1	0	2	9
2022/23	0	0	2	7

Source:
Local Government & Social Care Ombudsman



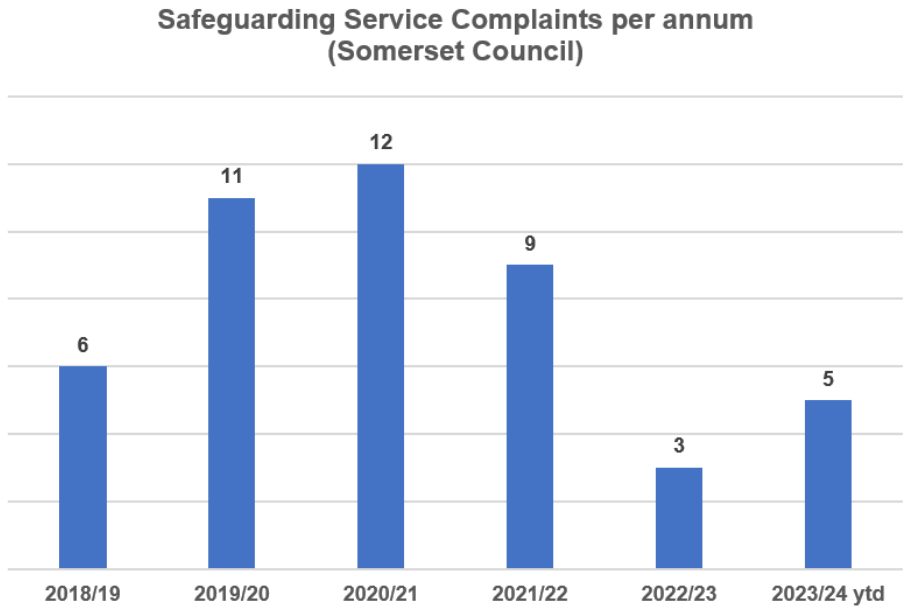
Adult Social Care Safeguarding Service Complaints – Somerset Council

We have seen an improved picture in relation to the number of complaints received by Safeguarding over recent years.

2023/24: To date this financial year (as of 03/02/24), there have been a total of 5 complaints received by the Safeguarding Service.

Initial causes of the complaints vary, but include 'communication by the service', 'failure to do something', 'decision', 'other service quality cause' and 'not specified'.

Of the 5 complaints received this financial year to date, 3 were 'partly upheld' at Stage 1, 1 is awaiting a Stage 1 outcome and the remaining one is a 'new case'.



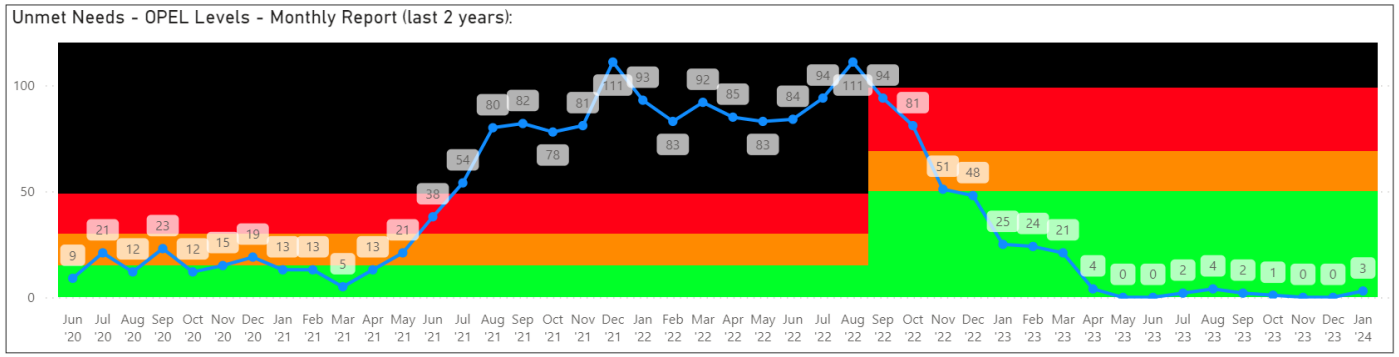
In reviewing the 5 2023/24 complaints, 1 relates to a DoLS authorisation and is therefore being progressed by the Service Manager for MCA and DoLS (separate to the Safeguarding Service itself).

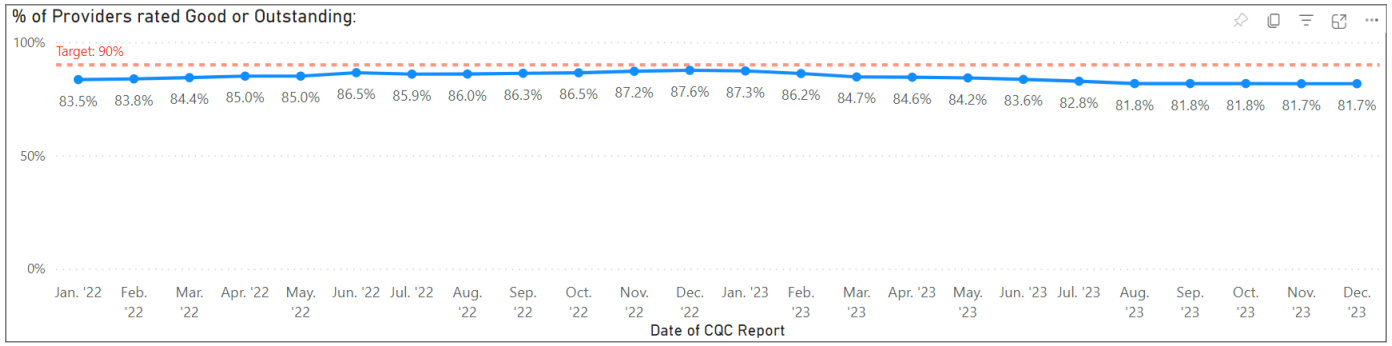
The 3 partly upheld complaints reference:

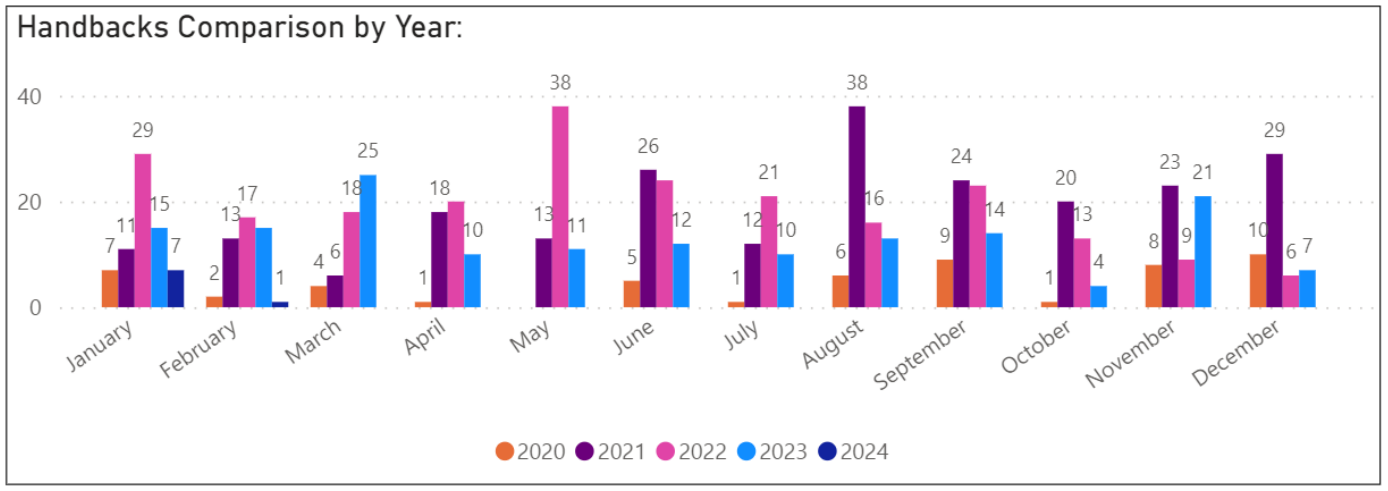
- concerns about the information shared by the NHS ICB CHC panel and their experience (*Case 13019523*)
- concern regarding the decision not to carry out an adult safeguarding enquiry about an event affecting the person's son (*Case 12994092*)
- concerns about compliance with safeguarding procedures in ensuring the care provider is engaged and communicated with (*Case 12717753*)

The new case complaint relates to a decision to take a woman into care on 'safeguarding grounds' (Case 13544640)

Adult Social Care Provider quality and levels of unmet need







Levels of unmet homecare need

Somerset has continued to see the impact of additional investment and focused commissioning activity, as well as some pick up in care provider recruitment of new starters including from overseas, with levels of unmet homecare need falling to their lowest ever levels since March 2021. We are presently in a position where provision of domiciliary care outstrips demand, meaning we are not currently accepting any new home care providers onto our procurement framework. This is a significantly improved position to where we were a year ago.

CQC Ratings (Care Providers)

81.7% of Somerset's active social care settings (*residential and community provision combined*) inspected by the CQC were rated as 'Good' or 'Outstanding' as of December 2023, down from 87.6% in December 2022. (Community-based provision – 85% 'Good' or 'Outstanding'; Residential-based provision – 80.3% 'Good' or 'Outstanding'). The overall decline in provider quality is partially a consequence of the CQC only prioritising high risk provisions pending the introduction of their new inspection framework from early December 2023 – the impact of this was discussed with the CQC at the November 2023 Care Provider Commissioning & Quality Board.

Care Package contract 'handbacks'

Although occasional care package handbacks are not uncommon and can occur for a variety of reasons - most commonly provider staffing capacity issues - these rose sharply in Somerset during the pandemic as evidenced by annual stats below but have reduced to more manageable levels:

- 2020 – 54 package handbacks *(average per month – 4.5)*
- 2021 – 233 package handbacks (*average per month – 19.4*)
- 2022 – 238 package handbacks (*average per month – 19.8*)
- 2023 – 157 package handbacks (*average per month – 13.0*)

Care package contract handbacks place additional pressure on Local Authority staff to find replacement care within a stretched care market and is an indicator we monitor closely as part of our commissioning and quality activity.

NEW RISK: *Increasing number of Home Office suspensions and revocations of provider international recruitment licences across the country – Somerset Council undertaking local mitigation activity to support targeted interventions*

Quality of Somerset NHS Foundation Trust

Somerset NHS Foundation Trust

Overview

Latest inspection: 06 September - 08 September 2022, 28 September and 29 September 2022
Report published: 23 January 2023

Safe	Requires improvement
Effective	Good
Caring	Outstanding
Responsive	Good
Well-led	Good

[Somerset NHS Foundation Trust - Overview - Care Quality Commission (cqc.org.uk)]

Somerset NHS Foundation Trust runs acute hospital services, community services, mental health and learning disability services and a quarter of Somerset's GP practices. It runs services from two acute hospitals – Musgrove Park Hospital in Taunton, Yeovil Hospital in Yeovil – services in the community and services from the 13 community hospitals in the county, a range of mental health and learning disability services and Symphony Healthcare Services runs a quarter of GP practices in the county.

The Trust is a result of two mergers. The first merger in April 2020, between Taunton and Somerset NHS Foundation Trust and Somerset Partnership NHS Foundation Trust, brought together acute services, community service and mental health and learning disability services.

The second merger brought together acute services from both acute hospitals in the county and a large proportion of the county's GP practices.

Hate Crime in Somerset

Hate Crime is defined as '**any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic**.'

There are five centrally monitored strands of Hate Crime:
· race or ethnicity;
· religion or beliefs;
· sexual orientation;
· disability; and
· transgender identity.

Avon and Somerset have also recognised gender as a characteristic that could be a driver for a hate crime. Stand Against Racism and Inequality (SARI) is a service user/community-oriented agency that provides support and advice to victims of hate across a number of South West Local Authority areas.

SARI's latest Impact Report (2022/23) is available via [Impact Report 22–23 - SARI (saricharity.org.uk)]

Somerset is the biggest area SARI covers and there's been a lot of work undertaken to raise awareness of the service. There were an increased number of referrals in 2022/23 (124 compared to 104 the previous reporting year). The majority of these were 'race hate'.

In Somerset SARI has a really strong working relationship with the police which helps the agency deliver effectively throughout the region. They are also part of a number of case review panels and the Somerset Hate Crime Community Cohesion group, which looks to monitor tensions and work in a preventative way. There are still some communities which we are yet to reach in Somerset, but with the great work of our Outreach Worker we are building really strong ties in the area and the name of SARI is starting to get recognised throughout the county.

AT A GLANCE

Somerset was our second highest reporting authority area, after Bristol, with 124 referrals. Of these:

- 1 was age-based
- 25 were disablist
- 1 was discrimination
- 10 were homophobic
- 83 were race hate
- 3 were transphobic

Please note that the sum of the numbers above may be higher than the total (124) as referrals can include more than one hate crime type.

Board Governance

SSAB Effectiveness – Board Member Survey Results (Jan 2024)

The Board has seen confidence levels improve across all bar 1 of the 12 Effectiveness statements when comparing survey results to those taken a year ago in early 2023. There is consensus from Board members in the areas that require our ongoing further focus and attention.

Statement No.	Board Effectiveness Statement	% Agreed / Strongly Agreed (2024)	*% Agreed / Strongly Agreed (2023)*
1	The SSAB demonstrates effective leadership and coordinates the delivery of adult safeguarding policy and practice across all agencies with representatives who are sufficiently senior to get things done	100% ↑	*71%*
2	Partners contribute human and financial resources to the SSAB to enable it to function effectively	79% ↑	*53%*
3	The SSAB provides challenge and support on the outcomes for and experiences of people needing services and the impact and effectiveness of service delivery to its member organisation	74% ↑	*65%*
4	The SSAB has a clear understanding of how well it is performing and what difference it makes through regular self-assessment and benchmarking, and has a positive attitude to learning and improvement across partners	95% ↑	*59%*
5	The SSAB safeguards adults both proactively, through awareness raising and prevention of abuse and neglect, and responsively, by creating frameworks to effectively respond once concerns are raised	89% ↑	*53%*
6	The SSAB uses data, information and intelligence to identify risks and trends, and formulates action in response to these	84% ↑	*65%*
7	The Board has good quality legal, medical, nursing, social work and other advice available to it as necessary	89% ↑	*65%*
8	There are strong links between the SSAB and other local partnerships (eg the Health and Wellbeing Board, Community Safety Partnership and Children's Partnership)	74% ↑	*29%*
9	There are clear policies and protocols in place that integrate agency procedures in relation to adult safeguarding	74% ↓	*76%*
10	There are mechanisms in place to ensure that the views of people who are in situations that place them at risk of abuse and carers inform the work of the Board	47% ↑	*41%*
11	Reporting mechanisms (to the SSAB and from the SSAB to the Council and Boards of partner organisations) are clear and effective	63% ↑	*47%*
12	Board partners/members work in an atmosphere and culture of cooperation, mutual assurance, accountability and ownership of responsibility	95% ↑	*94%*
NEW	The SSAB is compliant with its statutory duties under The Care Act 2014	100% **NEW**	

Board Governance

SSAB Effectiveness Survey – Feedback examples from Board members (2024)

SOMERSET SAFEGUARDING ADULTS BOARD

Identified SSAB Strengths	Identified opportunities for improvement
• Feel the board has moved on significantly with new independent chair who brings a wealth of experience and knowledge. Also a strength is the positive working relationships and willingness/ enthusiasm to work together to improve Safeguarding related work within somerset by key agencies. • Collaboration between sub-group members, which enables productive outcomes regarding policy and practice guidance. The interface between the sub-groups and SSAB now appears to work well with a culture of working together as opposed to seemingly operating as separate entities. • A very good Chair with extensive knowledge brings a lot to the table. An effective Business Manager and good support at the Board. • Increasing commitment to the Board and its work; a clearer and mutually agreed strategic plan informed by the lived experience of practitioners and managers. • Our Independent Chair who comes with significant energy, knowledge and experience and has helped direct the Board forward and achieve positive results after his 1st year in office; SSAB communications - well established; regular newsletter/X (twitter) that is well received and regarded; webinars and training opportunities being progressed; conferences; cross-regional engagement; a relaunched SSAB website; Effective and efficient business manager who balances the many demands of the Board/subgroups despite no wider business unit support; Networks / commitment from members; Policy and Procedures: Detailed, clear, extensive across a range of key areas and linked with region as appropriate; a strong NHS sub-group chair in this space; Strong evidence of scrutiny in relation to quality and performance reporting each quarter (standing board agenda item) informing clear recommendations for action; good focus on MSP within LA Safeguarding Service performance/approach. • Board Independent chair and Business Manager and support. Publishing awareness of Safeguarding Adults and all wanting to progress and be better for our communities	• Having the voice of lived experience evidenced in all we do and everything we develop as a board moving forwards. • When learning reviews take place extremely rich learning come from them and is shared well. However there has been a substantial delay in the undertaking of the reviews making some the of learning out of date, or not coming out in a timely way. • Continued public awareness raising. Possibly more clarity regarding roles, responsibilities and reporting mechanisms (or if these are already in place, clarity on where to find the information). • More evidence of how we listen to the lived experience voice to help shape the future. • Increasing commitment to the Board and its work; a clearer and mutually agreed strategic plan informed by the lived experience of practitioners and managers. • Co production and meaningful engagement with the public and those with direct experience of safeguarding, and ensuring our info is accessible and engaging; Continuing to ensure robust embedding of learning from SARs across our system; Maintaining readiness for CQC assessment contributions; more focus/support for younger adults (those with LD/MH) and the safety of transitions • Links to other boards and partnerships, to be able collaborate and do things once together instead of several ways several times, often involving the same professionals. Have more all age work to support transitional safeguarding.

Promotion of the Somerset Safeguarding Adults Board

The SSAB maintains a number of communication channels to support understanding of adult safeguarding matters, enable people to keep themselves safe, and promote the work of the Board. Engagement is monitored closely, with engagement peaks found to coincide with the launch of reports and awareness raising campaigns/ activity/ newsletter issue.

a) Coinciding with the national Safeguarding Adults Week (20-24 November 2023), the SSAB launched its **new public awareness and poster campaign** encouraging residents to look out for members of their community who might be experiencing abuse. The campaign, 'Safeguarding is everyone's business', asks that people do their part in supporting their communities by recognising the signs of self-neglect, in response to the rise of instances of self-neglect experienced in Somerset since the pandemic, and was widely promoted across local media.'Safeguarding is everyone's business' – new campaign launched for Stop Adult Abuse Week (somerset.gov.uk)

b) As part of our strategic plans, we also undertook an **in-depth refresh and review of our website** which launched in November 2023: Somerset Safeguarding Adults

c) Safeguarding adults was also the focus of the November 2023 **'Carnival of Practice'** sessions delivered across the Council's adult social care service, focused on 'Storytelling'. Independent chair of Somerset's Safeguarding Adult's Board, Michael Preston Shoot, presented on how the backstories of people who self-neglect can inform our understanding of their situation and our approach to supporting them. A Somerset Social Worker, Sam, also presented a powerful story of supporting a gentleman who was self-neglecting and hoarding – video available here: Willie's Story.

d) SSAB members contributed to a week of **Stop Adult Abuse webinars** alongside neighbouring Boards to support safeguarding awareness raising during Safeguarding Adults Week in November. Somerset's session ('What's My Role in Safeguarding Adults') attracted the highest number of delegates during the week with 149 attendees virtually joining the webinar. Across the whole week, the average delegate rating (where 1 star is poor and 5 stars is excellent) was 4.5 stars. Feedback for Somerset's webinar included: "*Particularly loved the session around curiosity and practical tips and tools shared for gathering the detail of the situation",* and *"Reinforced and reminded me that safeguarding is everyone's responsibility and not to be worried about legal implications regarding sharing information if there is a safeguarding concern. It was also interesting to learn about the important role of the safeguarding advocates as I was not aware of them".*

e) The most recent **SSAB Newsletter** was issued in December 2024 to 597 subscribers: SSAB Newsletters – Somerset Safeguarding Adults Board (safeguardingsomerset.org.uk) New subscribers are attracted each month, with 116 new sign ups since April 2023.

f) The SSAB currently has **1,164 followers on X / Twitter** – a rise since the last quarterly performance report. (21) SSAB (@SomersetSAB) / X (twitter.com)

g) Starting on 1st February 2024 The Somerset Safeguarding Adults Board is **hosting monthly Safeguarding Adults Practice Updates** on the first Thursday of each month exploring different topics; the first session covered the self-neglect toolkit. These are open to all interested professionals across Somerset and are widely promoted.

h) **SSAB Independent Chair has contributed to a number of Social Work Sessions podcast episodes (including self-neglect, legal literacy, and Making Safeguarding Personal)**, hosted by the Principal Social Worker for Adult Social Care in Somerset Council. The podcast provides information through discussions with people in social work, from the frontline, academic and elsewhere. Social Work Sessions | Podcast on Spotify

SOMERSET SAFEGUARDING ADULTS BOARD

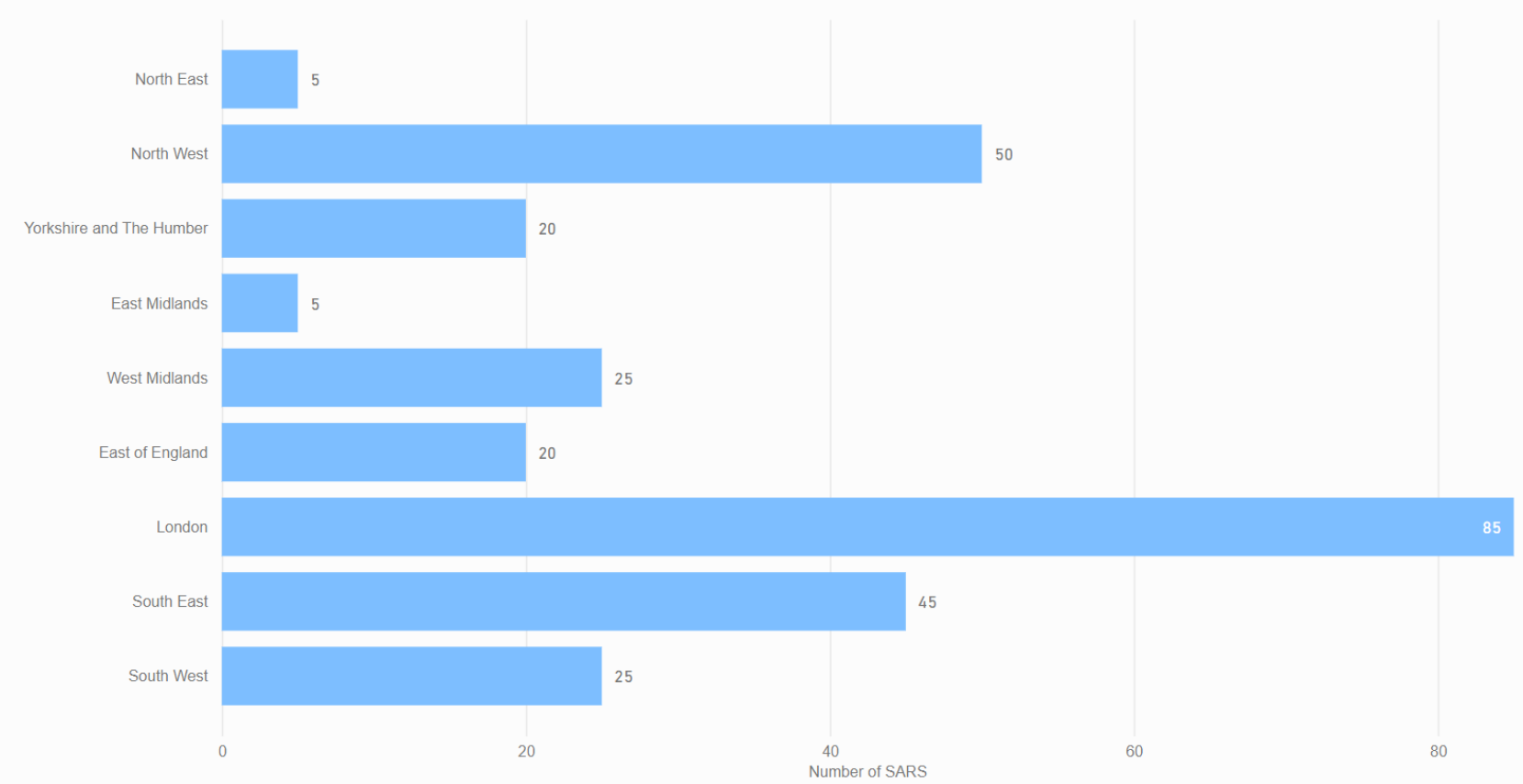
Board Governance

Safeguarding Adults Reviews (SARs)

Safeguarding Adult Reviews (SARS)

A Safeguarding Adults Review (SAR) is a process for all partner agencies to identify the lessons that can be learned from particularly complex or serious safeguarding adults cases, where an adult in vulnerable circumstances has died or been seriously injured and abuse or neglect has been suspected. A Safeguarding Adults Board (SAB) would usually make the decision to instigate a SAR and a report would be produced to document the findings and recommendations.

Figure 9: Count of SARS by region and year



There were 25 SARs concluded across the South West region in 2022/23. This compares to 30 in 2021/22 and 15 in 2020/21.
We have seen SAR Referrals and associated demands increase in Somerset over recent years and have experienced some lag in progressing reviews as a result.
Learning from SARs was a focus of the SSAB's Development Day held on 15/01/24.

There are currently 13 SARs in train with the Somerset Safeguarding Adults Board, at varying stages with the majority at author review or draft report stage. We have a further 5 referrals where we are awaiting information in order to make an informed SAR decision.

Board Governance

Organisational self-audits summary: Adult Safeguarding (December 2023)

SOMERSET Organisation Name	Leadership			Policy in practice					Safer Recruitment		Learning from SARs			Making Safeguarding Personal					Exploitation		Transition
	A1	A2	A3	B1	B2	B3	B4	B5	C1	C2	D1	D2	D3	E1	E2	E3	E4	E5	F1	F2	G1
LA Adult Social Care																					
A&S Police																					
NHS Somerset ICB																					
Somerset NHS Trust																					
SWAN Advocacy																					
Somerset Care																					
Golden Lane Housing																					
Healthwatch																					
SARSAS																					
Victim Support																					
LiveWest																					
% Green RAG Rating *(where applicable)*	82	91	82	82	60	100	67	82	100	73	90	40	64	80	80	55	70	78	64	73	71

Highest aspects of organisational confidence	
100	**B1 - E**nsuring adult safeguarding is prioritised within invitations to tender documentation, contracts and the management of contracts
100	**C1 -** Safe recruitment of staff and volunteers
91	**A2 -** Confidence in the use of whistle blowing, escalation and allegations against people in positions of trust
Lowest aspects of organisational confidence	
40	**D2 -** Ensuring the workforce is receiving appropriate training in line with local Partnerships framework
55	**E3 –** Evidencing changes made based on feedback given to you by people with lived experience of your services
60	**B2 –** Able to demonstrate a clear working understanding, and competence, in applying the Mental Capacity Act

A new sub-regional organisational self-audit tool was issued October 2023 with submissions required by 31/12/23.
An initial analysis report has been produced for Somerset pending wider review across the 5 Safeguarding Partnerships/Boards operating within the Avon & Somerset Constabulary footprint to support collective learning and targeted action.

4 – Board Governance

Somerset Safeguarding Adults Board will contribute to the **Local Government Association ‘Preparation for Assurance’ Peer Challenge** commissioned by Somerset Council and due to take place from 5-7 March 2024.

The four high-level themes for Adult Social Care Preparation for Assurance Peer Challenges have been adopted from the domains underpinning the CQC Assurance assessment framework, which includes ‘Ensuring Safety’ and within this, safeguarding. The scope and focus will be based on the council’s self-assessed strengths and areas for improvement. The SSAB has contributed to the Council’s self-assessment document: Adult Social Care Self Assessment Jan 2024 FINAL

Adult social care peer challenges | Local Government Association

In April 2023, the Care Quality Commission launched its new framework to assess how well local authorities are performing against their duties under Part 1 of the Care Act 2014 – this includes safeguarding duties, including those related to Safeguarding Adults Boards. The framework was developed through co-production with partners, agencies and people with direct experience of using care and support services. The assessment framework for local authorities comprises 9 quality statements mapped across 4 overall themes. This includes ‘Ensuring Safety’:
Assessment framework for local authority assurance - Care Quality Commission (cqc.org.uk)

Somerset awaits notification of a CQC assessment at the time of writing.