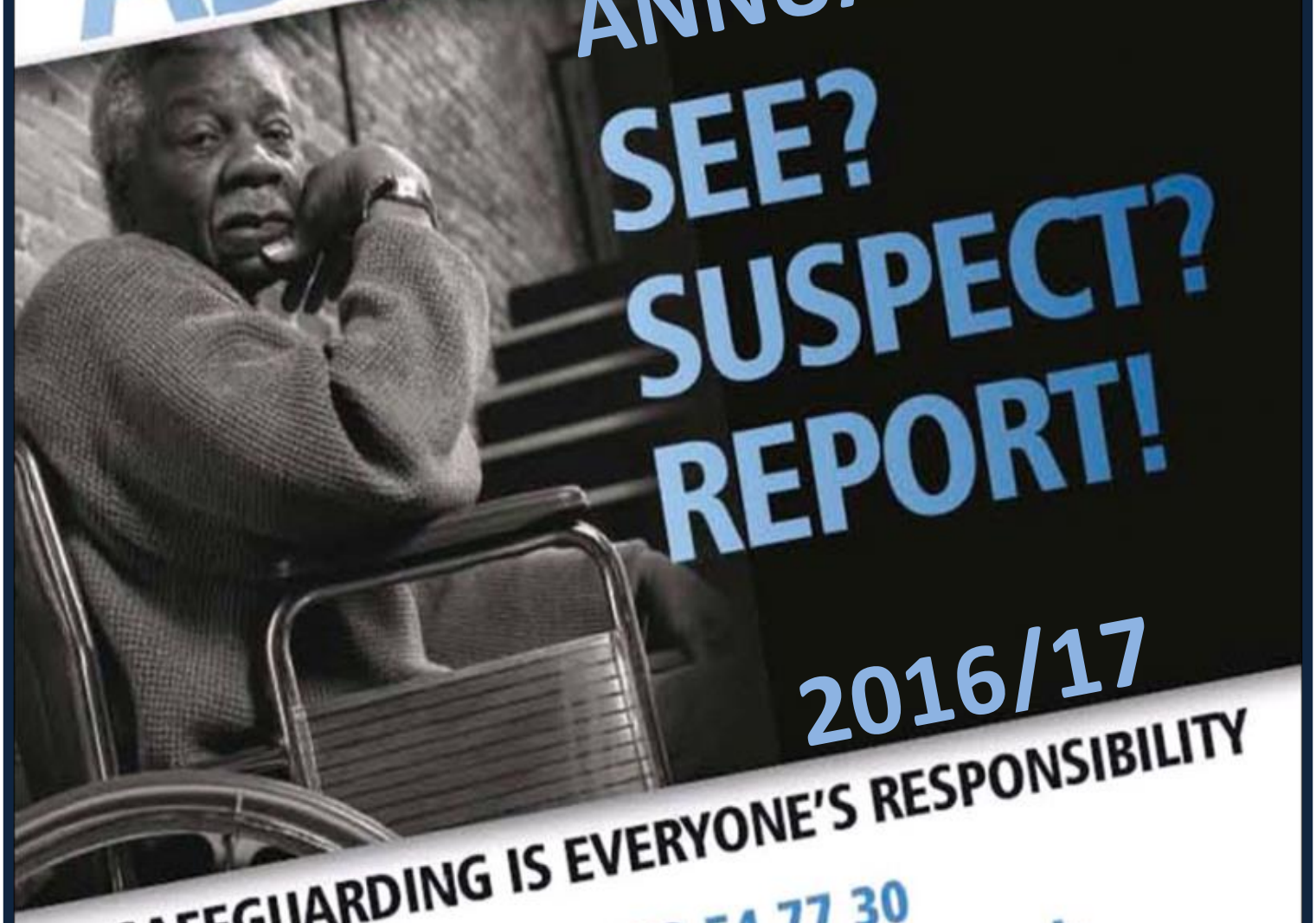
LSAB

Luton Safeguarding Adults Board

Working in partnership to protect adults at risk

Adult Abuse

ADULT ABUSE ANNUAL REPORT



SEE? SUSPECT? REPORT!

2016/17

SAFEGUARDING IS EVERYONE'S RESPONSIBILITY

To report abuse call **01582 54 77 30**

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1. Foreword from the Chair

I am delighted to be writing the introduction to this report on the work of the Luton Safeguarding Adults' Board for the year up to March 31st 2017. I took over as independent chair of the board during March 2017, so am now able to look back and reflect on the 2016-2017 work of the board from the perspective of someone who was not present whilst it was being done, but who is benefitting from all progress that the board made during the year.

Luton is an exciting place to work - the town is changing rapidly, and one of our tasks as SAB members is to keep up with the implications of that change in order to make sure our work to protect adults at risk remains focused and current. Partner organisations play an active role in the SAB, more so as the 2016-2017 year progressed, and the Peer Review of the Board's activities, that you will read about in this report, helped with the focus that the board has on priorities and on improving outcomes for adults who need safeguarding. Hearing from those adults is what we need to keep at the centre of the Board's work. I know that the officers who support the Board, and all the organisations who are members of the Board, work closely with users of services and their carers in order to Make Safeguarding Personal. The task for us all in 2017-2018 and further into the future, is to be confident in saying that we keep those users' voices as a principal source of intelligence about safeguarding in Luton, and use that data well.

The report will give you more detail on these aspirations for our board. I would particularly like to thank Brian Walsh, who chaired the board for 2016-2017. As you will read, Brian chaired during a year where purpose and focus began to really support the commitment and energy that we all bring to the vital task of keeping adults in Luton safe. I would also like to thank Brickchand Ramruttun and Francoise Julian, who are the two officers who help support the Board. They have produced this report in addition to the range of other adult safeguarding roles that they hold, and I am very grateful to them.

Fran Pearson, Independent Chair
Luton Safeguarding Adults Board

2. Who We Are

The Luton Safeguarding Adults Board (LSAB) is a partnership of statutory and non-statutory members working together to safeguard adults at risk of abuse or neglect, in accordance with Sections 6, 43 to 45 and Schedule 2 of the Care Act 2014. Councils have a statutory duty to establish and maintain a SAB and all partner organisations have a legal obligation to co-operate with one another at both strategic and operational levels to address safeguarding concerns within Luton. LSAB Partners are:

Statutory Partners

- **Bedfordshire Police**
- **Luton Borough Council**
- **Luton Clinical Commissioning Group (including GP representation)**

Non Statutory Partners

- **Cambridgeshire Community Services**
- **East London Foundation Trust**
- **East of England Ambulance Service**
- **Luton HealthWatch**
- **Luton and Dunstable Hospital Trust**
- **Luton Safeguarding Children Board**
- **National Probation Service, Luton**
- **POhWER (Advocacy Services)**

3. Our Vision for Adult Safeguarding

In order to ensure that the fulfilment of its vision, the Safeguarding Adults Board is working with local communities to prevent abuse, identify, report and end any abuse that is occurring and support people who have suffered abuse, both to recover and to regain trust in those around them.

This is being achieved through:

a) Partnership Working: This includes the development of joint working practices between organisations locally and countywide, to promote coordinated, timely and effective responses to safeguarding adults at risk, whilst making the best use of skills and resources.

The Board's vision for adult safeguarding is for the town to Luton to be a place where no one should have to tolerate or be exposed to abuse, neglect or exploitation

b) Accountability: Is a key component to ensuring the effectiveness of the Board.

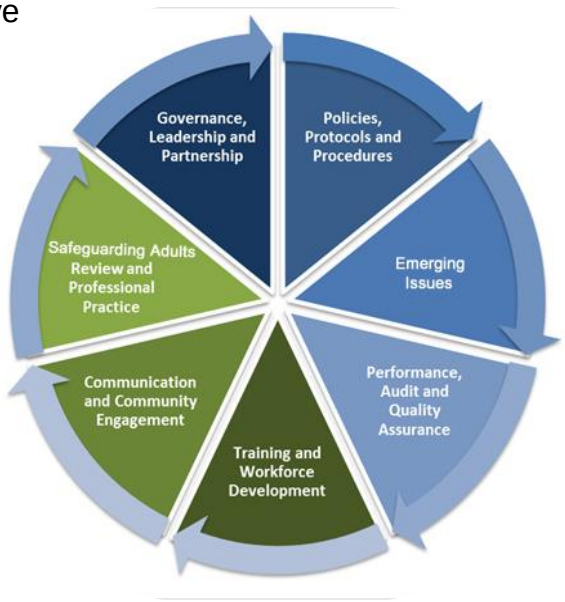
c) Making Safeguarding Personal (MSP), is about person centred care, which requires involving people in shaping their own care to meet their personal needs, and ensuring they have access to all the information they need to make informed decisions for themselves, as well as having access to information about what could be available. MSP also means engaging with people regarding the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end. All safeguarding practice must ensure that the person at risk remains at the centre of all safeguarding activities and work to meet the expectations and wishes of the individual.

4. Our Mission

The mission of Luton Safeguarding Adults Board is to ensure that commitments across partner organisations and its Subgroups as well as its duties under the Care Act 2014 are met, as outlined in the Board's vision and strategic plan:

The Board's mission for 2016/17 is reflected in 7 identified strategic work streams, delivered through the work of its subgroups. Following the Board's Annual Development day in December 2016 and Peer Review in January 2017, the LSAB reviewed the mission, term of reference and refocussed the subgroups, while retaining overall strategic priorities:

a) Governance Leadership & Partnership, Policies & Protocol Subgroups
These have been merged to form a new LSAB Executive Group, chaired by Fran Pearson, the newly appointed Independent Chair of the Board.



The primary purpose of this group is to ensure that the Board's business is effectively managed and progressed, to ensure that the partner agencies are fulfilling their statutory duties under the Care Act 2014 and to overview and maintain the delivery and focus of the Board's subgroups which includes:-

- Development, implementation and monitoring of the LSAB business plan through all stages of operation, developing and identifying areas for Countywide connections.
- To identify national and local issues relevant to the responsibilities of the Board, progress as appropriate and commission additional work streams not previously included in the business plan.

b) Safeguarding Adults Reviews Panel
This subgroup is now Chaired by the Board's Independent Chair, and its purpose is to commission and oversee the conduct of Safeguarding Adult Reviews in line with best practice. Duties include taking account of other relevant statutory or advisory guidance and to consider learning from local as well as national SARs' that will inform local policy and practice.

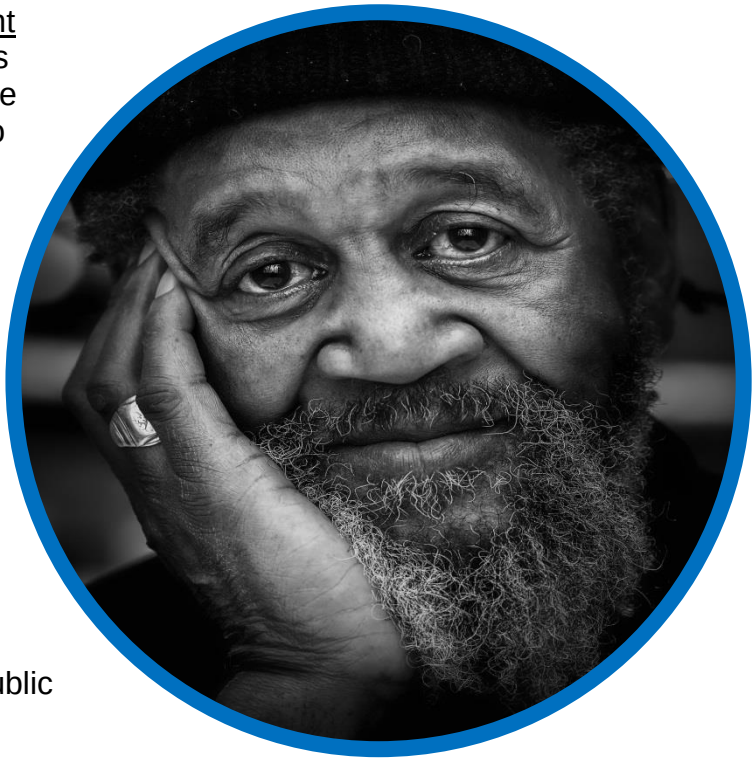
c) Workforce, Development & Training
Is retained and refocussed subgroup; The purpose of this group is to ensure that the LSAB and its partners are fulfilling their statutory obligations set out in the Care Act Statutory Guidance Section14.139, which requires each SAB to promote multi-agency training and consider any specialist training that may be required. Consider any scope to jointly commission some training with partners. This work for the Board will include the establishment of a rigorous learning and development strategy to meet workforce development needs across the three counties.

d) Emerging Issues
This subgroup has been discontinued. Emerging local and national issues are now being sought through strengthened relationships with the community safety partnership and risk management across partnerships and will be monitored by the Exec Subgroup.

e) Performance, Audit & Quality Assurance
Remains a subgroup, chaired by LSAB member from CCG: The revised terms of reference, provides a refocus for this group to; 1) support the Safeguarding Adult Board to deliver its

priorities; 2) hold all partner organisations to account for their performance in improving outcomes for adults who are at risk of harm or abuse; 3) provide scrutiny and challenge to all performance reports from all partner organisations on their safeguarding outcomes and outputs; 4) provide the Board with quarterly reports outlining the improvements achieved and the risk managed in doing so.

f) Communications & Community Engagement
Remains a subgroup chaired by the Board's Bedfordshire Police member. In accordance with the ToR, the purpose of this group is to 1) support the Safeguarding Adult Board to establish and deliver its priorities for community engagement and public communication; 2) to ensure that public communications are co-ordinated across organisations and in synchrony with local, regional and national initiatives to raise awareness of safeguarding issues; and 3) to ensure collaboration with the LSCB, Community Safety Partnership (CSP) and other local and regional boards. Joint working will be a key focus of this group to include work with the Multi Agency Safeguarding Hub (MASH) and Luton Safeguarding Children Board (LSCB) on Public Communication and Engagement.



g) Service User Group
Care Act Statutory Guidance, encourages co-production as a local approach, that can help councils meet its' duties under the Act, through partnerships and has been described as 'the relationship where professionals and citizens share power to design, plan, assess and deliver support together. The purpose of the LSAB Service User Subgroup is firstly to assist the Board with raising awareness of Adult Safeguarding, the Board and its work on behalf of vulnerable adults and service users who may be at risk of abuse or neglect in Luton. Another purpose of this group will be to provide the Board with a perspective of someone who has experience of adult safeguarding and/or care and support services in Luton.

5. LSAB Peer Review (strengths and areas for development)

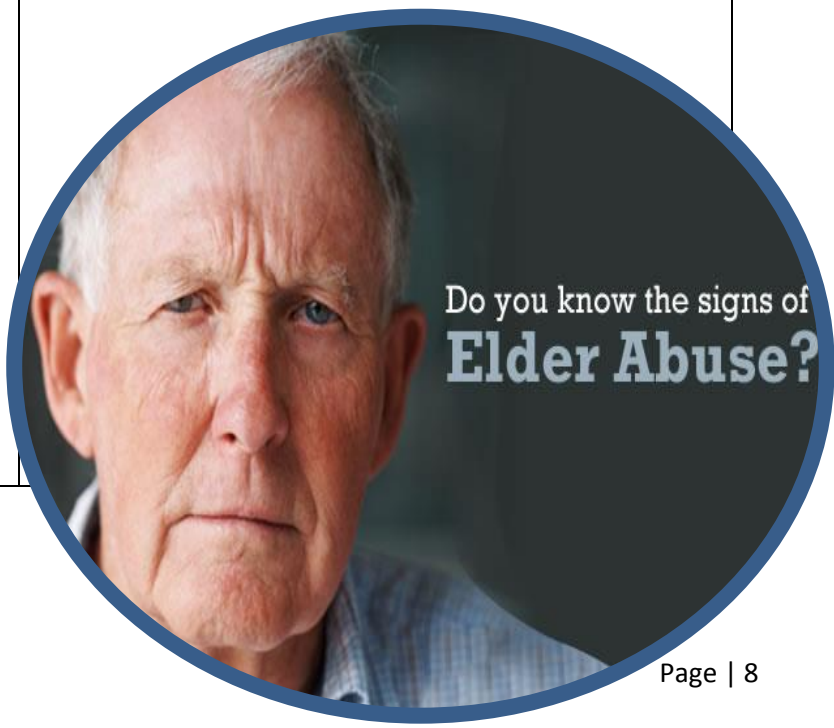
Luton Safeguarding Adult Board invited a Local Government Association team of independent reviewers to assess how well the Board was working to Safeguard people at risk of abuse and neglect in Luton, through the following key activities:

a) Governance and Leadership
b) Corporate Capacity
c) Financial Resilience
d) The operation of LSAB including performance reporting
e) The effectiveness of local partnerships across the LSAB organisations
f) Making Safeguarding Personal

As part of the preparation for the Peer Review the Board undertook a stocktake of its strength and areas for further development, we also analysed the lessons learnt and progress made in response to three previous Safeguarding Adults Reviews, both of which culminated in a Board development session on 6 December 2016 in which we reflected on the findings and considered the extent to which the Board and its embers were demonstrating safeguarding leadership in Luton.

The Peer Reviewers interviewed all Board members as well as service user group representatives, facilitated by Healthwatch and identified the improving journey the Board had made over the previous year and commented on aspects such as the establishment of safeguarding quality practice standards, the Competency Framework and the management of Deprivation of Liberty Safeguards (DoLS). Highlights of the main strengths and areas for development are presented below:

Strengths	Areas for Development
Governance and Leadership 1. The Portfolio Holder gives clear direction to adult social care, has strong oversight and leadership of the current issues 2. Partners recognise the positive leadership and engagement from the Independent Chair 3. The Chief Executive and the People Director are committed to strengthening the role and function of the LSAB. Joint Assurance Board meeting provides useful cross over between political and operational issues **The operation of LSAB including performance reporting** 1. Data collection is on a upward journey 2. Quality Practice Standards are a positive development 3. Beginning to develop audit activity related to safeguarding 4. The number of DoLS assessments completed on time is a commendable achievement 5. Good Quality Monitoring and market intelligence **Effectiveness of local partnerships across the LSAB organisations** 1. Consistent feedback on positive operational working 2. The creation of the MASH located with the Police is a very positive move 3. Safeguarding Leads network is valued **The integration of Making Safeguarding Personal** **1.** Stocktake completed and acknowledgement of the development required to implement MSP	1. There needs to be the development of a systems leadership approach that includes greater transparency and accountability at the LSAB. 2. That LSAB ensure sufficient seniority of partners attending to ensure effective safeguarding activity is delivered in their own organisations. 3. Creation of a detailed Strategic Plan outlining key priorities, actions and accountability. 4. A review of the role of the Board and its Terms of Reference (ToR) and the related responsibilities of LSAB members. 5. For LSAB to overtly discuss and agree what cultural change means for members and what this would look like in their behaviours in the future. 6. LSAB to create fit for purpose sub-groups that deliver outcomes with clear terms of reference. 7. The LSAB needs to use insightful data to drive performance management.



6. What We Do (including Highlights from the 2016/17 Business Plan)

Responding to the recommendations of the Peer Review, the LSAB implemented the following:

a) Created a Strategic Plan outlining key priorities and actions to deliver outcomes within agreed timescales
b) Reviewed the role of the Board, terms of reference and responsibilities of LSAB members and responded accordingly
c) Created fit for purpose sub-groups that deliver outcomes
d) Developing an outcome focused performance management culture

Other key developments included:

a) A 3 minute Briefing on Sexual Exploitation including Modern Day Slavery and Trafficking of Human Beings, was developed in collaboration with Luton Safeguarding Children's Board, across Luton, Bedford and Central Bedfordshire Boroughs, this was followed by e-learning through the Pan Beds Training Unit.

b) March 2017: Local agencies came together in collaboration with Luton International Airport to launch a joint protocol in relation to Trafficking of Children and Adults through Luton Airport. The guidance has been adopted at a countywide level.

c) February 2017: Cuckooing is a police term that describes the deliberate targeting by gangs of vulnerable people often living in temporary accommodation to force or coerce their way into their homes, perpetrating violence, drug dealing, adult exploitation and other crimes. In response to this threat, we have established multi-agency operational group to identify and monitor at risk individuals/groups and addresses in order to feed into a 3 counties risk stratification meeting led by Bedfordshire Police.

In accordance with the Boards 2016/17 action plan, additional work undertaken included:

a) Governance Leadership & Partnership, Policies & Protocol Subgroups

The newly formed Executive group had an immediate impact on the subgroups, strengthening accountability and providing support and areas of future focus. The subgroups report into this Exec group for analysis and feedback to ensure that the Board's priorities are achieved.

The Multi-agency Safeguarding Hub (MASH) was established in December 2016. Initially based at the Council Town Hall and since April 2017, co-located within Police HQ, the MASH incorporates both Adult and Children Services.

A forward work programme was established for the Board and a protocol for accessing secondary Mental Health services for people with mental health needs at times of crisis was also established between Safeguarding and the East London Foundation Trust teams last year.

b) Safeguarding Adults Review Panel

The Panel has continued to meet, chaired by the independent LSAB Chair, to oversee the review of serious cases and ensuring that lessons learnt are embedded within policy and practice.

In December 2016, the Board commissioned a SAR for Adult F, the work of which is yet to be concluded. Last year, two further unexplained deaths were considered by the SAR Panel and the decisions were deferred to the joint Bedford/Central Beds SAB as both individuals were Bedford residents.

c) Workforce, Training & Development
There has been a renewed emphasis on joint working within this group both locally and across the three counties of Luton, Bedford and Central Bedfordshire which has been well received. Training which is provided across the three Local Authorities has been mapped for analysis both to identify gaps in learning and areas of overlap that would benefit from joint funding.

d) Emerging Issues
We have been sourcing intelligence through the establishment of the MASH, Channel Panel and Cuckooing work and will ensure that the Board and frontline services have ready access to any new information.

e) Performance, Audit & Quality Assurance
Remains a subgroup, chaired by LSAB member from CCG and has continued to scrutinise all partner performance and report to the LSAB.

f) Communications & Community Engagement
This subgroup met fewer times but a communication plan based on the priorities of the Board was established.

g) Service User Reference Group
In collaboration with Luton Healthwatch, LSAB have been scoping the development of a service user reference group. The purpose of this group will be to facilitate consultations and having direct feedback from people who experience adult safeguarding and their representatives.

7. How We have made a Difference (Extracts from Statutory Partner Reports & Healthwatch)

Luton Safeguarding Adults & DoLS Teams

- In 2016/17, the Safeguarding Team processed over 2000 safeguarding concerns and provided information advice and guidance to the referrers for over 80% of these. A slight decrease in alerts is a testament to improving understanding and quality of safeguarding referrals from the wider community.
- Deprivation and Liberty safeguards (DoLS) application have increased by over one and half times however, the team have eliminated the backlog of applications and processed over 80% of these and have engaged providers to explain the DoLS within the Mental Capacity Act 2005
- Adult Safeguarding has been established as part of the MASH since Oct 2016 and being co-located with children services at Beds Police office.
- We have begun collecting some data on key characteristics of Making Safeguarding personal (MSP).

Luton Clinical Commissioning Group

- LCCG is represented in the MASH by the Head of Adult Safeguarding who currently attends on an ad-hoc basis until a permanent health representative is sourced.
- The Mental Capacity Act Policy for the CCG has recently been ratified.
- Working closer with Children's safeguarding lead to ensure a more holistic and family centred approach to safeguarding
- Closer working with colleagues in LCCG to ensure adult safeguarding is adequately embedded in contracts and service specifications.
- Ensure LCCG staff has attained the level of competency in respect of adult safeguarding i.e. training relevant to role and to remain on the induction programme; include example(s) of how Making Safeguarding Personal has been embedded and good practice in the way the service user has been listened and responded to.
- Prevent: working with the national lead for PREVENT especially NHS England

Bedfordshire Police

- Vulnerability Training delivered to all front line officers
- Vulnerability Handbook published and given to all officers
- Embedding of THRIVE risk assessing to better consider vulnerability
- Successful investigation and prosecution of crimes against vulnerable adults
- We follow the Victims Code of Practice and which ensures that we understand the victim's wishes and also how they would like to be communicated with and updated. We make good use of intermediaries and appropriate adults to ensure that adults with additional needs are understood and appropriately represented.
- Design and implementation of Luton MASH
- Operation Mitchum (partnership approach to county drugs line 'cuckooing')
- Achievement of a county-wide Adult Safeguarding Policy and Procedure document
- Mental Health Street Triage

Healthwatch Luton

- HWL Safeguarding policy ratified and shared including aspects of MSP
- HWL Safeguarding staff training and role out to all volunteers and board in 2017
- MSP within Safeguarding outline for policy, staff encouraged to read about MSP within Luton
- Feedback collation to understand safeguarding needs as a whole and referred or signposted using MSP
- Safeguarding with MSP policy built from Healthwatch network across BLMK border
- Working with LCCG for Safeguarding training, ensuring HW adhere to same concerns as CCG
- HWL now attend LBC Senior Management Team (SMT) Adult Social Care meetings for update on trends and cases

Case Study

An elderly couple who required the assistance of a Carer (personal care for wife) were the victims of fraud by the carer. The care was arranged privately through a Care agency. The investigation started with an allegation of fraud from the elderly couple, who noticed that a high value of goods had been ordered without their permission using their bank details. Police and Adult Social Care worked together to understand the victim's wishes and to ensure that they were able to present their best evidence. The Officer in the Case felt fully supported by the Social Worker and they worked well together to ensure the victims were well safeguarded and that the investigation could progress, as per the victim's wishes. The suspect has been charged with two counts of Fraud and is awaiting the first Court hearing and the victims remain fully informed.

Bedfordshire Police

8. Next Year We will

The Executive Group
The Executive group aims to establish a single Safeguarding Strategy / policy, to be adopted by all member organisations; bringing together the local data and the expected outcomes (deliverables) and quality practice standards through it's Performance Audit and Quality Assurance Sub Group.

Making Safeguarding Personal is a key government mandate; this group is tasked with overseeing the embedding of restorative practice and strengthened MCA practice across organisations.

For 2017/18, this group is tasked with:

- Reviewing and establishing a multi-agency transition support service available to young adults who do not meet any specific service criteria including the role of Primary Care (GPs) as the single agency involved in co-ordinating the medical history.
- Ensuring joined up work with the Community Safety Partnership and Bedfordshire Police on Hate Crime by raising awareness of hate crime (through the Community Engagement Sub Group) and improving and maximising identification of possible cases through the triaging and screening of safeguarding alerts in the MASH.
- Ensuring the early identification of cases of sexual exploitation and ensuring victims are given the support they need to stay safe.
- Raising awareness of Modern Slavery and ensuring that cases are quickly identified and victims given the support they need.

Safeguarding Adults Reviews Panel
In 2017/18 this group has been tasked with ensuring that learning from SARs and Serious Incidents is extracted and communicated at an operational level and providing assurance to the Board that learning is being put into practice. This group is also tasked with connecting into the Pan Beds SAR Panel for shared learning and also to determine the most appropriate place for SARs with cross county, agency involvement.

Workforce, Training & Development
Luton, Bedford and Central Bedfordshire, to continue to have a 3 county Multi-agency focus. Projects currently on the table county include a joint MSP conference which is scheduled for later in 2017.

For 2017/18 one of the key aims of this group is to establish a multi-layered and multi-agency workforce development and training plan across all organisations to cater for all adult safeguarding and related training (to include learning from experience, MSP, MCA, BIA, DoLS), that incorporates local/regional and national policy, procedures and learning, and meets the needs of stakeholders involved in the safeguarding process.

This group also aims to convene a joint agency three county conference on Making Safeguarding Personal and continue to identify areas for joint procurement of training with the other counties, considering economies of scale and scope of impact.

Performance, Audit & Quality Assurance

In accordance with the recommendations of the Peer Review, this group has been tasked with supporting the Board in the collation and use insightful data to drive performance management, outline the improvements achieved and the risk managed in doing so.

For 2017/18, one of the key aims of this group is to complete the work started on establishing a single integrated performance management framework for safeguarding to include local PIs and results of audits and learning from experience exercises. This group is also tasked with overseeing improved systematic case file audits across partnerships. As part of this, it will highlight any emerging issues to the LSAB Exec Group.

Communications & Community Engagement

As part of its work to support the Safeguarding Adults Board to establish and deliver its priorities for community engagement and public communication this group will continue to ensure collaboration with the LSCB, Community Safety Partnership (CSP) and other local and regional boards.

- Prepare a schedule of works for engagement campaigns within the community and respective organisations.
- Joint working will be a key focus of this group to include work with the MASH, LSCB and Service User Sub Group on Public Communication and Engagement.

For 2017/18 one of the key targets of this group is to establish a single public communication and community engagement plan across LSAB and LSCB to include a single website, public communication campaigns.

Service User Group

Care_Act_Guidance, encourages co-production to enable the Board and partners meet our statutory duties.

The purpose of the LSAB Service User Subgroup is firstly to assist the Board with raising awareness of Adult Safeguarding, the Board and its work on behalf of vulnerable adults and service users who may be at risk of abuse or neglect in Luton. This includes:

- Provide feedback on the services involved in supporting and safeguarding adults
- Provide the LSAB with feedback concerning new ideas for Community Engagement in Luton e.g., advertising, flyers and posters
- Bringing an awareness and knowledge to the LSAB, of the diverse communities and individuals living in Luton
- To support the LSAB and partners in in raising community awareness of Board / partner activities and vice versa

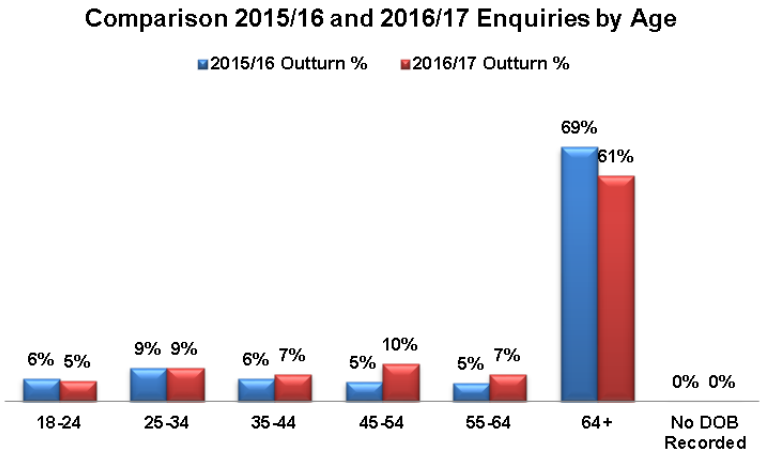
9. Appendices

a. How Well Did We Do?

2130 Safeguarding Adult Concern received in 2016/17, compared to 2164 in 2015/16, a slight reduction. Of these concerns, 20% were escalated to enquiry compared to 12% in the previous year. This is a notable improvement from last year however; further work is needed to educate referrers about when to raise a safeguarding concern. The data presented below, provides an overview of the Safeguarding and DoLS activities for 2016/17.

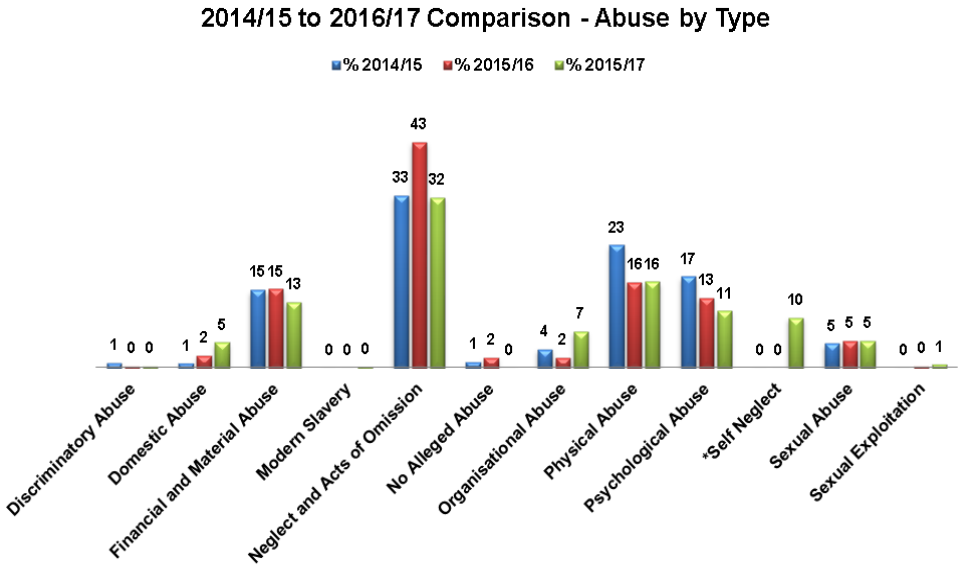
Graph 1 Enquiries by Age

As in previous years, the highest level of enquiries in 2016/17, was amongst the 64+ age group. However there was an 8% decrease.



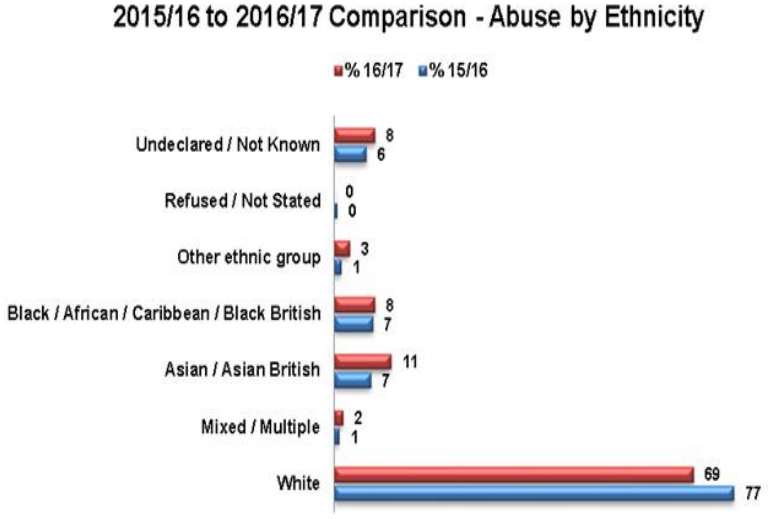
Graph 2 Enquiries by Type of Abuse

Neglect and Acts of Omission remain the highest area of enquiry dropping to 2014/15 levels accounting for 32% of enquiries, predominantly taking place amongst the 64+ age group as noted in previous years.



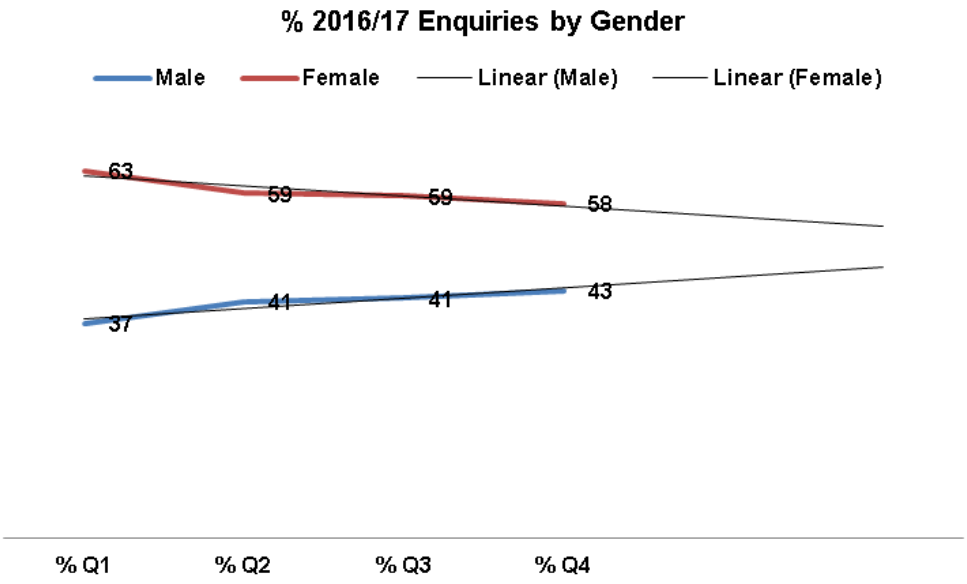
Graph 3 Enquiries by Ethnicity

- **White ethnic group continues to record the highest level of safeguarding enquiries at 68%**
- **Seeing an increase in Enquiries from other ethnic groups, particularly Asian.**



Graph 4 Enquiries by Gender

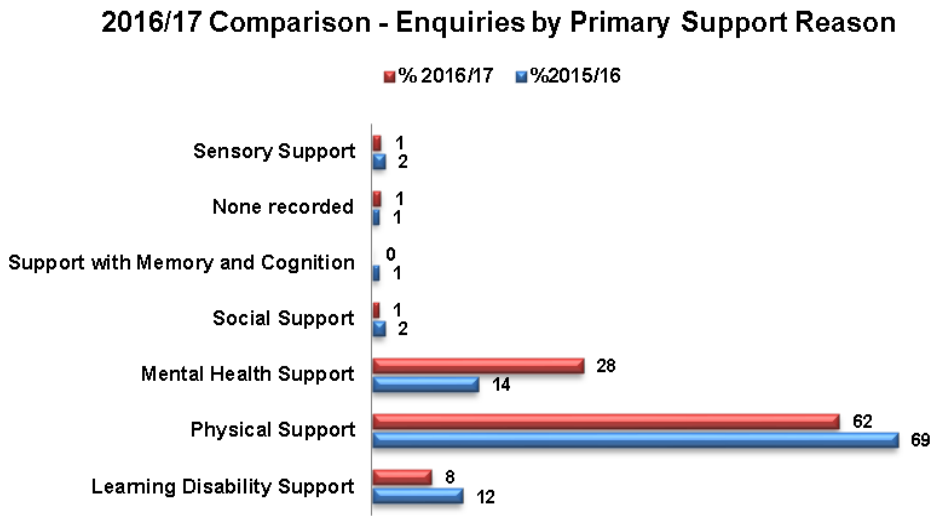
- As demonstrated below, the gender gap continues to narrow as the numbers of enquiries relating to makes have increased steadily with a similar rate of decline in those for females.



Graph 5 Enquiries by Support Reason

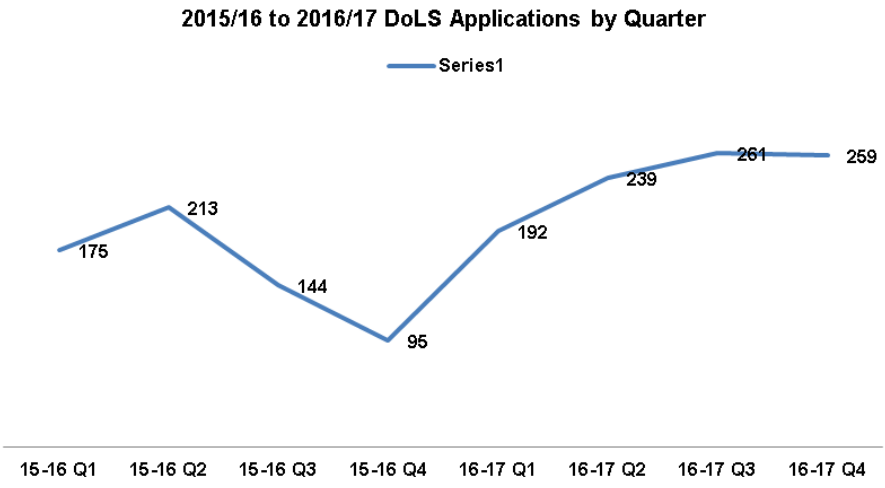
- Physical Support reasons (which primarily represents the older people) remain the highest area of enquiry however; there was a slight drop to 62% in 2016/17 form 69% the previous year.

- Enquiries relating to adults with Mental Health needs have doubled.



Graph 6 DoLS Applications

- DoLS applications have continued to rise. Having implemented a structured method, the team has cleared the back log and have kept pace with the demand.



b. Lessons Learned from Safeguarding Adult Reviews

Lessons from Previous SARs

- The Board reviewed three previous SARs to check the progress made since the cases were investigated:
- Adult A (2009): A young man who did not meet the criteria of local services who was killed by a family he chose to live with.
- Ward 17 (2011): A group of 15 elderly patients on Ward 17 of the Luton and Dunstable Hospital who were sexually abused by a health care assistant who later killed himself before the case went to trial.
- MU Case (20-13) : A young 20 year old man who was placed in Luton from Hertfordshire, who was killed by a gang of drug dealers.

SAR CASES	THE IMMEDIATE LESSONS LEARNT FOR ORGANISATIONS INVOLVED?	ACTIONS TAKEN	FURTHER DEVELOPMENTS
ADULT A	• **A recognition that support for vulnerable looked after young people (YP) stopped post 18yrs** • **The criteria for each statutory service (Police, Social care and health) was being stretched with multiple presentations and we did not co-ordinate our actions** • **More than one service should have assessed his mental capacity when engaging him in relation to the decision he was making** • **A recognition that communication across depts and organisations was not working as well**	• **Vulnerable care leavers (VCL) Team now work with YP up to 24yrs (16+ Team).** • **Offering support preparing for independence** • **Established 13 Transitional flats in Luton supporting YP for adulthood within safe supported housing** • **MCA training commissioned** • **VCL action plan now in place which includes the identification, assessment, and intervention, with the V.C.L.** • **There is a transitions pathway for 16+ clients however this is not currently meeting the needs of the V.C.L. group.**	• **Transition team service currently remains limited to only YP who have a statement of educational needs or now Education Health Care Plan (EHCP- Children & Families Act 2014)** • **Vulnerable YP now have access to 1:1 PA support for up to 7 hours of per week along with access to safe supported housing.** • **Staying Put Service now enables YP to stay with ex foster carers for longer to prepare for adulthood.** • **Shared Lives caters for People with LD only.** • **Exploring feasibility / options for a 0-25 Service** • **Need to improve access to Adult Health and Social Care Services**
MU	• **Lack of communication between the placing authority and Children services in Luton** • **Recognition that we may have**	• **Adult safeguarding staff attending MARAC** • **Transition pathway and protocol established but in this case was not**	• **16+ work with VCL up to the age of 21 (up to 25 if in EET) this delays the transition process.** • **There are numerous accommodation**

SAR CASES	THE IMMEDIATE LESSONS LEARNT FOR ORGANISATIONS INVOLVED?	ACTIONS TAKEN	FURTHER DEVELOPMENTS
CASE	vulnerable young people in temporary rented housing • No multi-agency risk assessment (MARAC) did not happen, despite the concerns raised by the PA • Little or no support for young people with complex needs • No MH assessment because of lack of history / GP : position remains the same. • No Handover to LBC re care leaver in locality: remains the same will have increased due to significant number of placement providers opening up in Luton limited regulation. • Accommodation provided by Housing was not suitable : there are specialist hostels but limited single placement's remains for vulnerable care leavers (VCL) • Very limited outreach work with difficult challenging VCL with drug/ alcohol issues.	working • 16+ Team have established two housing protocols one for general tenancies and a second for homelessness • Housing protocol for adults is in place	routes for LAC in Luton. • There are alternative options for young persons reaching 18 and is not ready for transition. • "STAYING PUT" in place for foster children allowing them to stay in ex foster placement until 21yrs (25 if in education) • Vast majority of care leavers can move through transition at 18 plus only small group who are extremely chaotic and vulnerable are very difficult to support. • Agreement in place with LBC housing for care leavers to access tenancies this works well. • Urgent need for a wide range of accommodation for high medium and low level needs available to pre 18year-olds.
WARD 17	• Lack of awareness of safeguarding responsibilities within the hospital. • Weak process and procedure for managing adult safeguarding. • A lack of ownership and leadership for dealing with the emerging reports of safeguarding incidents with lots of passing forward & backward of actions between partners. • Safeguarding referral was made	• Safeguarding Nurse appointed, reporting to the Chief Nurse, raising awareness , feeding into key hospital meetings and processes. • Safeguarding is part of the Trust corporate induction and also linked career progression and remuneration • Established a discharge safeguarding quarterly forum to review cases • Established a Trust Safeguarding board that addresses strategic safeguarding actions & development	• All staff across all wards and levels of the trust are aware of safeguarding responsibilities • Safeguarding and protection of patient of has the utmost priority with the Trust • A safeguarding team is now in place who are proactively leading on Safeguarding liaising with the regional safeguarding teams • All wards have access to a social worker as part of discharge planning

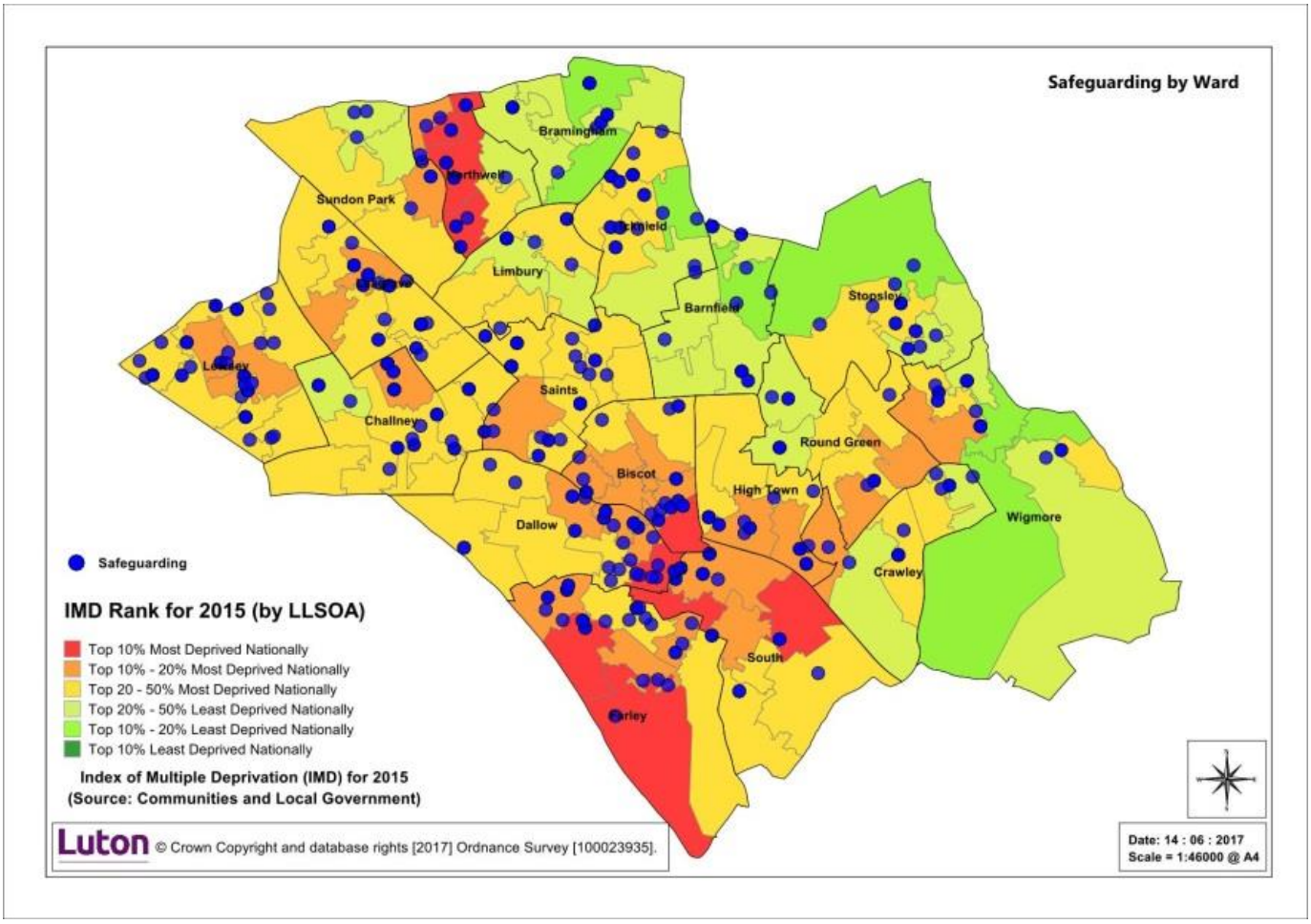
SAR CASES	THE IMMEDIATE LESSONS LEARNT FOR ORGANISATIONS INVOLVED?	ACTIONS TAKEN	FURTHER DEVELOPMENTS
	and strategy discussion took place within a week. MCA and Risk assessment also completed. • Incidents were not escalated to the Exec team. • Did not follow NHS policy to inform National Patient Safety Agency (NPSA) & Care Quality Council (CQC). • The resulting adult protection plan was weak	• Established safeguarding champions and quarterly forum to discuss concerns. • Strengthen reporting to NPSA & CQC • Strengthened the safeguarding joint working with the council • Developed safeguarding strategy, signed off by the Trust Board. • All safeguarding concerns are now raised with the LBC	• Embedded safeguarding policy and procedure that now govern the safeguarding actions of trust personnel, not just by the immediate team. • Safeguarding Performance outcomes are now reported to the Trust Board and SAB

c. Who We Help?

- Luton's population is now 216,800, an increase of 2,100 between 2015 and 2016 which is a growth rate of 1%
- The population has risen by 11,000 since 2012, an increase of 5% in 4 years
- The population of Luton is projected to increase from 203,650 in 2011 to 258,300 in 2031 and to 275,600 in 2039 an increase of 30% in 25 years. The older population groups are projected to have the highest population percentage increase of all age groups.
- Luton has a younger population than the national average.
- Both natural change and international migration are contributing to the increasing population in Luton.

Safeguarding by Ward

- **Chart 9 below shows the main hotpots for safeguarding activities.**
- **Further analyses will be undertaken cross referencing data from Community Safety Partnership in order to understand the pressures faced by these communities and the support available to them.**
- **No apparent correlation between levels of multiple deprivation index and safeguarding incidents.**



d. Partner Annual Reports

Healthwatch

2016-17 Annual Report Healthwatch.p