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1. Statement of Intent

Vulnerable adults have the right to live their lives free from abuse and neglect and to live safely within their home and community. Knowsley's Safeguarding Adults Board aims to ensure that vulnerable people:

- Enjoy good physical and mental health (including protection from abuse and exploitation)
- Live as independently as they are able
- Have access to leisure, social activities and life-long learning, security at home and safety outside the home
- Maintain involvement in local activities, policy development and decision-making
- Live as independently as possible and make choices about their lifestyle which can involve risk
- Receive support to manage risk
- Live in safe and secure surroundings without fear of harassment, abuse or neglect
- Have equal access to good quality, safe services of their own choosing
- Maximise their economic well-being without fear that finances and belongings may be misappropriated
- Have their best interests carefully considered, particularly when they lack mental capacity

All agencies contracted to provide services for Knowsley residents are committed to Best Practice and have endorsed the recommendations of this document. Each agency agrees that the policy, procedures and practice guidelines referred to in this document will be implemented in full and are operational for all their staff

2. Principles upon which the Policy is based

All agencies agree to adopt the guiding principles outlined in **No Secrets**. These are summarised as follows:

- Actively work together
- Actively promote
- Act in a way which supports the rights of the individual

- Recognise people who are unable to take their own decisions
- Recognise that the right to self determination can involve risk
- Ensure the safety of vulnerable adults
- Ensure that when the right to an independent lifestyle and choice is at risk, the individual concerned receives appropriate help
- Ensure that the law and statutory requirements are known and used appropriately

3. Definitions

Vulnerable Adult/Factors of Vulnerability

- Someone who is aged 18 or over and
- is unable to protect him or herself against significant harm or exploitation and
- is or may be in need of community care services by reason of mental or other disability, increasing frailty or illness, alcohol or drug dependency, or
- is or may be unable to take care of him or herself (includes alcohol or drug dependency)

Significant Harm

- Ill-treatment (including sexual abuse and forms of ill-treatment that are not physical)
- The impairment of, or an avoidable deterioration in physical or mental health
- The impairment of physical, emotional, social or behavioural development

Abuse

- A violation of an individuals human and civil rights by any other person or persons
- Can be a singular or repeated act or a lack of action

Categories of Abuse

- Physical abuse
- Sexual Abuse
- Psychological abuse
- Financial or material abuse
- Neglect and acts of omission



4. Structures for Planning and Implementing the Policy

The Safeguarding Adults Policy is managed within a multi-agency framework. The Safeguarding Adults Board has a strategic role in determining policy and co-ordinating activity between agencies; it oversees three sub-groups - the Quality Assurance Group, the Workforce Development Group and the Serious Case Review Group. The Safeguarding Adults Co-ordinator is based in the Directorate of Health and Social Care, reports to the Safeguarding Adults Board and has the responsibility for co-ordinating the entire safeguarding adults initiative within the borough

The roles of the Safeguarding Adults Board, the sub groups and the Co-ordinator are described in more detail as follows:

Safeguarding Adults Board

- **Core objective**

To co-ordinate the work done by each individual or agency represented on the Board for the purposes of safeguarding and promoting the welfare of adults in Knowsley and upholding the right of all adults to live their lives free from violence, abuse and neglect

- **Chairperson**

This will usually be the Chief Executive, Knowsley Primary Care Trust and Executive Director, Health and Social Care or a nominated Senior Manager

- **Membership**

This will include representation from public, independent sector, voluntary and community services and representatives of people using services

It is essential the Board is of a size to be functional yet able to demonstrate representation of a wide range of interests in safeguarding adults

Members must be at senior/lead officer level in order to effectively represent their organisation

- **Role**

- To determine policy, co-ordinate activity between agencies, facilitate joint training and monitor and review progress
- To produce an annual business plan and monitor its progress based on **No Secrets** and the **'National Framework of Standards for good practice and outcomes in adult protection work'**
- To uphold the principles set out in the multi-agency Safeguarding Adults Policy and to develop good practice across all agencies



- To ensure there is a working agreement/understanding across all agencies in respect of operational definitions and thresholds
- To ensure the multi-agency Safeguarding Adults Policy and Procedures are implemented within each organisation
- To commission projects for the Safeguarding Adults Board sub groups
- To scrutinise and monitor the work of the sub groups
- To raise awareness within all agencies of the need to safeguard adults and of the roles and responsibilities of workers in recognising, reporting and investigating abuse
- To raise awareness within the wider community of the need to safeguard vulnerable adults and of the need to recognise and report abuse
- To identify and allocate resources for the Safeguarding Adults Board and sub groups and to ensure that adequate funding agreements are in place
- To undertake reviews of serious cases
- To produce an annual report on its activities
- To work within a multi-agency Information Sharing Protocol agreed between all partners

Quality Assurance Group

- **Membership**

Members of the Quality Assurance Group should have a key role at operational level in the implementation of the Safeguarding Adults Policy and Procedures within their organisations. Membership will include representatives from the public, independent and voluntary sectors and will include service user and carer representation

- **Role**

- To oversee implementation of the Policy and Procedures - the group is significantly positioned between the Safeguarding Adults Board and practitioners seeking to implement the policy. It therefore has a key monitoring role in the successful achievement of the policy objectives set by the board
- To regularly review the statistics relating to the number, nature and outcomes of Safeguarding Adults referrals. The group will undertake analysis of the information on outcomes to ensure quality in the Safeguarding Adults process and to inform plans for service development, publicity and training in accordance with best practice
- To carry out tasks identified by the Safeguarding Adults Board - it is envisaged these will be specific time limited projects focusing on service development and the need to achieve successful outcomes of the Safeguarding Adults initiative
- To make recommendations and provide updates on work undertaken to the Safeguarding Adults Board



- To support the Safeguarding Adults Co-ordinator in addressing any specific difficulties in implementing the Safeguarding Adults Policy and Procedures across the borough
- To have a role in raising awareness across all agencies and the wider community, and to develop the preventive strategy around Safeguarding Adults
- The group will have a significant role in the regular Review of the Policy and Procedures
- To consider and advise on individual cases where problems/difficulties have arisen

Workforce Development Group

- **Membership**

Members of the Workforce Development Group will have key responsibility for the workforce development plan within their organisation.

Membership will include representatives from the public, independent, and voluntary sectors

- **Role**

- The Group will have a central role in developing Knowsley's Multi-agency Workforce Development Strategy for Safeguarding Adults which establishes core content and specific content for training courses, and a strategy for refresher training
- To review and oversee implementation of the Workforce Development Strategy
- Establish standards and agree a competency framework for the delivery of all Safeguarding Adults training across Knowsley, in accordance with Standard 5 of the National Framework
- Identify training needs and ensure that staff have access to specific training appropriate to their role in the Safeguarding Adults process - for example, Alerter, Line Manager or Incident Management Officer
- Identify appropriate training methods
- Maintain an overview of individuals/agencies who have taken up training

Serious Case Review Group

- **Membership**

Members of the Serious Case Review Group will have managerial responsibility for reviewing serious incidents within their own organisations. It is important that all of the statutory organisations are represented on this Group

- **Role**

- The Serious Case Review Group will meet as required to consider an application by any agency for a Serious Case Review to be carried out



- A Serious Case Review can be requested when a vulnerable adult dies, sustains serious injury or impairment of health and abuse or neglect is known or suspected to be a factor. A Serious Case Review can also be requested when a vulnerable adult is known or suspected to be a victim of serious sexual assault and there are concerns about the way in which agencies work together to safeguard adults, or when a vulnerable adult is known or suspected to be a victim of abuse and the case is likely to be of public concern
- The group will then forward a recommendation to the Chair of the Safeguarding Adults Board, who will retain overall responsibility
- If the application is agreed, a Serious Case Review Panel will be set up. Each agency will nominate a senior representative who has experience of safeguarding adults inter agency working and no involvement in the case in question; this will include appropriate members of the Serious Case Review sub-group
- In the event of an application being turned down, reasons must be given in writing
- Where a decision is made to hold a Serious Case Review, the Group will identify the panel and Chair, who will have responsibility for conducting the review in accordance with national and local guidance
- The group will produce an Overview Report in each case which will highlight the lessons to be drawn from the case and will translate these lessons into recommendations for action
- The progress of any cases considered, and reviews undertaken, will be reported to Meetings of the Safeguarding Adults Board as a standing agenda item

Safeguarding Adults Co-ordinator

- **Role**
 - To advise and support the Safeguarding Adults Board
 - To advise and support Board members in the implementation of Safeguarding Adults work within their organisation
 - To maintain an overview of the development of local Safeguarding Adults work
 - To provide information about relevant national and regional developments
 - To collate monitoring and quality assurance information
 - To provide information and advice on the implementation of the Safeguarding Adults procedures to all
 - To provide information and advice to the Safeguarding Adults Incident Management Officers (IMOs). The IMO is the officer designated to co-ordinate the management of the Safeguarding Adults service within a specified service area - usually the Team Manager or Senior Practitioner/Deputy Team Manager of the health and social care teams

5. Procedures

The procedures are intended to provide a clear statement of what action is required of anyone who has a responsibility to protect vulnerable adults. In order to indicate their content, the chapter headings are reproduced below:

Contents

- How to use the procedures
- Flowcharts
 - In an emergency
 - During the working day
 - Out of hours
- Recognising when someone has been abused or is at risk
- How to deal with the evidence
- Ensuring the safety of the individual
- Reporting the concerns
- Establishing the wishes of the alleged victim
- Planning what needs to be done and by whom
- Carrying out the plan
- Checking how things are working out
- Reviewing the situation and considering further action
- Closing the investigation

Appendices

- Signs and Symptoms of Abuse
- The Legal Framework
- How the law can help
- Guidance on Achieving Best Evidence in Criminal Proceedings
- ADSS Cross Border Protocol
- Protocol for Serious Case Reviews

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6. Practice Guidelines

The Practice Guidelines are intended to be read in conjunction with the Procedures and aim to highlight the major areas of activity relating to safeguarding adults and to give useful indicators of positive practice in responding to allegations, concerns or disclosures of abuse. The chapter headings are as follows:

Contents

- Values statement
- How to use the guidelines
- Prevention
- Observing
- Alerting/Reporting
- Recording
- Planning
- Investigation
- Monitoring
- Review
- Confidentiality
- Capacity

7. Training

Safeguarding Adults Training will require a specific place within the General Training Strategy of each Agency and include the following as a minimum requirement:

- Identification of Individual and Group Training Needs
- Identification of appropriate Training Methods
- Core Training Content
- Specific Training Content
- Strategy for Refresher Training





Adult Protection Policy