

PROTECTING VULNERABLE ADULTS

ANNUAL REPORT

PRODUCED BY

**WOLVERHAMPTON SAFEGUARDING
VULNERABLE ADULTS' BOARD**

1 APRIL 2008 TO 31 MARCH 2009

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1. EXECUTIVE SUMMARY



It is my pleasure to introduce the 2008 – 2009 Annual Report on behalf of Wolverhampton Safeguarding Vulnerable Adults Board. In my role as Director of Adult & Community Services in the City, I also Chair the Safeguarding Vulnerable Adults Board, and am therefore closely acquainted with its work and the commitment of the Members of the Board. The Safeguarding Vulnerable Adults Board, through its member agencies is committed to doing all it can to support vulnerable people to ensure their safety, independence and to promote their wellbeing in the City in which they live.

This is the seventh Annual Report produced by the Safeguarding Vulnerable Adults Board and its predecessor the Wolverhampton Adult Protection Committee. Looking back over this seven year period, the picture of growth and professionalism in terms of safeguarding vulnerable adults is clear. We have seen an increase in the number of referrals being received this year with the subsequent increase in workload for both the Safeguarding Unit and the investigating social work teams. There has been a very successful joint funded Communications Project in the City with safeguarding posters being displayed roadside and also on the sides of buses, helping us to promote the concept of safety and wellbeing to the city wide community.

Wolverhampton has well established policies and procedures for safeguarding vulnerable adults which have been developed and put into effective practice through multi agency working and this year has seen the publication of the third revised edition of the Safeguarding Policy and Procedures.

Both nationally and locally there have been a number of changes, which reflect on the work of Safeguarding Vulnerable Adults throughout the year. The Board welcomes the continued higher profile given to safeguarding vulnerable adults and at the time of writing the response from the Department of Health to the Consultation on the review of 'No Secrets' is eagerly awaited, the Safeguarding Vulnerable Adults Board having contributed to the consultation process.

The theme throughout this Report identifies the importance of partnership working at all levels and with all partners and communities throughout the City and this Annual Report includes contributions from the West Midlands Police, The Wolverhampton Primary Care Trust and other Safeguarding Vulnerable Adults Board members

detailing work undertaken in their respective agencies, and illustrates the commitment to safeguarding vulnerable adults given by agencies both statutory and voluntary in the city.

Sarah Norman
Director for Adults and Community
Chair, Wolverhampton Safeguarding Vulnerable Adults Board

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1. THE SAFEGUARDING VULNERABLE ADULTS UNIT

The Unit is part of the Performance Quality and Equality Unit, which comprises the Head of Performance Quality and Equality Unit; Customer Relations and Complaints Manager; the Performance Improvement Managers, Quality Assurance Reviewing Managers and Standards Development Officer, supported by administrative staff.

The Safeguarding Vulnerable Adults team comprises the Quality Assurance Manager, Safeguarding Vulnerable Adults, and a Quality Assurance Reviewing Manager, two administrators, which is an increase of one full time post during the year, and a part time Safeguarding Officer who we were pleased to welcome in March 2009. There is also a commitment that the second part of the Safeguarding Officer post will be filled in the near future.

The Safeguarding Unit has seen a very busy and fulfilling year. There have been awareness generating events throughout the year. The Unit, with Police, Department of Work and Pensions colleagues and a member of the Safeguarding Vulnerable Adults Board, again took part in a Safeguarding Week in December 2008, held in a city shopping centre, together with Safeguarding Children teams. One member of the public came to the stand to thank us for advice given last year, which has helped him resolve a situation he was faced with.

The Unit also participated in the annual City Show in the summer putting on a display for this weekend event and engaging visitors in a short quiz relating to vulnerable adults and types of abuse, with nearly 200 questionnaires being completed. Card thermometers were distributed with a logo of 'STOP Adult Abuse' and the contact number for City Direct displayed. Photographs of public awareness events are displayed in Appendix 2.

World Elder Abuse Awareness Day was celebrated on 15 June 2008 with the Unit and colleagues (and children) taking part in a 'Walk in the Park', where we completed circuits of West Park complete with 'Stop Adult Abuse' tee shirts and balloons and finished with very welcome ice creams! Prior to this a local newspaper carried a full-page article highlighting the potential for abuse of vulnerable adults and identifying the City Council's policies and procedures for addressing concerns. There have also been two short articles published, raising awareness of the safeguarding policy and procedures in local neighbourhood magazines.

Members of the Safeguarding Unit continue to deliver 'one off' awareness-raising sessions to colleagues and agencies and also deliver regular monthly and quarterly training in Safeguarding Vulnerable Adults to Supporting People workers and the Mandatory Mental Health Training days as well as contributing to Adults and Community staff induction programmes.

The Quality Assurance Managers have also undertaken a presentation at the Black Country Consortium Partnership in Care Annual Conference, which was

very well attended and also delivered awareness-raising to a group of Elected Members.

The Head of Performance and Quality Unit and the Quality Assurance Manager, Safeguarding Vulnerable Adults continue to represent adult safeguarding on the Wolverhampton Mental Capacity Act Implementation group; including the implementation of the Deprivation of Liberty Safeguards (DoLS) working closely with the Mental Capacity Act Manager whose desk is also located within the Unit.

The Safeguarding Manager continues to be a representative at the MARAC meetings, but due to pressure of work is not able to attend each fortnightly meeting but does attend when a safeguarding vulnerable adult issue arises. MARAC meetings are Multi Agency Risk Assessment Conferences held fortnightly and managed by West Midlands Police to identify and agree risk management processes in domestic abuse situations where the risk has been assessed as very high.

As mentioned earlier, it was with pleasure we welcomed the appointment of a Safeguarding Officer in March 2009. This post is a full time post with the other part of the post being filled in the Summer of 2009. The post holders will chair Case Conferences, advise colleagues with queries about safeguarding and assist with Quality Assurance initiatives. These posts continue to demonstrate the commitment to adult safeguarding by the City Council.

1.2 Communications and raising awareness of abuse

A highly successful public awareness campaign was carried out by the Safeguarding Team, with the support and help of council communications colleagues. The campaign lasted for around four weeks, early in 2009, with advertising on bus sides and in the city centre. This advertising campaign was paid for by health partners at Wolverhampton City Primary Care Trust and has resulted in a considerable increase in referrals or concerns regarding the well being of vulnerable people; with the number of referrals received in January 2009 being almost double to those received the previous year.

The advertising campaign included the development of specific artwork to help raise awareness of adult abuse in a simple and understandable way. The adverts and all promotional materials included a traffic lights logo developed by the council's graphics design team with the words **SEE Abuse, STOP Abuse, Call 01902 551199.**

Sitting alongside this was the development by the Communications Team in Adults and Community of two new leaflets encouraging the public to report abuse. These were called *Information for the Public – Protecting Vulnerable Adults* and *What to do if you are being abused – Protecting Vulnerable Adults*.

This literature also contains the traffic lights logo and points people to the single point of contact telephone number for adult social care. A number of

other information leaflets have been revised to include information on how to report adult abuse.

Promotional materials were produced during the year to encourage people to report adult abuse, again funded by health colleagues. These included key rings, with the logo attached, to be distributed to professionals as an aide memoire, but also as a subtle telephone number reminder to the public and service users.

Other promotional materials, including thermometers and pencils containing the one number, were given out during the year at displays and the annual City Show in West Park in July. The same will be done in 2009-2010.

The Communications Team also:

- Produced a number of press releases to promote safeguarding events
- Helped raise awareness of this year's inspection of Older People's Services and Safeguarding externally via Press releases and an item in a partnership newspaper which goes to 105,000 homes in the City
- Used established internal communications channels like the council intranet, email bulletins, weekly briefings and a staff newsletter to raise awareness among council staff of adult abuse
- Developed a new Safeguarding home page on Wolverhampton City Council's website which provides information for the public in both PDF and text format as well as policies and procedures for professionals.
- Helped advise and guide on presenting the published version of the annual report on safeguarding.



1.3 Wolverhampton City Council Scrutiny Review Group: Identifying and Supporting Vulnerable Adults

Officers from the Safeguarding Unit continued to support the work of the Scrutiny Review Group in 'Identifying and Supporting and Safeguarding Vulnerable Adults within the City' and addressing how effective the Council is in safeguarding and preventing the abuse of vulnerable adults.

The final report and key findings and recommendations were presented to Cabinet in the Summer of 2008. A number of these recommendations were already being implemented and others have since been implemented in entirety or as work in progress. In brief, the recommendations included:

- A review of Safeguarding functions within the Council exploring, in particular, resource and capacity issues.
- To ensure that Safeguarding policies and procedures continue to be effective, and that the Safeguarding Adults referral processes are further improved through the Council's Transformation Programmes and the opportunities presented by Social Care Programme and the move towards 'Personalisation' of adult social-care services to generate a 'smarter way of working.'
- Members supported further research to explore options to further integrate and enhance multi-agency partnership working, more aligned information-sharing and communications systems and co-location of operational protection-based services within the City.
- That key partners on the Safeguarding Vulnerable Adults Board consider making regular financial or support contributions (in kind) to support and progress joint safeguarding adults policy development work, projects, and initiatives.
- That the Safeguarding Vulnerable Adults Board develops a strengthened and sustainable working relationship with other services areas and strategic partnerships, through mutual representation and participation on strategic/service planning boards.
- That the Safeguarding Vulnerable Adults Board looks more proactively at options on how to engage the key partners who are not currently engaged in safeguarding adults work.
- Members encouraged better mechanisms to be put in place to support and empower the service-user throughout the safeguarding adults referral process,
- Work to be undertaken to support service users to develop a set of specific Customer Standards for the adult protection service, which they can then use to review and evaluate the service they have received.
- Members supported the roll-out of update/refresher training for adult protection as well as the delivery of joint-training with other agencies and the community, voluntary and independent sector continue to access this.
- That the directorate support all existing and newly Elected Members and co-opted members to undergo the Adult Protection training course as part of their personal development

- That it is made mandatory for strategic and service managers within the Adults and Community Directorate to attend and participate in adult protection training sessions and that this is monitored.

1.4 Wolverhampton Safeguarding Vulnerable Adults Board Development and Support Working Group

Four meetings of the Development and Support Working Group have taken place from April 2008 to March 2009 and we continue to represent the different sectors; in particular, we continue to enjoy members from Age Concern and Care Homes Association.

The working group has continued to focus on ensuring a coherent multi-agency approach to raising public awareness of adult safeguarding and has highlighted difficulties with sharing information between agencies. Members were involved in the public events around World Elder Abuse Day, going for a 'Walk in the Park' with the health promotion team and also the City stall during Safeguarding Week in October 2008. It has taken forward the Board's proposal for a large-scale awareness-raising campaign over the New Year period and quality checked the publicity material used in the campaign.

The group also took time to look at the No secrets review and propose the ways in which the Board should make a contribution to the consultation process. Members were charged with discussing these within their relevant organisations.

Members of the working group had also started the process of validating the internal policies and procedures of social care services using a check-list based on the Action on Elder Abuse and UKHCA toolkit. This has been used to check and approve some domiciliary care agencies' safeguarding policies and some from residential homes. The check list was also used to validate the safeguarding policies of agencies applying for the Council's social care domiciliary care contract.

Work has just finished around identifying interagency training required for the forthcoming year. It is hoped to build on the success of the whole day events for providers, both independent and statutory, of 'It Couldn't Happen Here', which presents safeguarding scenarios in an accessible form for care providers. Further trends likely to be discussed will be more refresher training and also auditing processes for how joint training is used by provider staff.

Development and Support has also seen the development of two small working groups, one around dignity guardians and the second around raising personal safety for vulnerable adults who are seen as 'easy' targets by professional criminals. It is hoped that a further work stream can be developed around core safeguarding standards for potential customers, eg what information was given to explain processes and were people informed and involved in decision making

1.5 Wolverhampton Safeguarding Vulnerable Adults Board Best Practice Working Group Report

The Best Practice Working Group has continued to meet bi-monthly throughout the year. There is representation from the key partner agencies, including Vulnerable Persons Police Officers (VPOs), operational managers from each of the adult social work teams, PCT, Supporting People, Midland Heart and the Performance Improvement Team. Unfortunately attendance at the meetings has not always been consistent and it is hoped that representation will be reviewed in the coming year to ensure wider representation and improved attendance.

The remit of the group is to develop protocols for best practice, monitor, develop and review policy, and analyse and report on trends, new initiatives and national developments.

The sub group has shared practice developments and new legislation such as the Social Care Programme, Mental Capacity Act and Deprivation of Liberty Safeguards and has also contributed to the No Secrets review. The Safeguarding Improvement Plan has been circulated and discussed and is monitored quarterly.

Some members of the group supported the Safeguarding Unit during Safeguarding week in the Wulfrun Shopping Centre in October 2008.

2. INITIATIVES BY PARTNER AGENCIES

2.1 Age Concern Wolverhampton

The period 2008 to 2009 has seen a higher profile for Age Concern Wolverhampton (ACW) in relation to Safeguarding, which has been achieved, as summarised below, and which are significant for us collectively.

Also of note is that the Chief Executive of Age Concern Wolverhampton is now the Vice Chair of the Safeguarding Vulnerable Adults Board and attends all Board meetings.

Our Board of Trustees has established a working group of Trustees and staff to support senior managers in implementing our own recently reviewed Safeguarding Adults Policy here at ACW

In summary we have:

- as an organization, reviewed our Safeguarding Vulnerable Adults policy, in line with the safeguarding checklist which was presented to us at one of the Development and Support Working Group meetings

- provided a safeguarding questionnaire for the Safeguarding Unit to use at the 2008 City Show, which enabled interaction with the public for them to gain an understanding about safeguarding vulnerable adults
- also included the Trustees in the safeguarding process

We have raised the profile of safeguarding within Age Concern Wolverhampton at or through the following:

- Volunteer enrolment days
- Talks promoting Age Concern Wolverhampton
- It has been included in the person specification when recruiting new staff or volunteers
- We promote the leaflets provided by the City Council within the restaurant
- We promote safeguarding at promotional days when we display information about our services
- We have also put information into our newsletter about safeguarding on World Elder Abuse Day
- Patsy, Madhu, and Satrang produced the DVD in Punjabi on safeguarding vulnerable adults

2.2 West Midlands Care Association.

The West Midlands Care Association has a representative on the Safeguarding Vulnerable Adults Board, which has enabled its members to receive information at their own meetings in a timely and constructive manner, ensuring a channel for feedback and comment.

Training has been the single most influential component for the care homes as it has:

- Raised awareness,
- Improved knowledge and skills within the workforce.
- Encouraged reflective practice.
- Enabled us to revisit our policy and procedures to ensure they are in line with the local authority
- Helped staff to see safeguarding as everyone's responsibility.
- Removed some of the stereotypical mindsets that safeguarding referrals only happen in care homes.

We look forward to continue working as part of the Board to enable care homes to keep safeguarding high on their agenda in a positive way.

2.3 The National Probation Service

The National Probation Service – West Midlands is primarily concerned with the assessment and management of offenders both within the community and throughout a custodial sentence to release on licence. In this work, Probation staff have a clear focus on issues of public protection and work to reduce the

risk of an individual re-offending. Offenders are drawn from across all sections of the community and, consequently, we deal with those who may have offended against vulnerable adults and those who themselves have also been victims due to their own issue of vulnerability.

The Probation Service has long recognised that working with partner agencies is the most effective way to deliver effective services and arrangements already exist for multi-agency work around child protection; violent and sexual offenders. Throughout this work there is also a clear focus upon the victim and this is addressed both in terms of specific work with each offender regarding the consequences of their action and a separate service to those victims where the offender has received a custodial sentence of 12 months or more, enabling protective planning to occur for their offender's eventual release.

Engagement with Safeguarding Vulnerable Adult Services therefore allows us to provide improved services for both the management of offenders and protection of victims. We have contributed to the national consultation on 'No Secrets' and anticipate that specific additional national guidance will be issued for the Probation and Prison Services. In the meantime, we have, however, produced some interim guidance for staff which has now been circulated to all staff within the West Midlands Probation Area".

2.4 Supporting People Team

The past year has seen three significant developments take place in the embedding of Safeguarding Vulnerable Adults within Housing-related support services in Wolverhampton.

Firstly, the requirement for Safeguarding Vulnerable Adults training for *all* provider staff members has been included in the steady state contract that has been issued to all service providers over the last 12 months.

Secondly, housing-related support providers have expressed an interest in receiving Safeguarding Vulnerable Adults training through the City Council. This has been met through the provision of three different training opportunities:

- a free of charge, quarterly awareness session that is suitable for new staff with little or no previous knowledge;
- 'It Couldn't Happen Here', a one-day role play style course, presented by professional actors, that meets the requirements of the Housing-related support contract; and
- Recognising and Reporting, a one-day course that covers Wolverhampton's Safeguarding Vulnerable Adults Procedure and, again, meets the requirements of the Housing-related support contract.

Thirdly, a process has been agreed with the Safeguarding Team to identify any safeguarding referrals that involve people in receipt of a housing-related

support service. The Supporting People Team is informed of any such referrals and is then involved in the investigation, where appropriate.

2.5 Royal Wolverhampton NHS Trust

During the past 12 months the following safeguarding initiatives were placed within the organisation.

- A requirement for all new staff to the Trust to attend a safeguarding awareness session
- A requirement for all continuing staff to attend an annual update safeguarding awareness session.
- A process has been agreed with the safeguarding team for investigating safeguarding referrals that relate to care episodes within the Trust.

The following measures are being undertaken as a result of the increasingly raised profile of safeguarding, both nationally and locally:

- Identification of training needs for front-line staff;
- A review of the provision of single sex accommodation, in response to the dignity in care agenda.

2.6 Wolverhampton Safeguarding Children Board

A Wolverhampton Safeguarding Children Board Member has recently joined the Vulnerable Adult Safeguarding Vulnerable Adults Board; however, it views the relationship as important in developing co-ordination and links between the Boards. The Safeguarding Children Board already co-ordinates a Safeguarding Week to which the Safeguarding Vulnerable Adults Service has regularly been invited and participates in. Where there are cross-overs in services, then the Children and Young People's Service has offered support by looking at Child Protection processes, exploring contracts and ensuring that, where children are present in adult services, there is a properly co-ordinated approach.

Support has been offered to use learning from outcomes relating to Children and Young People where those learning points may have benefits to practitioners in Vulnerable Adult Services. E learning training opportunities have also been offered in making sure staff are aware and can respond to child protection concerns.

The relationship is building and opportunities for collaboration, joint working and support will be extended.

2.7 The Pension Service - Local Service

The Pension Service is an organisation that is dedicated to:

- Helping customers to plan and provide for their retirement;
- Providing clear information and making sure everyone has the financial support they are entitled to;
- Making payments efficiently and conveniently to the right place every time;
- Being there for all our customers, but especially for the vulnerable; and
- Understanding our customers and treating them as individuals with respect.

Local Service offers face-to-face information and support to elderly customers who need it. Staff work closely with voluntary organisations, local authorities and other Government departments to provide a complete service.

The referral system set up with Social Services in 2005 continues to be successful. Social Workers can make direct referrals to Local Service for people aged over 60 years who require face-to-face contact and there are concerns relating to their benefit entitlement. 234 referrals have been received in the last 12 months. This is a 50% increase on 2008 and a 127% increase on 2007.

Similar referral systems have since been set up with Wolverhampton Homes, PCT and Wolverhampton Bereavement Centre.

The referrals can relate to pursuing a claim for Social Security Benefits or dealing with a query concerning entitlement. Where it is beneficial, the visit has been carried out jointly with the Social Worker. The outcome of the visit is reported back to the Social Worker making the referral and to Financial Assessments, Residential/Domiciliary, where appropriate.

Local Service continues to look for opportunities to work jointly with other Government and voluntary organisations in order to provide the best service possible for elderly people. We represent the department both on the Safeguarding Adults Board and at the Development and Support Working Group.

2.8 West Midlands Police

Public Protection Unit:

April 2008 saw the introduction of the Public Protection Unit (PPU) located at Bilston Street Police Station, covering the City of Wolverhampton.

The Vulnerable Person's Officers (VPOs) from Wednesfield Police Station and Bilston Street came together to work at a single location, and deal with referrals throughout the City instead of being geographically based. The team has now grown to include a dedicated Police Sergeant and 4 VPOs, three full-time and one part-time.

Also contained within the PPU are teams dealing with Child Abuse, Domestic Abuse and Sex Offender Managers. The benefit of this is that there is now a single point of contact for agencies, partners and colleagues.

Due to the cross over in types of referrals there is now a far more efficient exchange of information between officers with specific areas of responsibility.

During the period 1st April 2008 to the 31 March 2009 the VPOs dealt with 992 referrals from Police colleagues, and 577 referrals under Safeguarding Adults procedures, as well as 95 enquiries from other sources. This equates to over a 60% increase in all referrals and over a 68% increase in Safeguarding referrals over the similar period the previous year.

We continue to work closely with Social Care and Mental Health Teams and have begun to hold regular meetings where any issues can be addressed at an early stage, and improvements in the quality of service we provide can be made.

The VPOs have also been engaged in giving presentations to outside agencies on the work that they do, as well as raising awareness of adult protection and recognising abuse to Police colleagues.

The VPOs receive regular training updates, and the West Midlands Police is in the process of formalising a week-long training course specifically aimed at existing and potential VPOs.

In October 2008, the Public Protection Support Unit from Police Head Quarters carried out an audit of the PPU and, as a result, the VPOs were found to be 'meeting standards', which is a credit to the hard work and dedication of the officers involved.

Three significant changes as a result of the increasingly raised profile of safeguarding for the Police are:

- Formation of the Public Protection Units across the West Midlands
- The introduction of the WMP Policy and Procedure on Safeguarding Vulnerable Adults from Abuse.
- Dedicated line management of Vulnerable Person's Officers providing greater support and accountability

Public Protection Support Unit

West Midlands Police have launched a policy for safeguarding adults from abuse that came into force on 1st August 2008. This policy complements existing Local Authority procedures and establishes a tight framework through which West Midlands police officers and police staff will engage with partner agencies and, where crimes have been committed, investigate, ensuring that all vulnerable adults are fully supported in accessing equal criminal justice opportunities, whilst considering the continued health and social care needs of

the victim. The policy can be accessed by staff through our intranet site via links to the Public Protection Support Unit (PPSU) at Headquarters (HQ). The policy will be subject to regular reviews to ensure that it remains 'fit for purpose', taking into account the introduction of new procedures and best practice. Since launching the policy, there has been an increased level of referrals made to the police, reinforcing our commitment to protecting vulnerable adults.

In November 2008, the Safeguarding Vulnerable Adults Conference was held at Tally Ho, raising the profile in this area of protection and vulnerability and promoting networking amongst key partner agencies involved in safeguarding vulnerable adults. Planning has already commenced for another conference to be held in November 2009.

PPSU at HQ continue to provide support and development to Vulnerable Persons officers with quarterly 'networking sessions', whereby specialists from external agencies are invited to deliver inputs in their area of business. It is recognised that safeguarding vulnerable adults can be a complex area of work and that sharing of professional knowledge is crucial to effective prevention and investigation strategies for protecting the most vulnerable in our communities. It is proposed to develop a similar session for the supervisors of VPOs, later in the year.

In order to improve the Force's response to Safeguarding Vulnerable Adults, proposals are underway to set up a strategic board. The main aim of the strategic board will be to improve the co-ordination of joint working within the West Midlands area between police, the 7 Local Authorities and other partner agencies in relation to the protection of vulnerable adults.

Public Protection Units (PPUs) are key to ensuring that the Force responds to the needs of vulnerable adults in a timely and effective manner. A common theme is the utilization of information and intelligence between staff and partner agencies to make people safer, sooner, and develop proactive strategies to manage offenders.

Key to the development of the PPU has been the initiation of an audit and review process which PPSU at HQ commenced in October 2008 and which is ongoing. The assessment consists of a review of sample case files, interviews with staff and consultation with partner agencies. Key findings are provided in feedback to PPU supervisors and Operational Command Unit (OCU) senior management. Any areas for development form part of an action plan for improvement. The aim of the audit is to maintain common standards in the work undertaken by protective service departments, promote best practice and identify areas of improvement across the Force to ensure that our most vulnerable are safeguarded.

2.9 Wolverhampton PCT

Vulnerable Adult Arrangements

The Primary Care Trust (PCT) is a signatory to the Wolverhampton Safeguarding Policy and Procedures. The PCT was involved in the development of the arrangements for the City and has worked in partnership with the Council's Safeguarding Team and other Partners. The Partnership arrangements for Safeguarding are considered to be very well established and successful in setting and achieving the common aim of safeguarding vulnerable adults.

The PCT does not have a separate policy and procedure for safeguarding adults as the joint policy and procedures have been fully adopted. This joint agreement is aimed at ensuring PCT, Local Authority staff, and other partners are committed to the same principles and procedural arrangements.

In practice this means:

- The Chair and Chief Executive of the PCT were involved in the launch of the Policy and Procedures, thus demonstrating commitment to the organisation and providing a lead for staff.
- The PCT is a member of the Safeguarding Vulnerable Adults Board and a member of the Development and Support Sub Group
- The Policy and Procedures are available to all staff via the PCT intranet (this is the arrangement for all agreed Policies and Practices of the PCT).
- Staff in the PCT are trained in Safeguarding Vulnerable Adults. All staff receive basic training as part of their mandatory training programme. This year, 230 staff have received this training. Those staff who are more directly involved in Safeguarding Vulnerable Adults receive more specific training in the Safeguarding arrangements for Wolverhampton. 67 people have received this more intensive training this year.
- Clinical pathways are being revised to include Safeguarding Vulnerable Adults.
- A lead for vulnerable adults is being identified for the newly developed Walk In Centre.

Future Developments

Although the current arrangements work well, we cannot be complacent and the arrangements need continuous monitoring and development. From the PCT perspective the future developments should include:

1. Providing information to local communities and potential service users in order to reduce the barriers to recognition of abuse and therefore providing the opportunity for protection.
2. Raising the profile of the vulnerable adults' policy and procedures with staff in order that they are aware of the factors that may lead to abuse, are able to identify abuse and know how to take the necessary action.

To assist with the above, the PCT has provided £45,000 for training and development, publicity information and initiatives to raise public awareness.

3. SAFEGUARDING VULNERABLE ADULTS TRAINING AND AWARENESS-RAISING DELIVERED BY ADULTS AND COMMUNITY LEARNING AND DEVELOPMENT UNIT

Introduction

The safeguarding vulnerable adult training courses commissioned and delivered during 2008/2009 have been made available to all agencies across Wolverhampton, with no cost to the agencies. The costs for all training have been met through the Adults and Community Learning and Development budget.

The number of courses commissioned and delivered during 2008/2009 has significantly increased on previous years. The number of awareness-raising courses has doubled.

Following the safeguarding audit carried out in October 2008, a number of additional courses were commissioned to take account of the recommendations arising from the audit as outlined below:

- City Direct Staff – adult safeguarding awareness training
- Training for carers – 'It couldn't happen here' workshop
- Confidentiality and Data Protection training for social workers
- Accountability and Record Keeping training for social workers

Non-attendance is still a major concern across learning, as a significant number of places were under utilised, and results in actual numbers of workers trained being well below the target forecasted; however, work will be undertaken over the next 12-18 months on introducing a policy and process in implementing a cancellation charge for non-attendance.

A learning directory was developed early in 2009 to promote and advertise the learning and development programmes available. The intention is that an electronic copy will be sent to all the agency leads and a paper copy sent to employers across the City in the first quarter of the 2009/2010 financial year. Furthermore, employers will be able to plan the release of staff to attend

training throughout the year, which should help to improve attendance and the number of workers being released to attend safeguarding training.

Training Needs

The annual safeguarding training plan identified the following courses, briefings and events over the financial year 2008/09:

- Investigation training – standard programme
- Investigation Training – focused on joint investigations with Police
- Investigations refresher training
- Risk Assessment
- Awareness Workshop – ‘It couldn’t happen here’
- Chairing Case Conferences
- Recognising & Reporting (awareness-raising) training
- Provider Managers
- Managing investigations
- Safeguarding Vulnerable Adults Legislation update
- Train the Trainer
- Mental Capacity Act training – focus on safeguarding
- Specialist Note Taker training – Safeguarding Vulnerable Adults Board note taker/case conferences

Learning/Training Course Content

Investigation Training – standard programme

The programme outline remains the same and continues to be targeted at level B social workers and above.

The evaluation feedback from course participants remains positive and a high level of satisfaction ratings based on the delivery and content of the programme.

Given the introduction of the joint investigation training in addition to the standard investigation course, it was estimated that only one course would be required within 2008/2009. One course was delivered with a total of 20 places.

Investigation Training – focused on joint investigations with Police

The programme content and design of the course was based on evidence from joint safeguarding investigations. The course title “Achieving Best Evidence” was delivered by a former Police Officer, who now has a training consultancy.

The course has been well received by participants and the feedback form on the day evaluations completed by course participants provided evidence of a high satisfaction level with the content and delivery.

One course was commissioned and delivered with a total of 15 places.

Investigations refresher training

This course is aimed at workers who have not received any investigation training in the last three years.

Two half-day courses were commissioned and delivered with a total of 30 places per course. The number of places taken up was under-subscribed, only 16 places for course 1 and 19 places for course 2. The total number of places taken up was 35 from the 60 places available.

The evaluation feedback from course participants and the trainer provided evidence that the half day was insufficient and consideration should be given to extending to a full day.

Risk Assessment

There have been no changes to the course content for this training course.

It was estimated in the 2008/2009 training plan for safeguarding vulnerable adults that two courses were required - one in the Autumn and one in Spring; however, the Autumn course had to be cancelled due the low take-up of places. The Spring course went ahead as planned and all 18 places were allocated.

The evaluation feedback from course participants provided evidence of a high satisfaction rating on the course content and delivery.

Awareness Workshop – “It couldn’t happen here”

No changes to the course content.

Three events were planned and commissioned for 2008/2009. Attendance figures were disappointing as, on average, 12 places were undersubscribed at each workshop. Total number of attendees was 193 from a total of 225 places over all 3 workshops.

Carers Awareness Workshop – “It couldn’t happen here”

Following on from the safeguarding audit carried out in October 2008, a bespoke workshop was commissioned for carers. Unfortunately, the workshop planned for February 2009 had to be deferred until April/May due to low take-up from carers. Following some investigation as to why the take-up had been so low, it was found that carers could not attend a full day event and changes have been made to reduce the full day to half a day to meet carers needs.

The total number of places available to carers is 75 and there will be no charge for the training; these charges will be met by the Adults and Community Learning and Development budget.

Chairing Case Conferences

This is a new course commissioned for this year for chairing case conferences and investigation planning.

It was estimated that one course would be commissioned this year given that the target group would be a fairly small and select group of staff. The course planned had to be deferred so that decisions could be made as to the target group, following safeguarding audit recommendations and transformation of Assessment and Care Management Teams.

Recognising & Reporting (awareness-raising) training

The number of one-day awareness-raising courses has doubled (from 12 to 24 courses) since last year with two courses a month being run throughout the year, providing a total of 480 available places. The actual number of places taken-up was 330 and the number of places undersubscribed was 150, which equates to 7.5 courses.

The evaluation feedback from participants provided evidence of a good satisfaction rating with the content and delivery of the training and learning outcomes.

Provider Managers

A total of two courses was planned and commissioned. Once again, the take-up for the second course planned in March 2009 was low and the course was deferred to the 2009/2010 financial year.

The number of places had to be reduced from 30 to 20 due to the size and capacity of the training venue.

Managing investigations

The training plan for 2008/2009 identified a requirement for two courses; however, due to discussion and decisions as to the duration of the course as to whether it needed to be a 1 or 2 day course, this was deferred until 2009/2010 when a decision could be made based on the outcome of the reconfiguration of the Assessment and Care Management Teams.

Safeguarding Vulnerable Adults Legislation update

The legislation update for the one event was based on the Deprivation of Liberties Safeguards (DOLS). The course was over-subscribed and well attended with a total of 30 places, which, on the day, was exceeded.

The evaluation feedback from participants provided evidence of a very high satisfaction level with the content, delivery and learning outcomes.

Train the Trainer

Due to the impact of the DOLS legislation and, pending publication of the safeguarding vulnerable adults DVD package, this was put on hold so that the DVD could be incorporated into the Train the Trainer pack. This has been rolled over into the 2009/2010 training plan.

Mental Capacity Act training – focus on safeguarding

Two courses were planned and commissioned for Autumn 2008 and the end of Winter 2009; however the second course was deferred due to low take-up. This has been incorporated into the 2009/2010 training plan. The course that was delivered was well attended and over-subscribed.

The evaluation feedback from participants provided evidence of a very high satisfaction rating of the course content, delivery and learning outcomes.

Specialist Note Taker training – Safeguarding Vulnerable Adults' Board note taker/case conferences

A place on a bespoke course commissioned by a neighbouring local authority, Walsall MBC, was provisionally booked; however, the place was not taken up. This has been rolled over into the 2009/2010 training plan for up to two places, to support business continuity so that there is always a back up, should the need arise.

Induction for New Workers and Job changers

Adults and Community Welcome to Wolverhampton Induction programme has a specific spot during the one-day programme for safeguarding vulnerable adults, which is delivered by the Adult Safeguarding Manager and/or a member of the safeguarding team. This includes general awareness-raising in both safeguarding vulnerable adults and safeguarding children.

All new social care workers are required to complete the Skills for Care Common Induction standard, one of which is specific to safeguarding vulnerable adults and abuse. The new worker is required to complete the standards within 12 weeks of commencing employment within social care. Provision for all social care employers to access copies of the distance learning pack continues to be made available, where required, at no cost.

Health & Social Care National Vocational Qualifications

As part of the qualification, all candidates are required to attend the Adult Safeguarding Recognising and Reporting course; they must pass the test in order to meet the knowledge requirements towards achieving the overall qualification and the core unit for adult safeguarding and abuse.

Approximately 75 social care workers from both local authority and private, independent and voluntary sector employers have achieved their qualification.

Additional awareness-raising training

In addition to the planned activity for 2008/2009, a number of bespoke awareness training courses were delivered and attended by 28 City Direct staff.

A number of places for the awareness training were offered and taken-up by hostel and hotel providers across the city.

4. NATIONAL TRENDS

4.1 Nationally it has been an active year in the safeguarding vulnerable adults' field.

The Department of Health in 2008 announced a review of the 'No Secrets' guidance published in March 2000, which gave the lead to the policies and procedures in place today. It was hoped that, by the time of writing this Report, the outcome from the Consultation would have been published by the Department of Health, but it is now understood that this will be published in the Summer of 2009.

4.2 Independent Safeguarding Authority

The process for the implementation of the Independent Safeguarding Authority (ISA) is well under way. This will replace the Protection of Vulnerable Adults List (POVAL) and is due to go live in October 2009. The ISA has been created to make it easier for statutory, voluntary and private organisations working with children and vulnerable groups to recruit suitable workers more safely. Decisions about who can be registered with the ISA and who should be prohibited from working with children and vulnerable adults will be based on all the available information. The decision-making process will give weight to both existing evidence and professional assessments of risk.

From January 2009, referrals to the POVA list have been directed to the Independent Safeguarding Vulnerable Adults Board, and new entrants to employment in all relevant fields will have to register with the ISA from October 2009; existing employees will be phased into the scheme in the coming years.

A year after the Darlington-based ISA began advising Government Ministers on who should be barred from working with children and vulnerable adults, the organisation is gearing itself up for its pivotal role in the Vetting and Barring Scheme (VBS). The Scheme covers England, Wales and Northern Ireland.

On 12 October 2009, the ISA's responsibilities for barring individuals who pose a known risk from working or volunteering with children and vulnerable adults will be further strengthened as more sectors, such as the NHS and the Prison Service, will come under the Scheme, and new criminal offences will come into force.

While the ISA is presently making decisions based on the current legislation, it is also ensuring that both the right people and systems are in place for all phases of the Scheme, namely the October roll-out, July 2010 when those covered by the Scheme can apply, and the November 2010 date when those covered by the Scheme must apply.

This work entails:

- Recruiting and providing intensive training to its caseworkers
- Working with the Criminal Records Bureau to design and agree processes
- Migrating the three old lists into the two new ones (Children's and Adults)
- Ensuring the IT infrastructure is in place and is effective
- Developing relationships and protocols with key partners and stakeholders
- Participating in a major direct marketing and awareness campaign

4.3 Mental Capacity Act/Deprivation of Liberty Safeguards

The Deprivation of Liberty Safeguards (DOLS) has been introduced into the Mental Capacity Act 2005 by the Mental Health Act 2007. The safeguards will come into force in April 2009.

The safeguards provide a framework for approving the deprivation of liberty for people who lack the capacity to consent to treatment or care in either a hospital or care home that, in their own best interests, can only be provided in circumstances that amount to a deprivation of liberty. The safeguards legislation contains detailed requirements about when and how deprivation of liberty may be authorised. It provides for an assessment process that must be undertaken before deprivation of liberty may be authorised and detailed arrangements for renewing and challenging the authorisation of deprivation of liberty.

In the lead up to the implementation of DOLS, much work was undertaken by the Mental Capacity Act Manager and Wolverhampton now has a good structure in place to ensure that its citizens are not deprived unlawfully of their liberty when in residential or nursing homes or hospitals. Best Interest Assessors have been trained and are in place and referrals are steadily coming in.

4.4 Commission for Social Care Inspection (CSCI)/Care Quality Commission (CQC)

The regulation of health and adult social care was carried out by the Commission for Healthcare, Audit and Inspection (known as the Healthcare Commission) and the Commission for Social Care Inspection. The Mental Health Act Commission currently has monitoring functions with regard to the operation of the Mental Health Act 1983. Legislation will replace these three bodies and create a single, integrated regulator for health and adult social care - the Care Quality Commission, which came into force on 1 April 2009.

The new Commission's functions will be to assure safety and quality, performance assessment of commissioners and providers, monitoring the operation of the Mental Health Act and ensuring that regulation and inspection activity across health and adult social care is co-ordinated and managed.

The new system will enable a joined up regulation for health and social care, helping to ensure better outcomes for the people who use services. There are already many good examples of integrated health and social care delivery so the creation of a single regulatory system will fit with this.

Health and social care providers - including, for the first time, NHS providers - will be required to register with the new regulator in order to provide services. The registration requirements that all providers must meet will be consistent across both health and adult social care. Focusing regulation on the levels of safety and quality that those who use services care most about, will help ensure that patients, users and vulnerable groups are protected.

For staff working in provider organisations, the new regulatory system will provide a much clearer system of exactly which requirements they must meet in order to provide services. The risk-based approach means that regulation activity will be targeted where action is required.

The Commission will have a wider range of enforcement powers along with flexibility on how, and when, to use them. This will allow the regulator greater powers to achieve compliance with registration requirements, including requirements relating to infection control. The Commission will be able to apply specific conditions to respond to specific risks, such as requiring a ward or service to be closed until safety requirements are met, as well as being able to suspend or de-register services where absolutely necessary.

Bringing the functions of the Mental Health Act Commission into the remit of the Care Quality Commission will strengthen the monitoring of the Mental Health Act, and offer increased oversight of the treatment of patients subject to compulsory detention.

4.5 Mental Health Act 2007

The Mental Health Act 2007 came into effect in October 2008. It amends the 1983 Mental Health Act. It also extends the rights of victims by amending the Domestic Violence, Crime and Victims Act 2004. It will introduce "Deprivation of Liberty Safeguards" by amending the Mental Capacity Act 2005 (MCA) in April 2009.

4.6 Summary

The following are the main changes to the 1983 Act made by the 2007 Act:

- **definition of mental disorder:** it changes the way the 1983 Act defines mental disorder, so that a single definition applies throughout the Act, and abolishes references to categories of disorder.
- **“mental disorder”** means any disorder or disability of the mind.
- **criteria for detention:** it introduces a new “appropriate medical treatment” test which will apply to all the longer-term powers of detention. As a result, it will not be possible for patients to be compulsorily detained or their detention continued unless medical treatment, which is appropriate to the patient’s mental disorder and all other circumstances of the case, is available to that patient. At the same time, the so-called “treatability test” will be abolished.
- **professional roles:** it is broadening the group of practitioners who can take on the functions currently performed by the Approved Social Worker (ASW) and Responsible Medical Officer (RMO).
- **nearest relative:** it gives to patients the right to make an application to the County Court to displace their nearest relative and enables County Courts to displace a nearest relative who it thinks is not suitable to act as such.
- **nearest relative:** from 1 December 2007, the provisions for determining the nearest relative were amended to include civil partners amongst the list of relatives.
- **supervised community treatment (SCT):** it introduces SCT for patients following a period of detention in hospital. It is expected that this will allow a small number of patients with a mental disorder to be discharged from detention, subject to the possibility of recall to hospital, if necessary. Currently, some patients leave hospital and do not continue with their treatment; their health deteriorates and they require detention again – the so-called “revolving door”.
- **electro-convulsive therapy:** it introduces new safeguards for patients
- **Tribunal:** it reduces the periods after which hospital managers must refer certain patients’ cases to the Tribunal if they do not apply themselves and

introduces an order-making power to make further reductions in due course. Separate changes to the Tribunal system also come into effect on 3 November 2009: see the Tribunals website at the link below.

- **advocacy:** it will place a duty on the appropriate national authority to make arrangements for help to be provided by independent mental health advocates. This is on course to be implemented in April 2009.
- **age-appropriate services:** it will require hospital managers to ensure that patients aged under 18 admitted to hospital for mental disorder are accommodated in an environment that is suitable for their age (subject to their needs). This is on course to be implemented in April 2010.

5. BEST PRACTICE EXAMPLE

Mrs J is an 80 year old woman. She has Alzheimer's disease and lived in the family home with her husband and son aged 42years.

The son drinks alcohol to excess and, when drunk, can be verbally and physically abusive to his parents. The Safeguarding adult's referral was completed after he became verbally abusive to his mother and kicked her in the stomach.

The safeguarding process in this situation did ensure that Mrs J was safe from a situation where she could not protect herself and which was unlikely to improve. Mrs J was offered and, with her husband's support, accepted respite accommodation in a local service; her son was interviewed by police and offered support with his alcoholism

Mrs J's mental and physical health deteriorated and her husband could not manage to care for her should she return home. Mr J did not want his son to leave the family home, feeling responsible for him, but both appeared to be mutually dependent on each other. Mr J is aware of protective systems if he needs assistance should he become the subject of abusive behaviour from his son. Information has been offered to the son regarding his mental health needs and alcohol abuse. So far, he is erratic in keeping appointments offered.

Mr J then informed the social worker that he would like his wife to return to the family home. He was unsure about accepting support from carers to assist his wife and stated the situation with his son and drinking was improved. The question was again raised of Mrs J's mental capacity to make choices regarding a return home and being able to safeguard herself against possible physical abuse. Under the Mental Capacity Act 2005, a Mental Capacity Act Assessment was carried out which evidenced that Mrs J did not have the capacity to make decisions on both of these fronts and so a referral for an Independent Mental Capacity Act Advocate (IMCA) was made. The IMCA subsequently viewed case notes, spoke to Mrs J and her husband and carers at the residential home. His assessment was for the safeguarding process to

make note of Mrs J's wish to return to her home and to risk assess any potential dangers. This caused the safeguarding manager some concern

- 1) because Mrs J was assessed as not having capacity to make these decisions, and the son continued to drink and live in the family home; and
- 2) if Mrs J returned home and her husband cancelled carer support there would be little independent monitoring of the situation.

At a further case conference, the need for carer support was stressed to Mr J, both for his welfare and that of his wife; as well as the concerns the safeguarding manager expressed. He requested time and further discussion with the social worker about the situation and after a couple of weeks decided that he could not care for his wife in the longer term without causing extreme stress to himself and potentially to his son.

The safeguarding case was closed; Mrs J continues in permanent residential care. Her husband visits regularly and takes her out of the home on occasions.

6 SAFEGUARDING VULNERABLE ADULTS DATA MONITORING

During the year there had been a great increase in the number of referrals received with a total of 608 areas of concern being raised. The number of referrals received in the previous year was 395, showing an increase of 54% this year. The figures from 1 April 2008 to the end of July 2008 did not show a large increase but, for the last two periods, there was a significant increase. From 1 December 2008 to 31 January 2009 the referrals doubled from the previous year and from 1 February 2009 to 31 March 2009, the increase over the previous year was 119%. Although the data provides no evidence as to the cause of this increase, it does coincide with the safeguarding unit's stand in the Wulfrun Centre for a week at the end of October 2008 and the publicity campaign on buses and road-side posters.

From the database it can be seen that referrals from residential care homes increased by 126% year on year; referrals from social care increased by 37%, day service referrals increased by 160% from 5 referrals in 2007/2008 and 13 in 2008/2009. It was also pleasing to see that referrals from Hospitals increased by 210% and from all areas of housing support we find an increase of 57%. Referrals from CSCI/CQC were up by 1200%. Referrals from West Midlands Police have increased and, with monitoring throughout the year, it is felt that this represents a more accurate record than that of last year. There is a small discrepancy between the number of form 392 (Police referral form) and the number of safeguarding referral forms (SA1) received for police referrals but this is accounted for, as a number of SA1s are awaited from the teams having been transferred from 392s onto SA1s

There are now more categories of source of referral than in previous years, with additional categories being Probation Service, Anonymous, Other Government Organisations, Out Of City Agency, Placing Authority, Religious

Organisation and Safeguarding Adults Unit. This will bring the authority into line with proposed national guidelines for data collection due to come into effect later in 2009.

The specialist social care teams also reflected the large increase in referrals. Those for the Joint Learning Disability team increased by 100%; Older People teams' referrals increased by 47%. Referrals for Mental Health teams decreased by 4% but Physical Disability and Sensory Impairment team again increased by 155%.

Again physical abuse was the highest concern, followed by financial abuse, then neglect following on from there; interestingly the number of allegations of sexual abuse remains the same as last year. However allegations of neglect rose by 183%.

This large increase in referrals and subsequent workload for both the Safeguarding Unit and investigating teams has challenged safeguarding systems in terms of management of the increased workload. With this in mind, the Safeguarding unit warmly welcomed the arrival of an additional Safeguarding Administrative Assistant and part time Quality Assurance Reviewing Manager to her post, with the second part of this post being filled in July 2009.

As mentioned in previous reports to the Board, work is ongoing to ensure that Safeguarding information can be incorporated into CareFirst, the Adults & Community client information system. It is hoped that training to the Unit and then social care staff will commence in July 2009 with safeguarding and CareFirst 'going live' soon after.

7. PRIORITIES 2008 – 2009

- To review the Wolverhampton Safeguarding Adults Policy and Procedures and update with new developments in safeguarding field, including revising forms used at present to make them more 'user friendly' for service users and workers.

The Wolverhampton Safeguarding Adults Policy and Procedures has been reviewed and agreed by the Safeguarding Vulnerable Adults Board and was published in December 2008. The forms used have also been reviewed, in line with Safeguarding, soon 'going live' on the departmental electronic database, CareFirst.

- To continue to ensure that knowledge of safeguarding vulnerable adults continues to be raised in the public arena.

This is an ongoing process and it has been detailed earlier in this Report as the successful publicity project demonstrated.

- Commission a DVD on behalf of the Safeguarding Vulnerable Adults Board for use by all partner agencies.

The DVD is almost complete with all scenarios being filmed; individual presentations will be completed in June 2009 and the workbook and DVD will be launched in the Autumn of 2009.

- Consider representation by a lay-person on the Safeguarding Vulnerable Adults Board.

This has not been completed in the period but is part of the ongoing work plan of the Safeguarding Vulnerable Adults Board.

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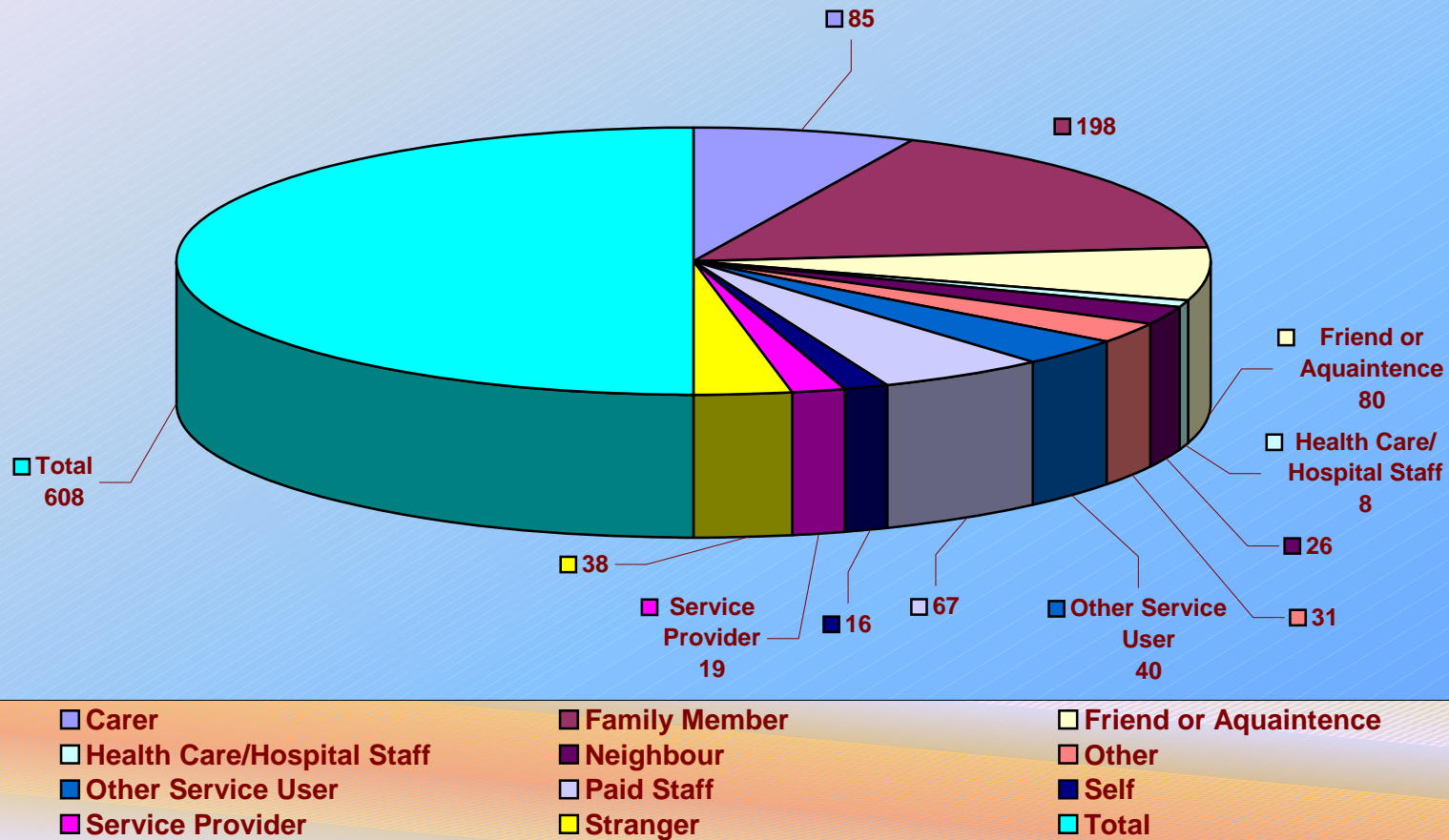
8.0 PRIORITIES 2009 – 2010

The eight outcomes the Board has set itself are:

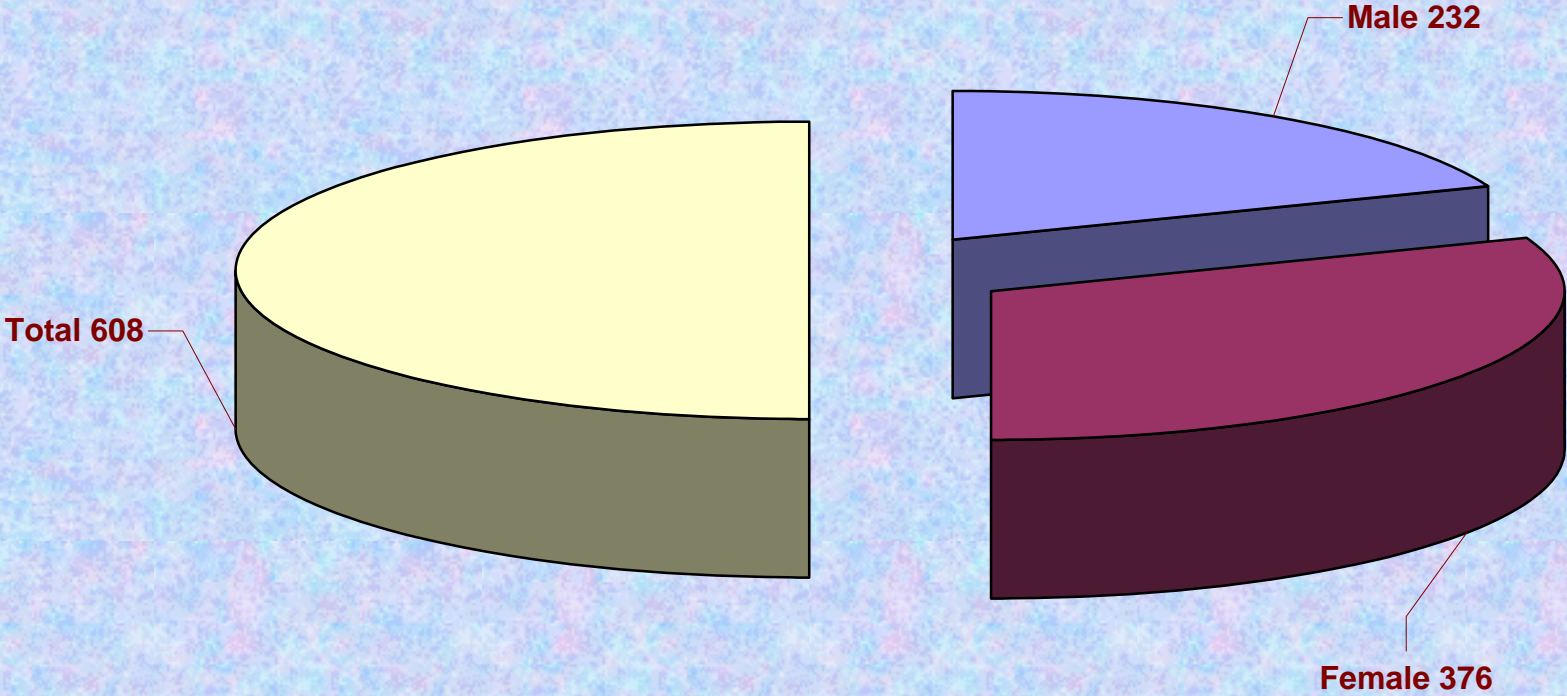
- Improving the early identification of risk.
- The collection of more specific information on adult abuse to ensure that it is used to further monitor, evaluate and improve the protection of vulnerable adults.
- Increase the adoption of Wolverhampton's safeguarding vulnerable adults policy and procedures by monitoring and developing the protection process.
- Build on partnerships within the Safeguarding Vulnerable Adults Board to co-ordinate the development of preventative strategies and outcome indicator measurement.
- Decrease the risk of abuse by raising community awareness.
- Ensure the implementation of best practice locally; across services and nationally, following Serious Case Reviews.
- Co-ordinating and developing a strategic planning role.
- Embed Safeguarding in Corporate strategies in local authority and Local Area Agreements.

APPENDIX 1
Data Information 2008 - 2009

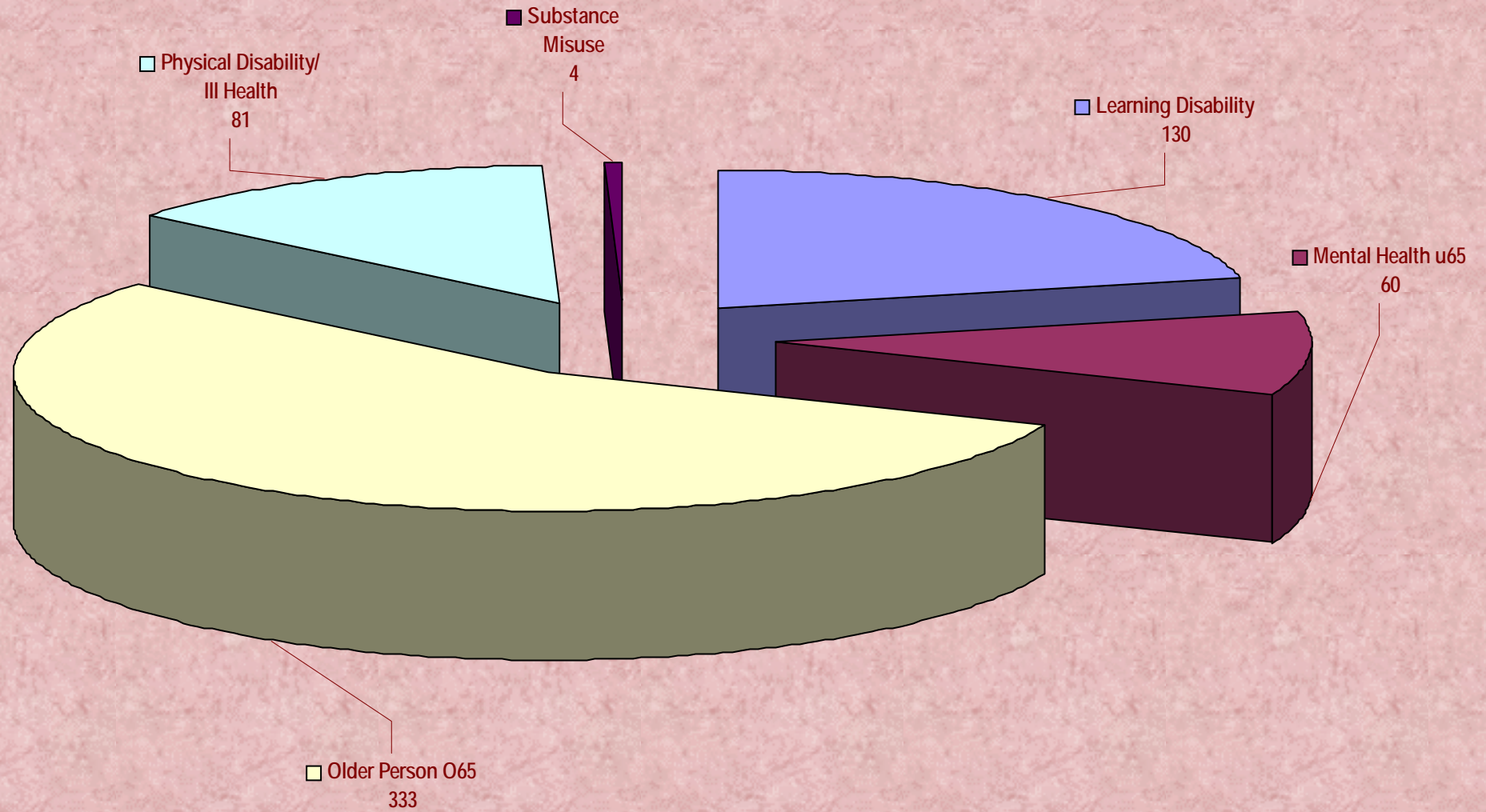
Relationship of Abuser to Victim
2008-2009



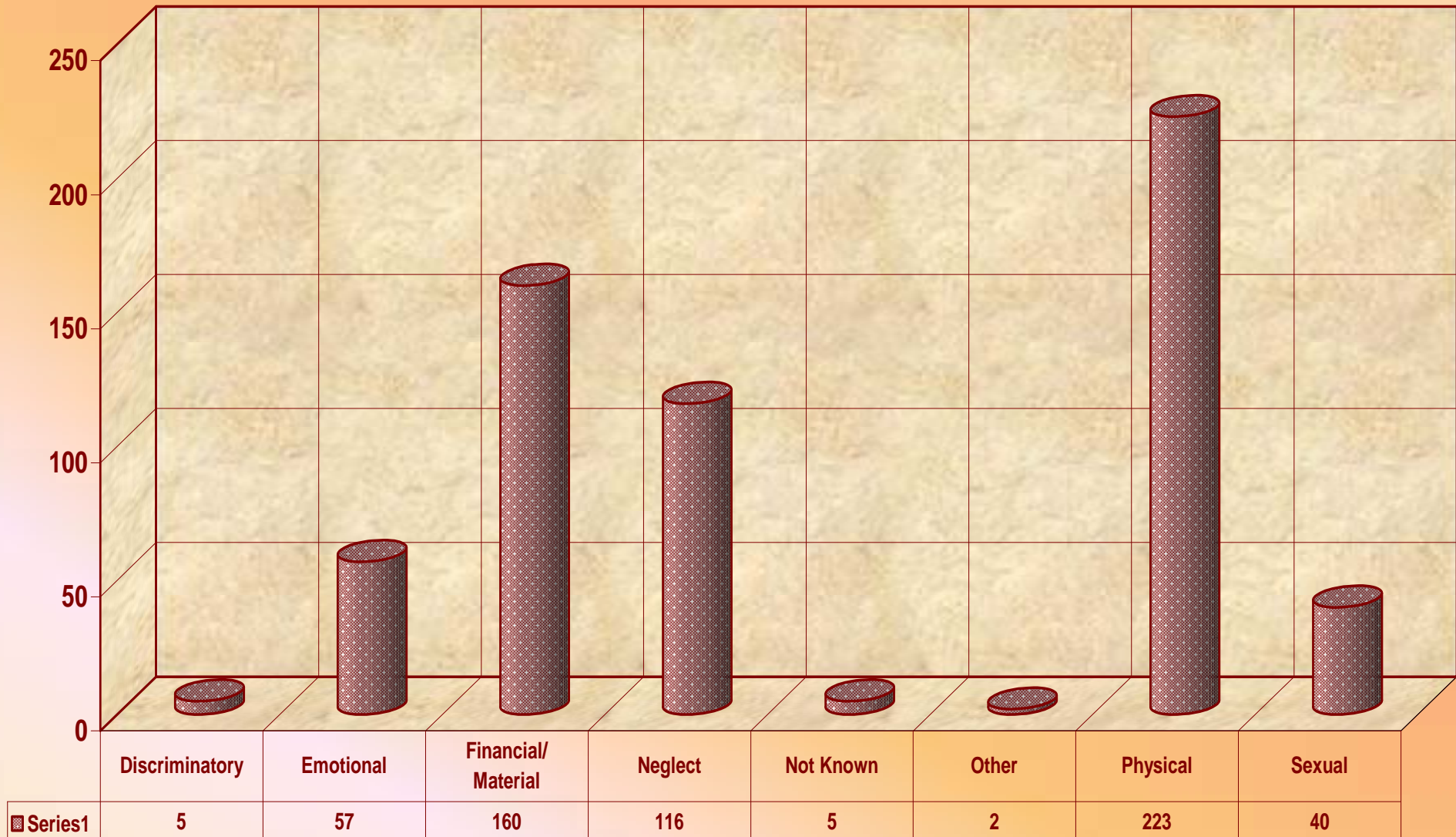
Incidents by Victim Gender 2008 - 2009



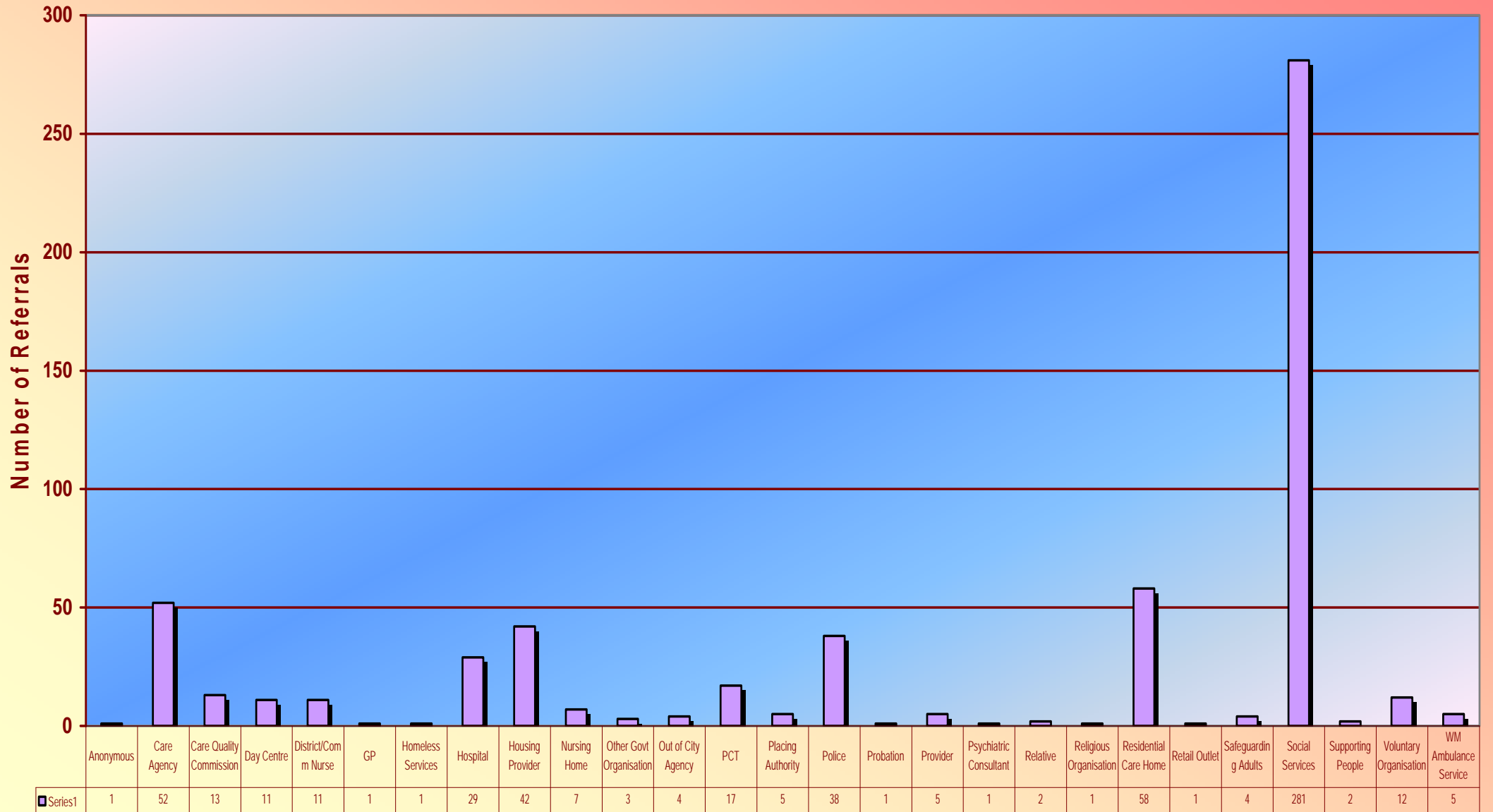
Incidents by Care Group 2008-2009



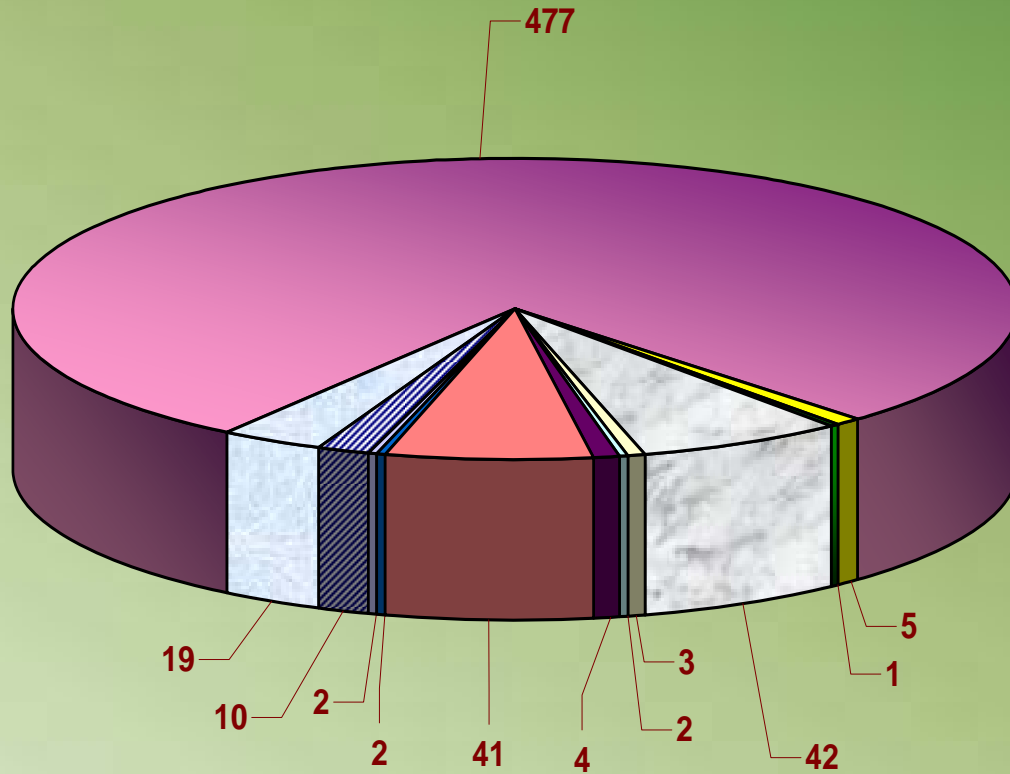
Abuse Type Referred 2008-2009



Incidents Referring Organisations 2008-2009



Incidents by Ethnic Origin 2008-2009



- Asian or Asian British - any other Asian background
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Black or Black British - African
- Black or Black British - any other Black background
- Black or Black British - Caribbean
- Mixed - White and Black Caribbean
- Other Ethnic Groups - any other Ethnic Group
- ▨ Unknown
- White - Any other White background
- White - White British
- White - White Irish

APPENDIX 2

Photographs of public awareness events
City Show July 2008

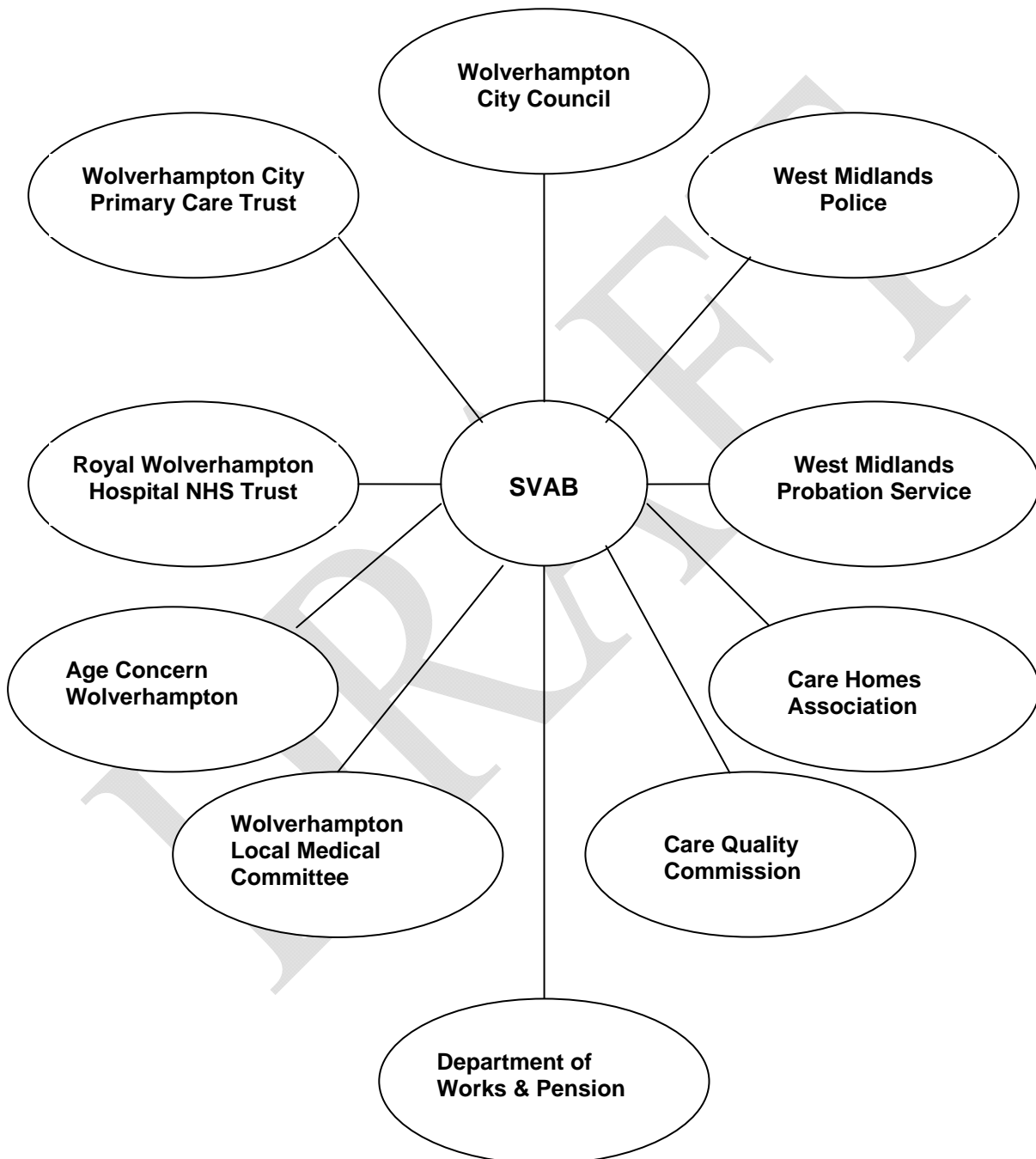
Wulfrun Centre, November 2008

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APPENDIX 3

Group Membership of the Safeguarding Vulnerable Adults Board

The Board is a multi-agency partnership that has overseen the development of Safeguarding Vulnerable Adults work in Wolverhampton since 2002. Organisations are listed below and members during 2008-2009 are identified in Appendix 4.



APPENDIX 4

Members of the Safeguarding Vulnerable Adults Board 2008 - 2009

Sarah Norman Chair, Safeguarding Vulnerable Adults Board,
Director Adults and Community, Wolverhampton City
Council

Age Concern Wolverhampton

Su Pascoe Chief Executive Age Concern Wolverhampton
Vice Chair of Safeguarding Vulnerable Adults Board

Adults and Community, Wolverhampton City Council

Ms Viv Griffin Chief Officer, Commissioning & Performance
Mrs Penny Darlington Head of Performance, Quality & Equality Unit
Mr Brian O'Leary Chief Officer Older People and Transformation
Mrs Linda Smith Head of Special Needs, Housing Support Services
Mrs Irene White Quality Assurance Manager, Safeguarding Vulnerable
Adults
Mrs Sandra Ashton Jones Quality Assurance Reviewing Manager

Wolverhampton City Council

Ms Fiona Davis Group Manager, Advocacy Services (Legal)

West Midlands Police

DI Julian Fellows West Midlands Police
PC Leo Richards West Midlands Police Child and Safeguarding Vulnerable
Adults Unit

Wolverhampton City Primary Care Trust

Ms Mari Gay Director of Community & Rehabilitation Services

Royal Wolverhampton Hospitals NHS Trust

Ms Zena Young Head of Nursing, Medical Division

West Midlands Probation Service

Parveen Brigue Senior Probation Officer, Probation Services

Care Quality Commission

Mr Neil Arculus Regulation Manager, Care Quality Commission

Department of Works and Pensions

Ms Karen Whitehouse Partner Liaison Manager

West Midlands Care Homes Association

Trisha Hayward Chairperson

Wolverhampton Local Medical Committee

Dr Sanjiv Sinha GP Representative

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