

Safeguarding adults is everybody's business

Derbyshire Safeguarding Adults Board

Keeping People Safe

Derbyshire Safeguarding Adults Board (DSAB) Newsletter Quarter 3 2016: Issue 3

Welcome to the Derbyshire Safeguarding Adults Board (DSAB) newsletter. The newsletters will be issued quarterly to update all professionals and volunteers working with vulnerable adults about key information from the Board.

DSAB co-ordinates and monitors the effectiveness of safeguarding work of agencies and bodies involved in protecting Adults across Derbyshire.

If your organisation would like its safeguarding work featured in a future newsletter please contact DSAB Project Officer, Natalie Gee natalie.gee@derbyshire.gov.uk or natalie.gee@derbyshire.gcsx.gov.uk.

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Note from the Independent Chair



Hello, my name is Andy Searle and I am the Independent Chair of Derbyshire Safeguarding Adults Board. Welcome to Issue 3 of our Newsletter.

I'd like to take this opportunity to talk about Financial Abuse as in recent months this has been increasingly of concern to the Board. We believe that currently 1 in every 5 referrals made to the local authority is due to financial abuse and this is known to be an area that is hugely unreported so we are only made aware of a small part of the problem. With July being Scam Awareness Month, I would like us all to re-new our focus in this area and think of ways to raise awareness in the community regarding mail and telephone scams and also to report any concerns that someone is at risk of being financially exploited.

We also recognise that financial abuse can occur where family and close friends are responsible by taking advantage of/exploiting others. We must be alert to this possibility and support individuals subject to report this type of abuse

Please get in touch to provide feedback to us and suggest topics or items to cover and we will do our best to respond. Thank you and

please enjoy this edition.

Meet our Board Members: Bill Nicol



I have been a member of the Derbyshire Safeguarding Adult Board since taking up my current post in 2010 and have been the Vice Chair since 2013.

The Board is responsible for providing a strategic vision and direction to a wide and diverse variety of care providers and commissioners across the Public Sector.

I have been a lead officer for adult safeguarding since 1999; initially this was for Buckinghamshire County Council before moving to Suffolk County Council in 2003. As a social worker my experience was gained at the Nuffield Orthopaedic and Stoke Mandeville Hospitals and it was this work that sparked my interest in seeking a move to the NHS.

As Head of Adult Safeguarding for the 4 Derbyshire CCGs we work across the NHS to gain assurance that safeguarding patients is of a high standard whatever the health care setting.

In a previous life I have also worked as an engineer, hotel manager, and Pontins Bluecoat.

Adult Safeguarding requires close working relationships and collaboration between all. Protecting people from abusive behaviours and practice is everybody's business. We continue to make real progress in Derbyshire but face new challenges and accept that much needs to be done.

Bill Nicol: Head of Adult Safeguarding (NHS Southern Derbyshire, North Derbyshire, Erewash & Hardwick Clinical Commissioning Groups)

News from the Board

The DSAB meets every 3 months, the last meeting took place on the 6th June 2016. Below is a summary of the items discussed:

- The **DSAB Strategy and Business Plan** was discussed and some final minor changes were agreed. This document is in the process of being updated and will be published on the Safer Derbyshire website in the next few weeks.
- **Budget:** A further discussion took place around the need for a DSAB budget funded by partners and it has been agreed that a formal review will take place regarding current arrangements between DSAB partners and Derbyshire Safeguarding Children Board and the needs of DSAB to try to move this forward.
- **MCA DoLS:** This is no longer a DSAB sub group as it was decided that in Derbyshire, the Board needed to have assurances that processes are in place around MCA DoLS but that the local authority would take responsibility for this work and would feedback to the Board every 6 months. Andy Searle agreed that we will revisit the way MCA DoLS is linked to the Board following the next 6 monthly report. The number of DoLS referrals has increased significantly in the last four years. The most significant increase has been since the Cheshire West ruling in March 2014, since then DoLS referrals have increased more than six fold. To meet demand and mitigate risk, more staff are being trained as BIAs and authorisers and additional business services staff are being recruited. There are triage processes in place to ensure that the most urgent referrals are dealt with first.
- **Historical Abuse allegations:** The DSAB remain committed to supporting any reviews related to historical allegations of abuse and ensuring that any potential victims are supported by appropriate

professionals.

- **Performance Figures:** The SAC (Safeguarding Adults Collection) figures are currently being collated to be sent off to the Health and Social Care Information Centre. The information will be included in the DSAB Annual Report. Some of the data was questioned by Andy Searle at a recent meeting and a narrative will be added to explain some of the figures
- **Sub Groups Chairs provided updates for the Board**

Performance & Quality Sub Group: An action plan linked to the DSAB strategy is to be written in due course. In September 2016 there will be a multi agency case file audit and different models for the audit are to be explored.

Learning & Development Sub Group: The sub group action plan now in place and is linked to the DSAB strategy document. The sub group is currently exploring a multi agency S42 enquiry training course and it is hoped the work will be complete by September 2016. Mental Capacity Act training has also been discussed and it is felt that more work is needed in this area.

Operational & Leadership Sub Group: Steve Allen, DCC Trading Standards, attended the last Operational and Leadership sub group to discuss the issue of financial abuse. There has been substantial increase in the number of referrals linked to financial abuse. The Operational and Leadership sub group discussed how to raise the awareness of scamming and financial abuse in Derbyshire and felt that a public awareness campaign was needed with support from Board partners and possibly local businesses and the Citizens Advice Bureau. Andy Searle has reported back to the Police and Crime Commissioner our current concerns in this area.

Safeguarding Adults Review Sub Group: The Terms of Reference for this new sub group has now been signed off by the Board along with a protocol for undertaking Safeguarding Adult reviews. Meeting dates will be set starting in September 2016 and will take place quarterly to discuss local and national SARs and learning reviews and ensure all relevant learning is implemented by agencies.

Financial Abuse/Scam Awareness Month

July 2016 is Scam Awareness month. Citizens Advice and Trading Standards Services are leading activities throughout this month.

Scam Awareness Month aims to give people the skills and confidence to identify scams, share experiences and take action by reporting suspicious activity.

Action you can take to tackle scams

- Get advice and report issues to the [Citizens Advice Consumer Service \(opens in a new window\)](#) online or tel: 08454 04 05 06.
- Report scams and suspected scams to [Action Fraud \(opens in a new window\)](#) or tel: 0300 123 2040.
- Send potential postal scams with a covering letter to Royal Mail at FREEPOST Scam Mail, tel: 03456 113 413 or email scam.mail@royalmail.com
- Report unsolicited marketing calls to the [Information Commissioner's Office \(opens in a new window\)](#) or tel: 0303 123 1113.
- Register phone numbers with the [Telephone Preference Service \(opens in a new window\)](#) or tel: 0845 070 0707.
- The [Mailing Preference Service \(MPS\) \(opens in a new window\)](#) is free and can help reduce unsolicited mail by calling 0845 703 4599.
- Contact the [Age UK helpline \(opens in a new window\)](#) which features a downloadable guide to dealing with all kinds of scams or tel: 0800 169 6565.
- Tell a trusted friend, relative or neighbour.

Scam Watch

Scam Watch offers victims of scams one-to-one support and provides direct help and advice as well as raising awareness about phone, mail, online and doorstep scams.

Funded by a £25,000 Derbyshire Police and Crime Commissioner Grant, the scheme will:

- Recruit and train volunteers to visit scam mail victims at home
- Ensure victims receive direct help and are referred to other appropriate sources of support
- Install 'call blockers' – devices which filter out unwanted or cold calls – in the homes of vulnerable, high-risk phone scam victims.

For more information, visit the [Scam Watch website \(opens in a new window\)](#).

Help for people who've been scammed

- [Think Jessica \(opens in a new window\)](#) is a Derbyshire-based charity set up to help and support people affected by scammers and also to highlight the effects on victims.
- [Age UK \(opens in a new window\)](#) has local branches in Derbyshire to provide a wide range of help and support for older people. Residents can call its helpline tel: 0800 169 6565.
- [Victim Support \(opens in a new window\)](#) offers free and confidential help to victims of crime and anyone else affected. Tel: 0808 1689 111.

Good News Story



In each DSAB Newsletter, a good news story will be featured. Please [contact Natalie Gee](#) if you have a Good News Story for a future newsletter.

This edition's good news story comes from Derbyshire CCG, who have developed a free Safeguarding app which is full of useful information related to Safeguarding in Derbyshire.

CCG Safeguarding Adults Derbyshire App

Would you like Adult Safeguarding information at the touch of a button? If so, then download the new NHS Derbyshire CCGs Safeguarding Adults App to your smartphone!

The app is free and is available from your App store.

The App has been designed for all NHS Staff and those within partner agencies. As we know safeguarding is 'everybody's' business. It is useful for all staff, who provide care and support, whatever their role, to any adult in any setting. It uses innovative swipe screen technology to guide you through a series of decision referral pathways, making it easier to recognise risk and know what to do if you have a concern. There is a wealth of practical advice and information, the App has links to referral processes and operational policies and guidance

The App provides Professionals with:

- The categories of abuse
- Hate crime
- The principles of Safeguarding Adults
- Making Safeguarding Personal (MSP)
- What to do if you have a concern about an adult at risk
- How to share information in the right way
- Child Sexual Exploitation (CSE)
- Adult Trafficking / Modern Slavery
- Female Genital Mutilation (FGM)
- The Government's PREVENT Strategy, and Channel

The referral pathways include :

- Safeguarding Adults
- FGM
- Domestic Abuse
- PREVENT
- Mental Capacity Act 2005

As well as practical information relating to Safeguarding, the App contains a complete list of essential contact details for Derby City and Derby County staff and links to local policies and national guidance

What are you waiting for ?

You are invited to download the app from the Play Store (Android) and the App Store (iOS). If they search for "safeguarding adults" and look for the colourful umbrella, it's easy.

The links below will also access the App, however we have been advised that it is best to search in the store.

IOS

<https://appsto.re/gb/96vbdb.i>

Android

https://play.google.com/store/apps/details?id=com.safeguarding.adults.android&hl=en_GB

This will be found shortly on your NHS CCG Intranet Site.

Modern Slavery



Modern slavery is where a person is brought to, or moved around the country by others who threaten, frighten or hurt them, and force them into work or other things they don't want to do. It is a term used to describe:

- human trafficking, slavery, forced labour and domestic servitude
- Slavery practices such as debt bondage, sale or exploitation of children and forced marriage.

Derbyshire and Derby City have a Modern Slavery Partnership which supports and enables the discovery of, and response to incidents of modern slavery through a victim centered, all encompassing and community

based approach.

Useful information can be found using the links below

<https://modernslavery.co.uk/index.html>

<http://www.saferderbyshire.gov.uk/our-priorities/ocg/default.asp>

To report a Safeguarding Concern

If you or an adult you know is in immediate danger:

- **Contact 999 or 101** if you think a crime has been committed.
- To make a referral to Derbyshire Adult Care, Please telephone Call Derbyshire on 01629 533190 (8am-8pm Monday-Friday and 9.30am-4pm on Saturdays).
- There is an emergency out-of-hours countywide social care support between 5pm and 9am Monday to Friday and 24 hours per day during weekends and bank holidays. Telephone: 01629 532600

Do you have something to say about health and social care services?

We want to hear what you think about health and social care services, whether it be praise, criticism or ideas for improvement.

Why talk to Healthwatch Derbyshire?

- We tell services about your experiences of care, which will work towards changing them for the better.
- Service providers have to listen to us, so they will be listening to you.
- Because if we can't help you, we will know someone who can.
- Because we are powerful, well connected and will make sure your voice is heard.



To have your say...

Email: enquiries@healthwatchderbyshire.co.uk
Web: www.healthwatchderbyshire.co.uk
Telephone: 01773 880786
Text: 07943 505255
www.facebook.com/healthwatchderbyshire
[@HWDerbyshire](https://twitter.com/HWDerbyshire)

healthwatch
Derbyshire

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The next DSAB meeting is 5th September 2016

For queries or comments please contact:

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