

## **RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

### **CABINET**

**24<sup>TH</sup> NOVEMBER 2016**

#### **CWM TAF SAFEGUARDING BOARDS ANNUAL REPORTS 2015/16**

#### **REPORT OF THE GROUP DIRECTOR, COMMUNITY AND CHILDREN'S SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDERS, COUNCILLOR FOREY AND COUNCILLOR HOPKINS**

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Tel No: 01443 484550

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of the report is to share with Cabinet the Annual Reports for 2015/16 for the Cwm Taf Safeguarding Children Board (CTSCB) – Appendix 1, and the Cwm Taf Safeguarding Adults Board (CTSAB) – Appendix 2.

#### **2. RECOMMENDATIONS**

It is recommended that the Cabinet:

- 2.1 Notes the content of the Cwm Taf Safeguarding Boards Annual Reports for 2015/16.
- 2.2 Endorses the priorities identified for 2016/17.

#### **3. REASONS FOR RECOMMENDATIONS**

- 3.1 The Cwm Taf Safeguarding Boards are required to produce Annual Reports setting out how they have exercised their functions in the preceding financial year. This was a statutory requirement from 6 April 2016 when the Social Services and Wellbeing (Wales) Act 2014 came into force.

#### **4. BACKGROUND**

- 4.1 The Cwm Taf Safeguarding Adults Board (CTSAB) is the multi-agency partnership which has responsibility for safeguarding adults at risk in Rhondda Cynon Taf and Merthyr Tydfil.

4.2 The Cwm Taf Safeguarding Children Board (CTSCB) is the multi-agency partnership which has responsibility for safeguarding children in Rhondda Cynon Taf and Merthyr Tydfil.

4.3 The Boards monitor how well agencies and other partnerships undertake their work with regard to safeguarding children and adults at risk and ensures safeguarding is embedded in all working practices.

## **5. ANNUAL REPORTS 2015/16**

5.1 The Annual Reports are a useful tool for accountability and evaluation. The Reports include safeguarding performance data and the key achievements during the year.

### **5.2 Cwm Taf Safeguarding Children Board (CTSCB)**

The Annual Report for the CTSCB includes the following achievements for 2015/16:

- a) 4 child-specific policies/protocols developed/reviewed
- b) 4 Annual Child Protection audits completed
- c) 1 Child Practice Review published and 1 joint Adult/Child Practice Review commenced
- d) A Multi-agency Practitioner Workshop held in September 2015 involving 40 members of staff from different agencies
- e) 3 completed Child Practice Reviews were the subject of a series of multi agency feedback sessions held in November and December 2015 involving over 200 members of staff from different agencies.
- f) The establishment of a Child Sexual Exploitation Task Group and an improved action plan developed in line with the National CSE Action Plan.

### **5.3 Cwm Taf Safeguarding Adults Board (CTSAB)**

The Annual Plan for the CTSAB includes the following achievements for 2015/16:

- a) A formalised structure for the CTSAB was further strengthened, including a review of the work of the Adults QA Sub group.
- b) 4 Adult service reviews carried out and lessons learned identified
- c) 1 joint Adult/Child Practice Review commenced

- d) Operation Jasmine workshop held involving over 60 practitioners and managers involved in the care of older people, as well as adult and carer representatives.
- e) 188 people attended training on the Deprivation of Liberty Safeguards (DoLS)
- f) 150 out of 156 RCT adult protection cases had the risk reduced or removed at closure (96%); and 76 out of 80 Merthyr Tydfil cases had the risk reduced or removed at closure (95%). This compares favourably with the previous year's Welsh Government data.

#### 5.4 Collaborative Working

The Cwm Taf MASH was formally launched by the First Minister on 21st May 2015. During its first year of operation the MASH has brought about improvements in information sharing, timeliness and decision-making. New referral forms via a single point of contact have supported an improvement in recording safeguarding concerns.

5.5 In November 2015 both Safeguarding Boards negotiated a funding formula for 2016/17, based on the guidance issued under Part 7 of the SS&WB Act 2014. This secured the financial contributions of all statutory partners to deliver the business of the Boards via a joint Safeguarding Business Unit.

5.6 The creation of the MASH and a joint Safeguarding Boards Business Unit in 2015/16 served as catalysts for progressing ongoing joint working arrangements across both the Children and Adults Boards.

5.7 This has included:

- A joint Cwm Taf Safeguarding Boards website, launched in November 2015
- Safeguarding Week 2015
- A Joint Safeguarding Board in place from December 2015
- A Joint PPG Group in place from January 2016
- Joint Boards Development Day in January 2016
- Consideration being given to combining the Training and Communications Sub Groups

## 6. **EQUALITY AND DIVERSITY IMPLICATIONS**

6.1 An Equality Impact Assessment (EqIA) screening form has been prepared for the purpose of this report. It has been found that a full assessment is not required at this time.

## **7. CONSULTATION**

- 7.1 During 2015/16 both Boards have been working collaboratively in preparation for the new Act. In January 2016, the Children and Adults Boards held their first joint Development Day to identify the achievements for 2015/16. Both Boards have had an opportunity to comment on the completed reports.

## **8. FINANCIAL IMPLICATION(S)**

- 8.1 None.

## **9. LEGAL IMPLICATIONS OR LEGISLATION CONSIDERED**

- 9.1 The new Social Services and Wellbeing (Wales) Act 2014 has set a new direction in the establishment of regional safeguarding boards across Wales. The Act defines the functions of the Boards and sets out new requirements, including the setting up of a National Independent Safeguarding Board.

## **10. LINKS TO THE COUNCIL'S CORPORATE PLAN/OTHER CORPORATE PRIORITIES/SIP**

- 10.1 Both Boards have contributed to elements of the work of the Local Service Board by reporting on safeguarding activity. The Boards link to the Single Integrated Plan for Rhondda Cynon Taf - Delivering Change: Safeguarding: Children and Adults at risk are protected from harm.

## **11. CONCLUSION**

- 11.1 This report provides Cabinet with the Annual Reports for 2015/16 for the Cwm Taf Safeguarding Children Board (CTSCB) – Appendix 1, and the Cwm Taf Safeguarding Adults Board (CTSAB) – Appendix 2.

**LOCAL GOVERNMENT ACT 1972**

**AS AMENDED BY**

**THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**

**RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL**

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**24<sup>th</sup> NOVEMBER 2016**

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SERVICES IN DISCUSSION WITH THE RELEVANT PORTFOLIO HOLDER  
COUNCILLOR FOREY AND COUNCILLOR HOPKINS**

**CWM TAF SAFEGUARDING BOARDS ANNUAL REPORTS 2015/16**

**Background Papers:**

Social Services and Wellbeing (Wales) Act 2014

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Tel: 01443 484550**

**BDPCT**  
BWRDD  
DIOGELU PLANT CWM TAF

**2015 - 2016**

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***The Vision of the CTSCB is to ensure that children and young people in Cwm Taf, up to the age of 18, are protected from abuse, neglect or other kinds of harm and are prevented from becoming at risk of abuse, neglect or other kinds of harm and they live in an environment where their welfare is safeguarded and their wellbeing is promoted.***

***The Cwm Taf Local Safeguarding Children Board will work within the ethos of Voice and Control and engage with, listen to and hear the views of children and young people.***

## 1. What is the Cwm Taf Safeguarding Children Board (CTSCB)?

The Cwm Taf Safeguarding Children Board (CTSCB) is the multi-agency partnership which has responsibility for safeguarding children in Rhondda Cynon Taf and Merthyr Tydfil. It monitors how well agencies and other partnerships undertake their work with regard to safeguarding and ensures safeguarding is embedded in all working practices.

The key objectives of the CTSCB, as defined by the Social Services and Wellbeing Act 2014 (SS&WB Act 2014), are:

- a) to protect children within its area who are experiencing, or are at risk of abuse, neglect or other kinds of harm, and
- b) to prevent children within its area from becoming at risk of abuse, neglect or other kinds of harm.

The CTSCB also operates under existing guidance in relation to children at risk of harm and the powers and duties under the Children Act 1989, in particular the duty under section 47 of that Act.

This report summarises the work undertaken by the CTSCB from 1 April 2015 to 31 March 2016.

## 2. What does Safeguarding Children mean?

The guidance under Section 130 (4) of the SS&WB Act 2014 defines a 'child at risk' as a child who:

- a) is experiencing or is at risk of abuse, neglect or other kinds of harm, and
- b) has needs for care and support (whether or not the authority is meeting any of those needs).

### ***What is Abuse and Neglect?***

Abuse means physical, sexual, psychological, emotional or financial abuse.

Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

The CTSCB has an overall responsibility for challenging relevant agencies so that:

- there are effective measures in place to protect children who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and
- there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.



### 3. The Structure of the Cwm Taf Safeguarding Children Board (CTSCB)

The CTSCB is chaired jointly by the Director of Community and Children's Services (RCT County Borough Council) and the Chief Officer for Social Services (Merthyr Tydfil County Borough Council).

#### **Membership**

The membership of the Board complies with the guidance issued under Part 7 (Section 134(2) of the SS&WB Act 2014) and is as follows:

| <b>CWM TAF SAFEGUARDING CHILDREN BOARD MEMBERSHIP</b>              |  |
|--|--|
| Director of Community & Children Services (RCT) - Co-Chair         | Rhondda Cynon Taf CBC<br>The Pavilions, Clydach Vale,<br>Rhondda Cynon Taf, CF40 2XX   |
| Chief Officer for Social Services (Merthyr Tydfil) - Co-Chair      | Merthyr Tydfil CBC<br>Civic Centre, Castle Street,<br>Merthyr Tydfil, CF47 9AN   |
| Head of Safeguarding, Cwm Taf University Health Board - Vice Chair | Cwm Tâf University Health Board<br>LHB Headquarters, Ynysmeurig House<br>Abercynon, CF45 4SN   |
| Head of Children's Services (MTCBC)                                | Merthyr Tydfil CBC<br>Unit 5, Pentrebach<br>Merthyr Tydfil, CF48 4TQ   |
| Service Director, Children's Services (RCT)                        | Rhondda Cynon Taf Children's Services<br>Tŷ Pennant, Catherine Street<br>Pontypridd, CF37 2TB  |
| Executive Nurse Director<br>Cwm Taf University Health Board        | Cwm Taf University Health Board<br>LHB Headquarters<br>Ynysmeurig House, Abercynon, CF45 4SN   |
| Superintendent   | South Wales Police<br>Pontypridd Police Station, Berw Road,<br>Pontypridd, CF37 2TR  |
| Assistant Chief Executive  | National Probation Service<br>4 -9 Broadway<br>Pontypridd, CF37 1BA  |
| Assistant Chief Executive  | South Wales 2,<br>Wales Community Rehabilitation Company<br>Bridgend Probation Office,<br>Tremains House, Tremains Road,<br>Bridgend, CF31 1TZ |
| Chief Officer  | Voluntary Action Merthyr Tydfil (VAMT),  |

| <b>CWM TAF SAFEGUARDING CHILDREN BOARD MEMBERSHIP</b> |   |
|---|---|
|   | Voluntary Action Centre,<br>88-90 High Street, Pontmorlais,<br>Merthyr Tydfil, CF47 8UH                               |
| CTSB Business Manager                                 | Rhondda Cynon Taf CBC<br>Ty Catrin, Maritime Industrial Estate<br>Maesycoed<br>Pontypridd, CF37 1NY                   |
| Service Director, Adult Services<br>(RCT)             | Rhondda Cynon Taf CBC<br>Ty Elai,<br>Dinas Isaf East, Williamstown<br>Tonypany, CF40 1NY                              |
| Head of Safeguarding & Support<br>(RCT)               | Rhondda Cynon Taf Children's Services<br>Tŷ Catrin, Maritime Industrial Estate,<br>Maesycoed,<br>Pontypridd, CF37 1NY |
| Safeguarding Manager, Adults and<br>Children (MTCBC)  | Merthyr Tydfil CBC<br>Unit 5, Pentrebach<br>Merthyr Tydfil, CF48 4TQ  |
| Housing & Community Safety<br>Manager                 | Merthyr Tydfil CBC<br>Civic Centre, Castle Street,<br>Merthyr Tydfil, CF47 9AN  |
| Head Of Community Housing<br>Services                 | Rhondda Cynon Taf CBC<br>Ty Elai,<br>Dinas Isaf East, Williamstown<br>Tonypany, CF40 1NY                              |
| Head of Cwm Taf Youth Offending<br>Service            | Youth Offending Service<br>Unit 2 Fairway Court<br>Tonteg Road<br>Treforest Industrial Estate<br>Pontypridd, CF37 5UA |
| Service Director for Schools and<br>Community (RCT)   | Rhondda Cynon Taf CBC<br>Tŷ Trevithick<br>Abercynon, CF45 4UQ   |
| Head of Service - Learning<br>(MTCBC)                 | Merthyr Tydfil CBC,<br>Unit 5, Triangle Business Park,<br>Pentrebach, Merthyr Tydfil, CF48 4TQ                        |
| Head of Legal - Community Care<br>and Children (RCT)  | Rhondda Cynon Taf Legal Services<br>Taff Ely Principal Office<br>Court House Street<br>Pontypridd                     |
| Manager / Interlink Chair                             | TEDS<br>(Treatment & Education Drug Service),<br>Engine House, Depot Road,<br>Aberdare, CF44 8DL                      |

## CWM TAF SAFEGUARDING CHILDREN BOARD MEMBERSHIP

Designated Nurse for  
Safeguarding Children and LAC,  
Public Health Wales

Public Health Wales  
Unit 1 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff, CF15 7QZ.

The work of the CTSCB is implemented by a number of Committees and Sub Groups. This enables the Board to focus on its overall responsibility of setting the strategic direction for all partner agencies and challenging them on the effectiveness of safeguarding measures.

The responsibilities of each of the groups are as follows:

### ***CTSCB Operational Committee***

The Operational Committee is responsible for delivering the Board's Annual Plan, ensuring that the priorities of the Board and the work of the Sub Groups are taken forward. It also ensures that safeguarding information and performance is monitored and is effective in achieving positive outcomes for adults at risk.

The functions of the Operational Committee are to:

- To oversee the development of the Annual Plan for the CTSCB, identifying the strategic priorities for the Board.
- Develop an effective performance management system, as part of the CTSCB Annual Plan which will monitor safeguarding activity across Cwm Taf.
- Develop and monitor an effective risk register.
- To oversee and manage the CTSCB work plan ensuring that the agreed objectives are progressed.
- To ensure that there is accountability against each of the objectives.
- To receive highlight reports from each of the Sub Groups, to examine progress against objectives and report any key issues to the Board.
- Co-ordinate the annual review of the Annual Plan.
- Assist the Board by identifying priorities and issues for its consideration/ approval.

### ***Quality Assurance and Standards Group (QASG)***

The purpose of QASG is to ensure that the work of the Board's partner agencies within the Cwm Taf region is of a high standard and that best practice is followed, whilst examining any significant practice issues. The specific objectives of the group are to:

- Encourage high standards of practice by all those involved in safeguarding children, promoting agency and individual accountability through the monitoring and evaluation of performance
- Review work undertaken by all agencies at every stage identified in the All Wales Child Protection Procedures, including complaints, thresholds, conference standards, service user experience, reporting significant issues to individual agencies and making recommendations about the actions required.
- Examine any significant practice issues arising from multi-agency working together on individual cases and resolving these where possible. Unresolved issues will be brought to the attention of the CTSCB.
- Provide a means of regular and effective communication, between the partners of the CTSCB at an operational level.

### ***Case Review Group (CRG)***

Concise child practice reviews must be undertaken where, within the area of the Board, abuse or neglect of a child is known or suspected and the child has:

- died; or
- sustained potentially life threatening injury; or
- sustained serious and permanent impairment of health or development;

**and** the child was neither on the child protection register nor a looked after child on any date during the 6 months preceding:

- the date of the event referred to above; or
- the date on which a local authority or relevant partner identified that a child has sustained serious and permanent impairment of health and development.

Extended child practice reviews must be undertaken where, within the area of the Board abuse or neglect of a child is known or suspected and the child has:

- died; or
- sustained potentially life threatening injury; or
- sustained serious and permanent impairment of health or development;

**and** the child was on the child protection register and/or was a looked after child (including a care leaver under the age of 18) on any date during the 6 months preceding:

- the date of the event referred to above; or
- the date on which a local authority or relevant partner identified that a child has sustained serious and permanent impairment of health and development.

The CRG will ensure that the CTSCB discharges its functions in relation to Child Practice Reviews. The objectives of the Case Review Group are:

- To consider all child deaths and potentially life threatening injuries or permanent impairment of development that have occurred in the previous quarter across the Cwm Taf region, with the exception of children who have died as a result of life limiting illnesses or victims of road traffic accidents.
- To make formal recommendations to the Co-Chairs of the CTSCB if reviews are to be undertaken. Where a review is not to be undertaken, to recommend an alternative outcome e.g. audit/practitioner forum etc.
- To determine the scope, agency contribution and develop specific first draft terms of reference for each individual CPR and agree subsequent amendments.
- To ensure the functions of the PRUDiC<sup>1</sup> guidance have been discharged
- To establish Panels by nominating individual agency members to undertake specific Child Practice Reviews (CPRs)
- To monitor Case Review Action Plans to ensure that actions are carried out accordingly and within timescales
- To identify out of county/cross border representation and information when necessary, e.g. CAMHS (Child and Adolescent Mental Health Services)
- To determine when communication with parents is appropriate and necessary.

### ***Training and Communications Group (TCG)***

The TCG ensures that there is a clear process for managing the identification of training needs; feeding these into the planning and commissioning of training; and the evaluation of multi agency safeguarding training to ensure it is consistently meeting local need.

The TCG will also ensure there are effective mechanisms in place for sharing information, awareness raising and consulting with children, young people and their carers and professionals on matters relating to safeguarding children.

The TCG oversees the work of a Delivery Group for multi-agency safeguarding children training.

### ***Protocols and Procedures Sub Group (PPG)***

During 2015/16 the PPG became a joint adults and children group that ensures that there is a clear process in place for the development and authorisation of protocols and procedures to safeguard children and adults at risk. This involves:

- Contributing to ensuring that national policies and procedures are monitored and remain fit for purpose

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<sup>1</sup> Procedural Response to Unexpected Deaths in Childhood - this sets out a minimum standard for a response and describes the process of communication, collaborative action and information sharing following the unexpected death of a child

- Developing policies and procedures to co-ordinate what is done by the partners and bodies represented on the Boards Reviewing and updating all existing Safeguarding Boards protocols
- Ensuring that all partner agencies are involved in developing and updating Safeguarding, Adult Protection and Child Protection Protocols and Procedures
- Participating in consultations and co-ordinate the input of the Boards in order to produce additional protocols as required
- Ensuring that there is a level of agreement and understanding across agencies about operational definitions and thresholds for intervention
- Maintaining an effective link with the Training Sub Groups to ensure that newly developed protocols are incorporated into training programmes

#### **4. The Multi-Agency Safeguarding Hub (MASH)**

The Cwm Taf Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all professionals to report safeguarding concerns.

Since its launch in May 2015, the MASH has significantly improved the sharing of information between agencies, helping to protect the most vulnerable children and adults from harm, neglect and abuse.

Reports on performance are presented to the CTSCB on a quarterly basis and work has been ongoing during the year to strengthen the links to the governance of the Boards. This will further enhance safeguarding practice across the region and will inform our priorities for 2016/17.

#### **5. What did the CTSCB aim to achieve in 2015/16?**

In our Strategic Plan for 2015-2016 we identified the following ***Priority Outcomes*** for the CTSCB:

- There are effective measures in place to protect children who are experiencing harm or who may be at risk of harm as the result of abuse, neglect or other kinds of harm
- There is effective inter agency co-operation in planning and delivering protection services and in sharing information
- Promoting effective multi-agency support

- Anticipating and identifying where there may be individuals affected by safeguarding and working with service providers to develop earlier identification and preventative services
- Promoting inter-agency approaches to working with community groups and organisations where there may be populations at risk of harm
- Using inter-agency training and dissemination of learning and research to help build a more confident and knowledgeable multi-agency workforce

The Board also identified the following two priority areas:

- Promoting the engagement of children and young people, ensuring their have a strong voice in driving forward the safeguarding agenda in our region.
- Work with our looked after children population, to ensure that preventative services are appropriately targeted.

## **6. Performance and Achievements in 2015/16**

The sections below set out what the CTSCB did to achieve its priorities during the year:

### **i. Social Services and Wellbeing (Wales) Act 2014**

A significant amount of work took place during the year to prepare the Board for the implementation of the new Act from 6 April 2016. Common functions and procedures of both Safeguarding Adults Boards and Safeguarding Children Boards provide a framework for improving safeguarding arrangements for everyone, regardless of age. This will continue to be a priority for both Boards.

A multi-agency Task Group was convened to deliver an Action Plan, based on the new requirements and duties contained in the Act. These included:

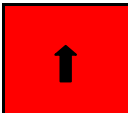
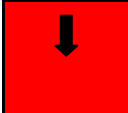

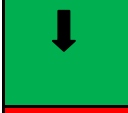
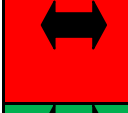

- National Independent Safeguarding Board - being set up in 2016/17
- Functions of the Safeguarding Boards - Terms of Reference updated as appropriate
- Cwm Taf Safeguarding Boards Business Unit - joint support unit established to ensure that the Children and Adults Boards fulfil their statutory responsibilities
- The funding of the Boards - new funding formulae adopted and agreed in relation to the contributions of partners from 1 April 2016 onwards
- New Annual Plan format adopted and published on 31 March 2016

## ii. Children Safeguarding Performance

To ensure that all partners work towards achieving improved outcomes for vulnerable children in Cwm Taf, performance activity is regularly monitored and any areas of concern are highlighted and addressed.

During 2015/16 a new reporting scorecard was developed to report on performance. The following areas of performance in relation to child protection were monitored by the Board. Some measures of success are linked to national indicators, some are new as a result of the new Act and others have been developed for local purposes.

### Key:

|   |  |
|---|--|
|    | Performance has improved over the quarter but remains below target |
|    | Performance has dropped over the quarter & remains below target    |
|   | Performance has improved over the quarter & target has been met    |
|  | Performance has dropped over the quarter but remains on target     |
|  | No change in performance over the quarter & target not met         |
|  | No change in performance over the quarter but target has been met  |



| Measures of success   | 2014/15  |          | 2015/16  |          | Performance |    |
|---|----------|----------|----------|----------|-------------|----|
|   | RCT      | MT       | RCT      | MT       | RCT         | MT |
| The number of children on the Child Protection Register   | 447      | 104      | 458      | 101      | ↑           | ↓  |
| Rate of children on the Child Protection Register per 10,000 population   | 90       | 84       | 92       | 82       | ↑           | ↓  |
| % of children on the Child Protection Register who have previously been registered  | 24%      | 20%      | 32%      | 27%      | ↓           | ↓  |
| % of children subject to a Child Protection contact <sup>2</sup> that has resulted in a Section 47 <sup>3</sup> investigation | 80.5%    | 48%      | 84%      | 92%      | ↑           | ↑  |
| % of S47's that result in an Initial CP Conference  | 59%      | 86%      | 40%      | 45%      | ↓           | ↓  |
| % of Child Protection conferences held within timescales  | 94.9%    | 98.9%    | 96.4%    | 99.1%    | ↓           | ↑  |
| % of de-registrations that have been on the Child Protection Register for less than 6 months                                  | 37.6%    | 35.7%    | 36.8%    | 20.9%    | ↓           | ↑  |
| % of de-registrations that have been on the Child Protection Register for more than 2 years                                   | 4.6%     | 10%      | 2.7%     | 14.5%    | ↑           | ↓  |
| % of Core Groups held within timescales   | 95.7%    | 91.2%    | 92.6%    | 94.7%    | ↓           | ↑  |
| % of children on the Child Protection Register who are allocated a social worker  | 100%     | 100%     | 99.7%    | 100%     | ↓           | ↔  |
| % of children who have dual status (looked after and on the CP register)  | 3.5%     | 12.5%    | 11.1%    | 6.9%     | ↓           | ↓  |
| The average length of time for all children who were on the CPR during the year   | 263 days | 386 days | 244 days | 400 days | ↑           |    |
| Number of pre-birth child protection conferences convened during the year   | 58       | 13       | 49       | 10       | ↑           |    |

### What does this mean?

- The numbers on the Child Protection Register have remained consistent compared to 2014/15, although the rate per 10,000 population has increased slightly in RCT with a drop from 84.1 to 72.9 in Merthyr Tydfil. These figures are much higher than the rate for Wales as a whole (47 in 2014/15) with RCT recording the highest rate in Wales.
- Neglect continues to be the highest category of registration in RCT (44%) with emotional abuse being the highest category in Merthyr Tydfil (50%).

<sup>2</sup> A contact refers to the first point of enquiry

<sup>3</sup> Section 47 of the Children Act 1989 sets out a local authority's duty to investigate child protection concerns

This reflects the situation across Wales (2014/15) with 40% of cases at the end of the year being for neglect and 35% for emotional abuse.

- There has been an overall increase in Child Protection (CP) contacts in RCT (2,329 compared to 1,535 in 2014/15) with Merthyr Tydfil remaining stable with 293 (292 in 2014/15).
- In RCT
  - 87% of child protection contacts led to an investigation;
  - of these 42% progressed to an Initial Child Protection Conference;
  - and 84% of these were registered.
- In Merthyr Tydfil:
  - 76% of child protection contacts resulted in an investigation;
  - of these 43% progressed to an Initial Child Protection Conference;
  - and 86% of these were registered.
- For new registrations during 2015/16, 50% in RCT and 55% in Merthyr Tydfil were in the 0-4 age group. This compares to the national picture which recorded 41% of children in this group in 2014/15.
- The percentage of child protection conferences held within timescales remains well within Welsh Government guidelines and has improved further since the commencement of MASH (1.5% improvement).

The data above would suggest that there have been significant changes following the implementation of MASH. More contacts are being progressed but there is a significant fall out after the Section 47 investigation. This would suggest thresholds have changed, although further audit work will be undertaken during 2016/17 to fully evidence this assumption.

### **iii. Improving Multi Agency Safeguarding Practice**

#### ***Protocols and Procedures***

In January 2016, the existing Cwm Taf Safeguarding Children Board (CTSCB) Protocols and Procedures Sub Group (PPG) expanded its remit to include adults safeguarding.

The PPG has reviewed all existing documents to identify those that are relevant to both children and adults. These include:

- Guidance for Practitioners: Disclosure of Childhood Abuse by a Person who is now an Adult - which provides guidance to practitioners on responding appropriately when adults disclose abuse that they experienced as a child

- MASH Information Sharing Guidance - this ensures that each decision to request and share information with individual organisations is considered in terms of whether it is necessary and proportionate.

Child-specific documents reviewed or developed during the year include:

- Schools Child Protection Policy - disseminated to all schools in Cwm Taf
- Protocol on Working with Families who are not Co-operating with Safeguarding Concerns - guides staff on responding when working with reluctant and uncooperative families. This has been built into Core Group/Conference training programme to increase awareness.
- Bruising and Soft Tissue Injuries in Children not Mobile - provides frontline professionals with information about what to do if they observe bruising or otherwise suspicious marks to children who are Not Independently Mobile
- Female Genital Mutilation (FGM) All Wales Guidance - The World Health Organisation (WHO) defines FGM as: all procedures (not operations) which involve partial or total removal of the external female genitalia or injury to the female genital organs whether for cultural or other non-therapeutic reasons.

All CTSCB policies, protocols and procedures are translated into Welsh and published on the CTSCB website ([www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org))

### ***Learning from Audits and Reviews***

The Quality Assurance Standards Group (QASG) carried out a number of audits during the year with themes and lessons identified and shared with partner agencies. These included:

- Annual Audits:
  - Children who have been on the Child Protection Register for more than 2 years.
  - Children who have been deregistered but subsequently become registered again following another investigation
  - Child Protection Medicals undertaken by Health
  - Children on the Child Protection Register who do not have an allocated social worker
- First Time Entrants to custody - this information is provided by the Youth Offending Service on a quarterly basis.
- Children who have been deregistered within 6 months of being placed on the Child Protection Register.

The QASG reviews the work undertaken by all agencies at every stage identified in the Child Protection Procedures. Child protection performance data is

scrutinised each quarter to inform improvements and to identify themes and potential audits. This included:

- Children who are already on the Child Protection Register who are the subject of a further investigation for a separate incident
- Dual status - those children on the Child Protection Register who are also Looked After
- Conference complaints - where parents/carers complain about a decision made at conference or the process followed.
- Quarterly professional concerns report - where there are safeguarding concerns relating to a professional who is working with a child/young person
- Powers of Police Protection cases - where the police exercise their powers to remove a child who is at immediate risk of significant harm
- Children and young people subject to the Risk Taking Behaviour Protocol<sup>4</sup>

Significant practice issues arising from multi-agency working together on individual cases are examined and resolved through the Causes for Concern process. This process allows practitioners who are working with children and young people in finding a resolution when they have a professional disagreement or concern in relation to interagency safeguarding practice.

Specific themes arising from the work undertaken by QASG during the year have included:

- The ongoing high numbers of neglect cases and the need to increase the use of the Assessment Tool for Neglect (priority for 2016/17)
- Increase in CP contacts and the fall out following an investigation - to be looked at during 2016/17
- The need to carry out work to address the high numbers of 'stuck cases' i.e. those that are on the child protection register for long periods or when the Child Protection Plan is not reducing the risks.

### ***Child Practice Reviews***

The Case Review Group did not commission any reviews during 2015/16. One Child Practice Review was published in April 2015 and another was ongoing during the year. Other developments included:

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<sup>4</sup> Provides guidance and a risk management tool that should inform decision making about safeguarding children and young people involved in risky behaviour e.g. sexual exploitation, drug and alcohol misuse, going missing

- Joint Child/Adult Practice Review referral form developed for use by partners to refer to the relevant Group for consideration
- PRUDIC Checklist developed - to ensure that the Case Review Group oversees actions as a result of the PRUDIC process
- Multi-agency Practitioner Workshop held in September 2015 involving 40 members of staff from different agencies
- Three completed Child Practice Reviews were the subject of a series of multi agency feedback sessions held in November and December 2015 involving over 200 members of staff from different agencies. Key areas of learning included:
  - Issues of multiple births
  - Families not co-operating and what needs to be done to address this
  - Improvements to child protection conference and core group<sup>5</sup> processes

The CTSCB, in conjunction with the CTSAB, agreed to commence their first joint Adult/Child Practice Review at the start of 2016. This report is due to be finalised early in 2017.

### ***Multi-Agency Safeguarding Hub (MASH)***

Cwm Taf MASH was formally launched by the First Minister on 21 May 2015.

#### **Carwyn Jones AM, First Minister For Wales:**

*“The new MASH will make a real difference in safeguarding children, young people and vulnerable adults in the Cwm Taf region. A truly joined up approach, MASH will provide a valuable service to make sure those at risk get access to the help and support they need.”*

During its first year of operation the MASH has brought about improvements in information sharing, timeliness and decision-making. New referral forms via a single point of contact have supported an improvement in recording safeguarding concerns.

All child safeguarding concerns that are referred into MASH are prioritised by Children Services. Urgent and emergency child protection referrals will be flagged and dealt with in line with the All Wales Child Protection Procedures 2008 (AWCCP) i.e. “whether a child is at imminent risk of harm and whether emergency protective action needs to be taken”. Before MASH, as there were four district triage teams allocating this work, this risk assessment process took longer to action and therefore response times and intervention was slower.

MASH has made the decision-making process more efficient as child protection concerns are now RAG<sup>6</sup> rated by Children Services in the MASH and entered

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<sup>5</sup> A Core Group is made up of professionals and the family and is responsible for developing and implementing the child protection plan

onto the information sharing system (Mhub) which allows partner agencies to disclose relevant safeguarding intelligence promptly.

Since the implementation of MASH, strategy discussions<sup>7</sup> are more efficient as they are usually held within 24 hours and include all the relevant agencies, thus improving compliance with the AWCPP.

#### iv. Improved Practice With Specific Groups Of Vulnerable Children And Young People

During the year, the CTSCB prioritised areas of work to support the most vulnerable children and young people.

##### ***Children Displaying Risk-taking Behaviour***

The Risky Behaviour Protocol, endorsed by the Board in December 2014 was rolled out across Cwm Taf in 2015. This protocol provided practitioners with guidance on the procedures to be followed in the small number of cases where children and young people were deemed to be placing themselves at a high level of risk due to their own behaviour.

A suite of tools were developed to support the protocol and a Risky Behaviour Management Group was set up to oversee the relevant cases.

A summary of the cases subject to the protocol during 2015/16 is presented in the table below:

| Type of Risk Taking Behaviour    | RCT | MT |
|----------------------------------|-----|----|
| Drug & Alcohol Misuse            | 4   | 1  |
| Going Missing                    | 2   |    |
| Sexual Exploitation              | 8   | 5  |
| Sexual Harmful Behaviour         | 2   | 1  |
| Trafficking                      | 1   |    |
| Violent Behaviour                | 1   |    |
| Adverse Criminal Justice Contact | 1   |    |
| Self Harm/Suicide/Para Suicide   | 2   |    |
| Other                            | 1   |    |
| Total                            | 22  | 7  |

Early in 2016 the process was reviewed and it was agreed that the process and the remit of the Management Group could be further improved. The outcome of this work will occur during 2016/17.

<sup>6</sup> The RAG (Red, Amber, Green) rating enables practitioners to prioritise cases based on risk

<sup>7</sup> Strategy discussions involve agencies establishing whether there is a need to progress to an investigation

### ***Child Sexual Exploitation (CSE)***

Following the publication of the Jay and Casey reports into CSE in Rotherham the Board undertook an Audit of agencies preparedness for any potential similar occurrences and a subsequent Action Plan was developed and approved.

The publication of the All Wales Action Plan for CSE has informed further developments to the CTSCB Plan and this work will be ongoing during 2016/17. In December 2015 an overarching CSE Task Group was established, with representatives from all Board agencies to oversee the implementation of the CSE Action Plan.

The CTSCB carried out a pilot data collection exercise at the start of 2016 to begin scoping out the cases being considered in Cwm Taf. This will be further developed during 2016/17.

The links to Licensing have been recognised by the Board and as a result training for taxi drivers has been put in place.

The Merthyr Tydfil Youth Forum presented their DVD 'Caught in Traffick' at the CTSB website launch in 2015. This has since been shared with schools across Cwm Taf.

### ***Children Looked After***

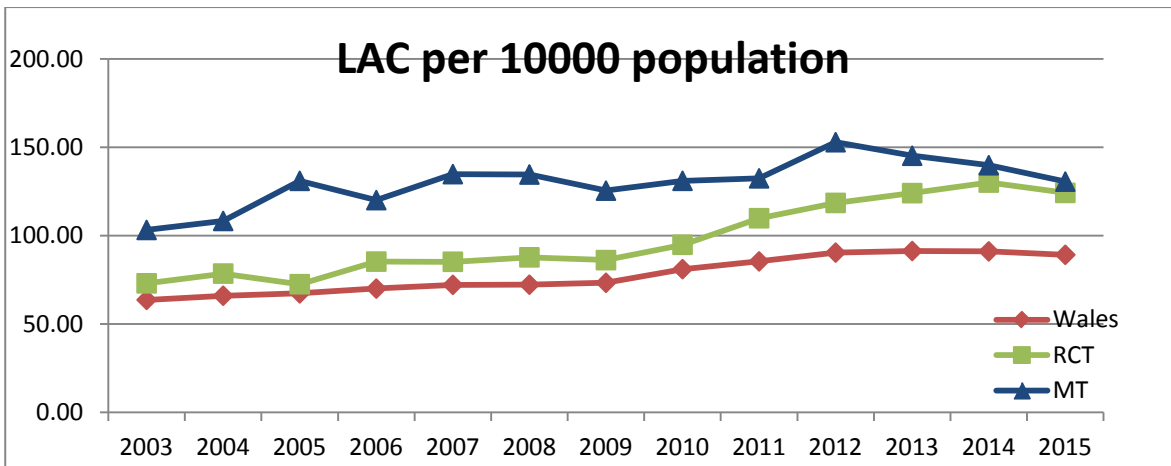
A Children Looked After Prevention Strategy and Statement of Purpose was commissioned by the CTSCB during the year.

The strategy sets out how Rhondda Cynon Taf and Merthyr Tydfil Children's Services, together with partner agencies, will meet the needs of vulnerable children, young people and their families, improve outcomes and safely reduce the number of children within the region who need to become looked after.

The strategy states that the proportion of children looked after across Cwm Taf averages at 135 per 10,000, which is over a third more than the Welsh average and over double the English average.

The table and graph below shows a consistent steady increase in the numbers of Looked after Children, across Wales, Rhondda Cynon Taf and Merthyr Tydfil. It also highlights the average number of children across Rhondda Cynon Taf and Merthyr is higher than that of the Welsh average. Despite this, the number of Looked After Children across Rhondda Cynon Taf and Merthyr Tydfil is reducing at a greater pace than across Wales.

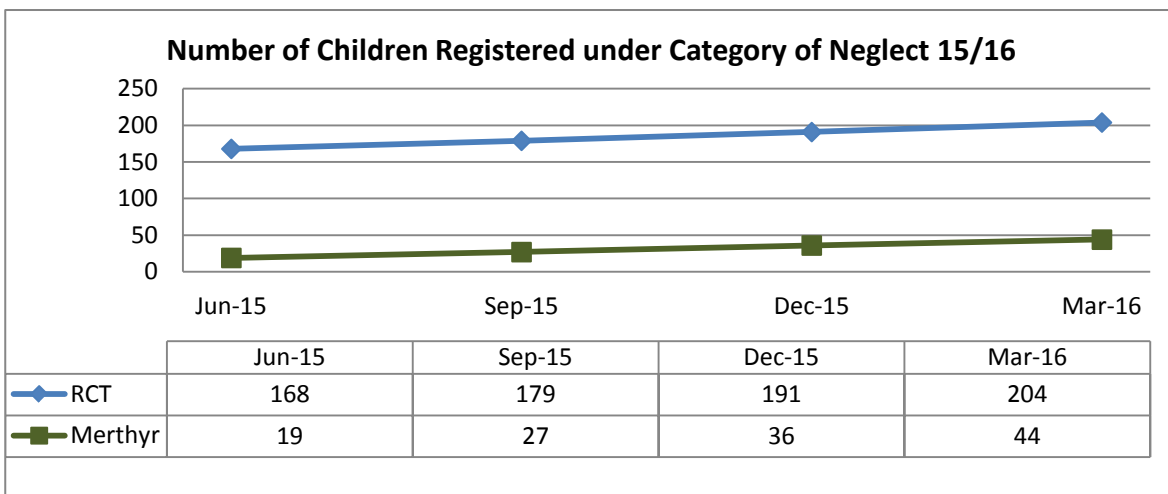
|              | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|--------------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| <b>Wales</b> | 64   | 66   | 67   | 70   | 72   | 72   | 73   | 81   | 85   | 90   | 91   | 91   | 89   |
| <b>RCT</b>   | 73   | 79   | 73   | 85   | 85   | 88   | 86   | 95   | 110  | 119  | 124  | 130  | 124  |
| <b>MT</b>    | 103  | 108  | 131  | 120  | 135  | 135  | 125  | 131  | 132  | 153  | 145  | 140  | 131  |



A subsequent action plan has since been in development, which has been informed through consultation with key partners and with groups of children and young people. Regular reports have been provided to the Board throughout the year and further implementation will take place during 2016/17.

**Children and Young People Experiencing Neglect**

Neglect is once again becoming the highest category of registration across Cwm Taf. The figures for Cwm Taf for 2015/16 are presented below:



In RCT, the percentage of children on the Child Protection Register under the category of Neglect increased from 40% at 31/12/15 to 45% at 31/03/16.

In Merthyr Tydfil, the percentage of children under the category of Neglect increased from 40% at 31/12/15 to 44% at 31/03/16.

However QASG audit work has indicated that the Assessment Tool for Neglect is not being used consistently. This will be addressed in 2016/17 and has already been built into multi-agency safeguarding training.



### ***Immediate Response to Critical Incidents Protocol***

The CTSCB has a Immediate Response Protocol in place to provide support to manage the consequences of critical incidents (such as suicide) involving children and young people under the age of 25 years in order to ensure that those who are affected, including friends, family, professionals and the wider community, are effectively supported.

During 2015/16, there was one Immediate Response case where a meeting of all key professionals was held within 3 days of the incident. Immediate actions were agreed on a multi-agency basis to ensure positive outcomes for all identified individuals.

## **v. Holding Agencies to Account**

The CTSCB continues to review the efficacy of measures taken by partners and other bodies in relation to safeguarding. This aim is supported by a strong partnership ethos.

All policies, procedures and protocols are shared with Board members to cascade within their agencies.

### ***The Role of Partner Agencies***

All the required statutory partner agencies in Cwm Taf are represented on the Board, Operational Committees and Sub Groups. In addition, there is representation from the following organisations:

- Wales Ambulance Service Trust
- Interlink/VAMT (Voluntary Sector)

All agencies are actively involved in the work of the Board and fully participated in Board events during 2015/16, including Safeguarding Week. The specific responsibilities of the partners during the year were as follows:

- Cwm Taf UHB:
  - Chair of the CTSCB Operational Committee
  - Chair of the Risky Behaviour (and subsequently Challenging Cases) Group
  - Vice Chair of the CTSCB
- MTCBC
  - Chair of PPG
  - Co-Chair of CTSCB
  - Chair of CSE Task Group
  - Appointed as Chair of Joint Child/Adult Practice Review Panel
  - Appointed as Independent Reviewer for Joint Child/Adult Practice Review
- RCTCBC
  - Chair of QASG

- Co-Chair of CTSCB
- Host of the CTSB Business Unit
- Independent Reviewer for a Child Practice Review
- South Wales Police
  - Host of the formal launch of the MASH which 1<sup>st</sup> Minister attended
  - Hosted the CTSB Website Launch
- Cwm Taf Youth Offending Service:
  - Chair of TCG (from June 2015)
  - Chair of Child Practice Review Panel
- Wales Probation Service
  - Chair of TCG (up to June 2015)
- Voluntary Sector
  - Chair of the CRG
- Public Health Wales
  - Independent Reviewer for a Child Practice Review

### ***Challenge of Partner Agencies***

During 2015/16 a new Scorecard performance reporting system was developed. This enables each CTSCB Sub Group to report to the Board on key measures of success and areas of improvement.

Individual agencies are requested to report to the Board on the outcome of internal agency reviews and inspections to support effective challenge at a multi-agency strategic level. In 2015/16, this included:

- Police and Crime Commissioner Plan and Budget - consultation
- HMIC South Wales Police Inspection (Child Protection)
- MTCBC Estyn Inspection
- Admissions Guidance - Health
- WAO Audit of safeguarding arrangements in MT
- CSSIW National Inspection & Care Planning of Looked After Children & Care leavers who exhibit vulnerable or risky behaviours - considered with LA action plans to address

In 2016/17 consideration will be given to reviewing the Section 28 audits<sup>8</sup> to ensure compliance across all partner agencies.

The Joint Boards Development Day, held in January 2016, involved partner agencies challenging each other on the achievements of the Board in 2015/16 and this has informed our priorities for 2016/17.

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<sup>8</sup> Section 28 of the Children Act 2004 sets out the key arrangements, roles and responsibilities for each agency to safeguard and promote the welfare of children

## **vi. Collaboration with other Agencies, Partnerships and Boards**

The CTSCB has been proactive in collaborating and consulting with other agencies, partnerships and Boards during 2015/16.

### ***Cwm Taf Safeguarding Adults Board***

The creation of the MASH and a joint Safeguarding Boards Business Unit in 2015/16 served as catalysts for progressing ongoing joint working arrangements across both the Children and Adults Boards.

This has included:

- A joint Cwm Taf Safeguarding Boards website, launched in November 2015
- Safeguarding Week 2015
- A Joint Safeguarding Board in place from December 2015
- A Joint PPG Group in place from January 2016
- Joint Boards Development Day in January 2016

### ***Other Safeguarding Boards***

Through the Child Practice Review process, the CTSCB has actively developed and encouraged collaborative working with neighbouring regional Safeguarding Children Boards (Cardiff and the Vale, South East Wales) to improve outcomes for those children and young people in need of protection and safeguarding.

The CTSCB also collaborated with Bradford Safeguarding Children Board in designing Wales' first ever Safeguarding Week in 2015.

### ***Local Service Board***

Links to the LSB have continued via the Co-Chairs of the CTSCB and other Board members. During the year, a common reporting system was developed, using a Performance Reporting Scorecard, to enable the Board to provide the LSB with information on performance.

This arrangement will continue during 2016/17 when the Cwm Taf Public Services Board is established and further opportunities will be explored to align the work of both Boards, in light of the Partnership Review which is due to be completed in 2016.

### ***Welsh Government***

The Safeguarding Boards Business Managers across Wales and other key Board members have continued to engage with the Welsh Government on issues relating to safeguarding. This has become more proactive in preparation for the implementation of the new Act and the creation of the National Independent Safeguarding Board.

Members of the Board have also been involved in the development of the National CSE Action Plan and the national work on the Neglect Tool.

### ***All Wales Child Protection Coordinators Group***

Representatives from the CTSCB attend the All Wales Child Protection Coordinators Group. This is a primarily a networking and information sharing group,

which is also recognised by the Welsh Government as a stakeholder for consultation and policy development purposes.

### **PREVENT**

The CTSCB has established links with PREVENT, the UK governments long-term strategy for countering terrorism and the associated Channel process, the early intervention, multi-agency, safeguarding programme designed to support individuals identified as being vulnerable to being drawn in to violent extremism, or terrorist related activity.

WRAP Training (Workshop to Raise Awareness of Prevent) training will be made available to CTSCB members in 2016/17.

### **MASH Collaboration**

During the year the MASH has received visitors from across the UK and has been recognised as good practice by many agencies:

*Deputy South Wales Police and Crime Commissioner, Sophie Howe*

*“Serious Case Reviews across the country have repeatedly told us that failure to share information has been a key factor when things go wrong. The Multi-agency Safeguarding Hub is a major step towards addressing this. We hope that by bringing partners and professionals together we will be better placed to protect people in Merthyr Tydfil and Rhondda Cynon Taf. I pay tribute to the strong leadership and determination from the local authorities and BCU Commander Chief Supt Sally Burke. The MASH has already been highlighted as best practice and this is a tribute to everyone involved.”*

*Wendy Williams, Her Majesty’s Inspectorate of Constabulary.*

*“As a result of the development of the MASH, agencies are able to hold strategy discussions on a daily basis and to implement actions to protect individuals and families who are most in need. I was impressed by the manner in which all officers dealt with what must be a harrowing area of policing. They demonstrated professionalism, with great sensitivity, patience and understanding”.*

*Lord Bourne of Aberystwyth (Parliamentary Under Secretary of State for Wales):*

*“I was impressed to hear what the MASH team has been able to achieve through partnership and collaboration between agencies, setting a best practice standard for others”.*

In addition agencies across the UK have visited the Cwm Taf MASH to learn from its development. These have included:

- Cardiff Local Authority/South Wales Police
- Gwent Police with local authorities
- West Mercia Police and Herefordshire / Worcestershire Councils
- Dorset Police
- London Metropolitan Police Force
- Cwm Taf MASH has also been recommended as a “good practice” MASH on the Police On-line knowledge area (POLKA College of Policing).

Presentations were also made to the following:

- ESGV / Welsh Government
- Cwm Taf Regional Collaboration Board
- Police and Crime Commissioners Conference
- University of South Wales
- Cardiff Local Service Board
- Gwent Police
- Permanent Secretary to Wales (visit to MASH)
- Shadow Home Secretary (visit to MASH)

### ***Local Authority Public Protection***

Members of the local authority Public Protection Departments presented their risk assessments of walked routes to schools to the CTSCB Operational Committee. These will be reviewed annually.

### ***Children's Commissioner***

The Commissioner also spoke at the Cwm Taf Safeguarding Boards website launch in November 2016.

### ***Coroner's Office***

Meetings were held in 2015 with the Coroner and his Officers to strengthen the links with the CTSCB and ensure that information in relation to child deaths is shared promptly.

## **vii. Engagement, Participation and Communications**

The CTSCB actively seeks opportunities to raise awareness of safeguarding and for children and young people to become engaged in its work. This has been supported by a number of promotional activities and events during the year. These include:

- An E-Bulletin, highlighting safeguarding news items
- Launch of the Cwm Taf Safeguarding Boards website ([www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org))
- Merthyr Tydfil Youth Forum attended the Website Launch in 2015 and presented their DVD 'Caught in Traffick'
- Safeguarding Week 2015 - a joint event across both Safeguarding Boards and the first of its kind in Wales. Activities included:
  - Safeguarding Bingo
  - Child Protection and Safeguarding Training
  - Child Practice Review feedback session
- Safeguarding Boards articles have been published in the Merthyr Tydfil newsletter 'Contact'

- A leaflet for parents was developed to explain the Child Practice Review process
- All CTSCB Protocols are now bilingual and published on the Boards website.

### viii. Training and Learning

During the year the following safeguarding training courses were delivered via the local authorities' training department and multi-agency delivery group to multi-agency professionals.

| PERFORMANCE INDICATOR   | Quarter 1 |                  | Quarter 2      |                  | Quarter 3      |                  | Quarter 4      |                  |
|---|-----------|------------------|----------------|------------------|----------------|------------------|----------------|------------------|
|   | MT        | RCT              | MT             | RCT              | MT             | RCT              | MT             | RCT              |
| No. L2 Safeguarding Children Courses held (multi-agency)          | 0         | 3                | 1              | 2                | 0              | 1                | 1              | 3                |
| No. Attending L2 Safeguarding Children Training (multi-agency)    | 0         | 41/44<br>- 93%   | 13/21<br>- 62% | 34/41 -<br>83%   | 0              | 9/12 -<br>75%    | 10/20 -<br>50% | 51/59 -<br>86%   |
| No. L3 Safeguarding Children Training Courses held (multi-agency) | 0         | 6                | 1              | 6                | 1              | 7                | 1              | 9                |
| No. Attending L3 Safeguarding Children Training (multi-agency)    | 0         | 158/164 -<br>96% | 15/20<br>- 75% | 122/131 -<br>93% | 20/27 -<br>74% | 171/191 -<br>90% | 15/21 -<br>71% | 210/236 -<br>89% |

## 7. How did the CTSCB use its Resources in 2015/16?

During 2015/16 the Safeguarding Boards Business Unit was redesigned to ensure that both the Children and Adults Board were fully supported in meeting their obligations in preparation for the new Act. A new Cwm Taf Safeguarding Business Manager was appointed in August 2015 with responsibility for both the Adults and Children's Boards.

In November 2015 both Safeguarding Boards negotiated a funding formula for 2016/17, based on the guidance issued under Part 7 of the SS&WB Act 2014. This secured the financial contributions of all statutory partners to meet the required resources to deliver the business of the Boards, ensuring compliance with the requirements of the new Act.

## **8. What does the CTSCB plan to do in 2016/17?**

In January 2016 the Children and Adults Boards held their first joint Development Day to identify the achievements of the Board in 2015/16 and evaluate and agree the priorities for each Board for 2016/17.

These priorities have been agreed based on identified areas for development and improvement, taking into consideration emerging themes and statutory requirements. These have been incorporated into the Board's Annual Plan for 2016/17 and will include:

- Improvements to the governance arrangements of the CTSCB to ensure compliance with the Social Services and Wellbeing (Wales) Act 2014
- The need to proactively engage with the community and provide children and young people with opportunities to participate in the work of the Board
- Continued collaborative opportunities with the Cwm Taf Safeguarding Adults Board, to include training and communications
- Further improvements to the MASH to support effective information sharing and safeguarding processes
- Further developments to quality assurance processes to improve multi agency safeguarding practice
- The need to identify Board members who will act as 'champions' for specific areas of work, including Neglect, CSE, Prevention of Suicide and Self Harm and Children Looked After

## **9. How to report a concern**

If you suspect that a child or young person is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about children are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

In Rhondda Cynon Taf: 01443 425006

In Merthyr Tydfil: 01685 725000

Opening Hours:

Monday - Thursday 8.30am - 5.00pm

Friday - 8.30am - 4.30pm

Out of Hours Emergencies (for both RCT and Merthyr Tydfil):

To contact Children's Services outside office hours, at weekends and public holidays, ring the Emergency Duty Team on 01443 743665.

If you suspect a child or young person is at immediate risk of harm call 999 and speak to the Police.

If it is found that a child is being abused or is at risk of significant harm professionals will work together with the family to ensure that the child can be protected.

If you would like to report a non-urgent incident however, or have a problem or general query, you can call 101, the 24 hour non-emergency number for the police.

Further information can be found at [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org) or you can e-mail [cwmtafsafeguarding@rctcbc.gov.uk](mailto:cwmtafsafeguarding@rctcbc.gov.uk) if you have any queries relating to this report.



# BDOCT

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***The Vision of the CTSAB is to ensure that adults over the age of 18 in Cwm Taf are protected from abuse, neglect or other kinds of harm and are prevented from becoming at risk of abuse, neglect or other kinds of harm and they live in an environment where their welfare is safeguarded and their wellbeing is promoted.***

***The Cwm Taf Safeguarding Adults Board will work within the ethos of Voice and Control and engage with, listen to and hear the views of adults.***

## 1. What is the Cwm Taf Safeguarding Adults Board (CTSAB)?

The Cwm Taf Safeguarding Adults Board (CTSAB) is the multi-agency partnership which has responsibility for safeguarding adults at risk in Rhondda Cynon Taf and Merthyr Tydfil.

The key objectives of the CTSAB, as defined by the Social Services and Wellbeing Act 2014 (SS&WB Act 2014), are:

1. to protect adults within Rhondda Cynon Taf and Merthyr Tydfil who:
  - a. have needs for care and support (whether or not a local authority is meeting any of those needs), and
  - b. are experiencing, or are at risk of, abuse and neglect, and
2. to prevent those adults within Rhondda Cynon Taf and Merthyr Tydfil mentioned in 1(a) above from becoming at risk of abuse or neglect.

This report summarises the work undertaken by the CTSAB from 1 April 2015 to 31 March 2016.

## 2. What does Safeguarding Adults at Risk mean?

An “adult at risk” is defined as an adult who:-

- (a) is experiencing or is at risk of abuse or neglect;
- (b) has needs for care and support (whether or not the authority is meeting any of those needs); and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.”

### ***What is Abuse?***

Abuse means physical, sexual, psychological, emotional or financial abuse. Financial abuse includes:-

- having money or other property stolen;
- being defrauded;
- being put under pressure in relation to money or other property;
- having money or other property misused.

### ***What is Neglect?***

Neglect means a failure to meet a person’s basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person’s well-being.

The CTSAB has an overall responsibility for challenging relevant agencies so that:

- there are effective measures in place to protect adults who are experiencing harm or who may be at risk as the result of abuse, neglect or other kinds of harm; and

- there is effective inter-agency co-operation in planning and delivering protection services and in sharing information.

### 3. The Structure of the Cwm Taf Safeguarding Adults Board (CTSAB)

The CTSAB is chaired jointly by the Director of Community and Children's Services (RCT County Borough Council) and the Chief Officer for Social Services (Merthyr Tydfil County Borough Council).

#### **Membership**

The membership of the Board complies with the guidance issued under Part 7 (Section 134(2) of the SS&WB Act 2014) and is as follows:

| <b>CWM TAF SAFEGUARDING ADULTS BOARD MEMBERSHIP</b>           |  |
|---|--|
| Director of Community & Children's Services (RCT) - Co-Chair  | Rhondda Cynon Taf CBC<br>The Pavilions, Clydach Vale,<br>Rhondda Cynon Taf, CF40 2XX   |
| Chief Officer for Social Services (Merthyr Tydfil) - Co-Chair | Merthyr Tydfil CBC<br>Civic Centre, Castle Street,<br>Merthyr Tydfil, CF47 9AN   |
| Executive Nurse Director<br>Cwm Taf University Health Board   | Cwm Taf University Health Board<br>LHB Headquarters, Ynysmeurig House,<br>Abercynon, CF45 4SN  |
| Chief Superintendent  | South Wales Police<br>Pontypridd Police Station, Berw Road,<br>Pontypridd, CF37 2TR  |
| Assistant Chief Executive                                     | National Probation Service<br>4 -9 Broadway<br>Pontypridd, CF37 1BA  |
| Assistant Chief Executive                                     | South Wales 2,<br>Wales Community Rehabilitation Company<br>Bridgend Probation Office,<br>Tremains House, Tremains Road,<br>Bridgend, CF31 1TZ |
| Chief Officer   | Voluntary Action Merthyr Tydfil (VAMT),<br>Voluntary Action Centre,<br>88-90 High Street, Pontmorlais,<br>Merthyr Tydfil, CF47 8UH             |
| CTSAB Business Manager  | Rhondda Cynon Taf CBC<br>Ty Catrin, Maritime Industrial Estate<br>Maesycoed<br>Pontypridd, CF37 1NY  |

| <b>CWM TAF SAFEGUARDING ADULTS BOARD MEMBERSHIP</b>        |  |
|--|--|
| Head of Safeguarding, Adults and Children                  | Cwm Tâf University Health Board<br>LHB Headquarters, Ynysmeurig House<br>Abercynon, CF45 4SN |
| Service Director Commissioning, Business & Housing Systems | Rhondda Cynon Taf CBC<br>Ty Elai,<br>Dinas Isaf East, Williamstown<br>Tonypany, CF40 1NY     |
| Safeguarding Principal Manager                             | Merthyr Tydfil CBC<br>Unit 5, Pentrebach<br>Merthyr Tydfil, CF48 4TQ                         |
| Housing & Community Safety Manager                         | Merthyr Tydfil CBC<br>Civic Centre, Castle Street,<br>Merthyr Tydfil, CF47 9AN               |
| Head Of Community Housing Services                         | Rhondda Cynon Taf CBC<br>Ty Elai,<br>Dinas Isaf East, Williamstown<br>Tonypany, CF40 1NY     |
| Adult Safeguarding Service Manager                         | Rhondda Cynon Taf CBC<br>Ty Elai<br>Dinas Isaf East, Williamstown<br>Tonypany, CF40 1NY      |

The work of the CTSAB is delivered via a number of Committees and Sub Groups. This enables the Board to focus on its overall responsibility of setting the strategic direction for all partner agencies and challenging them on the effectiveness of safeguarding measures.

The responsibilities of each of the groups are as follows:

### ***CTSAB Operational Committee***

The Operational Committee is responsible for delivering the Board's Annual Plan, ensuring that the priorities of the Board and the work of the Sub Groups are taken forward. It also ensures that safeguarding information and performance is monitored and is effective in achieving positive outcomes for adults at risk.

The functions of the Operational Committee are to:

- To oversee the development of the Annual Plan for the CTSAB, identifying the strategic priorities for the Board.
- Develop an effective performance management system, as part of the CTSAB Annual Plan which will monitor safeguarding activity across Cwm Taf
- Develop and monitor an effective risk register.

- To oversee and manage the CTSAB work plan ensuring that the agreed objectives are progressed.
- To ensure that there is accountability against each of the objectives.
- To receive highlight reports from each of the Sub Groups, to examine progress against objectives and report any key issues to the Board.
- Co-ordinate the annual review of the Business Plan.
- Assist the Board by identifying priorities and issues for its consideration/ approval.

### ***Deprivation of Liberty Safeguards Operational Committee***

The Deprivation of Liberty Safeguards (DoLS) are a part of the Mental Capacity Act 2005. These arrangements provide protection for vulnerable people who are accommodated in hospitals or care homes in circumstances that amount to a deprivation of their liberty and who lack the capacity to consent to the care and support they need.

The functions of the DoLS Operational Committee are to:

- Ensure that the responsibilities of the partner agencies in relation to DoLS assessments are discharged in accordance with the relevant guidance and legislation.
- Develop an effective performance management system to monitor DoLS activity.
- Address specific issues arising from processes, practice and legislation relevant to DoLS that require a co-ordinated response
- Share learning arising from legal cases and the lessons learnt from practice.

### ***Deprivation of Liberty Safeguards Quality Assurance (DoLS QA) Sub Group***

The Deprivation of Liberty Safeguards Quality Assurance Group monitors, audits and quality assures the effectiveness of local organisations' and individuals' work in relation to the Safeguards.

The functions of the DoLS Quality Assurance Sub Group are to:

- To foster mutual trust and partnership across all the supervisory bodies in the Cwm Taf area in relation to the delivery of the Safeguards.
- To ensure that relevant people benefit from the protection of DoLS by staff in hospitals and care homes being aware of, and discharging, their statutory responsibilities in relation to DoLS.

- To ensure that quality of DoLS assessments is maintained and promoted via quality assurance processes and joint training and development

### ***Adult Quality Assurance (AQA) Sub Group***

The AQA has the responsibility for ensuring that the following functions of the CTSAB are carried out effectively:

- To review the efficacy of measures taken by CTSAB partners and bodies represented on the Board, and by other bodies with safeguarding responsibilities within Cwm Taf.
- To undertake audits, reviews and investigations as are required in pursuance of the Board's objectives;
- To review the performance of the CTSAB and its partners and bodies represented on the Board in carrying out its objectives;
- Examine any significant practice issues arising from multi-agency working together on individual cases and resolve these where possible.
- Monitor the effectiveness of local individuals' and organisations' practice within the Adult at Risk process.

### ***Adult Review Group (ARG)***

Reviews must be commissioned where an adult at risk:

- dies (including death by probable suicide) or;
- sustains a potentially life-threatening injury or serious long standing or permanent impairment of health or;
- has been subjected to serious sexual abuse;

**and** either abuse or neglect are known or are suspected to be a contributory factor.

The ARG ensures that the CTSAB discharges its functions in relation to Adult Practice Reviews by working to the following objectives:

- To consider all deaths, completed suicides (depending on mental health processes) and potentially life threatening injuries to adults at risk.
- To determine whether a review has been or is likely to be commissioned under other review criteria.
- To consider other processes which need to be noted and may necessitate liaison and coordination.

- To liaise with any parallel review, where the criteria for two or more types of review have been met.
- To make formal recommendations to the Co-Chairs of the CTSAB about reviews to be undertaken.
- To establish Panels to undertake specific Adult Practice Reviews

### ***Adult Learning and Development (ALD) Sub Group***

The ALD has responsibility for ensuring that the following functions of the CTSAB are carried out effectively:

- To raise awareness of the Board's objectives to protect and prevent adults from becoming at risk of abuse, neglect and other forms of harm, and to provide information about how this might be achieved
- To disseminate information about best practice and learning arising from reviews and to share information with relevant stakeholders
- To review the training needs of those practitioners working in the area of the Board in order to identify training activities and to provide and to ensure training is provided on an interagency and individual organisational basis to assist in the protection and prevention of abuse and neglect of adults at risk of harm.

### ***Protocols and Procedures Sub Group (PPG)***

During 2015/16 the PPG became a joint adults and children group that ensures that there is a clear process in place for the development and authorisation of protocols and procedures to safeguard children and adults at risk. This involves:

- Contributing to ensuring that national policies and procedures are monitored and remain fit for purpose
- Developing policies and procedures to co-ordinate what is done by the partners and bodies represented on the Boards
- Reviewing and updating all existing protocols, ensuring that all partner agencies are involved
- Participating in consultations and co-ordinate the input of the Boards in order to produce additional protocols as required
- Ensuring that there is a level of agreement and understanding across agencies about operational definitions and thresholds for intervention
- Maintaining an effective link with the Training Sub Groups to ensure that newly developed protocols are incorporated into training programmes



#### **4. The Multi-Agency Safeguarding Hub (MASH)**

The Cwm Taf Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all professionals to report safeguarding concerns.

Since its launch in May 2015, the MASH has significantly improved the sharing of information between agencies, helping to protect the most vulnerable children and adults from harm, neglect and abuse.

Reports on performance are presented to the CTSAB on a quarterly basis and work has been ongoing during the year to strengthen the links to the governance of the Boards. This will further enhance safeguarding practice across the region and will inform our priorities for 2016/17.

#### **5. What did the CTSAB aim to achieve in 2015/16?**

The Board agreed the following strategic objectives in its Business Plan for 2014-2017:

- Adults at risk are protected and kept safe from harm and repeat harm
- All CTSAB partners are informed and held to account for their safeguarding responsibilities
- Adults at risk of harm are consulted, listened to and their views and wishes guide how they are supported
- All safeguarding partners including service users and the public are informed of the role they can play to safeguard adults at risk of harm.
- Supervisory bodies are held to account for the discharge of their responsibilities under the Deprivation of Liberty Safeguards.

#### **6. Performance and Achievements in 2015/16**

The sections below set out what the CTSAB did to achieve their strategic objectives during the year:

##### **i. Social Services and Wellbeing (Wales) Act 2014**

A significant amount of work took place during the year to prepare the Board for the implementation of the new Act from 6 April 2016. This new legislation has strengthened the role of the CTSAB and provides clearer guidance on its objectives, functions and membership. Common functions and procedures of both Safeguarding Adults Boards and Safeguarding Children Boards provide a framework for improving safeguarding arrangements for everyone, regardless of age.

A multi-agency Task Group was convened to develop and deliver actions, based on the new requirements and duties contained in the Act. These included:

- Adult Protection and Support Orders - preparations in place pending the publication of detailed guidance in 2016/17
- National Independent Safeguarding Board - being set up in 2016/17
- Functions of the Safeguarding Boards - Terms of Reference updated as appropriate
- Cwm Taf Safeguarding Boards Business Unit - joint support unit established to ensure that the Children and Adults Boards fulfil their statutory responsibilities
- The funding of the Boards - new funding formulae adopted and agreed in relation to the contributions of partners from 1 April 2016 onwards
- New Annual Plan format adopted and published on 31 March 2016

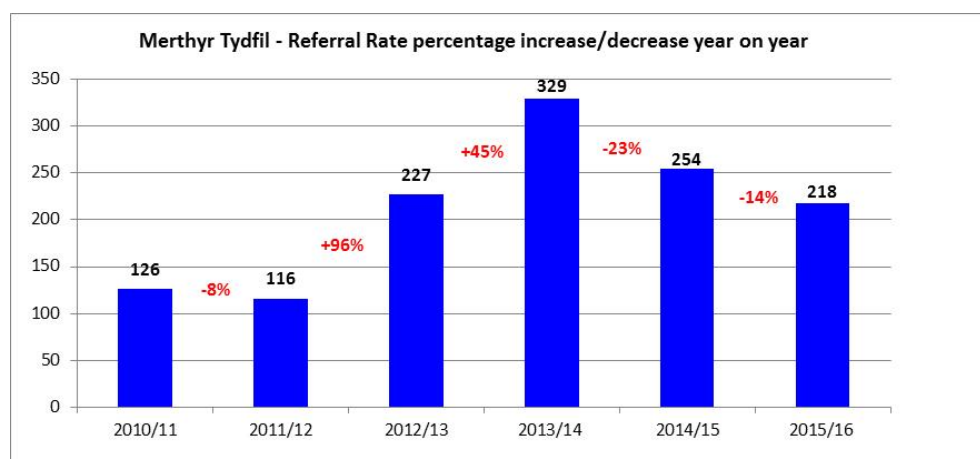
## ii. Adult Safeguarding Performance

The CTSAB receives, considers and analyses data relating to adult safeguarding performance to identify areas of good practice and areas of concern which require improvement.

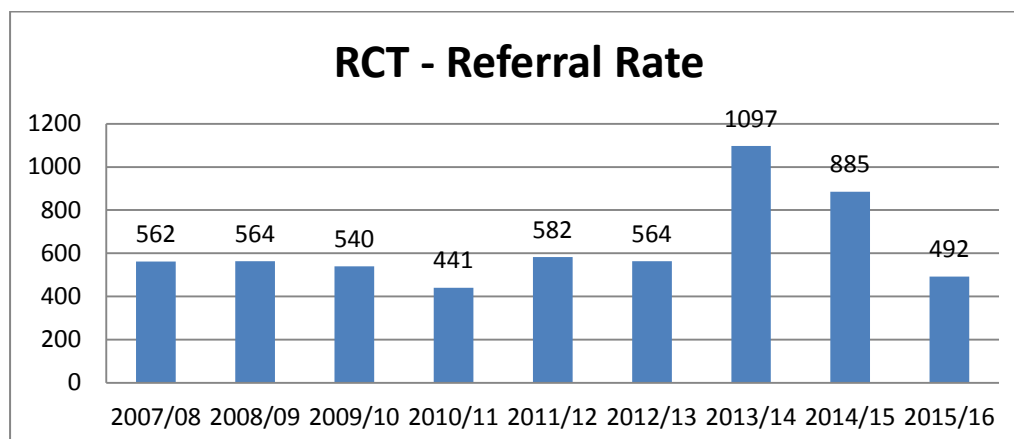
### **Referrals for 2015/16**

The implementation of the MASH now means that there is a single point for referrals regarding adult protection concerns. Referrals are made using an A1 form which provides the initial information required for a decision to be made regarding action.

In Merthyr Tydfil, 218 initial A1 referrals were made regarding adult safeguarding concerns, which is a decrease compared to previous years.



In RCT, 492 A1 referrals were made, a significant decrease compared to previous years.



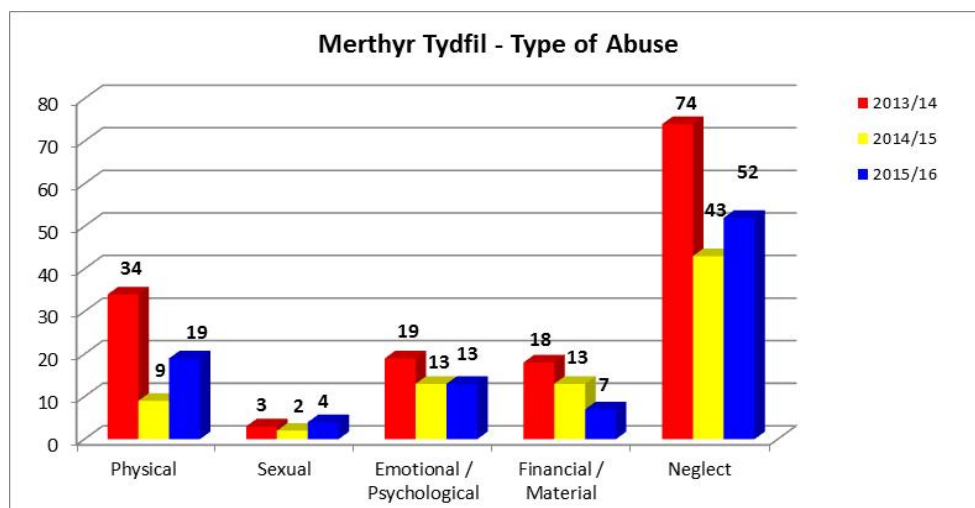
Although the figures demonstrate a reduction in referrals, the overall contacts have remained consistent compared to previous years. This is due to the cessation of the 'Provider Safeguarding Reports' (an alert that an incident had occurred) from April 2015. Providers are now asked to report via telephone and this is entered directly on to the IT system. A1s are requested only if required.

There were 154 cases closed during the year (this includes referrals received in a previous financial year), of which 80 (52%) met the threshold. A further analysis of these 80 cases is provided below.

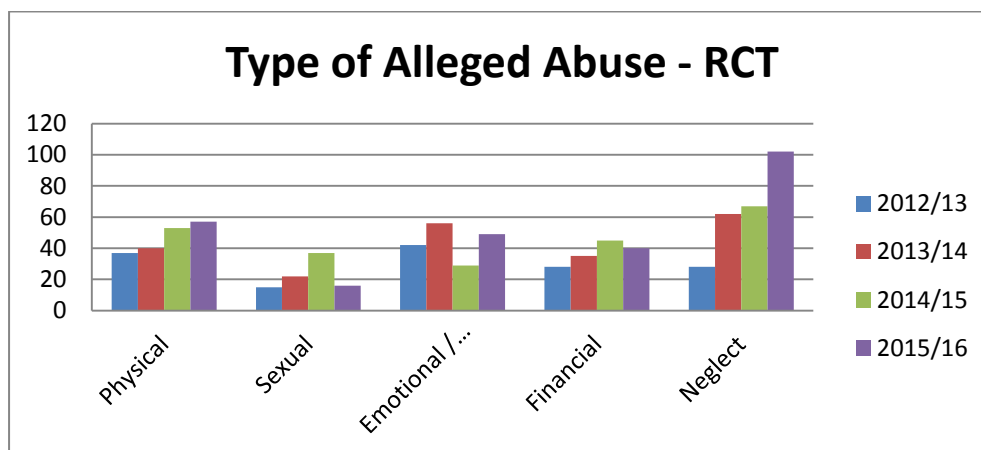
### ***Types of Abuse***

It is important that the CTSAB understands the types of abuse that take place to ensure that preventative actions are focussed appropriately. There is also a need to share learning with practitioners on cases involving specific types of abuse to encourage good practice and to learn lessons for the future.

In 2015/16 the highest category of abuse in Merthyr Tydfil was neglect. (Please note that the figure in the graph below may add up to more than 80 due to there being more than one category of abuse).



In RCT neglect is also the highest category of abuse and this has risen significantly compared to previous years.

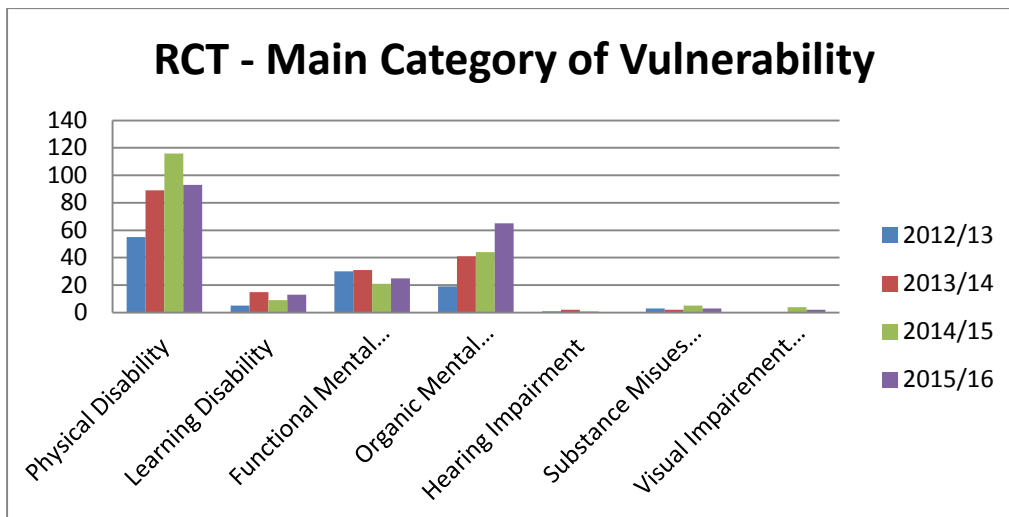
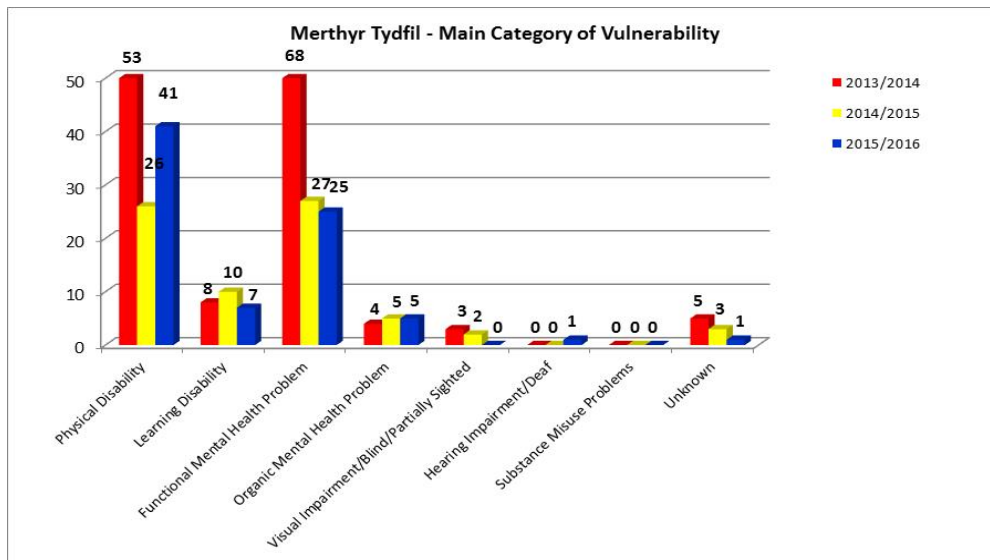


This can be compared to the National Data for 2014/15 where neglect and physical abuse were the most common types of abuse reported in referrals, occurring in 35% and 31% respectively. The proportion of referrals by type of abuse has remained largely the same over the previous four years.

Lessons learned from cases such as those involved in 'Operation Jasmine' and 'No Place Like Home' further evidence this data and the CTSAB has responded appropriately and agreed actions to be taken forward into 2016/17.

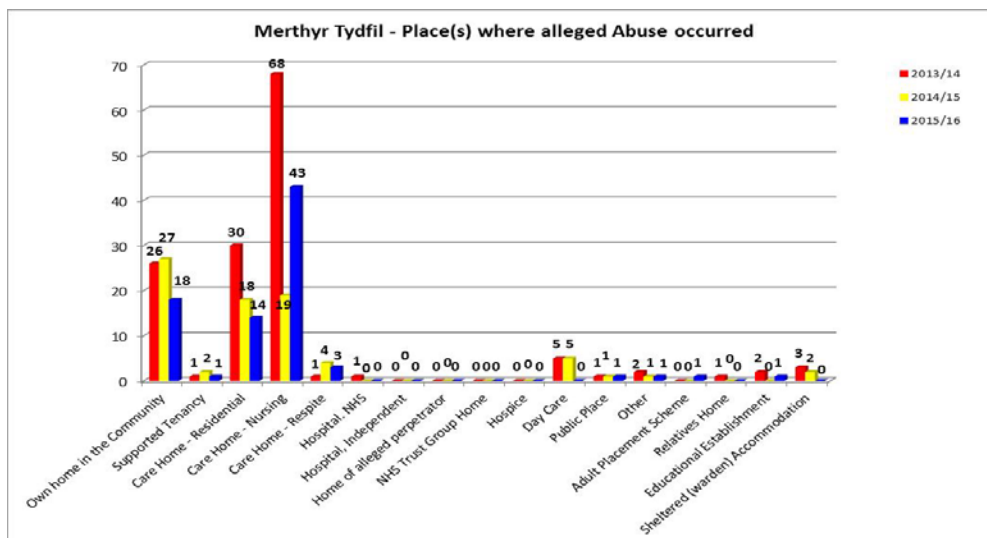
### ***Main Category of Vulnerability***

In both Merthyr Tydfil and RCT, the main category of vulnerability was Physical Disability which demonstrates the nature of the client group (National data for 2014/15 reveals that 66% of completed referrals were for people aged 65 and over).

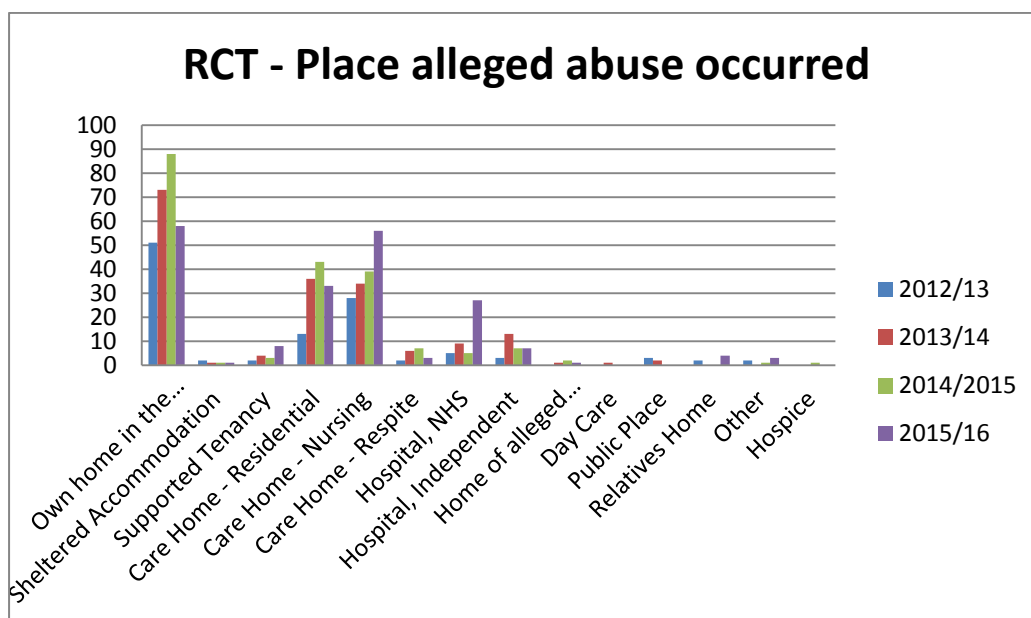


**Place Alleged Abuse Took Place**

In Merthyr Tydfil, Nursing Care Homes continue to be the highest in this category (Please note that the figure in the graph below may add up to more than 80 due to there being more than one location).



However, in RCT, abuse in own home continues to be the highest in this category.



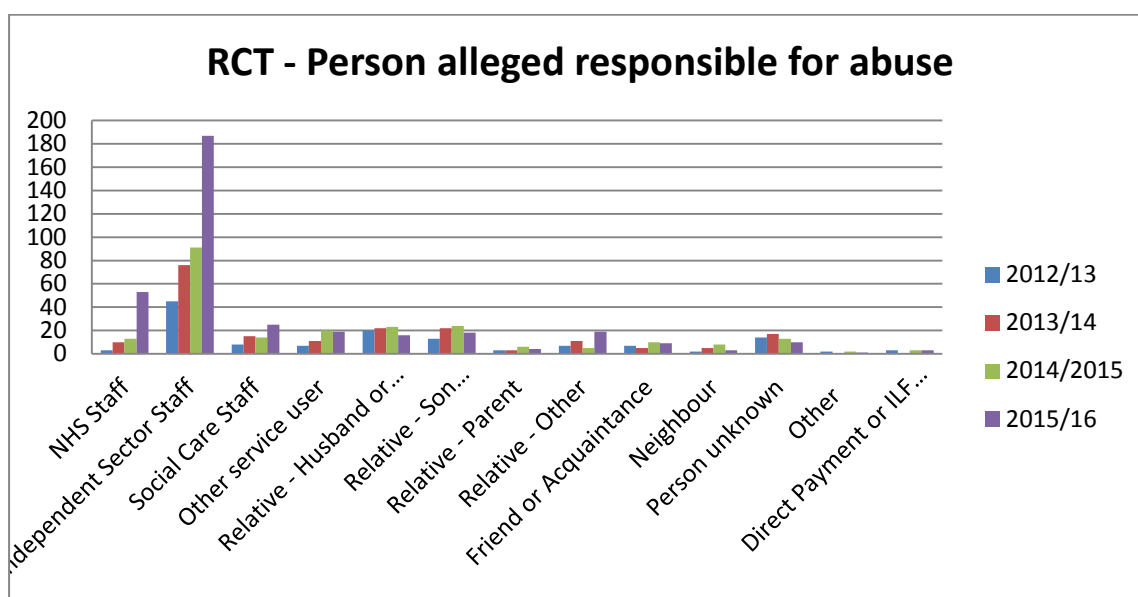
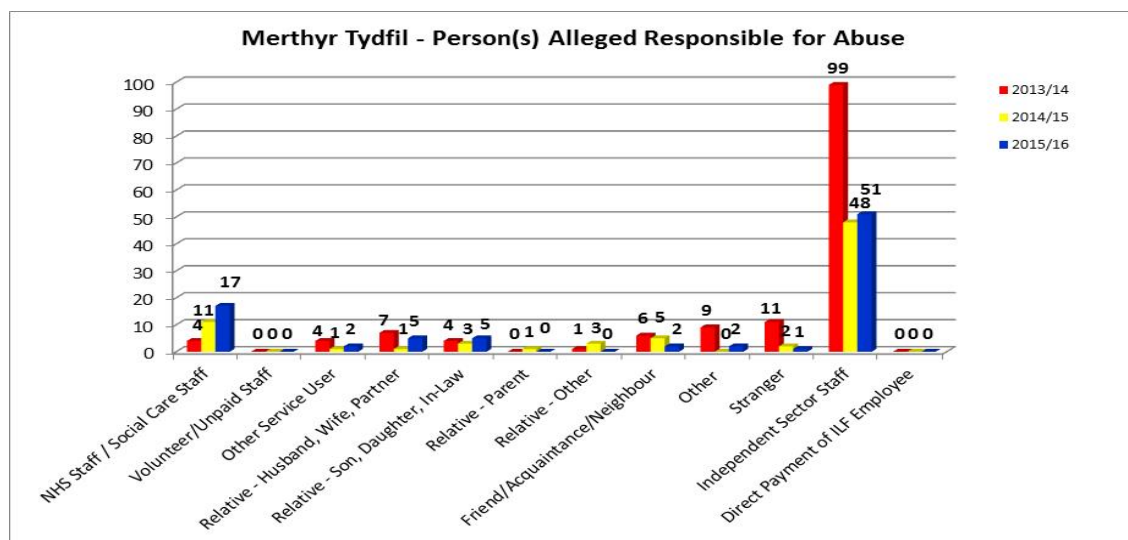
The National Data for 2014/15 reports that 40% of victims who alleged abuse lived in their own home.

This highlights the need to protect vulnerable people living in the community by encouraging the public to report concerns at an early stage. The CTSAB's 'Adult Abuse No Excuse' campaign is one action that the Board is taking forward to address this.

**Person Alleged Responsible for Abuse**

During 2015/16 the highest group in both Merthyr Tydfil and RCT was Independent Sector staff.

This compares to the national picture where staff were most likely to be alleged responsible for abuse in 2014-15 (57% of referrals) followed by relatives (25%).



**National Data**

The national data from the 22 Local Authorities in Wales related to Adult Protection is published in September each year. Therefore the most recent national data available for Wales relates to the year 2014-2015.

Data is collected on the number of completed adult protection referrals in a year.

### Protection of Vulnerable Adult Completed Referrals

|                         | 31.03.13 | 31.03.14 | 31.03.15    | 31.03.16 |
|-------------------------|----------|----------|-------------|----------|
| <b>WALES</b>            | 3600     | 4240     | <b>4040</b> |          |
| <b>RCT</b>              | 113      | 180      | <b>200</b>  | 201      |
| <b>Merthyr Tydfil</b>   | 77       | 140      | <b>75</b>   | 83       |
| <b>Health Led Cases</b> | 34       | 59       | <b>88</b>   | 90       |

Nationally, the reported number of completed referrals for adult protection decreased by 5 per cent between 2013-14 and 2014-15. In Cwm Taf there was an 11% increase in completed referrals in RCT and a 54% reduction in MT for the same period.

The rate of completed referrals per 10,000 population aged 18 and over for the period was 16 per 10,000 for Wales compared to 11 per 10,000 for RCT and 16 per 10,000 for Merthyr Tydfil. The highest rate nationally was in Conwy (41:10,000) and the lowest in Cardiff (4:10,000).

#### **Case Study 1**

MASH received a safeguarding report from a social worker who was visiting Mrs A with regard to some equipment she needed at home. Mrs A disclosed to the social worker that her daughter had been taking money from her bank account without her consent after Mrs A had asked her to help her with paying some bills and had given her daughter her bank card and PIN.

The social worker immediately assisted Mrs A to contact her bank to block her card and change her PIN. When MASH received the report and following further discussion with Mrs A as to her wishes, RCT's Safeguarding Officer in MASH shared the information with South Wales Police and a police investigation ensued resulting in prosecution of Mrs A's daughter. Mrs A received support from her social worker throughout the process and alternative support to replace the daughter was put in place to ensure Mrs A's continued ability to remain independent and living in her own home.

#### **Case Study 2**

The MASH received a telephone call from a Day Services Manager reporting a safeguarding concern for Mrs B who had arrived visibly upset stating that the Manager of the Residential Home she resided in had shouted at her. The Day Services Manager was advised to complete an A1 referral form and the Safeguarding Coordinator in the MASH arranged immediate actions for the protection of Mrs B while further enquiries were made.

The referral was then shared with other agencies and a multi-agency meeting was held. A non-criminal investigation remit was agreed. Mrs B received support from her Social Worker throughout the process. The Social Worker felt that a referral to the Learning Disability Clinical Team was necessary as it was clear that Mrs B required further assessment and support based on her initial safeguarding assessment. Additionally, the Safeguarding Coordinator made a referral to the



advocacy service to support Mrs B to share her views and wishes during the process.

The outcome of the non-criminal investigation found evidence to support the disclosure, however it was claimed to be due to the challenges in managing Mrs B's needs at the time, and there was no intention to harm her emotionally. It was agreed that this was an inappropriate way of dealing with challenges in working with individuals with a learning disability. An individual and general protection plan was developed in order to identify the learning for the organisation in relation to Mrs B as well as the other residents.

### iii. Improving Multi-Agency Safeguarding Practice

#### ***Protocols and Procedures***

In January 2016, the existing Cwm Taf Safeguarding Children Board (CTSCB) Protocols and Procedures Sub Group (PPG) expanded its remit to include adults safeguarding.

The PPG has reviewed all existing documents to identify those that are relevant to both children and adults. These include:

- Allegations Against Professionals
- Non-Recent Allegations of Abuse
- MASH guidance

Adult-specific protocols developed during the year included:

- Management of Large Scale Investigations - to be finalised in 2016/17

#### ***Learning from Audits***

The remit of the Adults Quality Assurance (AQA) Group was reviewed during the year to strengthen its role in supporting the improvement of multi-agency safeguarding practice. The Group carried out a number of audits during the year with themes and lessons identified and shared with partner agencies. These include:

- The positive role of the Designated Lead Manager for adult safeguarding
- The need to ensure sensitivity when communicating with family members
- The need to ensure continuous improvement in relation to the quality and accuracy of recording
- All involved professionals to be invited to formal strategy discussions and a need to ensure that these are always held promptly
- The need to promote advocacy services and support

Areas of good practice identified via audits have included:

- Effective multi-agency information sharing
- Good record keeping with clear evidence and risks recorded

#### ***Adult Reviews***

The ARG have commissioned 4 service reviews during the year where the criteria were met. Of these:

- Two utilised the UHB Clinical Review and Corrective Action Plans

- One utilised the UHB Clinical Review and is awaiting the outcome of the UHB commissioned Independent Review.
- One is currently underway

These reviews have allowed us to monitor the effectiveness of procedures and the emerging lessons learned will be shared at a future Multi Agency Practitioner Forum (2016/17).

In December 2015 the CTSAB, in conjunction with the CTSCB, agreed to commence their first joint Adult/Child Practice Review. This report is due to be finalised early in 2017.

### ***Multi-Agency Safeguarding Hub (MASH)***

The Cwm Taf MASH was formally launched by the First Minister on 21st May 2015.

#### **Carwyn Jones AM, First Minister For Wales:**

*“The new MASH will make a real difference in safeguarding children, young people and vulnerable adults in the Cwm Taf region. A truly joined up approach, MASH will provide a valuable service to make sure those at risk get access to the help and support they need.”*

During its first year of operation the MASH has brought about improvements in information sharing, timeliness and decision-making. New referral forms via a single point of contact have supported an improvement in recording safeguarding concerns.

- All Adults at Risk safeguarding concerns that are referred into MASH are triaged/thresholded by a single agency. These are received primarily via email and telephone referrals from professionals/third sector organisations, Care Homes, Police and members of the public via the contact centre/one stop shop
- The MASH complies with the All Wales Interim Policy for the Protection of Vulnerable Adults procedures (Protection of Vulnerable Adults from Abuse 2013) and deals with Stages 1 to 4 of these procedures from Alert to Strategy Discussion stage
- A total of 1,346 adult safeguarding concerns were recorded by Cwm Taf MASH in Year One. In comparison, 1,139 concerns were recorded in the previous year. This demonstrates an increase of 19%.
- 150 out of 156 RCT adult protection cases had the risk reduced or removed at closure (96%); and 76 out of 80 Merthyr Tydfil cases had the risk reduced or removed at closure (95%). This compares favourably with the previous year's Welsh Government data.

### ***‘In Search of Accountability’ in Response to ‘Operation Jasmine’***

In November 2015, the CTSAB organised a workshop that brought together 64 practitioners and managers involved in the care of older people, as well as adult and carer representatives. The purpose of the workshop was to receive information

on the review into 'Operation Jasmine - In search of Accountability' and to ensure that the findings and the lessons learned contained within the review were fully considered and adopted across Cwm Taf.

38 people completed an evaluation of the workshop, of which 100% rated the event as excellent or very good. All but one felt that the event had improved their understanding and awareness of the issues facing older people in care homes, with 82% stating that they felt that things have already begun to improve since the Operation Jasmine Review was published.

Conversely, there were many areas identified that still require improvement and it was recommended that these form part of an improvement action plan for the CTSAB to address as one of its priority areas being taken forward into 2016/17. These actions have been based on the following key questions:

- What Does Good Care Look Like?
- How Do We Respond To Concerns?
- How Do We Providing Assurance on the Quality of Care?
- How Do We Safeguard Care Home Residents with No Family or Friends Visiting Them?

All CTSAB agencies have contributed to the Older Persons Commissioner's care home review 'A Place to Call Home' and the Board continues to monitor the actions arising from the conclusions of the review.

#### **iv. Holding Agencies to Account**

As the CTSAB becomes more developed its function to review the efficacy of measures taken by partners and other bodies has been further strengthened. This aim is already supported by a strong partnership ethos.

##### ***The Role of Partner Agencies***

All the required statutory partner agencies in Cwm Taf are represented on the Board, Operational Committees and Sub Groups. In addition, there is representation from the following organisations:

- Wales Ambulance Service Trust
- Interlink/VAMT
- Safer Merthyr Tydfil
- University of South Wales
- Advocacy Support Cymru

All agencies are actively involved in the work of the Board and fully participated in Board events during 2015/16, including Safeguarding Week and the workshop of 'Operation Jasmine'. The specific responsibilities of the statutory partners during the year were as follows:

- Cwm Taf UHB:
  - Chair of the Adult Review Group

- Chair of the DoLS Operational Committee
- Chair of the MASH Senior Management Group
- Presented at Operation Jasmine workshop
- MTCBC
  - Chair of PPG
  - Co-Chair of CTSAB
  - Appointed as Chair of Adult Practice Review Panel
  - Appointed as Independent Reviewer for Adult Practice Review
- RCTCBC
  - Chair of AQA
  - Chair of CTSAB Operational Committee
  - Co-Chair of CTSAB
  - Chaired the Large Scale Investigations Task Group
  - Chair of DoLS QA
- South Wales Police
  - Chair of ALD
  - Host of the formal launch of the MASH which 1<sup>st</sup> Minister attended
  - Hosted the CTSB Website Launch
- Wales Probation Service
  - Chair of Safeguarding Week Task and Finish Group
- Public Health Wales Safeguarding Service
  - Independent Reviewer for Adult Practice Review

### ***Challenge of Partner Agencies***

During 2015/16 a new Scorecard performance reporting system was developed. This enables each CTSAB Sub Group to report to the Board on key measures of success and areas of improvement.

Individual agencies are requested to report to the Board on the outcome of internal agency reviews and inspections to support effective challenge at a multi-agency strategic level. This will be further developed during 2016/17 with consideration being given to reviewing the SAIT Self Assessment Tool to evaluate the work of the Board.

## **v. Collaboration with other Agencies, Partnerships and Boards**

The CTSAB has been proactive in collaborating and consulting with other agencies, partnerships and Boards during 2015/16.

### ***Cwm Taf Safeguarding Children Board***

The creation of the MASH and a joint Safeguarding Boards Business Unit in 2015/16 served as catalysts for progressing ongoing joint working arrangements across both the Children and Adults Boards.

This has included:

- A joint Cwm Taf Safeguarding Boards website, launched in November 2015
- Safeguarding Week 2015
- A Joint Safeguarding Board in place from December 2015
- A Joint PPG Group in place from January 2016
- Joint Boards Development Day in January 2016
- Consideration being given to combining the Training and Communications Sub Groups

### ***Community Safety Partnership***

The Board continues to have links with the CSP, in particular, in relation to substance misuse (representative sitting on the CTSAB Operational Committee) and Domestic Abuse via the Sexual Violence and Domestic Abuse Forum (SVDAF - now known as VAWDASV).

The Safeguarding Boards Business Unit has also been commissioned to co-ordinate a Domestic Homicide Review, on behalf of the CSP, which will be carried out in 2016/17.

### ***Local Service Board***

Links to the LSB have continued via the Co-Chairs of the CTSAB and other Board members. During the year, a common reporting system was developed, using a Performance Reporting Scorecard, to enable the Board to provide the LSB with information on performance.

This arrangement will continue during 2016/17 when the Cwm Taf Public Services Board is established and further opportunities will be explored to align the work of both Boards, in light of the Partnership Review which is due to be completed in 2016.

### ***Welsh Government***

The Safeguarding Boards Business Managers across Wales and other key Board members have continued to engage with the Welsh Government on issues relating to safeguarding. This has become more proactive in preparation for the implementation of the new Act and the creation of the National Independent Safeguarding Board.

The Operation Jasmine workshop was also a good example of partnership working between the Welsh Government (specifically the Minister for Health and Social Services) and the CTSAB.

### ***CSSIW***

Site visits took place in each local authority during the year and feedback was considered by the CTSAB. Actions included the improvements in case management with the establishment of the MASH and the need to develop a protocol to manage large scale investigations (see Item 3 above).

A representative from the CSSIW also attended the Operation Jasmine Workshop.

**All Wales Adult Protection Coordinators Group**

Representatives from the CTSAB attend the All Wales Adult Protection Coordinators Group. This is a primarily a networking and information sharing group, which is also recognised by the Welsh Government as a stakeholder group & has been involved in the development of the statutory guidance. Information has been shared with other Boards in relation to good practice, including the MASH development.

**Older Persons Commissioner**

A report by the Older Persons Commissioner, 'Crimes against and abuse of older people in Wales' was considered by the CTSAB and recommendations were made in relation to the MARAC processes.

The Commissioner also spoke at the Cwm Taf Safeguarding Boards website launch in November 2016.

**PREVENT**

The CTSAB has established links with PREVENT, the UK governments long-term strategy for countering terrorism and the associated Channel process, the early intervention, multi-agency, safeguarding programme designed to support individuals identified as being vulnerable to being drawn in to violent extremism, or terrorist related activity.

WRAP Training (Workshop to Raise Awareness of Prevent) training will be made available to CTSAB members in 2016/17.

**MASH Collaboration**

During the year the MASH has received visitors from across the UK and has been recognised as good practice by many agencies:

*Deputy South Wales Police and Crime Commissioner, Sophie Howe*

*“Serious Case Reviews across the country have repeatedly told us that failure to share information has been a key factor when things go wrong. The Multi-agency Safeguarding Hub is a major step towards addressing this. We hope that by bringing partners and professionals together we will be better placed to protect people in Merthyr Tydfil and Rhondda Cynon Taf. I pay tribute to the strong leadership and determination from the local authorities and BCU Commander Chief Supt Sally Burke. The MASH has already been highlighted as best practice and this is a tribute to everyone involved.”*

*Wendy Williams, Her Majesty’s Inspectorate of Constabulary.*

*“As a result of the development of the MASH, agencies are able to hold strategy discussions on a daily basis and to implement actions to protect individuals and families who are most in need. I was impressed by the manner in which all officers dealt with what must be a harrowing area of policing. They demonstrated professionalism, with great sensitivity, patience and understanding”.*

*Lord Bourne of Aberystwyth (Parliamentary Under Secretary of State for Wales):*

*“I was impressed to hear what the MASH team has been able to achieve through partnership and collaboration between agencies, setting a best practice standard for others”.*

In addition agencies across the UK have visited the Cwm Taf MASH to learn from its development. These have included:

- Cardiff Local Authority/South Wales Police
- Gwent Police with local authorities
- West Mercia Police and Herefordshire / Worcestershire Councils
- Dorset Police
- London Metropolitan Police Force
- Cwm Taf MASH has also been recommended as a “good practice” MASH on the Police On-line knowledge area (POLKA College of Policing).

Presentations were also made to the following:

- ESVG / Welsh Government
- Cwm Taf Regional Collaboration Board
- Police and Crime Commissioners Conference
- University of South Wales
- Cardiff Local Service Board
- Gwent Police
- Permanent Secretary to Wales (visit to MASH)
- Shadow Home Secretary (visit to MASH)

## **vi. Engagement, Participation and Communication**

The CTSAB's aim to raise awareness of safeguarding and promote the welfare of adults at risk in communities has been supported by a number of promotional activities and events during the year. These include:

- Launch of the bi-lingual Cwm Taf Safeguarding Boards website ([www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org))
- Safeguarding Week 2015 - a joint event across both Children and Adults Safeguarding Boards and the first of its kind in Wales. Activities included:
  - Raising Awareness of Domestic Abuse
  - Safeguarding Bingo
  - Honour Based Violence training
  - Safeguarding Vulnerable Adults training
  - Dementia Awareness
- Safeguarding Boards articles in newsletters and the Cwm Taf 50+ Forum calendar
- Engagement with adults and carers at the Operation Jasmine workshop with constructive and positive feedback received

- A project task group looked at communications for the CTSAB, key messages were identified and will be taken forward during 2016/17 to redesign leaflets and other promotional materials.

## vii. Deprivation of Liberty Safeguards

The DoLS Operational Committee and QA Sub Group have continued to monitor DoLS performance across Cwm Taf and the three Supervisory Bodies (Cwm Taf UHB, MTCBC and RCTCBC). This has included the development of audit tools and an Information Sharing protocol. DoLS training is now being undertaken at Levels 1, 2 and 3 and it is recognised as mandatory in the Cwm Taf University Health Board (UHB).

The major issue for the DoLS Service for all 3 Supervisory Bodies continues to be the high demand for DoLS assessments coupled with limited capacity to respond. Whilst all 3 organisations have increased their Best Interests Assessor resources in the last 12 months both by training more 'pool' assessors and also by introducing dedicated posts, this increase cannot begin to match the level of demand.

Consequently, the 2 Local Authorities and the Health Board have introduced a waiting list prioritisation scheme that determines the urgency of response. Unfortunately, even with increased capacity, it is still not possible to manage assessments for most requests identified as high priority within the legal timescales (7 days for urgent authorisations and 28 days for standard authorisation requests) and some requests identified as low priority have been waiting in excess of 500 days for the local authorities. Whilst the prioritisation scheme provides a measure of protection both for service users and for the Supervisory Bodies, there is still a level of risk that necessarily accrues when statutory responsibilities cannot be fulfilled. However, the low rate of legal challenge on the grounds of unauthorised deprivation of liberty suggests an element of robust risk assessment and management.

During 2015/16:

- 1,448 new requests were received across Cwm Taf
- Just over 400 DoLS assessments were completed, with 835 remaining on the waiting list. Of these, 8% were Priority 1 cases.
- The DoLS Co-ordinators have continued to deliver training to Managing Authority staff (hospitals and care homes) and to continue to promote best practice via the joint Best Interests Assessors Special Interest Group. The Managing Authority training for care homes was timed to launch the new DoLS forms issued by Welsh Government in late October 2015.
- Best Interests Assessors also had a day's training to manage the new form set requirements.



- In September 2015, the RCT & Merthyr DoLS Co-ordinator also delivered accredited BIA training in conjunction with Bournemouth University resulting potentially in a further 13 BIAs in Cwm Taf.
- 188 people attended DoLS training during the year, the details of which are below:

| Activity Title  | Date       | Approved | Attended | LA  |
|---|------------|----------|----------|-----|
| An Introduction to Statutory Advocacy (IMCA & IMHA)                                   | 13/04/2015 | 17       | 13       | RCT |
| An Introduction to Statutory Advocacy (IMCA & IMHA)                                   | 17/04/2015 | 27       | 26       | RCT |
| Deprivation of Liberty Safeguards   | 12/06/2015 | 18       | 11       | MT  |
| Deprivation of Liberty Safeguards for Managers and Supervisors                        | 15/07/2015 | 16       | 14       | MT  |
| Best Interest Assessor Training   | 07/09/2015 | 0        | 0        | RCT |
| An Introduction to the Mental Health Act for staff in Adult services                  | 25/09/2015 | 26       | 16       | RCT |
| Deprivation of Liberty Safeguards - A Refresher Course for Best Interest Assessors    | 03/12/2015 | 23       | 19       | RCT |
| Deprivation of Liberty Safeguards - A Refresher Course for Best Interest Assessors    | 10/12/2015 | 23       | 21       | RCT |
| Deprivation of Liberty Safeguards - An Update for Care Home Managers and Team Leaders | 17/12/2015 | 16       | 11       | MT  |
| Deprivation of Liberty Safeguards - An Update for Care Home Managers and Team Leaders | 13/01/2016 | 28       | 18       | RCT |
| Deprivation of Liberty Safeguards - An Update for Care Home Managers and Team Leaders | 19/01/2016 | 23       | 20       | RCT |
| Deprivation of Liberty Safeguards - An Update for Care Home Managers and Team Leaders | 26/01/2016 | 18       | 0        | RCT |
| Deprivation of Liberty Safeguards   | 02/02/2016 | 19       | 0        | MT  |
| An Introduction to Statutory Advocacy (IMCA & IMHA)                                   | 15/02/2016 | 0        | 0        | RCT |
| An Introduction to Statutory Advocacy (IMCA & IMHA)                                   | 16/03/2016 | 19       | 19       | RCT |
| Deprivation of Liberty Safeguards - An Update for Care Home Managers and Team Leaders | 16/03/2016 | 22       | 0        | RCT |

### viii. Training and Learning

The remit of the Adult Learning and Development (ALD) Sub Group was reviewed at the start of the year, which included a scoping exercise of current training being

delivered and agreement on the establishment of a Training Delivery Group. The membership of the Group was further developed with representatives from the University of South Wales and the Wales Ambulance Service Trust joining the Group.

During the year the following training courses were delivered via the local authorities' training department to multi-agency professionals. Actions to address attendance issues are considered at the Adults Learning and Development Group.

|   | Q1             | Q2             | Q3             | Q4              |
|---|----------------|----------------|----------------|-----------------|
| No. L1 Vulnerable Adults Training Courses held)       | 0              | 0              | 0              | 1               |
| No. Attending L1 Vulnerable Adults Training           | 0              | 0              | 0              | 15/15<br>(100%) |
| No. L2 Safeguarding Adults Training Courses held      | 5              | 5              | 5              | 9               |
| No. Attending L2 Safeguarding Adults Training         | 57/69<br>(83%) | 62/88<br>(70%) | 46/61<br>(75%) | 89/115<br>(77%) |
| No. L3 Safeguarding Adults Training Courses held      | 3              | 3              | 3              | 0               |
| No. Attending L3 Safeguarding Adults Training         | 44/45<br>(98%) | 34/47<br>(72%) | 37/47<br>(79%) | 0               |
| No. SSWB Act Module 4 Safeguarding Training           | 0              | 0              | 0              | 2               |
| No. Attending SSWB Act Module 4 Safeguarding Training | 0              | 0              | 0              | 29/57<br>(51%)  |

## 7. How did the CTSAB use its Resources in 2015/16?

In 2015/16 the CTSAB did not receive any direct financial contributions from partner agencies to deliver its functions. The work of the Board and its Sub Groups was carried out on an in-kind basis.

In November 2015 both Safeguarding Boards negotiated a funding formula for 2016/17, based on the guidance issued under Part 7 of the SS&WB Act 2014. This

secured the financial contributions of all statutory partners to deliver the business of the Boards, ensuring compliance with the requirements of the new Act.

## **8. What does the CTSAB plan to do in 2016/17?**

In January 2016 the Children and Adults Boards held their first joint Development Day to identify the achievements of the Board in 2015/16 and evaluate and agree the priorities for each Board for 2016/17.

These priorities have been agreed based on identified areas for development and improvement, taking into consideration emerging themes and statutory requirements, including:

- Improved governance arrangements in compliance with the Social Services and Wellbeing (Wales) Act 2014 and pending the publication of the new All Wales guidance and procedures
- Identifying specific groups of adults at risk and in need of safeguarding and work with service providers to develop earlier identification and preventative services.
- Proactively engaging with the community and providing adults with opportunities to participate in the work of the Board.
- Continued collaboration opportunities with the Children Board such as joint training, communications and protocols.
- Further improvements to the MASH to support effective information sharing and safeguarding processes.
- Further development of the quality assurance processes to improve multi agency safeguarding practice, including identifying themes and trends and sharing learning.

For further information please visit:

[www.cwmtafsafeguarding.org/adults/about-us/annual-reports/](http://www.cwmtafsafeguarding.org/adults/about-us/annual-reports/)

## **9. How to Report a Concern**

If you suspect that a person is being harmed or is at risk of being harmed then you have a duty to report it immediately. All calls concerning worries about adults at risk are treated seriously. Contact your local Safeguarding Team on the numbers provided below:

In Rhondda Cynon Taf: 01443 425003

In Merthyr Tydfil: 01685 725000

Opening Hours:

Monday - Thursday 8.30am - 5.00pm

Friday - 8.30am - 4.30pm

Out of Hours Emergencies (for both RCT and Merthyr Tydfil):

Outside office hours, at weekends and bank holidays, ring the Emergency Duty Team on 01443 743665.

**If you suspect a person is at immediate risk of harm call 999 and speak to the Police.**

If it is found that an adult is being abused or is at risk of significant harm professionals will work together to ensure that the adult can be protected.

If you would like to report a non-urgent incident or have a problem or general query, you can call 101, the 24 hour non-emergency number for the police.

Further information can be found at [www.cwmtafsafeguarding.org](http://www.cwmtafsafeguarding.org) or e-mail [cwmtafsafeguarding@rctcbc.gov.uk](mailto:cwmtafsafeguarding@rctcbc.gov.uk)