

**Safeguarding Adults Board Annual Report 2016-2017  
Information Collection Form**

<b>Organisation:</b>	West Midlands Police – Public Protection Unit
<b>Completed By:</b>	T/DCI Chris Downen
<b>Work undertaken to contribute to</b> Choose an item. <b>priorities from 1st April 2016 to 31st March 2017</b> <i>Please outline the work your agency has undertaken that has contributed to improved outcomes for</i> Choose an item.	
WMP operational structures to support delivery of their adult safeguarding responsibilities  * Including how WMP makes Safeguarding personal	<p>The Care Act 2014 created a clear legal framework for how local authorities and other parts of the health and care system should protect adults at risk of abuse or neglect. West Midlands Police (WMP), as a named member of the adult safeguarding arrangements outlined in the act, discharge their responsibilities through a range of interconnected strategic, tactical and operational activities.</p> <p>This report focuses on the principles of the Care Act, and does not cover wider adult safeguarding areas such as domestic abuse or sexual offences.</p> <p>West Midlands Police use the Association of Chief Police Officers (Now National Police Chiefs Council) definition of a Vulnerable Adult, which is:</p> <p><i>“any person aged 18 years or over who is or may be in need of community care services by reason of mental, physical, or learning disability, age or illness AND is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation”</i></p> <p>In November 2016 WMP introduced new operational response principles (for all people contacting WMP, not just Vulnerable Adults), which included the introduction of a new grading policy to support the identification of the most suitable Primary (initial response) and Secondary (Investigation management and outcome) investigation resource. For Vulnerable Adult investigations this equates to Primary investigations primarily being undertaken by Force Response resources supported by the WMP Public Protection Adults at Risk team as detailed below, and the secondary investigation being undertaken by a mix of the Adults at Risk Team and other WMP teams dependent upon the severity and nature of the incident.</p> <p>The Adults at Risk team have specific responsibility for investigations in the following areas:</p> <ul style="list-style-type: none"> <li>• Investigations where the suspected abuser is a person carrying out the role of ‘carer’ to the Adult at Risk</li> <li>• Adult at Risk suspicious deaths – if this is identified as a homicide then this is transferred to our Homicide Team, if there are associated criminal matters or it remains a coroner’s file only then it remains with the Adult at Risk Team.</li> <li>• Investigations into allegation of sexual abuse where the victim is an Adult at Risk</li> <li>• Investigation of incidents where a pattern or sustained or repeat targeting of an ‘adult at Risk’ has taken place.</li> </ul>

	<ul style="list-style-type: none"> <li>• Allegations of abuse / neglect or financial abuse where the victim and offender are Adults at Risk.</li> </ul> <p>The approach outlined above allows WMP to have a risk and harm based approach to the Vulnerable Adults investigations reported to WMP, and is supported by bespoke Safeguarding activities delivered through frontline officers (Neighbourhood and Response), the Adults at Risk team, and other 3<sup>rd</sup> Sector Partners.</p> <p>The Adult at Risk team actively engage with Social Services, Commissioning Providers and other Partner Agencies to ensure there is a cohesive approach to Safeguarding running alongside investigations. This work is reviewed through the Safeguarding Adult Board arrangements.</p> <p>The Neighbourhood Policing Units for each area also manage a referral portal system which allows frontline officers within the area to identify an individual who needs help, support, and/or intervention from partner agencies. This work is not confined to adults who fit the above definition but covers the broader definition of ‘vulnerability’ adopted by WMP:</p> <p><i>“A person is vulnerable is as a result of their situation or circumstances, they are unable to take care or protect themselves, or others from harm or exploitation”.</i></p>
<p>WMP Adult Safeguarding - Key risks and challenges</p>	<p><b>Partnership</b></p> <p>The challenge of allocating optimal resources to the investigation and safeguarding of Vulnerable Adults in times of competing demands and austerity is one that will be recognised by all Strategic Partners, so is not one that will be recanted within this report. The focus will therefore be on the challenges that West Midlands Police and Partners can work together. These present themselves in three elements:</p> <ol style="list-style-type: none"> <li>1. Local Authority arrangements</li> <li>2. Joint investigations</li> <li>3. Development of Adult MASH</li> </ol> <p><b>Local Authority Arrangements</b></p> <p>West Midlands Police operates across seven Local Authority areas. All have different operating approaches, referral pathways, and partnership arrangements, and all of whom require information and support from WMP that is different to other Local Authority areas. In the case of Vulnerable Adults Safeguarding there is an opportunity to develop a consistent approach to all elements of the investigation and safeguarding activity that would benefit not only WMP but other partners such as the Care Quality Commission</p> <p><b>Joint investigations</b></p> <p>The investigation of suspicious deaths, particularly in relation to Care Homes, provides an opportunity to develop an early intervention model for investigative pathways. This approach would allow WMP, the Care Quality Commission, other Investigative and Criminal Justice Partners, and local Safeguarding Boards to make early determination of the lead agency and investigative strategy for serious and complex cases, providing opportunities for early intervention, more collaborative working arrangements, and the potential for cost savings that could be reinvested into other areas of Vulnerable Adult work.</p>

	<p><b>Development of Adult MASH across the WMP area</b></p> <p>West Midlands Police is working with the Wolverhampton Safeguarding Board to assess the impact of developing a MASH (Multi Agency Safeguarding Hub) for Vulnerable Adults within the local authority area. Initial findings have been positive with an increase in referrals to WMP, and an increase in the investigations managed by the WMP PPU Adult at Risk team. If as predicted other Local Authorities in the West Midlands will seek to establish Adult MASH the funding for resources, for both WMP and Partners, will need to be considered carefully.</p> <p><b>Vulnerable Adults</b></p> <p>Trying to determine the key safeguarding risks for specific vulnerable adults is a complex undertaking that varies based upon the interaction between people and place: It is therefore difficult to quantify in terms of crime types, locations, or other environmental factors as crimes that present a risk to some vulnerable adults may not present a risk to others. The key safeguarding risk and challenges to citizens within the West Midlands area therefore is how each Adult Safeguarding partnership identifies individual vulnerable adults, and how effective any collaborative responses to support them are. The WMP response to the key safeguarding risks and challenges is outlined in the responses to questions 1 and 2 above</p> <p>In a general sense we also flag the risk of radicalisation and exploitation. In particular sexual exploitation continue to pose risk to citizens of the West Midlands, in particular due their vulnerability as ‘Adults at Risk’</p>
<p>WMP monitoring and auditing of our Safeguarding arrangements</p>	<p>West Midlands Police are monitored and audited externally by Her Majesty’s Inspectorate of Constabulary (HMIC) through their PEEL (Police Effectiveness, Efficiency and Legitimacy) and Thematic Inspections, and also through the Independent Police Complaints Commission (IPCC) who investigate serious complaints made against Police Officers within England and Wales.</p> <p>This external auditing is supplemented by Peer reviews undertaken by the other Forces, and Internal Audits and reviews undertaken by the WMP Strategy and Direction Unit, and the WMP Public Protection Unit Service Improvement team. This is supplemented at an operational level through Force and PPU Departmental Threat Review Meetings each morning and afternoon, and daily management and oversight of operational responses through the creation of investigative strategies and case management reviews.</p> <p>The information from the external and internal Audit and Inspection regimes, supplemented by effective practice identified from other force areas, has also been used to create the WMP Adults at Risk policy, which is in the final stages of review and sign off.</p> <p>WMP also partake in audits with all seven LSAB’s where required.</p> <p>It is acknowledged that defining success and what good looks like is not always straight forward and that different inspection bodies and agencies have a different perspective on this. WMP are currently re-writing it’s Adult at Risk policy. This policy will provide a clearer and updated framework for what good looks like internally.</p>

Safeguarding Training	<p>The interaction between the core and bespoke training delivered by West Midlands Police to our staff, and training delivered by the seven different Adult Safeguarding Teams and Boards across the WMP area is currently very complex. The creation of the new Adult Safeguarding Regional Group provides an opportunity to streamline this, and make efficiency savings.</p> <p>The WMP process in terms of Vulnerable Adults training, particularly how our core training integrates with partnership training, is an area currently under development. We do as an organisation collate learning from the Safeguarding Adult Reviews (SARs) and use that to inform Force Policies and practices, but a detailed mapping exercise needs to be completed to support the development of a learning plan that will ensure staff receive all relevant training for their role. It is hoped that this work will be completed through the Adult Safeguarding Regional Group during 2017/18</p> <p>West Midlands Police have appointed two staff to work within the WMP Learning and Development department who have been commissioned to undertake a review of continuous professional development training (CPD), which will be used as part of a wider review of core training outlined above.</p> <p>Details of how many staff have received vulnerable adults training is not readily available as training of this nature can be delivered both as a standalone session, and as part of a wider input.</p>
Engagement with Service Users	Partnership Board/WMP Safeguarding Board representative to provide response
Key Safeguarding achievements	<p>Partnership Board/WMP Safeguarding Board representative to provide response</p> <p>From a Vulnerable Adults perspective West Midlands Police are key stakeholders in the Safeguarding Board Group and Sub Groups, and the Safeguarding Adult Review processes, and the and use the learning, along with other information from external reviews such as HMIC PEEL Inspections, to design the policing response. This approach can be seen in the development of a draft Adults at Risk policy and the commitment to review our approach to Vulnerable Adults in 2017.</p>
WMP Local context 1. How effective partnership working is in the area from WMP perspective 2. How can the NPU support the priorities for the area	WMP Safeguarding representative/NPU to provide responses
<b>Work planned to contribute to Safeguarding Adults Board priorities 2017/18</b> <i>Please outline how your agency intends to contribute to improving outcomes for Choose an item. over the coming year</i>	
WMP 2017/18 activity	The West Midlands Police “WMP2020 Change Programme”, created following extensive consultation with our staff, the public, and Partners, is a radical overhaul of all aspects of business with people and technology at its heart. The first phase of changes was delivered in November 2016, and the second phase is now underway. The approach has six fundamental principles underpinned by a series of outcomes, all of which will either directly or

indirectly support the activity of the Adult Safeguarding Board and Vulnerable Adults within the West Midlands area. The principles are:

1. **“We trust our people”**

**Outcomes sought**

- To improve organisational fairness in how we make decisions.
- To increase the voice of staff in decision making.
- To improve employee wellbeing and reduce sickness absence.
- To improve the performance management of staff.
- To deliver the People Deal including our Leadership Promise.
- To develop effective workforce design and planning.
- To attract and develop diverse and talented employees.

2. **“Information drives our actions”**

**Outcomes Sought**

To increase information:

- Access: So people can access information when they need it
- Insight: So we understand issues more deeply
- Foresight: So we can become more predictive
- Security: So information is secure and managed ethically

So it can:

- Improve the experience of the public when using services
- Help us collaborate across boundaries
- Help us prevent crime / harm
- Improve productivity and/or lowers cost
- Increase staff motivation and satisfaction at work

3. **Designed to Listen and Reassure (Involving the public and treating them fairly)**

**Outcomes Sought**

- To increase public participation in creating safe communities.
- To increase public satisfaction with West Midlands Police Services.
- To increase confidence in West Midlands Police.
- To improve the fairness of West Midlands Police.
- To design services to meet citizen need.
- Understand whether the service design of local policing works.

4. **Geared to Prevent Harm**

**Outcomes Sought**

- To prevent crime / harm
- To increase prevention activity
- To reduce offending, re-offending and improve rehabilitation
- To reduce unnecessary demand for service
- To increase partnership integration on outcomes and services

5. **Responding at Pace**

**Outcomes Sought**

- To reduce demand
- To increase productivity in the areas of contact, dispatch, responding, investigation, justice, intelligence, safeguarding, tasking and coordination and business enablers
- To improve satisfaction of the public and colleagues with services

	<ul style="list-style-type: none"> <li>• To improve our ability to prevent crime, protect the public and help those in need</li> </ul> <p>6. <b><u>Learn and Adapt</u></b> <b>Outcomes Sought</b></p> <ul style="list-style-type: none"> <li>• To develop a sustainable operating model for learning</li> <li>• To apply research activity as part of the programme of change</li> </ul>
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**If not covered anywhere else on this form, please highlight any single or multi-agency work that your agency has been a part of that will contribute to improved outcomes for vulnerable adults**

**Please provide any case study examples, relevant to Safeguarding Adults Board priorities, that can be included in the annual report**

*Case studies should clearly express the impact on vulnerable adults and should be brief, no more than one or two paragraphs. Please include links to any relevant websites or online reports. You may also send us any images that support your case study.*

Police launched a financial investigation into a Carer who looked after two service users who reside in supported living accommodation in Wolverhampton. One victim has cerebral palsy (spastic quadriplegia) and is wheelchair-bound, the second lacks capacity to manage finances. From documentation there were unauthorised transactions totalling £9890 over a period of three years and eight months.

The offender was charged with 2 offences of Fraud by Abuse of Position and received the following sentence. 2 years imprisonment suspended for 2 years, 120 hours unpaid work, 8 days rehabilitation activity requirement.

