

# “No secrets”

## Safeguarding News

Working together across  
Kirklees to protect  
vulnerable adults

# Welcome to the 4th edition of “No secrets” - Safeguarding News

**This is the safeguarding vulnerable adults’ e-newsletter for health and social care professionals and members of the safeguarding network.**

**This newsletter has been produced by Kirklees Council and NHS Kirklees on behalf of the Kirklees Safeguarding Adults Board to keep you up to date on safeguarding issues including Safeguarding Mental Capacity Act and Deprivation of Liberty. We will also include topics that affect you such as dignity in care, hate crime and domestic violence. We hope you find it interesting and informative.**

## A shared vision

Our vision is that all vulnerable adults in Kirklees are able to live their lives free from, and without fear of, abuse, neglect and discrimination. Our core purpose is to protect those adults who are vulnerable as defined in guidance but as a multi-agency board we have a key role in promoting safeguarding as a responsibility for everyone.

The board is made up of representatives from:

Kirklees Council  
NHS Kirklees  
West Yorkshire Police



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## Progress update

At the bottom of some pages you will find a useful newsflash from the Kirklees Safeguarding Adults Board, highlighting key messages on what is coming up and things you need to be aware of.

Safeguarding adults continues to gain importance on the national agenda. The **'No Secrets'** guidance is still under review but the outcome of the consultation will influence the future of safeguarding adults work.

## What's new?

### Government to seek legislation to protect society's most vulnerable people

The principles outline the Government's objective to prevent and reduce the risk of harm to vulnerable people and set out the key issues, which must inform local arrangements.

The Government has set out six key principles which must underpin safeguarding arrangements. Local agencies need to use these as a basis to develop and test their own actions to ensure that vulnerable people receive the protection they need:

- **Empowerment** – supporting people to make decisions and have a say in their care;
- **Protection** – support and representation for those in greatest need;
- **Prevention** – it is better to take action before harm occurs;
- **Proportionality** – safeguarding must be built on proportionality and a consideration of people's human rights;
- **Partnership** – local solutions through services working with their communities; and
- **Accountability** – safeguarding practice and arrangements should be accountable and transparent.

For further information, visit: [http://www.dh.gov.uk/en/MediaCentre/Pressreleases/DH\\_126794](http://www.dh.gov.uk/en/MediaCentre/Pressreleases/DH_126794)



# Social care laws face sweeping reform

The government is promising “the most significant single reform of social care law for 60 years”. This comes after the Law Commission published its final proposals for modernisation and rationalisation of legislation governing care and support for older and disabled people, those with mental health problems and carers.

Charities and user groups broadly welcomed the proposals - a chance to sort out what one called the “dog’s breakfast” of statutes and guidance dating back to 1948 and appearing incomprehensible to most non-lawyers.

The reforms will include simplifying more than 40 existing statutes and thousands of pages of guidance. The Law Commission’s plans for England and Wales would entitle carers to an assessment of their support needs irrespective of how intensively they provide care. It would place a duty on councils to investigate abuse and neglect of adults, allow direct payments to be used to fund residential care and improve “portability” of entitlement to care and support services if people move from one council area to another.

The government will incorporate the commission’s proposals in a care and support white paper, expected in December, together with the outcome of the Dilnot review of the funding of long-term care. Legislation could follow next year.

The report shows that the commission has refined its previous, consultative proposals, which some critics felt did not adequately address the development of personalisation and self-directed care. The commission has also introduced an overarching principle of promotion of wellbeing and has provided for separate statutes for England and Wales.

Lord Justice Munby, chairman of the commission, said: “What we are trying to do is create a legal framework into which governments can, from time to time, slot different policies.”

Michelle Mitchell, Age UK’s charity director, said: “The Law Commission’s recommendations provide a one-off opportunity to replace this dog’s breakfast with a clear, logical and consistent framework. It is important, as we move forward to actual legislation, that political wrangling does not result in this clarity being lost.”

Gary FitzGerald, chief executive of Action on Elder Abuse, applauded the proposed duty on councils to investigate abuse and neglect. He said: “Too many older and other vulnerable adults are relying on a postcode lottery for their protection and these recommendations will finally bring this situation to an end.”

In Control, the social enterprise which promotes self-directed care, gave the proposals a general welcome. However, they say that they still did not go far enough in some key respects and could actually hinder further development of personalisation by defining a limited list of “community care services” from which people would choose.

User groups are certain to press the government to allow full portability of entitlement to care and support services. Under the commission’s blueprint, continuity would be guaranteed only until the individual’s needs were reassessed by the council to which they had moved.

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# Safeguarding

## Reporting adult abuse

A new easy-to-read leaflet to help people spot adult abuse has been published. The leaflet has been produced to make people aware of adult abuse and to provide them with the information they need to report it.

It is a partnership leaflet between Kirklees Council, NHS and the Police.



To download a copy, visit [www.kirklees.gov.uk/safeguarding](http://www.kirklees.gov.uk/safeguarding)

## New Guidance for Health Professionals Safeguarding Adults and the role of Health Services Practitioners

This document reminds health service practitioners of their statutory duties to safeguard adults. It aims to assist practitioners in preventing and responding to neglect and abuse to patients in the most vulnerable situations. The document provides principles and practice examples that can achieve good outcomes for patients. Safeguarding covers a spectrum of activity from prevention through to multi agency responses where harm and abuse occurs. Multi agency procedures apply where there are concerns of neglect, harm or abuse to a patient defined under "No Secrets guidance" as "Vulnerable".

Safeguarding adults must be an integral part of patient care. Duties to safeguard patient are required by professional regulators and supported in law.

*Sue Wallace. Named Nurse Vulnerable Adults.*

## Safeguarding – things you need to know

### Safeguarding against loan sharks

The best advice for dealing with loan sharks is 'don't'. They're unlicensed moneylenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan.

#### What is a loan shark?

A loan shark is an unlicensed moneylender. Licensed moneylenders are regulated by the Office of Fair Trading (OFT) and must follow the OFT's codes of practice. Because they're not licensed, loan sharks operate outside the law. Borrowing from a loan shark means paying high, extortionate interest rates and receiving very bad contract terms. Not being able to keep up with payments will mean harassment and pressure to borrow more money.

The consumer Credit Public Register lists everyone with an OFT license, as well as those lenders who have had their license taken away or suspended. The information is free and is available by phoning 020 7211 8608.

#### Help and advice

Legally, if someone has borrowed from a loan shark they are under no obligation to pay it back. They should contact the local Trading Standards office for advice on how to deal with the loan shark. The hotline for the Illegal Money Lending Teams for this area is 030 0555 2222 or email [stoploansharks@birmingham.gov.uk](mailto:stoploansharks@birmingham.gov.uk). (Although based in Birmingham, they cover West Yorkshire too.)

Loan sharks sometimes frighten people by saying they'll be prosecuted and even sent to prison if they don't pay up. This can't happen - not repaying a loan from an unlicensed lender isn't a criminal offence. Harassment is breaking the law and can be reported to the police.



**Other organisations offering advice include:**  
**Citizen's Advice Bureau Kirklees - 01484 451381**  
**National Debtline – 0808 8084 000**  
**Consumer Credit Counselling Service – 0800 1381 111**

# Safeguarding

## Who's who at The Yorkshire Ambulance Service and Safeguarding

The YAS has two named professionals for safeguarding adults. They cover wide areas across the Yorkshire region, so may not be able to attend strategy meetings or case conferences. They can be contacted by safeguarding managers for information which may be very helpful. These are not operational posts.

### Janine Waters

(covering North and West Yorkshire)

Named Professional for Safeguarding Vulnerable Adults

Yorkshire Ambulance Service NHS Trust

Tel: 01924 584375

Mobile: 07789 176166

Email: [janine.waters@yas.nhs.uk](mailto:janine.waters@yas.nhs.uk)

### Martin Johnson

Named Professional for Safeguarding Adults  
Willerby Ambulance Station,

York Way,

Great Gutter Lane East,

Willerby,

Hull HU10 6HD

Tel 01482 670803 Mob 07833 963742

[martin.johnson@yas.nhs.uk](mailto:martin.johnson@yas.nhs.uk)

Janine and Martin are both managed by David Blain.

### David Blain

Head of Safeguarding

YAS Safeguarding Team Office

YAS HQ, Brindley Way

Wakefield 41 Business Park

Wakefield WF2 0XQ

Tel 01924 584216 Mobile 07824 540153

[david.blain@yas.nhs.uk](mailto:david.blain@yas.nhs.uk)

## Information

### The New Lending Code

This is a voluntary code of practice which sets standards for financial institutions to follow when they are dealing with their personal and small business customers in the United Kingdom.

It provides valuable protection for customers and explains how firms are expected to deal with them day-to-day and in times of financial difficulties.

The Lending Code covers subscribers dealings with:

- Consumers
- Micro-enterprises (enterprises that employ fewer than 10 persons and have a turnover or annual balance sheet that does not exceed €2 million)
- Charities with an income of less than £1 million

The Code covers:

- Current account overdrafts
- Loans
- Credit cards
- Lending to micro-enterprises and charities

The Code does not apply to non-business borrowing secured on land or to sales finance.

For further information please visit [www.lendingstandardsboard.org.uk/thecode.html](http://www.lendingstandardsboard.org.uk/thecode.html) (External link)



# Safeguarding

## A simple guide to the Safeguarding Adults Network Huddle



Huddle is a type of Social Media. We use the term “social media” to describe any kind of tool that you can use for sharing what you know, including (but not limited to) blogs, photo sharing, video sharing, social networks (e.g Facebook or Twitter), mobile phone applications, texting, digital TV services, wikis, gaming and collaboration tools.

Remember - it’s the way you use it that makes it social.

Therefore Huddle makes it simple to share and work with other people online – from anywhere at anytime. Huddle provides the tools needed to work on a project. You can share calendars, assign tasks, update documents without emailing changes back and forward. You can also track progress. You can also create discussion groups without blocking up email inboxes.

We have created a workspace on Huddle called ‘Safeguarding Adults Network’.

In summary, Huddle is used....

- as a shared virtual network that can be accessed anywhere
- for communication across Kirklees Council and partner agencies

It is not used for.....

- Sharing personal information about individual safeguarding cases

To access this workspace you need to have an account with Huddle.

You can create an account, or log into an existing account, at

<https://kirkleespartnership.huddle.net>

For a more detailed guide please contact the Safeguarding Partnership team on 01484 221717.

## Keeping you in the know

### Changes in the NHS - What does this mean for the Safeguarding Adults Board?

Over the last few years we have made great progress in establishing a strong multi agency partnership around safeguarding here in Kirklees. The board wishes to ensure that this excellent work continues as GP consortia take over some of the responsibilities of the PCT over the next two years and has been working closely with NHS Kirklees. There will be two consortiums in the future - one in North Kirklees and one in Huddersfield.

The Safeguarding board is very keen to ensure stability and progress the safeguarding partnership that we have in Kirklees during the transition of commissioning responsibilities to GP consortiums.

This piece of work is at a very early stage. However, with these changes in mind Jane Ford, named GP for Safeguarding, will be working alongside Karen Hemsworth, Assistant Director for Safeguarding Children & Vulnerable Adults. She will represent Huddersfield GP Consortium on both the Children’s board and Adult’s Board. She will also represent the GP consortium in North Kirklees for the present time.

## Safeguarding – linking with other agendas

### Shared Learning - Children's Safeguarding

The Munro Report- what can we learn? Professor Eileen Munro, who has conducted a wide ranging review into frontline child protection practice, concludes that a one-size-fits-all approach to child protection is preventing local areas from focusing on the child. On 10 May 2011, Professor Munro published her final report entitled a child-centred system.

*So what does this mean for safeguarding adults?*

Professor Munro says that the Government and local authorities should operate in an open culture, continually learn from what has happened in the past, trust professionals and give them the best possible training.

It is important to read the full set of recommendations as Professor Munro is keen they should not be 'cherry picked' but they signal a radical shift from previous reforms that, while well-intentioned resulted in a tick-box culture and a loss of focus on the needs of the child.

Currently local areas are judged on how well they have carried out certain processes and procedures rather than what the end result has been for children themselves.

Munro says that the government should remove the specific statutory requirement on local authorities for completing assessments within often artificial set timescales, so that professionals can give equal weight to helping children, young people and families, as well as assessing their problems.

Local services that work with children and families should be freed from unhelpful government targets, national IT systems and nationally prescribed ways of working. They should be free to re-design services that are informed by research and feedback from children and families, and that pay more attention to the impact on children's safety and welfare.

She also recommends a change of approach to Serious Case Reviews (SCRs), learning from the approach taken in sectors such as aviation and healthcare. There should be a stronger focus on understanding the underlying issues that made professionals behave the way they did and what prevented them from being able properly to help and protect children. The current system is too focused on what happened, not why.

There are lots of parallels for us in the safeguarding adults world.

Although we are not driven by the same statutory requirements we also need to reflect on our practice. At our March Network event Gary Fitzgerald, Chief Executive of Action on Elder Abuse gave us a challenging presentation, stressing the need for us to be more person focussed and how it is important to listen to the victim: both in terms of the alleged abuse and in terms of what what outcome they desire

The government Statement of Principles (May 2011) also stresses the need for Empowerment – consulting about the outcomes someone wants from the safeguarding process and letting these directly inform what happens.

## Forced marriage

Kirklees Council have expanded the information on their 'cultural based abuse' section of their website to include a page on Forced Marriage.

The new section includes valuable information for people who are going abroad and concerned about being forced into marriage. It contains useful information about how to obtain a Forced Marriage Protection Order and a checklist for planning for going into hiding.

**Visit: <http://www.kirklees.gov.uk/community/care-support/keepingsafe/domesticviolence/culturalabuse.shtml>**

# Sharing good practice

## Networking events

In March our network was opened by Gary Fitzgerald, Chief Executive, and 'Action on Elder Abuse.' The presentation focused on the individual's experience of adult protection and how that differed from the professional's perspective.



Jude Woods and Frances Affleck from CHANGE (people with learning disabilities working for equal rights) highlighted the importance of individuals having the right to be safe. An overview was given of the support they can provide in the form of resources and training delivered.

We also had presentations from 'Together' on the role of the Independent Mental Capacity Advocate. Victim Support described what assistance the service could provide. Cloverleaf Advocacy addressed the issues of listening and working across settings and sectors. All the presentations had a strong emphasis of acknowledging was central and listening to the needs of the service user essential.

Our last Safeguarding Adults Network event took place in June and we looked at 'Safeguarding – So what is the criminal justice system doing what it?'



The event was well attended - over 100 people from various organisations were present. The event started with a powerful DVD, 'Jake's Justice'. The DVD captured a man

with learning disabilities' experience of sexual abuse and the reporting of the incident.



Superintendent Dave Knopwood from West Yorkshire Police gave an overview of the safeguarding developments in the police. Mike Conboy from the Crown Prosecution Service spoke about the importance of

community engagement. He emphasised that the key to successful prosecution is based on the willingness of witnesses to come forward. Karen Coleman, Kirklees Marketing and Communications Manager, gave an overview of how a Huddle site worked and the benefits, stating that a site had been created for members of the network.

Our next Network Event is on September 8th Safeguarding Adults and Domestic Violence - making the links 'at the Textile Centre, Huddersfield. All are welcome!

**If you want to join the network, please contact [learning.matters@kirklees.gov.uk](mailto:learning.matters@kirklees.gov.uk)**

## Sharing good practice

### Join the Kirklees Dignity and Dementia Champions Network

Kirklees Council is launching the Dignity and Dementia Champions Network on Wednesday 5 October 2011 and we want to invite carers and the people who use our services to join the group of over 200 champions.

The Dignity and Dementia Champions Network is about placing a greater emphasis on improving the quality of care and the experience of people using services including NHS hospitals, community services, care homes and home support services.

In Kirklees we believe everybody has the right to be treated with dignity regardless of their age or disability. We want to make sure that everyone who uses care services, no matter what they are receiving, are treated with the dignity and respect we all wish to receive.

The role of a Dignity and Dementia Champion is to:

- raise awareness
- inspire local people to take action
- share good practice
- reward and recognise those people who make a difference and go that extra mile

- support people and organisations in providing dignified services.

Anyone can attend the Kirklees Dignity and Dementia Champions network. Our current membership includes cooks, nurses, a doctor, managers and administrators, from a range of different organisations. However, the key membership is missing – you – the people who use our services and carers.

The network is being launched on Friday 5 October 2011, 1 pm until 4 pm at the Hudawi Cultural Centre, Great Northern Street, Huddersfield, HD1 6BG.

Please come along and be involved in the growing number of people in Kirklees who want to make sure everyone is treated with dignity and respect and receives the quality services we all deserve.

**For more information visit the our Dignity in Care website at [www.kirklees.gov.uk/dignityincare](http://www.kirklees.gov.uk/dignityincare)**

**To join the network, please call Deborah McKay on 07976 194081 or email [deborah.mckay@kirklees.gov.uk](mailto:deborah.mckay@kirklees.gov.uk) Or call Jackie Mcgranaghan on 07976 194005 or email [jackie.mcgranaghan@kirklees.gov.uk](mailto:jackie.mcgranaghan@kirklees.gov.uk)**

### What's new with you?

We're keen to share good practice and hot topics across all areas of safeguarding. If you have an issue or good idea that worked for your organisation and would like to share it please get in touch using the contact details below.

### Feedback

If you have any suggestions for topics or comments about this newsletter, then please contact Kirklees Council Communications and Marketing on 01484 225274 or email [marketing.communication@kirklees.gov.uk](mailto:marketing.communication@kirklees.gov.uk). Why not send us an article about safeguarding good practice or new ways of working? We will promise to try and include it in future editions. Remember to send a picture as well.

### Lasting Power of Attorney – why plan ahead?

A Lasting Power of Attorney (LPA) is a legal document available to help you plan ahead for a time when you may not be mentally able to make decisions about your finance and welfare. It allows you to appoint someone you know and trust to make decisions on your behalf. You may want to make sure you have done all you can to prepare yourself and your loved ones for the future. You may have specific wishes about what medical treatment you may wish to receive or what care you would like in the future. You

may also like to be reassured that someone will manage your financial affairs if you can't do this for yourself.

There are two types of LPA's

- Property and Affairs – this is about your finance, the selling of property and paying of bills.
- Personal welfare - this could be about making decisions about where you live and the kind of care you may need, and consent to receive medical treatment.

**If you want to find out more about a Lasting Power of Attorney you should talk to a solicitor or visit the Office of the Public Guardian website [www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)**

Kirklees **Safeguarding Adults** Board  
Partners in preventing abuse and neglect

**Have you thought about a Lasting Power of Attorney?**

Do you worry about a time when you may not be able to make decisions for yourself? Perhaps you care for someone who has dementia? A Lasting Power of Attorney (LPA) is a legal document available to help you, or the person you care for, plan ahead for a time when it may not be possible for you to make decisions about your finance and welfare. It lets you appoint someone you know and trust to make decisions on your behalf.

The Kirklees Safeguarding Adults Board recommends that everyone plans ahead and gets an LPA. Find out more by talking to a solicitor or go to [www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)



### Movers and Shakers



#### Paula Adams

My name is Paula Adams and I have commenced in the post of Named Nurse Vulnerable Adults, alongside Sue Wallace, within Kirklees Community Healthcare Services (soon to be known as Locala Community Partnership), the provider arm of Kirklees PCT.

I am a qualified registered general nurse, midwife and health visitor and though I have been

working predominantly in children's services during the last few years, I did gain experience of working with adults in intermediate care last year. Although I am new to the role of adult safeguarding, I have been working as a named nurse child protection for the last two and a half years.

I am passionate about improving the protection and safeguarding of the most vulnerable in our society, whether adults or children, and I look forward to working with partner agencies in adult services and to continue to build upon the foundations already laid by my colleague, Karen Armitage, who retired this year.

## Domestic violence multi-agency risk assessment conference training

Colleagues from the council, the police and health services and other organisations who support the prevention of domestic violence are invited to attend multi-agency risk assessment conference (MARAC) training.

The training will introduce the changes to the MARAC process and the new procedures and documents which came into force from April 2011.

You will have the opportunity to ask questions around the new information to support the referral of people affected by domestic violence as well as meet colleagues to share good practice.

The course is being delivered jointly by Kirklees Council and West Yorkshire Police.

**There are two training sessions available on:**  
Monday 3 October, 2pm to 4pm or  
Monday 7 November, 2pm to 4pm

**Venue:** Poppy Room, Highfields, Cemetery Road, Edgerton, Huddersfield, HD1 5NF.

**Places are limited so please book your place by requesting a booking form from learning.matters@kirklees.gov.uk. Once received they**

## Links to useful websites

### National dementia strategy

<http://www.dh.gov.uk/en/SocialCare/Deliveringadultsocialcare/Olderpeople/NationalDementiaStrategy/index.htm>

### Local dementia services

[www.kirklees.gov.uk/dementia](http://www.kirklees.gov.uk/dementia)

### Mental health services in Kirklees

[www.kirklees.gov.uk/mentalhealth](http://www.kirklees.gov.uk/mentalhealth)

### Dignity in care challenge

<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/index.htm>

### Safeguarding

[www.kirklees.gov.uk/safeguarding](http://www.kirklees.gov.uk/safeguarding)

### Kirklees Adult Social Care Providers forum

<http://forums.kirklees.gov.uk/phpbb/viewforum.php?sid=00a47cfb25b0546c99cd660ab00c18e6>

## Training

### Are you looking for new training material?

Have a look at 'Safeguarding adults – an Introduction'.

The nursing and midwifery council have produced a suite of short films to help safeguard adults from abuse. They have discussion papers to accompany them.

They can be accessed at

<http://www.nmc-uk.org/Nurses-and-midwives/safeguarding-film-one-an-introduction>

## Information in other formats

Kirklees Council are committed to ensuring that our communication is clear, plain and available for everyone. This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 225274.

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا ایپ ڈی اور بریل میں بھی فراہم کی جاسکتی ہیں۔ براہ مہربانی اس نمبر پر فون کریں: 01484 225274 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 225274 નંબર પર ટેલિફોન કરો. (Gujarati)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਫੋਨੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਡਪਲੀ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 225274 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 225274 查询详情。 (Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 225274. (Polish)

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Kirklees **Safeguarding Adults** Board

Partners in preventing abuse and neglect