

# Safeguarding Adults Annual Report 2011-2012



## Welcome to Safeguarding Adults

All adults should be able to live free from fear and harm and have their rights and choices respected.

Unfortunately, there are some adults who are being abused who may be unable to say no, put a stop to the abuse or change their situation without help. Some adults are more vulnerable than others as they may need additional support from health and/or social care services in their everyday lives because of mental health problems, physical disabilities, learning disabilities or even age and frailty.

This group of vulnerable adults may need help from a number of agencies to help protect them and keep them safe from harm.

Some vulnerable adults may not want help, or may not have sought support from others, but all of them should receive help if they are being or at risk of abuse.

Many of these people may be getting help, support or receiving a service from one or a number of organisations within the area. By increasing the general awareness of the abuse of vulnerable adults, we are hoping more people will recognise the abuse, know how to report it. Across Bury we want to ensure that all organisations who come across abuse know how to respond and can support people when abuse occurs.

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## Introduction from David Hanley - Independent Chair



In my role as the new Independent Chair of the Safeguarding Adults Board, to which I was appointed in March 2012, I am pleased to introduce the Annual Report for the year 2011-12. Whilst most vulnerable people receive the help and support they need and live without fear of abuse, this is not the case for some.

Here in Bury the issue of adult abuse is one of importance, and one which is taken seriously by agencies across the borough.

There is still much more to do and the need for raising awareness continues as some abuse still goes unreported.

Abuse still occurs in health and care environments, and in people's own homes, the places where people should feel more secure.

We all need to work together to improve standards and reduce the risks of them happening. We need to ensure people are treated with dignity and respect just as we would want for ourselves and our families.

This report shows the progress that has been made.

I want to thank all those involved for their efforts over the past year.

I look forward to working with everyone in the coming year and together we seek to ensure that vulnerable people in Bury can live free from abuse and neglect.

## What is Safeguarding Adults?

Safeguarding adults is about ensuring abuse of vulnerable adults is identified, reported and responded to effectively.

When abuse is reported, there are a number of agencies that will work together to risk assess, investigate and provide support to the vulnerable adult. This is done with the consent of the adult where possible and where needed advocacy services are used to ensure the voice of the adult is heard throughout the investigation.

Agencies are also committed to improving the quality/practice within the services they commission or provide. The improvements will ensure services are of a high standard, safe and robust enough to prevent abuse from occurring in the first place.

## Our Shared Vision for Bury

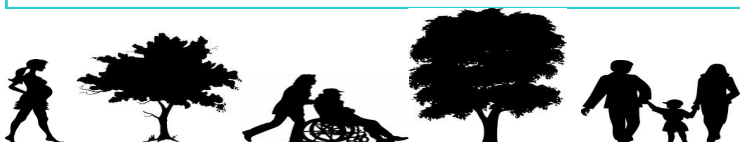
Bury Safeguarding Adults Board has agreed a 'shared vision'. A shared vision is a statement of what the board agrees as its purpose and what it wants to achieve. Bury Safeguarding Adults Shared Vision is:

**"Bury is a place where every adult is able to live free from abuse and neglect. In Bury, Safeguarding Adults is everybody's business."**

To achieve the Vision:

"The Board will promote collaboration and commitment between organisations and communities in an enquiring manner, and deliver outcomes that represent quality, best practice and meet safeguarding principles.

Through cooperation and partnership, we aim to empower people in Bury to live free from abuse or the fear of abuse."





## Safeguarding Adults' Board - What is it all about?

The role of the Board is to ensure that all the agencies and organisations in Bury work together to ensure adult abuse is tackled effectively. The Board also has links with other groups who have a responsibility for protecting adults – such as the multi-agency group that tackles domestic abuse, anti-social behaviour and community safety. The background to safeguarding and the work of the Board can be found in various national policy guidance and legislation. 'No Secrets' (Department of Health 2000) was a crucial policy document from the Government, which set out how agencies respond to adult abuse, including giving local authority social service departments a coordinating role in setting up multi-agency boards and establishing local multi-agency policy, procedures and guidance for the vulnerable adults work. Safeguarding adults continues to gain importance on the national agenda. The '**No Secrets**' guidance is currently under review and the outcome of the consultation will influence the future of safeguarding adults work.

## Safeguarding Adults' Board - Who is on the Board?

A number of key agencies attend the Safeguarding Adults Board. These agencies play a vital role in responding to and preventing abuse from occurring within the Bury area. The Board has appointed an Independent Chair and the lead agency is Bury Adult Care Services, which is part of Bury Council. Bury Police, and health agencies such as Pennine Acute Hospitals, Pennine Care and NHS Bury are some of the partner agencies involved. The Fire Service, Probation, Victim Support, Six Town Housing and representatives from Age UK Bury and other independent and voluntary agencies supplement the work of the Board.



## What is a Serious Case Review?

A serious case review is a details review of a situation that is seen as very serious and needs looking at by all the agencies involved.

The purpose of having a case review is not to investigate or to apportion blame. It is to:

- establish whether there are lessons to be learnt from the case about the way in which local professionals and agencies work together to safeguard vulnerable adults;
- inform and improve local inter-agency practice; and
- improve practice by acting on learning and developing best practice.

Bury Safeguarding Adults' Board completed and published the executive summary of its first serious case review in June 2011.

The executive summary highlights good practice by a number of agencies in a number of areas. There are a number of recommendations included, several of which are positive and indicate work within the Borough in responding to and supporting vulnerable adults at risk of abuse works well.

Please visit Bury Council's website or use [the link](#) to find more information.



## How do our Board Members support vulnerable adults?

Board members and the agencies they represent have different roles and responsibilities to safeguard vulnerable adults. To help people understand what this means, some of our Board Members have set out what their agencies can do to safeguard vulnerable adults from abuse.

### **Mark Granby, Superintendent Neighbourhoods, CJ and Partnerships, Bury Division**

Greater Manchester Police are committed to safeguarding those most vulnerable in the communities we serve. April saw the official launch of the force Public Protection Division, a specialist branch delivering public protection and investigation support to every territorial division.

On the Bury division, the early identification of vulnerability is embedded into our daily processes, particularly in relation to those people who are vulnerable to abuse and anti-social behaviour. I am the divisional lead for the priority area of 'helping keep people safe' and I am personally committed to delivering the best possible service we can in this key area.

### **Andrew Rowcroft, Service Delivery Manager Victim Support and Witness Service**

Victim Support staff and volunteers all undergo Safeguarding training before having any contact with Victims and Witnesses. As part of our policies and procedures all victims referred to us receive a full needs assessment, which includes a clear pathway for when any Safeguarding issues have been identified.

### **Ron Shambley, Bury Coalition for Independent Living**

The main victims of vulnerable adult abuse in Bury, namely, elderly and disabled people, have representation on the Bury Safeguarding Vulnerable Adults Board in the shape of the newly formed Bury Coalition for Independent Living. The Safeguarding Board have recognised the need to hear community voices on the Board where public services often wrestle with protocols and policies, on occasion to the exclusion of the victims of abuse. Bury Coalition for Independent Living for their part inform community groups and vulnerable individuals about measures being taken to protect them from abuse by the Safeguarding Vulnerable Adults Board in Bury. It works well'.

### **Lynn Agnew, Director of Social Care, Greater Manchester West NHS Mental Health Foundation Trust**

The Trust runs a number of specialist units on its Prestwich Hospital site. These include the regional medium secure unit, one of three national mental health and deafness units, and an alcohol and drugs inpatient unit. We also run two units for young people under eighteen. The safety of patients in all these units is of high importance to the trust. In recent times we have seen much improved reporting of incidents with patient safety implications. All such incidents are scrutinised and measures put into place immediately to prevent any further harm. We have worked with Bury's Safeguarding Adults Coordinator to ensure that any incidents that meet the Board's threshold are reported to the Safeguarding Unit in a timely way. Overall we are reporting fewer incidents to the Unit, but we are more confident that we are reporting the right things.

**Andy Hazeldine, Chief Officer, Age UK Bury**

This year, Age UK Bury launched our national partner's Care in Crisis campaign in Bury to urge the government to reform the care system. The current system is unfair, confusing, under resourced and unsustainable. Many of those who need help and support are being badly let down by a system at breaking point. The economic recession compounds this situation as the statutory services are having to make tough choices on what services to continue to deliver, reform, reduce or de-commission. Age UK Bury will continue to campaign for reform at a national level and support local action to protect the most vulnerable in society. We greatly value the commitment of local statutory and voluntary partners who are working constructively and creatively to make Bury a place that is "free from abuse and neglect."

**Nikki Naylor, Curriculum Leader, Bury Adult Learning Service**

An essential element of the Adult Learning Service's mission is its commitment towards safeguarding learners. Safeguarding is effectively promoted by appropriate training for staff and learners alike. Training is rolled out to staff throughout the year, prioritising staff who work specifically with vulnerable learners and 16-18 year olds. Bury Adult Learning Service has recently been involved in a project with Bury Adult Care and Pennine Care Community Services in developing tools for vulnerable adults to raise awareness and explain how the safeguarding process works. A number of focus sessions were successfully held with learners with learning disabilities and/or difficulties.

**Martin Barber, Community Safety Manager, Greater Manchester Fire and Rescue Service, Bury Division**

Greater Manchester Fire and Rescue Service (GMFRS) believes that everyone has the right to live their life free from abuse and neglect. The Service acknowledges that protecting vulnerable adults from abuse and neglect is "everybody's business" and, as such, is committed to playing an active role in safeguarding. To achieve this, GMFRS will endeavour to safeguard vulnerable adults through the implementation and regular review of our policy and procedure guidance".

**Sharon McCambridge, Chief Executive, Six Town Housing**

Safeguarding vulnerable adults remains a key priority for us and we continue to be active members of the Safeguarding Adults Board; reflecting the importance we place on this issue.

We are delighted to be a member of the Safeguarding Adults Board and will continue to work with others to protect the most vulnerable members of our community by sharing information, communicating effectively and working in partnership.

In the last year, we have assessed ourselves against the National Framework of Standards for good practice and outcomes in adult protection work. As a result, we about to launch our new safeguarding guidelines to staff, along with our Eyes Wide Open campaign. This will ensure safeguarding practices continue to be embedded in everything we do. We will continue to champion the safeguarding adults' agenda and support the work of the partnership.



**Hayley McGowan, Bury Borough Lead, Pennine Care Foundation Trust**

Pennine Care NHS Foundation Trust now provides a range of Mental Health and Community Health services in Bury, since the transfer of Community Health services to the Trust in April 2011. Safeguarding Adults policies, training and procedures have now been harmonised to provide a consistent approach to Safeguarding Adults and in October 2011 the Trust appointed a new lead for Adult and Child Safeguarding.

The Trusts governance arrangements continue to ensure there is continual monitoring of incident trends and themes for Safeguarding Adults with the ultimate aim of improving patient safety and quality for all service users. The Trust will continue to monitor the level of reporting, its compliance with the required training in Safeguarding Adults and to raise the profile of Safeguarding Adults by means of the Trusts Adult Safeguarding Group and Integrated Governance Groups.

The Trusts Quality Group is focusing on improving the patient experience of health care and protecting them from harm- "Harm Free Care." This group has specific goals that include goals for falls prevention, reducing catheter acquired infections, reduction in pressure ulcers and venous thrombo-embolisms.

**Maxine Lomax, Designated Nurse for Safeguarding Children and Adults, NHS Bury**

NHS Bury commissions health services for the local population of Bury with the expectation that child and adult safeguarding arrangements are central to the health services delivered. Safeguarding principles are used to shape and set out the strategic and operational safeguarding arrangements in health care delivery. Quality assurance systems and processes are monitored to ensure safeguarding concerns are identified and acted upon. NHS Bury expect all staff to know what their responsibilities are in recognising and responding to adults who homes, contributing to investigations and challenging other health organisations, including nursing are being abused or at risk of abuse. NHS Bury are actively involved in safeguarding adults by where the standards of care fall below what was expected. The Board of NHS Bury has adult safeguarding as part of their regular agenda. NHS Bury works with the Local Safeguarding Adults Boards, patients and community partners to create safeguards for all patients. NHS Bury provides leadership to safeguard adults across the health economy, ensures accountability and use of learning within services and the Boards to bring about improvements. NHS Bury are committed and active members of the Adult Safeguarding Board and will continue to be represented at the Board under the new GP Clinical Commissioning Group.

**Pat Jones-Greenhalgh Executive Director Bury Adult Care Services**

It is everyone's responsibility to promote Adult Safeguarding, and Bury Adult Care Services are fully committed to working toward protecting those adults most at risk in Bury. Throughout the course of this year we have worked hard in providing further Safeguarding Adult training not only for Adult Care Services staff, but for our colleagues in other organisations. Over 200 people have attended these training courses which aim to ensure practitioners are confident in how to recognise abuse and then are able to effectively manage the impact of that abuse and prevent it from happening again. We received over 600 referrals about potential adult abuse in 2011/12, therefore this training is seen not only important but essential in keeping Adult Safeguarding at the top of everyone's agenda.

## Safeguarding Adults – What happens?

In order to understand the complex and varied nature of some of the safeguarding adults' issues, a number of scenarios are presented below. Please note these scenarios are not actual cases but are typical of some of the issues which are seen when safeguarding adults' concerns are raised and investigated. The scenarios also try to give an understanding of some of the circumstances and situations vulnerable adults can find themselves in and some of the choices they sometimes make.

### Andrew's Story

Andrew is 35 years old, who lives alone and has a physical disability which causes problems with his walking. Andrew is in a wheelchair and he has difficulties completing routine tasks such as washing himself, cooking and cleaning.

Andrew receives money to fund his care. The money is paid into a bank account from which Andrew 'buys in' carers/personal assistants (PAs) to meet his care needs. Andrew required assistance to manage this account and to pay the staff he would employ. A local company was identified to manage the account, make payments and provide payslips.

Andrew decided to employ his friend, Danny, as his PA. Danny agreed to work for Andrew on a trial basis for 3 months before committing to anything more long term. Danny signed a contract for the 3 month period and completed the necessary paperwork for the company to pay his wages into his bank account. Each week from then on, Danny would email the company to claim his wages.

Before the contract ended Danny went off sick and Andrew needed to find another PA as he required help on a daily basis. Danny decided he did not want to renew his contract with Andrew but he continued to send emails to claim wages, despite no longer working for him. This went unnoticed as the company had not been made aware that Danny had been on a 3 month contract which had expired. It only came to light when Andrew's funds started to run dry and proved insufficient to pay the PA who was providing his care.

Bury Adult Care were made aware of the situation and contacted the Police's Public Protection Investigation Unit, Vulnerable Adults Unit. The Police arrested Danny, who was then interviewed and charged with fraud. Danny pleaded guilty and was convicted at Crown Court receiving a substantial sentence and ordered to pay compensation.

The Police Officers involved had managed to collect evidence to prove Danny had stolen money from Andrew's account amounting to £5000. Danny had deceived the company for over 4 months and paid him 19 weeks of wages.

The money stolen from Andrew left him in the position where he was unable to pay for the care which he desperately needed. Andrew's Social Worker secured an interim payment from Bury Adult Care Services to cover the lost monies and ensure Andrew did not go without care.



### **Derek's Story**

Derek is a 27 year old gentleman with a mild learning disability, who reported that he was being abused by his wife. Derek attends a course at Bury Adult Learning and reported that his wife and one of her friends were taking money from his bank account and that she was threatening to hurt him if he tried to stop her. Adult care staff talked to Derek and he decided to leave his home and go into temporary accommodation.

Adult Care Services, Police and housing started to work with Derek over what he wanted to happen. He did not want the police to pursue his complaint of financial abuse but he did want help to stop other people accessing his bank account. Derek did not want to return home so Adult Care Services and housing worked with him to find new accommodation.

The investigation found that money had been taken from Derek's account with out his knowledge, money that was not spent on Derek. The following month Derek decided to return home to his wife. He understands the decision he has made and it is his choice to make. He feels he has control of his finances with the support provided, is able to keep himself safe and wants to live with his wife. Families and relationships are very complex situations and Derek has the right to make his own choices even when there is risk involved. Derek is aware that he can always contact Adult Care Services if he changes his mind or feels that he needs further support.

### **Harry's Story**

Harry is an 87 year old gentleman with vascular dementia, who spent a few days in a nursing home to recuperate following an episode of pneumonia. While at the nursing home he became confused, dehydrated and unfortunately had a fall. Harry was later admitted to hospital and found to have a chest infection.

The family were concerned the home had not met all of Harry's needs while he was there. Harry was saying that he did not fall but had been pushed.

Staff from social care, health and the police worked together to establish the facts and find out what happened. Harry was supported and interviewed by the police, the family were consulted, members of staff were interviewed and documents were reviewed by health and social care.

Unfortunately, Harry was confused at the time of the fall and the investigation could not establish whether he was pushed. No evidence was available to support Harry's claims. However, the standard and quality of care delivered by the home was found in Harry's case to be lacking. An action plan has been put in place to improve standards and the care delivered is being monitored by Health and Adult Social Care Services.

The family were happy with the outcome. They felt their concerns had been listened to and taken seriously. When Harry was discharged from hospital he required long term care and has now settled in his new home.

## **Evelyn's Story**

Evelyn is a 58 year old lady with mental health problems. She has diabetes and swollen ulcerated legs which are being monitored and treated by the District Nurses.

Evelyn lives with her elderly husband. Concerns were raised by her Community Psychiatric Nurse that Evelyn was not receiving the care she needed as she was not attending appointments, and staff could not gain access to her home to carry out aids and adaptations for Evelyn's benefit.

Evelyn's Community Psychiatric Nurse felt her husband was preventing Evelyn from receiving the care and treatment she needed. Evelyn did have capacity to make her own decisions and she was very protective towards her husband, who she felt was very supportive to her needs.

The Community Mental Health Team arranged meetings with the social care provider, health and housing in order to work with Evelyn, her husband and ensure the aids/adaptations were put in place. Evelyn and her husband's needs were assessed and carers were put in place to assist Evelyn and provide respite for her husband. The District Nurses agreed to follow up any missed appointments with home visits. Evelyn was also offered alternative accommodation better suited to her needs, but she declined as she wished to remain with her husband in their family home.

Evelyn's husband found it difficult and also did not want to leave their home. He was struggling to meet her needs and initially reluctant to allow others to provide the care she needed. Evelyn was determined to be with her husband and she had capacity to accept the risks. The agencies involved provided support to Evelyn and her husband. They all agreed a care plan which reduced the risks to Evelyn and allowed her to remain in her own home with her husband, which is what she wanted.



## Day in the life of the PPIU—Vulnerable Adult Unit

Greater Manchester Police has a Public Protection Division which oversees the Public Protection Investigation Units (PPIUs) based across Greater Manchester, including a PPIU based at Bury Police Station. There is a Vulnerable Adult Unit (VAU) within the PPIU. The Bury VAU has one Detective Sergeant and three Constables. They work a shift pattern which spans 7am to 8pm, seven days a week.

When uniformed police officers attend call outs they can come across vulnerable adults in a range of contexts. For example, threats of suicide and self harm, mental ill health, elderly and isolated individuals or those with learning or physical disabilities who are struggling to care for themselves as well as being a victim of crime. After the officer has responded to the call they will complete a checklist to identify and detail the vulnerabilities/circumstances of the vulnerable adult concerned. The officers then send the information to the PPIU VAU.

A typical day begins with the VAU officer reviewing these calls and taking appropriate action to safeguard the vulnerable adults identified. This may involve referring the adult to the most appropriate service, often this can be the Mental Health Access & Crisis Team or Adult Care Services. A marker can be placed on the address and records of a vulnerable adult so officers responding to future calls are aware of the individual's vulnerabilities. Where appropriate a visit will be made to the person or a meeting held with other agencies to identify a way forward to safeguard the individual in the future. When a high risk crime has been identified with a vulnerable victim or where the suspected offender provides care or acts in a professional capacity the investigation will be progressed by the VAU.

Agencies can also make referrals into the PPIU when physical, sexual, financial abuse and neglect of a vulnerable adult has been identified. Most referrals are from partner agencies most usually the NHS - mainly mental health, Adult Care Services and the Learning Disability Teams. These will be investigated by VAU staff in close cooperation with the partner agencies. These can include allegations of assaults by care staff on patients or theft by relatives from vulnerable members of the family whom they are supposed to be caring for.

The VAU staff are also part of the wider PPIU, which also has Child Protection and Domestic Abuse Units. They frequently assist these units with safeguarding investigations, especially in the evening and at weekends. The Sergeant also manages the PPIU Triage desk, which is the single point of entry for all new referrals into the PPIU and the video interview unit. The Sergeant also provides supervisory cover across a wider force area in the evenings and at weekends.



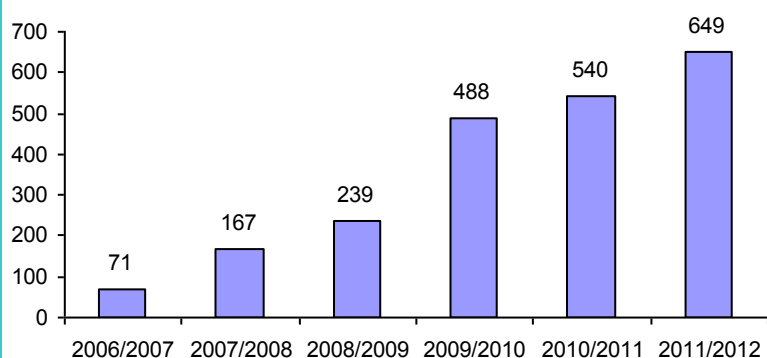


## What was reported in the last year?

Over the last 5 years Bury has made significant progress in raising awareness with the public and organisations about safeguarding vulnerable adults, which is illustrated in the increase in number of referrals. In the year to April 2007, Bury reported 71 cases compared with 649 in the year to April 2012.

The table below shows the increase in Bury in the identification and the reporting of concerns for vulnerable adults that may be of risk of harm or abuse.

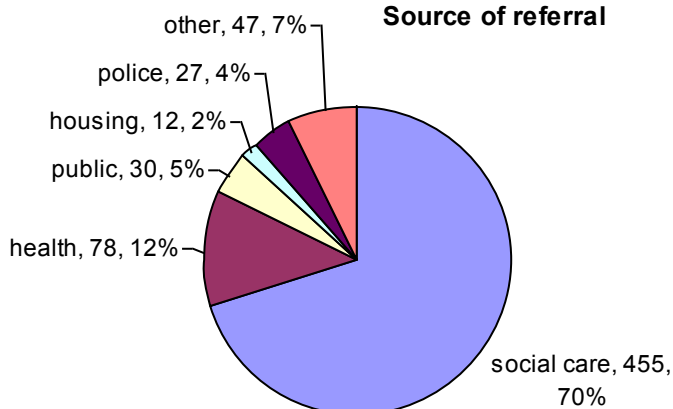
**Total Number of Referrals**



## Who reported it?

In the year to 31 March 2012, the 649 referrals received came from a number of sources such as Social Care, Health, Police, Housing and the public.

**Source of referral**

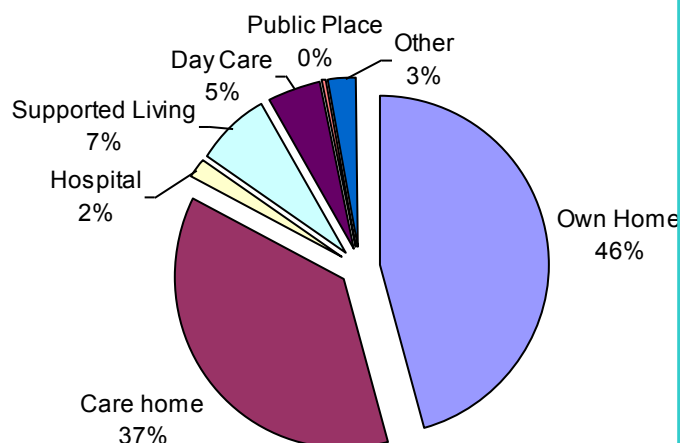


## Where did it happen?

In the last year the most common location of reported abuse occurred within peoples' own homes followed by care home settings. It is possible that the level of reporting of abuse in people's own home is still low.

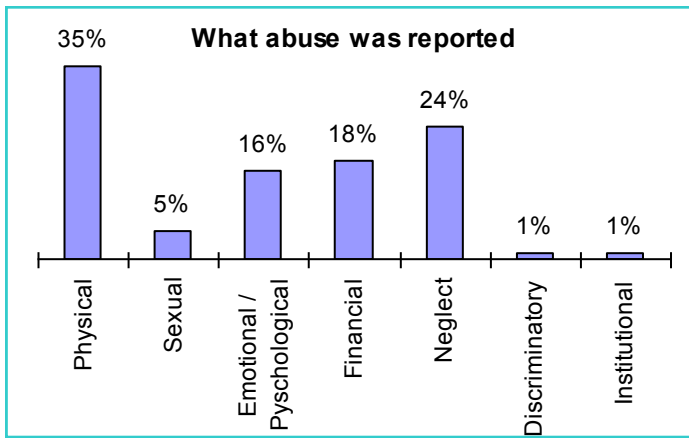
Research carried out in 2009\* suggested one in four older adults are at risk of abuse but only a small number of the cases were reported. Abuse can go unreported for a variety of reasons such as the individual feels shame, intimidated, relies on the person causing harm for support, is worried about repercussions or places the needs of the person causing harm before their own. Abuse in care homes accounted for 37% of the referrals received. Some of the homes have reported a number of concerns when abuse has not occurred as a safeguarding adults' issue. Some of the referrals received identified staff shortages, medication not being given on time and equipment not being available. Additional guidance has now been developed and further training will be provided in the coming year to help agencies identify what is a safeguarding adults issue and when to make a referral.

**Where did it happen?**



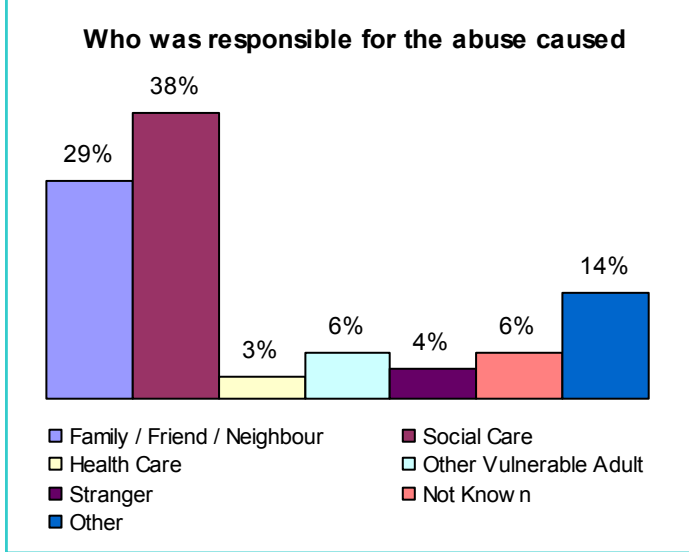
## What was reported?

The most common form of abuse reported was physical. This typically tends to be the most common form of abuse reported not just locally but nationally. This year, Bury has seen a significant increase in the number of cases involving neglect. 24% of the reported cases identified neglect where as in previous years Bury reported 19%, in 2010-11 and 11% in 2009-10. Some of the cases where neglect was reported involved situations where vulnerable adults needs were not being met by their carers, families and professionals and where the adult was self-neglecting.



## Who was responsible for the abuse caused?

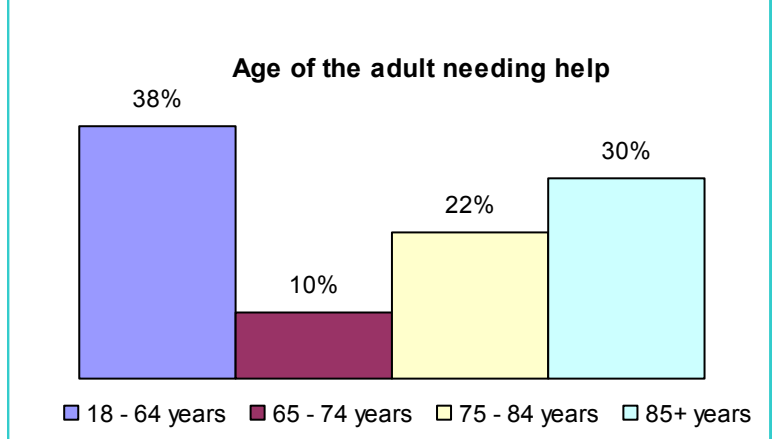
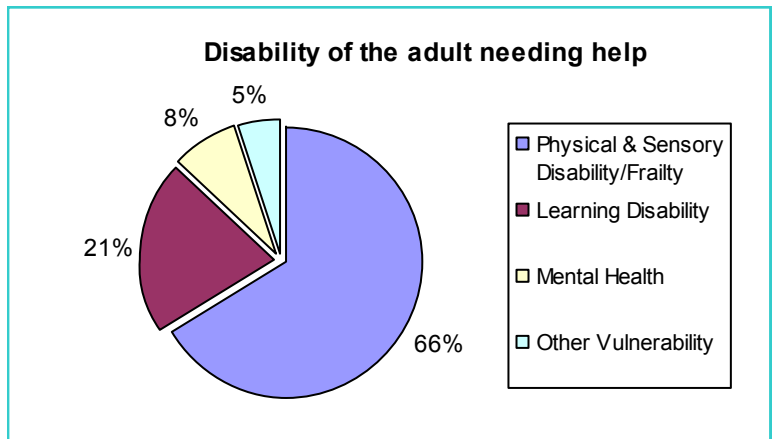
Care staff from various settings accounted for 38% of abuse reported, followed by family, friends and neighbours at 29. In the last year, a number of high profile cases from across the country have been in the media where abuse and neglect of vulnerable adults within hospitals and care homes was highlighted.



## Who needed help?

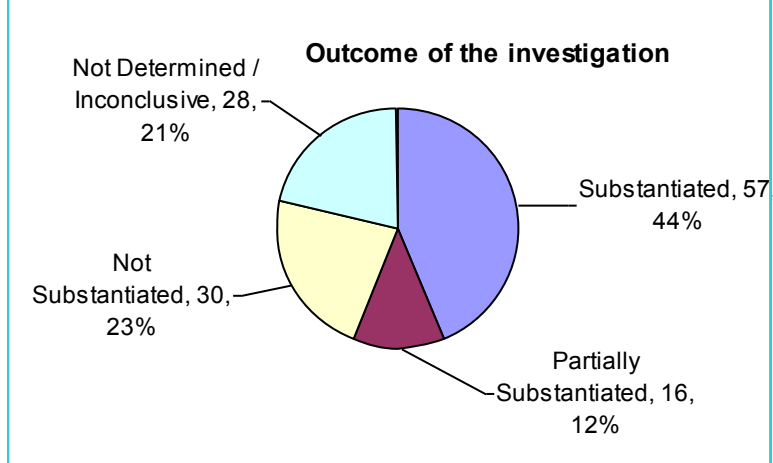
66% of the adults who were at risk or suffered harm/abuse had a physical/sensory disability or were frail. 21% of the referrals received were for people with a learning disability which seems high as the number of adults in Bury with a learning disability is low.

The reasons for the high number of referrals need to be understood and this will be one of a number of issues the Board will focus on in the coming year. 38% of the referrals were for people under the age of 65 years and 62% for people over the age of 65.



## What happens when abuse is reported?

All referrals are responded to. The immediate priority is to take actions to protect the individual from further harm. People are offered help and support to stay safe and reduce the risks of further abuse or harm from reoccurring. Where appropriate a full investigation is carried out. Not everyone accepts help and some individuals prefer to be referred to other services for support. Not all the referrals received needed a safeguarding investigation as harm or abuse had not occurred but in these situations people would be offered other support if needed. Of the 131 referrals that have proceeded to an investigation 56% have been substantiated or partially substantiated, which means abuse has occurred.



## Safeguarding Adults in the headlines

Tuesday, 17 May 2011 12:27  
**Requirement to have safeguarding adults board to be mandatory**, says minister. 'All local authorities will be required to have a Safeguarding Adults Board as part of a drive to strengthen the laws protecting vulnerable people, the Care Services Minister has confirmed.' Paul Burstow said: "I am determined that we strengthen the law to protect the most vulnerable people in our society. By making Safeguarding Adults Boards mandatory, we aim to make them more effective and ensure those at risk of harm or exploitation will be safer.

## Where to go to find more information

Bury Council has a number of web pages with information on Safeguarding Adults, Mental Capacity Act and the Deprivation of Liberty Safeguards. The following [link](#) can be used to find the above information.

## Training

Bury Adult Care Services offers a number of training events to support safeguarding adults' agenda. Safeguarding Adults Awareness, Safeguarding Adults Case-working, Managing the Safeguarding Adults Process, Safeguarding for Providers, Mental Capacity Act Training and the Deprivation of Liberty Safeguards are some of the training events provided. For more information please contact the Workforce Development Team on 0161 253 6916/ 6863/ 6543.



## What is happening in 2012/13?

The Board will continue to work to improve safeguarding vulnerable adults in Bury.

Its main objectives for the coming year are:

- To continue to improve how agencies respond to abuse when it is reported;
- To reduce the risk of abuse happening in the first place.

There is a real commitment across all agencies to work together to achieve these goals, and meet the vision that **"Bury is a place where every adult is able to live free from abuse and neglect. In Bury, Safeguarding Adults is everybody's business."**

## What to do if you suspect abuse

The scenarios illustrate some of the abuse of vulnerable adults that has been reported in the Bury area. One day that person could be someone you know or even care for. One day it may be your mum, dad, gran or even the neighbour across the road. If you take anything away from this newsletter, please let it be - **'if you suspect abuse report it'** - Ring Bury Adult Service's Customer Contact Centre on 0161 253 5151 .





# NEWS FLASH



Bury has developed a number of new safeguarding training sessions to support existing documents and the roll out new of new guidance. Some of the new training includes:-Safeguarding Adult Awareness Training, Thresholds, Case working, Managing the process, Mental Capacity Act Awareness and the Deprivation of Liberty Safeguards Training.

Bury has revised their multi-agency Policy and Protocol for safeguarding adults which will be launched in 2012. Bury has also developed a number of new policies and protocols - 'Sharing information' and 'Threshold Guidance' - see the website for more information.



The board has appointed a new Independent Chair - David Hanley. The board will be working hard to make sure that Safeguarding Adults is a high priority. The focus will be involving people, improving outcomes and handing back power to those at risk of abuse and harm.



