



# Rotherham Safeguarding Adults

Annual Report  
April 2009 to March 2010

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**The priority for the Rotherham Safeguarding Adults Board is to strengthen the approach we take to prevent adult abuse and protect vulnerable people from exploitation and working together with our partner agencies to reduce the number of cases of abuse by 2013.**

## Message from the Independent Chair of Rotherham Safeguarding Adults Board: Professor Pat Cantrill

It is now a year since I was appointed Chair of Rotherham Safeguarding Adults Board. It has been a very busy year for all Safeguarding Adult's partners but they have risen to the many challenges they have faced.

It is valuable to have an independent assessment of how we are performing in meeting the needs of vulnerable adults and we were delighted in September 2009 when after an inspection of our services by the Care Quality Commission, the independent regulator of health and adult social care services in England we were rated as **'Performing well'** which is one of the highest ratings in the country.



Professor Patricia Cantrill

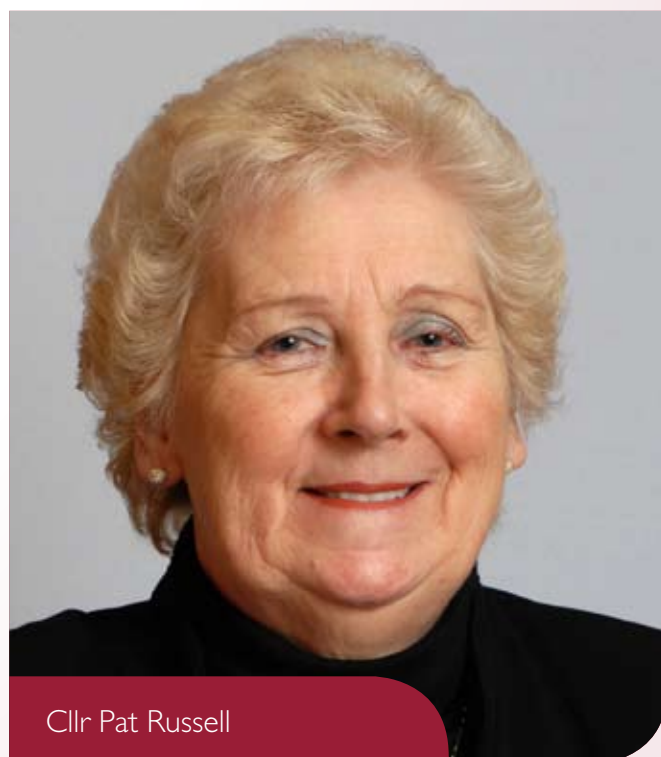
This is a testament to the commitment of everyone who works to provide services to some of the most vulnerable people in Rotherham, not least the Safeguarding Adults Team and I would like to take this opportunity to thank everyone for their dedication and high levels of achievement.

Of course there is always more to do and we all face a demanding year ahead as services across our entire partner organisations address the challenges of working with reduced resources. We need the people of Rotherham's help to make sure that we know when vulnerable adults need our help.

As last year I would like to stress that safeguarding vulnerable adults is the responsibility of all of us and it is only by working together that we will make sure that we make Rotherham a safe place for all its residents.

## Message from the Safeguarding Adults Champion: Councillor Pat Russell

Safety from harm and exploitation is one of our most basic needs. Councils have a responsibility in relation to safeguarding adults who are defined as vulnerable. Safeguarding adults is everybody's business. In order for the council to fulfil these responsibilities there is a need for strong strategic leadership, this role is performed by the Safeguarding Adults Board. As a Council member I am Safeguarding Adults Champion and proud to sit on the Safeguarding Adults Board to contribute to ensuring safeguarding adults is given sufficient priority to improve outcomes for vulnerable adults in Rotherham.



Cllr Pat Russell

## 2009-10 Review

The Rotherham Safeguarding Adults Board is made up of all the key partners in Rotherham who have contact with vulnerable adults (see Appendix I for a list of its members). In Rotherham, Safeguarding Adults is our core business and partners have been working together and individually to ensure that there is a **'zero tolerance'** of all forms of abuse and a key focus on prevention.

### 'Reducing substantiated abuse'

Rotherham's strategic partnership has set out its vision for the next three years within the Safeguarding Adults Strategy 2009-2012:

*'Every vulnerable adult in Rotherham will live a full life as safely and independently as possible and live a life free from abuse and neglect'*

During 2009-2010 significant improvements have been put in place to promptly and effectively respond to **protect** individuals when allegations of abuse are made. However we have equally worked to **prevent** abuse from occurring in the first place and continued to actively promote understanding and awareness of the Safeguarding Adult's agenda.

In summer 2009, the Care Quality Commission inspected our arrangements under the new methodology for Safeguarding Adults which resulted in a judgement of **'Performing Well'**, one of the first in the country to have undergone this harder test. As part of this process we have significantly raised awareness of the need for safeguarding across the borough. This is a significant achievement as Rotherham was one of the first authorities to achieve this against the new inspection regime.

### 'Strong Effective Board and Partnership Arrangements in Place'

Strong leadership and effective partnership arrangements are clearly evident in the

Rotherham Safeguarding Adults Board, which reports to the Safer Rotherham Partnership. The Board recruited an Independent Chair and reviewed its priorities for the next three years with a headline target of **'Reducing abuse in Rotherham'** with a focus to Prevent, Promote and Protect.

Through the Rotherham Safeguarding Adults Board all agencies are fully aware of their responsibilities and are fully committed to delivering against the South Yorkshire Safeguarding Policy and Procedures. The Rotherham Safeguarding Adults Board has played a pivotal role in improving the awareness of responsibilities across all agencies. Service Users are represented at the Board through a number of bodies such as Voluntary Action Rotherham and Scope. The Board also receives a regular Customer Insight report which details customer views about the service, which contributes to improving the service and the development of the Board. We have strengthened the Rotherham Safeguarding Adults Board's links to the Domestic Violence Forum and Domestic Violence Priority Group and the Safeguarding Children's Board through the Director of Commissioning and Partnerships and Director of Health and Wellbeing.

The Safeguarding Adults Board has delivered a number of improvements across all agencies:

- Improved access arrangements for reporting adult abuse
- Implemented the second phase of **'Home from Home'**
- Increased alerts through a targeted awareness campaign
- Developed the Bronze to Platinum Multi Agency Training Programme
- Full engagement on the Serious Case Review for 'Home H'
- Targeted actions around financial abuse through improved legal involvement and specific awareness TV and radio campaigns.
- Strengthened membership of the well attended Board further with the Fire Service and member champion, Councillor Pat Russell.

Safeguarding vulnerable adults remains our number one priority and we want all our citizens to know that we are passionate about 'stamping out' abuse and protecting vulnerable people. Our priority for the next twelve months will be to bring about a reduction in substantiated abuse.

## 'Further increased the level of awareness and number of alerts'

Safeguarding Adults remains our number one priority. The Council, the Rotherham Safeguarding Adults Board, Safer Rotherham Partnership and Local Strategic Partnership have a continued commitment for Rotherham to be one of the safest places in the country.

A successful safeguarding campaign over the last 12 months included an awareness week in June 2009 which distributed over 25,000 safeguarding leaflets and 300 posters across Rotherham. Local transport displayed safeguarding adverts and an intense radio campaign played on local radio stations. This has continued throughout the year including the distribution of bookmarks and leaflets into all libraries, a re run of the radio campaign in December 09 and January 2010, adverts in key publications, promotion stalls at key events such as Rotherham's older people day and Rotherham Show.

### In 2009/2010:

- We have increased the level of awareness and alerts by 22% to 689
- Increased overall awareness by 19%
- 95% of customers are satisfied our services helped them to feel safe
- 100% of customers feel safer as a result of safeguarding intervention
- Completed 83% of cases in year; increased from 78.2%, with 37 ongoing cases into 2010/2011
- Implemented innovative ways of engaging with customers
- Second phase of '**Home From Home**' is improving standards increasing the number of homes rated 'Good' or 'Excellent'

- One of the first Safeguarding Adults Boards in the country to have a Multi Agency Training and Development Programme – '**Bronze to Platinum**' which has already trained over 5000 Council and partner staff in safeguarding awareness
- Put in place a strengthened Quality Assurance framework
- We have further reduced crime by 13%

## 'Tried and tested multi-agency procedures'

The South Yorkshire Procedures ensure we have effective and accountable management of safeguarding cases across all agencies. The Board played a pivotal role in improving awareness of roles and responsibilities.

Ahead of '**No Secrets 2**' we are continually, through learning from individual cases, serious cases, quality assurance, the inspection and customer feedback, reviewing and improving our area specific protocols. Examples of this are:

- Through business process re-engineering the Safeguarding structure now covers all customer groups.
- Developed suspension of placement protocols based on lessons learned from incidents involving care homes throughout the year.
- The process for referral to police has been updated and re-launched
- With Improvement and Development Agency (IDeA) incorporated PREVENT into protocols and training

We have put in place innovative yet sensitive ways for customers, carers and relatives to be involved in improving the Safeguarding Adults service:

- 'Home Truth' diaries are kept by customers to see the full journey
- Post case conference interviews establish satisfaction with outcomes
- Investigating officer testing satisfaction with the support provided.

- Customer inspectors carrying out mystery shopping of the service
- Asking residents/relatives about the quality of care in homes
- Campaign tests awareness, access and potential hot spot areas.

## ‘Regional and National Recognition’

Our work on **‘Home from Home’** has received regional and national recognition. Regionally it was nominated for a Great British Care Award and nationally the Care Quality Commission approached us to help respond to a report published in March 2009 by Care Equation on roles and responsibilities in promoting improvement in adult social care services. Rotherham has played a pivotal role in developing a clear ‘information sharing’ protocol involving colleagues from the regional and national ADASS group which will reduce this burden and help to strengthen sharing information in a timely and effective way to deal with adult abuse. Alongside this protocol, Rotherham is working with the Care Quality Commission to develop an information sharing ‘portal’ which will improve the information flow between the Care Quality Commission and Councils in ‘real time’, feeding into the new Quality Risk Profiles. Rotherham has been identified as a pilot area for this portal in the next 12 months.

Rotherham had the biggest reduction in crime in South Yorkshire in 2009/2010. Overall crime has been reduced by 13.4% with 2,987 less victims. Our continued focus has been on making Rotherham a safer place to live. As a result of the increased alerts the Safer Rotherham Partnership made Safeguarding Adults a Priority Area for 2009/2010. Their focus has driven performance on increasing referrals and multi-agency training.

## ‘Put in place an extensive training and development programme’

2009/10 has seen continued improvements in the training and development of staff in safeguarding awareness. Following extensive consultation across all key partner agencies the multi-agency

Bronze to Platinum training programme was ratified by the Board in February 2010. The multi-agency Safeguarding Adults and Mental Capacity Act Training Manager and training sub group oversees the delivery of this programme which so far has achieved:

- 1302 of social care staff are trained in safeguarding adults
- 97% of social care independent sector trained, a 17% improvement
- 1838 of the Neighbourhoods and Adult Services Directorate workforce are trained in safeguarding adults.
- 33 staff (18 Council, 15 Health) were trained in safeguarding investigations (Platinum Standard).
- 1072 multi-agency workers were trained in safeguarding basic awareness/refresher
- Shortlisted for Yorkshire & Humberside ‘Making a Difference Award in November 2009 for the Safeguarding Adults e-learning module.
- 42 Council Members have completed the e-learning module.
- An additional 2071 Council Staff have completed e-learning module

**At what point do you...?**

**STOP PHYSICAL ABUSE**

Hitting, Slapping, Punching

Burning, Pushing, Kicking

BEFORE IT'S TOO LATE!

**Don't let abuse go unnoticed, if you, or someone you know is being abused, don't ignore it, REPORT IT!**

**CALL 01709 822330**

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## Neighbourhoods and Adult Service has:

### *'Improved the Customer Experience'*

We have improved customer access and satisfaction for safeguarding adults. We have improved the way people access and receive information about the safeguarding service resulting in 100% customer satisfaction with the service provided by the safeguarding team. Other areas of improvement recognised by Customer Inspectors include:

- Access to the safeguarding team is rated 'Excellent', satisfaction with access improved 74% to 96%
- Re-launched Council Website with 2 click access, rated 'Excellent'
- Improved satisfaction with information/advice from 97% to 100% through improvements such as:
  - Information is now produced in 5 languages.
  - A Care Pack to guide service users through safeguarding process
  - New material on CD, TV adverts, website video footage, Braille
- Effectively managed safeguarding cases. Robust safeguarding arrangements are in place in Rotherham to promptly and effectively react to protect individuals where allegations are made. We have reviewed and further strengthened our approach with a new safeguarding structure covering all user groups. This focuses on investigation, raising standards and quality of Residential/Nursing Care homes, Mental Capacity Act, Deprivation of Liberty Safeguards, investigation and leadership
- Fully implemented The Mental Health Act, Mental Capacity Act and the Deprivation of Liberty Safeguards. The service was launched 1 April, 2009. The Council in its role as Supervisory Body has amongst other developments:

- Trained a pool of Best Interest Assessors and Mental Health Assessors
- Appointed a Mental Capacity Act Co-ordinator

## Rotherham NHS Foundation Trust has:

- Created a new role of Safeguarding Adults Lead
- Held a number of Mental Capacity Act/ Deprivation of Liberty Safeguards training sessions
- Developed in-service Safeguarding Adults training and since December 2009 more than 100 staff have accessed this.
- Implemented recommendations from the outcome of a Serious Case Review.

## NHS Rotherham (Commissioning Services) has:

- Ensure appropriate representation at the Rotherham Safeguarding Adults Board and the Safeguarding Adults Operational Sub Group
- Posted Safeguarding Adults information on the staff intranet, including the Rotherham Safeguarding Adults Newsletter
- Delivered Safeguarding Adults awareness leaflets to all staff with wage slips
- Undertaken training needs assessment of commissioning staff, scheduling appropriate training
- Assigned Safeguarding Adults lead roles within the commissioning arm of the organisation following the internal separation of the provider/commissioner functions and review of the Safeguarding Adults processes
- Implemented the recommendations from a Serious Case Review, including monitoring those recommended for commissioned services
- Covered aspects of the Safeguarding Adults agenda at multi disciplinary primary care training events

- A Safeguarding Adults event is planned for November 2010.

## **Rotherham Community Health Services has:**

- Employed a full time Safeguarding Adults Lead Nurse
- Representation at Rotherham Safeguarding Adults Board, Safeguarding Adults Operational Sub Group and Safeguarding Adults Training Panel
- Contributed to Rotherham Safeguarding Adults Training Pool to deliver multi-agency training and developed an internal training programme to deliver silver level training.

## **Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust (RDaSH) has:**

- Established a Safeguarding Adults Forum enabling staff to review and learn from practice
- Attend the Rotherham Safeguarding Adults Board and provide representation to the Safeguarding Adults Operational Sub Group as appropriate
- Undertaken a review of organisational systems in order to provide a Safeguarding Adults Case Conference Chair.

## **South Yorkshire Fire and Rescue Service has:**

- Developed an internal Strategy and Referral Pathway
- Established a single point of contact for managing, recording and auditing all safeguarding alerts and referrals
- Developed an internal safeguarding training plan and package
- Undertake consultation, pilot and evaluation of the Safeguarding Strategy and Safeguarding Training

- Representation at the Rotherham Safeguarding Adults Board and the Safeguarding Adults Operational Sub Group
- Set up an internal Vulnerable Persons Liaison Group
- Provided contribution to Serious Case Reviews and Internal Management Reviews
- Developed internal collaboration to support safe recruitment via CRB and ISA Vetting and Barring Scheme.

## **South Yorkshire Police has:**

- Continued to work together in a positive way, with all Safeguarding Adults investigators from all partner agencies
- Continued to co-train on the 'Working Together to Safeguard Vulnerable Adults' two day training course which runs across the South Yorkshire Safeguarding Adults Procedures
- Revised the Police Safeguarding Alert Form to assist other agencies with more information
- Developed a vulnerable adult alert form to inform other agencies of concerns
- Continued to support vulnerable victims of abuse and neglect to get recourse through the criminal justice system where appropriate.

## **Voluntary Action Rotherham has:**

- Recognised the importance of Safeguarding Adults and ensured that it is a key priority for the Voluntary and Community Sector network members
- Identified and promoted best practice with Voluntary and Community Sector members and statutory partners
- Shared Safeguarding Adults Tool Kits and signposted organisations to the appropriate training
- Made recommendations in relation to the on-line Safeguarding Adults training to the Voluntary and Community Sector
- Promoted the identification of safeguarding issues and implemented reporting mechanisms



- Supported capacity within Voluntary and Community Sector organisations to implement high safeguarding standards and shared best practices
- Supported Voluntary and Community Sector engagement in the development of Safeguarding Strategies
- Supported members of the Adult Services Consortium to actively engage and participate in the Rotherham Safeguarding Adults Board
- The Adult Services Consortium will continue to support the Voluntary and Community Sector with Safeguarding Adults issues.



## Quality Assurance and Contract Monitoring in Care Provision in Rotherham

### **‘No care home in Rotherham is rated poor’**

In 2009/2010 a robust Quality Assurance and audit framework was put in place which includes:

- Independent Multi Agency Quality Audits in place through the Safeguarding Adults Operational Sub Group
- Case File auditing framework in place through Team Managers.
- Random audit programme in place with Director of Health and Wellbeing.
- Independent Quality Assurance checks through Service Quality Team
- Multi Agency Safeguarding Adults QA Strategy and toolkit in place and tested through complex establishment investigation at Home L., evidencing excellent partnership working.

As a result of this quality assurance testing, improvements to procedures were made, including an improved referral process, eliminating duplication and improving information sharing and standardised strategy meeting minutes.

## Home from Home – Raising Standards in Care Homes

In partnership with Age Concern, Rotherham Council have fully embedded the **‘Home from Home’** scheme, our innovative approach to quality assurance and contract monitoring of care homes in Rotherham. Each provider is given a quality rating of **‘bronze’, ‘silver’** or **‘gold’**. Any service found to be below silver standard is prioritised for early intervention. All services will have an action plan in place to deliver continuous improvement. A web page has been produced which lists the homes in the **‘Home from Home’** scheme and the reports once completed are attached for customers, potential customers, relatives and professionals to read or download.

Round one of assessments took place between December 2008 and September 2009. 35 homes were assessed and 2 were rated Gold, 16 were rated Silver, 16 were rated Bronze. Round two began in October 2009 and the assessment visits were completed at the end of March 2010. To date 28 homes have been rated with improvements seen in 9 homes resulting in 5 Gold, 15 Silver and 8 Bronze, A number of homes have improved their Care Quality Commission rating as a result of the improvement plan put in place through **‘Home from Home’** and already this scheme is having a positive impact on CRILL (Collating Regulatory Information at Local Level) and LAMA (Local Area Marketing Agreement):

- Overall quality ratings increase on last year.
- Overall performance is above the National/ Comparator Group average
- Increased the number rated excellent across all service types
- Increased nursing homes rated good/excellent, from 45% to 75%

- There are no providers rated poor
- 'Home from Home' gives incentives to drive up standards/quality.

### To date:

- 2 Gold homes have received an additional £5 per week per bed
- 11 Silver homes have received an additional £3 per week per bed

**At what point do you...?**

**STOP EMOTIONAL ABUSE**

Shouting, Swearing, Controlling, Threatening

Taunting, Humiliating, Bullying, Harassing

BEFORE IT'S TOO LATE!

**Don't let abuse go unnoticed, if you, or someone you know is being abused, don't ignore it, REPORT IT! CALL 01709 822330**

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*achieved an excellent rating with CQC and gold from yourselves.*

Home MC – Bronze to Silver

Residents' comments:

*"I feel the home is very much changing for the better with the new manager"*

*"The new manager is very hands on and dedicated to her job. She is doing the best she can for the residents comfort and well being."*

Home A - Bronze to Silver

Relative's comment:

*"They are trying to develop and promote the home and are changing the dining and sitting rooms around so there will be lounges for families to sit with their family member."*

### Case Studies of Home from Home

Home AL – Silver to Gold, Improved Care Quality Commission rating from 2 star to 3 star

Manager at AL:

*"I have just been informed that we have achieved a gold rating and wanted to pass on my thanks to your team in helping us achieve this. Last year we were rated silver and had a lot of input from you to improve, by working together we*

### Safeguarding issues arising as a result of Contracting Concerns with commissioned care and support agency

Contracting concerns regarding the commissioned Domiciliary Care and Residential and Nursing Care services are dealt with by the Contracts Team in Commissioning and Partnerships, Neighbourhoods and Adult Services. The majority of contracting concerns are logged by operational staff, a number from Safeguarding Team with a small number coming from service users/families directly.

Contract Assurance and Reviewing Officers

(CAROs), work very closely with the Safeguarding Team, including attendance at strategy meeting and case conferences.

Providers are required to adhere to the South Yorkshire Safeguarding Adults Procedure and are expected to develop their own local policy. Compliance with safeguarding policy is itemised in the standard contract conditions and compliance is reviewed against this policy at contract monitoring meetings and at annual reviews. Mandatory safeguarding training of employed staff is required with adherence to this monitored by regular reviews of the provider by the contracts team. Compliance with the policy is stimulated by targeted promotion of the Safeguarding policy across the Independent sector and Voluntary and Community sector during key events with participation monitored by the Contract Assurance and Reviewing Officers.



## Performance Management Framework

The actions defined in the **Rotherham Safeguarding Adults Strategy 2009 – 2012**, will be delivered through the agreed **Rotherham Safeguarding Adults Performance Management Framework**.

This framework has been developed by the Rotherham Safeguarding Adults Board for all partner agencies that are involved in the management and coordination of safeguarding vulnerable adults and puts in place clear accountability, reporting structures, effective measures of performance and systems for dealing with poor performance. The Safeguarding Adults Board will receive performance reports on the action plan of this Safeguarding Adults Strategy

every quarter, which will be monitored at the Safeguarding Adults Operational Sub Group.

**The performance measures in the framework are divided into the three key themes:**

### Promote

This suite of indicators reflects the number of safeguarding alerts from each of the service user groups and the ethnic origin of alleged victims. The number of authorised **Deprivation of Liberty Safeguards** is reflected under this theme as is the measure of vulnerable adult's satisfaction with the process and its impact on them feeling safe.

### Prevent

The level of training staff received to assist them in their role is recorded in this suite of indicators as is the indicator to reflect the number of homes graded silver or above through the **'Home from Home'** initiative.

### Protect

This theme focuses on the outcome of safeguarding investigations and records the number of completed cases, the number of investigations that culminate in a case conference and what percentage of abuse is substantiated. The timescale for allocation of safeguarding investigations is reflected in these indicators as is timescale for completion of an investigation. It also includes a measure for re-referral rates and the number of Serious Case Reviews commissioned by the Safeguarding Adults Board.

This comprehensive suite of Safeguarding Adults Performance Indicators has already improved the quality and timeliness of responses to Safeguarding Adults referrals.

## Facts and Figures

April 2009 - March 2010

### **A total of 689 alerts were reported through the new Safeguarding Adults reporting process.**

The information presented in this analysis and the terminology used is taken from the information from the Abuse of Vulnerable Adults (AVA) Collection NHS Health and Social Care Information Centre 2009.

## Safeguarding Adults Activity

The table below illustrates how all elements of Safeguarding Adults' activity, from the initial alert has increased.

During 2009/2010 there has been a continued public and professional awareness raising campaign, and a focus on staff training particularly in the residential and nursing sector. This has contributed to a better public and professional understanding of the signs and symptoms of abuse and to the mechanisms for reporting concerns. As anticipated this has resulted in a further increase in the number of safeguarding alerts.

Older Peoples Services have consistently recorded the greatest number of safeguarding alerts. However, once again this year there has been a significant increase in those from other vulnerable adult groups which reflects an increasing awareness in these services.

## Our commitment for 2010-2011

- We will undertake an annual multi agency Safeguarding Adults awareness campaign

### **Number of Alerts 2009 - 2010**

In total there were 689 Alerts made to Safeguarding Adults

Older People	Learning Disability	Physical Disability	Mental Health Older People	Mental Health	Sensory Disability
469	43	118	51	17	1

The strategy meeting/discussion is a crucial stage in the safeguarding process as it determines which organisation is best placed to lead the investigation. The strategy meeting/discussion also identifies how the investigation will be conducted and how the investigators will report on their findings. A strategy meeting should only be called when the threshold for **'significant harm'** has been met.

The table below indicates a reduction in strategy meetings convened to those in 2008/2009. This is due to the business process re-engineering of the Safeguarding Adults process and demonstrates a more consistent approach to the application of the **'significant harm'** threshold.

### **Number of Strategy Meetings Convened 2009 - 2010**

279 Strategy Meetings/discussions held across all services compared to 378 in 2008/2009

The South Yorkshire Safeguarding Adults Procedures are very clear regarding when a case conference should be held on completion of a safeguarding investigation. Prior to the new procedures, case conferences happened routinely. This year's figures reflect a decrease in the number of investigations that culminate in a case conference. Once again this indicates that the procedures are being applied appropriately and consistently across all service user groups.

### **Number of Case Conference Convened 2009 - 2010**

61 Case Conferences convened across all services compared to 107 in 2008/2009

**At what point do you...?**

**STOP FINANCIAL ABUSE**

**Don't let abuse go unnoticed, if you, or someone you know is being abused, don't ignore it, REPORT IT!**

**CALL 01709 822330**

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If we make a direct comparison between the number of **'alerts'** reported in 2009/2010 and **'referrals'** from the previous year there has been a substantial rise in the number of alerts from Professional and other organisations which account for 57% of alerters compared to 39% in 2008-2009 as indicated in the table above. This significant increase is due to the success in raising awareness across all organisations and agencies which indicates there is less reliance on waiting for the victim, family, friends, and public to alert, which as a source has decreased by 13% this year

Source of Alert		
Alerter:	2008/2009	2009/2010
Residential/Nursing Care	91	161
Relative/Friend	69	62
Health	62	67
Domiciliary Care	26	131
Alleged Victim	31	10
Neighbours/Public	27	6
Social Care Staff	10	28
Police	8	78
Housing	7	16
Ambulance	6	15
Anonymous	3	7
Other Local Authority	0	8
Other Dept in RMBC	0	14
Not recorded	0	10
Other Source*	0	76

## Review of Alerts

April 2009 - March 2010

### Who Alerted?

It is important to note that the definitions of **'alert'** and **'referral'** have changed since last year's report and therefore direct comparisons cannot be made in this report to those in the 2008/2009 Safeguarding Adults Annual Report.

### Alert

An alert is a feeling of anxiety or worry that a Vulnerable Adult may have been, is or might be, a victim of abuse. An alert may arise as a result of a disclosure, an incident, or other signs or indicators.

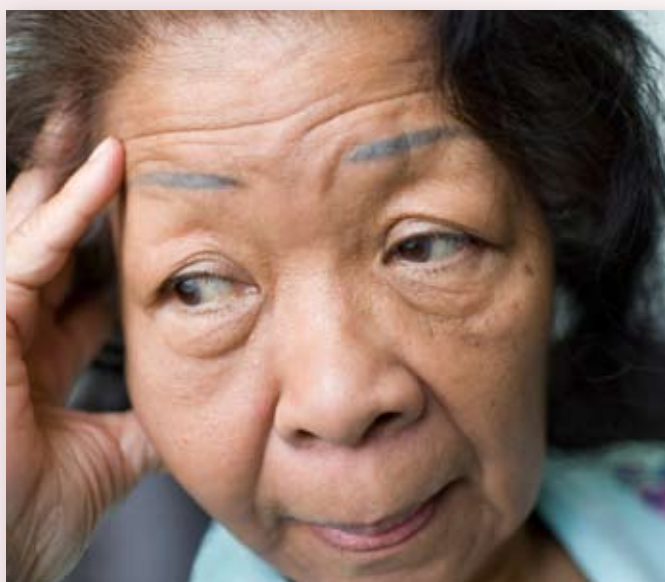
### Referral

A referral is the same as an Alert however it becomes a referral when the details lead to an adult protection investigation/assessment relating to the concerns reported.

\* Other source refers to a variety of sources e.g. Probation, Employment and other agencies and voluntary and community sector.

## Our commitment for 2010-2011

- We will work with the Care Quality Commission to improve information sharing at a local level, regional and national level



## Who was the subject of the alert?

### Alleged Victim

Approximately two thirds of all alleged subjects of safeguarding concerns, who were referred into the Safeguarding Adults procedure in Rotherham in 2009/2010 were female. This is exactly the same as the previous year's figures.

The age of the alleged victim also remains almost the same as reported in the previous year, once again showing the highest category of alleged victim remains older people.

Gender of Alleged Victim		
	2008/2009	2009/2010
Female	67%	67%
Male	33%	33%

Age of Alleged Victim		
	2008/2009	2009/2010
Over 65 years	72%	74%
Under 65 years	28%	26%

It is significant that the majority of alerts received regard alleged victims from a White/British background. This does not reflect Rotherham's diverse cultural mix.

Awareness raising materials have been produced in community languages **resulting in a 40% increase of referrals regarding individuals from BME communities.** There has been an

increase from 18 referrals in 2008/2009 to 25 referrals in 2009/2010.

3.8% of the total number of referrals during 2009/2010 concerned alleged victims from BME communities, this compares to 3.5% for the previous year:

This year has also seen a **14% increase in alerts from LGBT community.**

'Refused to Declare' and 'Unknown' ethnicity has increased this year.

Continued awareness raising and training tailored to the needs of the BME communities should see a continued increase each year in alerts from these groups.

Ethnicity of Alleged Victim		
	2008/2009	2009/2010
White/British	507	649
Asian/Pakistani	6	10
White/European	4	6
Yemeni	3	5
Asian	2	1
Asian/British	1	0
Asian/Indian	1	0
Black	1	0
Dual Heritage	0	3
Refused to Declare	0	4
Unknown Ethnicity	1	11



## Review of referrals and investigations

April 2009 - March 2010

### What was referred?

What Were the Categories of Alleged Abuse Investigated?

Categories of Alleged Abuse 2009 - 2010						
Neglect	Physical	Financial-Material	Psychological	Institutional	Sexual	Discriminatory
30%	26%	15%	6%	20%	3%	0%

Categories of Alleged Abuse 2008 - 2009						
Neglect	Physical	Financial-Material	Psychological	Institutional	Sexual	Discriminatory
28%	27%	22%	12%	6%	4.5%	5%

The above table indicates that there has not been a significant change in the breakdown of percentages for each reported category, with **'neglect'** still remaining the highest cause for alert. We have seen **a significant success in the reduction of financial abuse reported.** There has however been a significant increase in **'institutional'** abuse which is reflected in the increase in alerts in a Residential/ Nursing Care setting from 91 in 2008/2009 to 161 in 2009/2010. As a result of these figures the Safeguarding Adults Annual awareness Week 2010 is directly targeting the campaign to **all** care homes in Rotherham

### Our commitment for 2010-2011

- We will implement the learning from the outcomes of Serious Case Reviews, Quality Assurance findings and the Care Quality Commission inspection through multi-agency action plans driven through the Rotherham Safeguarding Adults Board

## What was referred?

### Who Was the Alleged Perpetrator?

Relationship of Alleged Perpetrator to Alleged Victim		
	2008/2009	2009/2010
Residential/Nursing Care Provider	45%	46%
Family/Friend	38%	27%
Service Users	6%	10%
Health	3%	8%
Neighbours/Public	3%	0%
Other	2%	6%
Domiciliary Care Provider	1.5%	3%
Rogue Traders	1%	0%
Transport	0.5%	0%

Setting of Alleged Abuse		
	2008/2009	2009/2010
Residential/Nursing Care Provider	48%	61%
Own Home	44%	30%
Hospital	3%	2%
Supported Living	1%	0
Other	4%	7%

Consistent with the figures for 2008/2009 the highest numbers of alleged victims in 2009/2010 were living in Residential/Nursing Care and that the alleged perpetrator of the abuse was either an identified person paid to care for them, or the care provision as a whole by allegedly neglecting their residents' care needs.

This reflects the robust arrangements that are in place to ensure that all staff in Residential/Nursing Care establishments are trained to enable them to feel confident to recognise and report any safeguarding concerns they become aware of. The continued **'Home from Home'** initiative, has ensured safeguarding awareness is raised and also ensuring a rise in Care Standards.

## Our commitment for 2010-2011

- We will develop a universal service review format for all personalised care and support services using the principles of 'Home from Home' to improve outcomes relating to Dignity and Respect for customers and their families

**At what point do you...?**

leaving someone with no food heating

leaving them dirty and without clean clothes

BEFORE IT'S TOO LATE!

**Don't let abuse go unnoticed, if you, or someone you know is being abused, don't ignore it, REPORT IT!**

**CALL 01709 822330**

Rotherham Safeguarding Adults

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## Review of referrals and investigations

April 2009 - March 2010

### What were the outcomes?

The Conclusion of the Safeguarding Adults Case Conferences

Of the 689 Safeguarding Adults alerts received in 2009/2010, 61 culminated in a Safeguarding Adults case conference. **In 2009-2010 we have reduced substantiated abuse from 23% to 17%.** This is due to the adherence to the South Yorkshire Safeguarding Adults Procedures and the increased quality control of all safeguarding investigations by the Safeguarding Adults Team Manager. This is reflected in the number of safeguarding alerts that were closed (no further action) prior to a strategy meeting being convened, 410 out of the 689 (59.5%). This indicates that the original alert did not meet the threshold of **'significant harm'** or the alleged victim did not meet the definition of a **'vulnerable adult'** as defined in **'No Secrets'** (Department of Health 2000):

*'The definition of a vulnerable adult is – A person aged 18 or over who is or maybe in need of community care services by reason of mental or other disability, age or illness and is or maybe unable to take care of him or herself, or able to protect him or herself against significant harm or exploitation'*

Outcomes of Safeguarding Case Conferences			
61 Case Conferences held regarding individuals			
Abuse Substantiated	46	Abuse Not Substantiated	15

61 of the cases investigated progressed to a case conference compared to 107 in 2008/2009. This is a direct result of multi agency safeguarding investigation into 2 care homes in 2008/2009 which took place with a total of 34 additional cases going to case conference in that year. This was unprecedented.

Allegations regarding physical abuse and neglect have consistently been the highest categories of alleged abuse referred into the safeguarding process. This perhaps reflects the visible signs and symptoms of these forms of abuse which can be observed by those having contact with the vulnerable person. Other forms of abuse rely more heavily perhaps on the alleged victim telling someone about the abuse and we are aware that vulnerable people are often unwilling or unable to raise a concern themselves.

However we have seen a significant increase this year in substantiated financial abuse, these trends are reflected in the table below.

Of the 61 Case Conferences Held Abuse was Substantiated in the Following Primary Categories						
Physical	Psychological	Financial	Sexual	Discriminatory	Institutional	Neglect
35%	13%	8%	2%	0%	2%	40%

### Our commitment for 2010-2011

- We will review, strengthen and implement the area specific guidance section of the South Yorkshire Safeguarding Adults Procedures

## Training and Awareness

April 2009 - March 2010

### Safeguarding Adults Training

Safeguarding Adults Training		
	2008/2009	2009/2010
Local Authority	610	269
Independent Sector	351	265
Health	192	524
Voluntary Sector	32	38
Students	5	0
Police/Probation	1	150
Other	62	25
<b>Total</b>	<b>1258</b>	<b>1271</b>

This includes the following in addition to the Basic Awareness Training:

- 33 staff undertook Investigating Safeguarding Adults Concerns
- 2 staff undertook Joint Investigation with the South Yorkshire Police/Working Together
- 12 staff undertook Safeguarding Adults Case Conference Chair Training
- 192 staff undertook Safeguarding Adults Basic Awareness Refresher Training
- 49 staff undertook Mental Capacity Act Specialist Training

There has been a significant reduction in Local Authority staff trained in 2009-2010 compared to the previous year. This is due to the mandatory E-Learning basic awareness being introduced in 2009, where all staff employed by Neighbourhoods and Adult Services had to complete this training. The reduced figure reflects those who were unable to complete the training last year and those new to the Authority in this reporting year.

**The training to partner agencies has increased significantly by 55%** from 643 in 2008-2009 to 1002 in 2009-2010

The Workforce Development and Training Panel oversee the development of the Multi-agency Safeguarding Adults Training and Development Plan with different levels of training against the Bronze to Platinum standards.

### Our commitment for 2010-2011

- We will make sure all staff are trained through implementing the 2010/2011 'Bronze to Platinum' training programme across the Council, key partners and independent providers

## Mental Capacity Act and Deprivation of Liberty Safeguards

Mental Capacity Act and Deprivation of Liberty Safeguards 2009 / 2010			
Referrals Received by RMBC	4	Referrals Received by NHS Rotherham	1
Authorised Referrals by RMBC	1	Authorised by NHS Rotherham	0

1 April 2009 saw the introduction of the Deprivation of Liberty Safeguards, appended to the Mental Capacity Act through the Mental Health Act 2007.

Sometimes a person may lack the mental capacity to consent to treatment or care in either a hospital or care home and may need, in their own best interests, to be deprived of their liberty.

The Deprivation of Liberty Safeguards provides a framework to ensure that a deprivation of liberty happens only under very specific conditions and only when it is in someone's best interests.

In Rotherham, all applications for a deprivation of liberty authorisation are received by the Joint Supervisory Body, located within the Safeguarding Adults Office. The Supervisory Body acts on behalf of the Local Authority and NHS Rotherham through a section 75 (pooled budget) agreement.

Nationally, the number of deprivation of liberty applications is much lower than anticipated, just over one third of the Department of Health forecast. In Rotherham the Joint Supervisory Body had received 5 applications.

As a Supervisory Body we have continually worked with the care homes, acute trust and community hospitals to raise awareness of the safeguards, to ensure that there are no unlawful deprivations of liberty in the Borough.

### Our commitment for 2010-2011

- We will audit the implementation and embedding of the Mental Capacity Act (including Deprivation of Liberty Safeguards) with the Local Authority and commissioned social care services

**At what point do you...?**

**STOP SEXUAL ABUSE**

*Inappropriate touching or abuse of power to gain sexual satisfaction*

*Forcing someone to take part in a sexual act against their will*

*BEFORE IT'S TOO LATE!*

**Don't let abuse go unnoticed, if you, or someone you know is being abused, don't ignore it, REPORT IT! CALL 01709 822330**

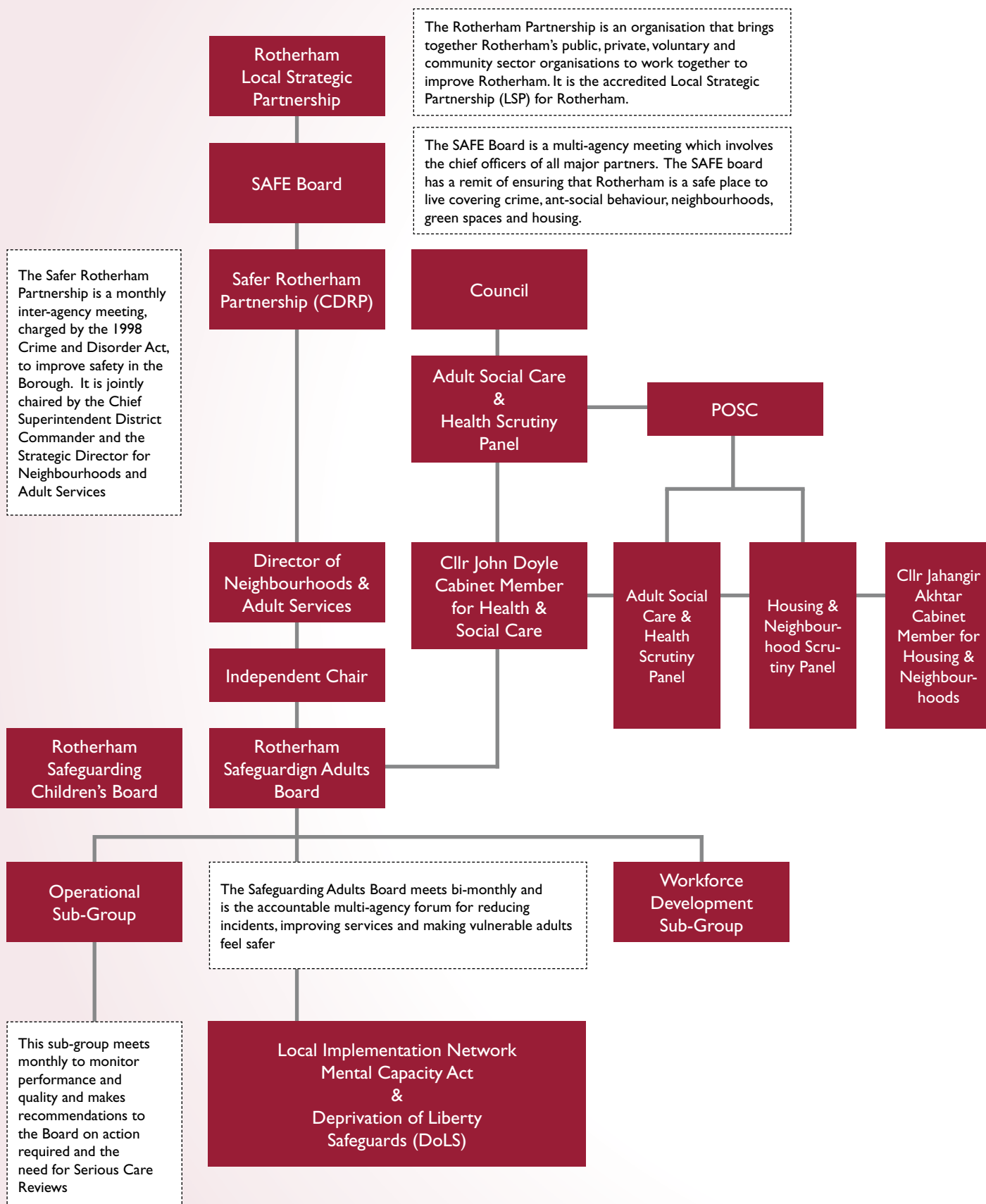
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# The Constitution and Structure of the Rotherham Safeguarding Adults Board

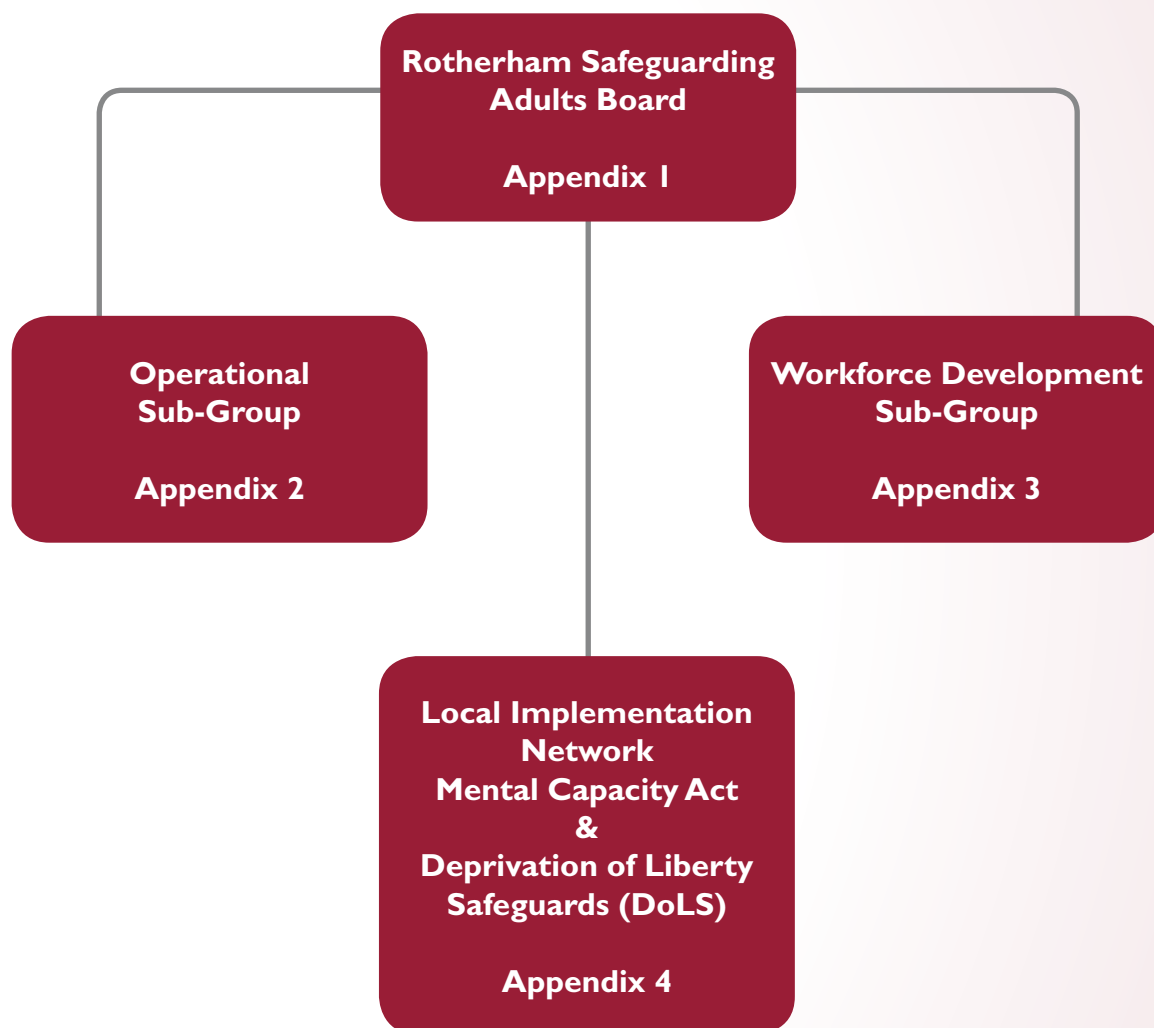
## Safeguarding Adults Reporting Structure



## Safeguarding Adults Board Sub Structure

The Rotherham Safeguarding Adults Board has devised Business Plans for each of the specific responsibilities which are assigned to the sub groups and the Board seeks to ensure that they are carried out efficiently; and to bring proposals to the Board when it is believed that improvement in agency or interagency operations is required.

The overall aims, objectives and principals of the sub groups are attached to the report in the appendices.



## Appendix 1

### Safeguarding Adults Board Membership

The purpose of the Safeguarding Adults Board is to achieve the shared vision of the safeguarding partners as set out in the Rotherham Safeguarding Adults Strategy 2009 – 2012.

The Safeguarding Adults Board membership consists of:

- Professor Pat Cantrill (Independent Chair)
- Val Allen SCOPE Community and Voluntary Sector Representative
- Jackie Bickerstaffe Head of Learning Disability Services
- Sarah Blake RMBC Safeguarding Adults and Mental Capacity Act Training and Development Manager
- Sue Cassin NHS Rotherham Head of Clinical Governance
- Lesley Dabell Age Concern Rotherham Chief Executive
- Helen Dennis RMBC Safeguarding Adults Co-ordinator
- Kath Henderson NHS Rotherham Director of Provider Services
- Cheryl Henry RMBC Domestic Abuse Co-ordinator
- Martin Johnson YAS, (through PCT representation)
- Jill Jones 2010 Rotherham Ltd Partnership Lead
- Shona McFarlane RMBC Director of Health and Well Being
- Lorraine Moore Care Quality Commission
- Sam Newton RMBC Safeguarding Adults Manager
- Simon Palmer South Yorkshire Police Detective Inspector Public Protection Unit
- Janet Roberts Rotherham NHS Foundation Trust Safeguarding Adults Lead
- Dave Roddis RMBC Service Quality Manager
- Cllr Pat Russell Safeguarding Adults Champion

- Angela Shaw NHS Rotherham Community Health Services
- Deborah Smith Rotherham Doncaster and South Humber Mental Health NHS Foundation Trust (RDaSH) Deputy Director of Operations
- Amanda Thompson South Yorkshire Fire and Rescue Community Partnership Officer
- Sandra Tolley RMBC Housing Choices Manager
- Chrissy Wright RMBC Director of Commissioning and Partnerships

## Appendix 2

### Safeguarding Adults Operational Sub Group

The purpose of the Safeguarding Adults Operational Sub Group will be to provide a joint agency forum for the development and monitoring of Safeguarding Adults policy and practice in response to direction from the Rotherham Safeguarding Adults Board.

#### I. Specific Responsibilities

- 1.1 Oversee the development of the Safeguarding Adults procedures for partner agency working to safeguard vulnerable adults from abuse.
- 1.2 Monitor through feedback of members the extent to which roles and operational definitions for intervention are understood and adhered to.
- 1.3 Raise awareness within partner agencies and the wider community of the need to safeguard vulnerable adults from abuse and explain how they can contribute to achieving these objectives.
- 1.4 Explore and review information in line with changes in legislation, government policy and local practice experience and advise the SAB of the appropriate information.

- 1.5 This group will, as directed by the SAB, monitor adherence to the South Yorkshire Safeguarding Adults Procedures and report back to the Board accordingly.
- 1.6 Establish Task and Finish Groups to undertake specified and required activity and to oversee and review the work of these groups.
- 1.7 Disseminate learning undertaken from investigations and monitor action plans devised by the Performance and Quality Auditing Task Group. Provide exception reports for the Board.
- 1.8 Report to the Board via the Chair of the Safeguarding Adults Operational Sub Group through a standing agenda item at the Board.
- 1.9 Review and monitor action plan to the Rotherham Safeguarding Adults Strategy and the Inspection Improvement Plan.

## 2. Format

- 2.1 The Safeguarding Adults Manager, Adult Services will Chair the group with an appointed Vice Chair from any of the other partner agencies.
- 2.2 Meetings of the Safeguarding Adults Operational Sub Group will be held every month. The duration of the meeting will be 1½ hours.
- 2.3 Each member agency should nominate a lead officer and deputy with sufficient authority to speak on the agency's behalf, feed back and effect necessary changes on issues brought to or arising from the group: for example compliance, policy, practice and training.
- 2.4 Each partner agency will contribute agenda items of particular relevance to their agency's national/local policy issues or experience. Or any other item thought to be relevant to the Safeguarding Adults Operational Sub Group.

2.5 RMBC will undertake an annual report of Safeguarding Adults investigations it will be presented with conclusions and any proposed action plans to the Board each year.

2.6 Terms of Reference for the Safeguarding Adults Operational Sub Group will be reviewed annually.

## 3. Safeguarding Adults Operational Sub Group Membership:

Rotherham Metropolitan Borough Council  
– Neighbourhoods and Adult Services

- Safeguarding Adults Manager
- Safeguarding Adults & Mental Capacity Act Co-ordinator
- Safeguarding Adults Mental Capacity Act Training Manager
- Contracts Officer
- Performance Officer
- Safer Neighbourhoods Manager
- Learning Disability Services

Rotherham General Hospital Foundation Trust  
NHS Rotherham

- Provider Representative (Rotherham Community Health Services)
- Commissioning Representative

Rotherham, Doncaster and South Humber  
Mental Health NHS Foundation Trust (RDaSH)

South Yorkshire Police

Fire and Rescue Services

Voluntary Action – Rotherham

Care Quality Commission

NB: Other partner agencies will be co-opted as appropriate to the Safeguarding Adults Operational Sub Group and the Task and Finish Groups.

## Appendix 3

### **Safeguarding Adults Training and Development Sub Group Terms of Reference**

The purpose of the Safeguarding Adults Training and Development Group will be to provide a joint agency forum for the development and implementation of Safeguarding Adults training policy in response to direction from the Safeguarding Adults Board.

#### **1. Specific Responsibilities**

- 1.1 Responsible for sharing information about development activity and identify need within each respective partner agency
- 1.2 Monitor through feedback of members learning and development budgets, funding streams and resources for multi or inter-agency learning and development activities
- 1.3 Responsible for identifying areas of shared need across partner agencies and agree provider solutions based on analysis of best practice
- 1.6 To identify opportunities for multi or inter-agency delivery and access to resources
- 1.5 Responsible for ensuring the implementation of learning and development programmes within the auspices of the policy
- 1.6 Responsible for determining the criteria for evaluating the learning and development provision and associated performance measures
- 1.7 Report to the Board via the Chair of the Safeguarding Adults workforce and training Group through a standing agenda item at Rotherham Safeguarding Adults Board
- 1.8 To review the quality and appropriateness of learning and development provision and access
- 1.9 To review the learning and

development policy on a biennial basis for reference to Rotherham Safeguarding Adults Board

- 1.10 To provide an annual performance report to Rotherham Safeguarding Adults Board

#### **2. Format**

- 2.1 The Safeguarding Adults & Mental Capacity Act Training Manager, Adult Services will Chair the group with an appointed Vice Chair from any of the other partner agencies.
- 2.2 Meetings of the Safeguarding Adults Workforce and Training Group will be held every month. The duration of the meeting will be 2 hours.
- 2.3 Each member agency should nominate a lead officer and deputy with sufficient authority to speak on the agency's behalf, feed back and effect necessary changes on issues brought to or arising from the group: for example compliance, policy, practice and training.
- 2.4 Each partner agency will contribute agenda items of particular relevance to their agency's national/local policy issues or experience. Or any other item thought to be relevant to the Safeguarding Adults Workforce and Training Group.
- 2.5 Terms of Reference for the Safeguarding Adults Workforce and Training Group will be reviewed annually

#### **3. Safeguarding Adults Workforce and Training Group Membership:**

Rotherham Metropolitan Borough Council  
– Neighbourhoods and Adult Services

- Safeguarding Adults and Mental Capacity Training Manager
- Safeguarding Adults & Mental Capacity Act Co-ordinator
- Safer Neighbourhoods Manager
- Learning Disability Services



Rotherham General Hospital Foundation Trust

- NHS Rotherham
- Provider Representative

Rotherham, Doncaster and South Humber  
Mental Health NHS Foundation Trust (RDaSH)

South Yorkshire Police

Fire and Rescue Services

Voluntary Action – Rotherham

## Safeguarding Adults Training Pool

The purpose of the Safeguarding Adults Training Pool is to deliver Multi-agency Safeguarding Adults Training.

The Safeguarding Adults Training Pool membership consists of:

- Alison Platt                 NHS Rotherham
- Beverley Hughes         NHS Rotherham
- Sarah Blake                 Rotherham Metropolitan  
Borough Council
- Louise Brookes             Rotherham Metropolitan  
Borough Council
- Frieda Durham             Learning Disability  
Services
- Gail Bouskill               Independent Sector  
– Johnnie Johnson  
Housing Association
- Hayley Walker             Rotherham NHS  
Foundation Trust
- Deborah Knowles         Rotherham Metropolitan  
Borough Council
- Lee Marshall               NHS Rotherham
- Angie Lindsay             Rotherham Metropolitan  
Borough Council
- Lynn Loftus                 NHS Rotherham
- Mohammed Nawaz        Rotherham Metropolitan  
Borough Council
- Liz Nelson-Brown         Rotherham Metropolitan  
Borough Council
- Susan Case                 NHS Rotherham
- Janet Ryalls                Rotherham Metropolitan  
Borough Council

- Nicki Chambers           Rotherham Metropolitan  
Borough Council
- Julie Pearson             NHS Rotherham

**NB:** All members of the Training Pool are committed to delivering 5 days training support.

## Appendix 4

### **Mental Capacity Act, Deprivation of Liberty Safeguards Local Implementation Network Terms of Reference and Membership**

The group has been set up to function as a local multi-agency implementation network to ensure that the statutory requirements relating to the Mental Capacity Act 2005 and the supplementary Deprivation of Liberty Safeguards are met.

The overall aim is to establish good practice and a coherent approach across all relevant organisations.

#### **I. Objectives**

- To develop, agree and implement good practice and consistent operational processes so that people with capacity issues receive the right support in decision making
- To prepare and agree practice and procedural guidance for staff with an identified role within the Mental Capacity Act/Deprivation of Liberty Safeguards
- To ensure that staff who have responsibility to work within the requirements of the Mental Capacity Act/Deprivation of Liberty Safeguards develop an understanding of their roles and responsibilities.
- To ensure that information is available for users, families, carers and the public about the Mental Capacity Act/Deprivation of Liberty Safeguards
- To effectively commission an Independent Mental Capacity Advocate Service.
- To effectively commission a Relevant Person's Representative Service

- To identify training and workforce development needs for a range of staff in respect of the Mental Capacity Act and the supplementary Deprivation of Liberty Safeguards
- To develop and implement Management Information Systems to ensure the collection of relevant data necessary to monitor performance/activity against the Mental Capacity Act/Deprivation of Liberty Safeguards
- To support the Rotherham Safeguarding Adults Board by providing a representative from the Co-ordination group at quarterly meetings
- To agree a local multi-agency development plan.

## **2. Mental Capacity Act, Deprivation of Liberty Safeguards Local Implementation Network Membership:**

Rotherham Metropolitan Borough Council  
– Neighbourhoods and Adult Services

- Director of Health and Wellbeing – Chair
- Safeguarding Adults Manager – Deputy Chair
- Safeguarding Adults and MCA Co-ordinator
- Representative from the Neighbourhoods and Adult Services Service Quality Team
- Service Manager Access Services
- Service Manager Older Peoples Services
- Service Manager Specialist Services
- Commissioning Manager
- Learning Disability Services
- Quality Care Manager
- Service Solicitor

Also representative from:

- NHS Rotherham
- Rotherham Community Health Services
- Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust (RDaSH)
- Independent Sector Provider Forum
- IMCA, Speaking Up Service

If a member cannot attend they should send a representative/substitute.

The co-ordination group may decide to invite other officers to contribute to elements of the work. Papers will be forwarded to invitees in advance of monthly meetings.

## **Decision Making**

A quorum for decision making exists when there is at least one representative from Neighbourhoods and Adult Services (RMBC), NHS Rotherham, the Rotherham Foundation Trust and Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust (RDaSH).

## **Frequency of Meeting**

Meetings will be held every six weeks. The frequency of these meetings will be reviewed in March 2010.

## **Reporting Arrangements**

Member of the group will report back through their organisational structure or directorate including:

- Neighbourhoods and Adult Services Directorate Management Team
- NHS Rotherham Community Health Services
- NHS Rotherham Foundation Trust Board
- Rotherham, Doncaster and South Humber Mental Health NHS Foundation Trust Board
- Rotherham Safeguarding Adults Board

Performance and Quality Reports should be received.

## Appendix 5

### **Safeguarding Quality Assurance, Service Standard and Customer Experience**

Safeguarding Adults practice is quality assured by the Safeguarding Adults Team Manager, the Safeguarding Adults Operational Sub Group and Multi Agency review of cases.

Safeguarding Adults practice and adherence to the South Yorkshire Safeguarding Adults Procedures is reported within the Safeguarding Adults Service Standard where information is collated as below:

- Where necessary, immediately secure the safety of the vulnerable adult. Our current performance is 100%
- Allocate the case and commence the assessment process within 24 hours of receiving your concern. Our current performance is 100%
- Involve the vulnerable adult concerned in the investigation and keep them updated on progress. Our current performance is 100%
- Give you the opportunity to contribute your personal views and choices throughout the Safeguarding Adults process. New Standard
- Provide you with a Safeguarding Adults Information Pack giving clear advice and information within the first week of your safeguarding investigation process. New Standard
- Where a case conference has taken place you will receive a written copy of the minutes and any decisions made within 10 working days. New Standard
- Produce an annual public report detailing all Safeguarding Adults' activity in Rotherham. An annual report was published in 2008/2009.

**Key Fact:** We have had a 22% increase in the number of alerts to the Safeguarding Adults Team

**Contributing to Personal Dignity and Respect Outcome and Rotherham SAFE Theme**

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أُتصل بنا إذا تريد هذه الوثيقة بلغة أخرى أو بصيغة بديلة

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