

<b>1.</b>	<b>Meeting:</b>	Cabinet Member for Adult Social Care and Health
<b>2.</b>	<b>Date:</b>	17 <sup>th</sup> November 2014
<b>3.</b>	<b>Title:</b>	Vulnerable Adults Risk Management
<b>4.</b>	<b>Directorate:</b>	Neighbourhoods and Adult Services

**5. Summary**

This report introduces proposals to case manage vulnerable adults, improve outcomes and develop cross agency working in the support and protection of vulnerable adults in our communities. It introduces to Rotherham a Vulnerable Adults Risk Management (VARM) framework to enable, on a case by case basis, the assessment, case management and better co-ordination of an effective response to vulnerable adults. It provides a structured escalation process set within the context of the Safer Rotherham Partnership and Rotherham Safeguarding Adults Board. It has been developed in partnership with South Yorkshire Police, the Vulnerable Person’s Unit and the Safeguarding Adults Team.

Vulnerable Adults may present to services in numerous ways including through substance misuse, chaotic lifestyles, domestic abuse, sexualised behaviour, Mental Health Services, the Criminal Justice System and through frequent use of emergency services.

These presentations may be a manifestation of childhood trauma, including Child Sexual Exploitation and Abuse. The Vulnerable Adults Risk Management process links all relevant services and involves all agencies to reduce risk, improve outcomes and prevent further abuse to the victim and others, for the adult victims of Child Sexual Exploitation and others at risk.

**6. Recommendations**

- **It is recommended that the Vulnerable Adult Risk Management Framework is supported and progressed for formal adoption across the Safer Rotherham Partnership and Safeguarding Adults Board.**
- **To ensure Vulnerable Adult Risk Management, urgent consideration must be given to resourcing of this service. As a result of the recent Child Sexual Exploitation, it is clear that VARM is invaluable in identifying adult victims of CSE, providing effective case management and risk reduction. In addition it provides a means to meet key national government priorities as outlined in the Care Act (2014) including recognition, assessment and sign posting to relevant services.**

## 7. Proposals and Details

There are local and national examples of incidents of exploitation involving vulnerable adults who are at risk due to self-neglect, refusal of services or abuse and exploitation by a third party. These individuals have capacity to make decisions which put them at risk and could result in the risk of serious injury or death, creating concern regarding their safety. There is a need to examine how all agencies respond to and support these individuals.

There is good evidence to show that on a day to day basis different agencies do provide such response and services and, often ensure a joined up approach to support the individual. Unfortunately, however, there are examples where, for a number of reasons, the vulnerable person is left at risk. These include circumstances where:

- The vulnerable adult sits outside defined eligibility criteria
- The vulnerable adult is 'bounced' from one service to another
- The vulnerable adult may be receiving a service but require more support and co-operation in response to their specific needs
- Unmet need is identified
- Lack of engagement by the vulnerable adult
- There has been evidence of a history or suspected history of Child Sexual Exploitation

This, in itself, often results in the vulnerable person being either "dismissed" by individual services and sometimes deemed a burden because of the high demand they place on services. The demand for support is often across a range of services including Adult Social Care, Housing and Neighbourhood Services, the NHS, Police, and Voluntary sector.

Not dealing with the matter in a co-ordinated, person centered approach leads to:

- an inefficient use of resources
- lack of multi-agency approach
- lack of information sharing
- a poor service to individuals with ineffective outcomes both from the person and the organisation's perspective.

In effect the vulnerable person falls between the gaps in services. This factor often features in Serious Case Reviews, and can be the result of the failure of service to be able to work together in a coordinated and person centred way, sometimes outside of the boundaries of the normally accepted service standard.

At this time, whilst services are reacting to the demand placed by the individual in an uncoordinated way on a range of services, the services involved are missing the best opportunity to reduce risk and improve outcomes for the individual and for services. The VARM policy provides an

opportunity for services to provide safer more effective service to this group of customers.

This work has been commenced by the Vulnerable Persons Unit (VPU) which has been drawing together information, managing the multi-agency risk and arranging for case specific multi-agency reviews.

The activity of each service, current local multi-agency working, and the assessment and case management by the VPU needs to be supplemented and embedded into a risk assessment framework, this will:

- Reduce risk and increase a co-ordinated and effective service to the individual
- Identify key agencies to work with vulnerable adult
- Identify needs to improve outcomes
- Reduce inappropriate use of services e.g. high frequency callers to Emergency Services
- Achieve this through the use of effective case management, multi-agency working including appropriate information sharing, action plans and continued monitoring to reduce risk and improve outcomes

The proposed Vulnerable Adults Risk Management Framework is attached.

## **8. Finance**

Support for vulnerable adults is already resourced via a range of support services. Additional resource to enable the process to operate smoothly requires consideration and, whilst the VPU is providing basic process support, enhancement is required to ensure a robust engagement, risk assessment, support and advocacy service. This will enable access and engagement of all relevant services.

## **9. Risks and Uncertainties**

The proposed Vulnerable Adult Risk Management Framework is designed to manage the following risks:

- Individual Risk
- Organisational Risk
- Inefficient use of resources
- Poor Outcomes

The Framework will require **all** agencies to take accountability to engage with other agencies to meet the objectives of the risk management process. This will involve training and appropriate briefings.

## **10. Policy and Performance Agenda Implications**

Corporate Priority 2 - Protecting our most vulnerable people and enabling them to maximise their independence

Corporate Priority 4 - All areas of Rotherham are safe, clean and well maintained.

NAS Service Plan 2013-14.

Vulnerable people are protected from abuse, ASB and crime is reduced and People feel safe where they live.

People in need of support and care get help earlier and have more choice and control to help them live at home (CP2, CP3).

## **11. Background Papers and Consultation**

No Secrets DoH 2000

SCIE Report 46: Self-neglect and adult safeguarding 2011

Serious Case Review "Anna" Sheffield City Council 2011

Care Bill 2013

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