

## **12 MONITORING AND EVALUATION:**

- 12.1 **Monitoring and evaluating performance:**
- 12.2 The monitoring and evaluation of performance needs to take place as a multi-agency activity. The key reasons for undertaking such activity is to:
- Help prevent abuse by protecting other potential vulnerable adult victims
  - Identify 'serial abusers'
  - Highlight poor and bad practice
  - Identify trends and hotspots of abuse
  - Make professionals more vigilant and aware of abuse
  - Identify 'best practice'
  - Inform 'reviews' of adult protection policy and procedures
  - Influence policy on POVA issues
  - Raise awareness and profile of adult protection amongst professionals and the public
- 12.3 The review and monitoring of adult protection policy and practice is essential both at a local agency and at regional levels – this process being conducted on a systematic and regular basis.
- 12.4 On a national basis, the Social Services Inspectorate for Wales will be responsible for undertaking periodic inspections of all Social Service Authorities and in this regard, such inspections will be made, taking account of the standards set in the guidance entitled Protection of Vulnerable Adults Inspection Standards - Appendix 'I'.
- 12.5 Outcomes in adult protection, whether successful or not, will need to be the subject of ongoing monitoring and evaluation and the VA4 Inter-Agency Data Capture form must be used to record outcomes from the referral and decision making process. The Designated Lead Manager will be responsible for ensuring that this form is completed and submitted at the conclusion of the strategic process to the relevant Social Services Authority.
- 12.6 Where details of Adult abuse/Adult Protection Plans are either entered on databases or in hard copy files, a system of 'flagging' must be used to indicate open files where adult protection concerns have been identified and where vigilance is still warranted.
- 12.7 As part of the audit/monitoring process, cases where 'best practice' is identified or where there has been a significant shortfall or breach in the inter-agency procedures, these must

be referred to the Area Adult Protection Committee for their consideration. In the case of the latter, this will not preclude any Agency implementing internal disciplinary proceedings.

**12.8 The Role of the South Wales Adult Protection Forum:**

12.9 The primary role of the South Wales Adult Protection Forum (SWAP Forum) is that of an over-arching strategic management group, responsible for co-ordinating policy and practice across the seven local authority areas and their respective Area Adult Protection Committees located within the boundaries of the South Wales Police Authority area.

12.10 This over-arching role will extend to and include all agencies and organisations within the boundaries of the seven local authorities that have a primary responsibility for the care, support and protection of vulnerable adults and who formally subscribed to the South Wales Procedures for the Protection of Vulnerable Adults.

12.11 The SWAP Forum will be accountable to those agencies and organisations that make up its core membership. Forum members will be mandated to give or withhold the consent of their agency or organisation to issues considered and decided upon by the Forum or its constituent Sub-Groups. This will not prevent agencies and/or organisations acting unilaterally in some instances but prior notice of such actions will be given to the Forum.

12.12 The SWAP Forum will seek to maintain a partnership with the Welsh Assembly Government and will endeavour to provide support for activities that are broader All Wales matters. In addition, the SWAP Forum will ensure that relevant issues or concerns are shared with the Welsh Assembly Government. A copy of the SWAP Forum's terms of reference can be found in Appendix 'E'.

**12.13 The main objectives of the SWAP Forum are:**

- To support and co-ordinate the work of the seven Area Adult Protection Committees in South Wales.
- To promote the provision of consistent, fair and quality professional practice relating to vulnerable adults in South Wales.

**12.14 The SWAP Forum's responsibilities also encompass the need to:**

- Consider and implement any strategic development and policy initiative relating to the protection of vulnerable adults.
- Periodically review existing policy and practice and recommend changes based on identified 'best practice' and/or changes in legislation.
- Consider referrals made to the SWAP Forum by any of the seven Area Adult Protection Committees relating to an identified shortfall or anomalies in any multi-agency procedures that exist (see paragraph 12.20 – Serious Case Reviews).
- Ensure multi-disciplinary partnerships are consistently and fairly provided.
- Promote the understanding of and status of vulnerable adult abuse policies and procedures throughout South Wales.
- Support where feasible the delivery of appropriate training to all key staff in partner agencies.
- Monitor and evaluate the delivery of services through agreed quality assurance systems.

**12.15 In order to facilitate the ongoing promotional, developmental and evaluation work of the SWAP Forum, the following standing Sub-Groups have been commissioned:**

- Policy and Review Sub-Group
- Practice and Evaluation Sub-Group
- Training Sub-Group

**12.16** All outcomes from these sub-groups are subject to ratification by the SWAP Forum before being adopted/commended to respective Area Adult Protection Committees. The terms of reference of each Sub-Group can be found in Appendix 'F' (Policy Review) ; Appendix 'G' (Practice Evaluation) and Appendix 'J' (Training) respectively.

**12.17 Area Adult Protection Committee – Roles and Responsibilities:**

**12.18** Each of the seven Local Authorities have established an Area Adult Protection Committee (AAPC) to oversee and co-ordinate policy and practice relating to Vulnerable Adults within their respective local authority areas. The membership of these Committees is multi-agency based and the AAPC Chair is a senior manager from the Social Services with clearly designated formal responsibility.

**12.19 The AAPC's main objectives will be:**

- To develop, monitor and evaluate the practice of adult abuse procedures and
- To promote joint working between partner agencies.
- To commission inter-agency reviews into exceptional cases (Serious Case Reviews) and consider outcomes

A specimen example of the AAPC constitution is contained in Appendix 'H'.

**12.20 Serious Case Reviews:**

12.21 In exceptional cases, where a significant shortfall is identified in professional practices either resulting in the safety and welfare of a vulnerable adult being seriously compromised and/or public concerns expressed in respect of local inter-agency practices - such cases must be referred to the Area Adult Protection Committee for their consideration. The AAPC will need to establish whether there has been a serious breach in standards or any malpractice by instigating a formal inter-agency case review which will include an examination of the circumstances surrounding the case.

**12.22 The primary purpose of any Case Review will be to:**

- Establish whether there are lessons to be learned from the case about the way in which local professionals and agencies work together to safeguard vulnerable adults;
- Identify clearly what those lessons are, how they will be acted upon, and what is expected to change as a result; and as a consequence, and
- To improve inter-agency working and better protection and support of vulnerable adults.

Guidance on how to conduct these serious case reviews is being developed and will be published separately.

**12.23 Other responsibilities of the AAPC include the need to:**

- Aggregate information about adult protection referrals in their area (Based on the national matrix of performance data and facilitated by the completion/submission of the VA4 Inter-Agency Data Capture form)
- Audit specific cases so those lessons may be learned and fed back into practice.
- To collaborate with other Area Adult Protection Committees.
- To promote awareness within statutory, voluntary and independent organisations and the general public relative to vulnerable adult abuse and the availability of these procedures.

- To promote related policy development in statutory, independent and voluntary sector agencies.
- To monitor and evaluate performance relative to the SSIW Inspection Standards – see Appendix 'I' for further details of these standards.
- To monitor training and policy development.
- To publish and submit an annual report to the Social Services Inspectorate for Wales.

#### 12.24 **Role of the All Wales Advisory Group for the Prevention of Vulnerable Adult Abuse**

12.25 This multi-agency group was established following the launch of the *In Safe Hands* guidance. Its membership consists of senior representatives from the Social Services Inspectorate for Wales (Chair) and each of the regional Adult Protection Fora established in Dyfed Powys, North Wales, Pan Gwent and South Wales. Its principal role is to:

- Identify current issues in adult protection across Wales
- Share experiences and learning across Wales
- Develop practice and enable liaison between the four Adult Protection Fora in Wales and
- To facilitate consistent and common practice throughout Wales