



Falkland Islands Safeguarding
Adults Board

Annual Report 2021-22

Foreword

Welcome to the inaugural Falkland Islands Safeguarding Adults Board (SAB) Annual Report. This report seeks to provide a review of the work of the board over the period of 1 Apr 2021 to 31 May 2022, as well as providing an overview of our plans for the coming year.

The board has met regularly throughout the year and has had good representation across professional multiagency groups. The focus continues to develop Safeguarding Adult practices and policies in order to be to protect and support our community. As with the Falkland Islands Safeguarding Children Board (FISCB), I cannot claim the success of SAB prior to my arrival; I do accept that where there remains a notable amount of work to do, and this is now my responsibility to help maintain momentum and seek to reinforce the many successes we have had.

I am confident that we have an exceptional team, who are equally dedicated to safeguarding our community. I feel strongly that, in time, we can continue to grow to deliver first class support and continue to provide effective advice to all organisations; from those directly involved with vulnerable adults on a daily basis; through to those who only occasionally have cause to engage with vulnerable adults. It is critical that we continue to seek to engender a national culture of safeguarding; and I believe that the SAB has an important role in doing this.

Transparency, professional challenge and fresh ideas remain a cornerstone of safeguarding, and as such I would wish to take this opportunity to encourage interested members of the Falkland Islands community to attend the open section of each SAB meeting. These are held quarterly and advertised across all usual platforms. For those who cannot attend, minutes are readily available and I am very happy for letters, questions, ideas to be sent directly to me on dhss@kemh.gov.fk or through our Portfolio Holder; the Honourable John Birmingham MLA



Thomas Bale CMgr MCM
FISCB Chair and Director of Health and Social Services

Falkland Islands Safeguarding Adults Board

Purpose

To seek to properly safeguard adults and vulnerable people within our community, requiring key agencies to work together in an assured, effective and efficient manner, in order to co-ordinate appropriate action.

Membership

The membership of the FISCB includes representatives from:

- ✓ The Legislative Assembly – portfolio holders for Health & Social Services and Education
- ✓ Representative of Government House – observer
- ✓ Director of Health & Social Services (DHSS) – **Chair**
- ✓ Head of Social Services (HSS) – **Deputy Chair**
- ✓ Chief Medical Officer (CMO)
- ✓ Chief Nursing Officer (CNO)
- ✓ Chief Police Officer
- ✓ Probation Officer
- ✓ Attorney General’s Office – adviser
- ✓ MOD - Officer Commanding Base Support Wing on behalf of Commander British Forces
- ✓ MOD - Senior Social Work Practitioner – Soldiers, Sailors, Airmen and Families Association (BFSWS)

Legal Representation

The Attorney General is a member of the Safeguarding Adults Board (‘SAB’). Since the first meeting of the Board in November 2020 either the Attorney General or a senior member of the Chambers has attended and contributed to each meeting. In addition, ongoing advice and legal support has and is being provided to HE Governor, the Director and the wider Government regarding the management and direction of the Board.

Leaving aside the functions and obligations of the board and the provisions of Assessment and Safeguarding of Adults Ordinance 2020 the Attorney General’s Chambers provides ongoing advice in all manner of matters that touch upon the care and safeguarding needs of adults. These include advice on what could be described as obvious matters such as:

- ✓ FIG duties and obligations
- ✓ individual health or care needs
- ✓ mental health issues including questions of mental capacity, deprivation of liberty, and detention for compulsory treatment or assessment
- ✓ eligibility to access health or care services
- ✓ health costs and charges.

In addition, the Attorney General and his colleagues have provided support and assistance regarding:

- ✓ contractual and governance matters relating to current or planned health or care settings such as KEMH and Tussock House;
- ✓ inquests;
- ✓ health and safety law and
- ✓ law drafting.

Who are we?

The Services & Staffing:

Social Services. The Social Services department comes under the Authority of the Director of Health and Social Services, but is headed up by Nikki Murphy. Her team includes (data as at May 2022):

Post	Establishment	Filled	Vacant	Comments
Head of Social Services	1	1	0	
Team Manager	1	0	0	This post is currently being recruited to (2 nd round)
Advanced Practitioner Adult	2	2	0	
Advanced Practitioner Child	1	1	0	
Social Work Assistant	3	2	1	One SWA predominantly works with adults, the other runs Early Help. A Residential Support Worker is seconded to the third post until July 2022
Probation Officer	1	1	0	
Residential Support Worker Team Leader	1	1	0	
Residential Support Worker	8	5	3	The service is dependent upon casual staff.
PA / Office Manager	1	1	0	
Public Protection Police Officer	1	1	0	This post is funded by social services. The post-holder leaves in October 2022 and recruitment is underway for this crucial role (2 nd round)
Income Support Worker	1	1	0	

The Royal Falkland Islands Police Staffing.

The Royal Falkland Islands Police (RFIP) Service establishment includes:

General Policing:

- ✓ 1 Chief of Police - Superintendent;

- ✓ 1 Inspector;
- ✓ 2 Uniform Sergeants;
- ✓ 14 Constables (2 vacant).

Criminal Investigation Department (CID):

- ✓ 1 Detective Sergeant;
- ✓ 3 Detective constables (including 1 Probation officer – based at Social Services).

Admin support:

- ✓ 1 Senior Clerk;
- ✓ 5 Station Enquiry Officer (3 vacant);

Reserve Police Constables:

- ✓ 6 active RPC's

All staff within RFIP have an active responsibility to identify, prevent, and respond to safeguarding concerns within the Falkland Islands. They play a critical role and work alongside the Social Services department on a daily basis.

Health Services Staffing

Staff at the KEMH receive higher levels of safeguarding training. KEMH staff are also responsible for those Adults within the community who receive additional care, as well as those resident at Hillside House. We are pleased to announce that funding for an additional 15 FTE Carers and 4.5 Nursing Staff have been approved in the next Annual Budget (FY22/23) – these staff will formally establish the roles required to deliver safe care at Hillside House and enable higher levels of safeguarding measures to be in place. There will need to be further funding ahead of Tussac House opening in early 2024.

On occasion it may also be necessary to seek advice or support from outside of the Islands which would be on a case by case basis. This is likely to be the model we adopt going forward, as it is efficient and cost effective whilst delivering a high-quality product.

How do we Operate?

Signs of Safety

The SAB adopted the Signs of Safety model of intervention in March 2022 – matching what the Falkland Islands Safeguarding Children Board (FISCB) have been doing since mid-2021. This is a strengths-based model that is used the majority of UK authorities and in over 200 jurisdictions worldwide. Signs of Safety represents a different way of managing risk.

Training was provided to all relevant professionals prior to the introduction of the approach. Practitioners are now using the Signs of Safety approach in working with vulnerable persons, professional supervision of social workers and social work assistants and for reviewing work reflectively on an inter-agency basis.

What is Signs of Safety?



We have commissioned monthly workshops with the trainer (via Teams) to ensure that the approach is embedded properly in our practice.

Safeguarding in the Falkland Islands

There are robust safeguarding procedures in place for Safeguarding Children, but more work is required for Safeguarding Adults in order to ensure vulnerable people who require support and protection are identified and a multi-agency response is taken to safeguard and promote their welfare by working closely with each other.

Training

The need for training to be provided at the appropriate level for different groups is recognised. The FIG Corporate Management Team and the Safeguarding Boards have made safeguarding training mandatory for certain key roles. The Safeguarding Boards published a Safeguarding Training Prospectus which outlines which role is required to undertake which specific course, and how often this training should be updated. The mandatory training courses which are:

- ✓ Adult Safeguarding level 1 [Advanced for defined posts]

The Prospectus contains details of other courses provided to specific roles within the Safeguarding process such as *Achieving Best Evidence* workshops for ABE trained staff, to ensure that their skills are kept up to date.

Safeguarding Level 1 is provided within some FIG departments and via the Falkland Islands College online courses, for departments without routine access to qualified trainers.

The monitoring of training up-take is reviewed by SAB as a standing item.

Adults at Risk

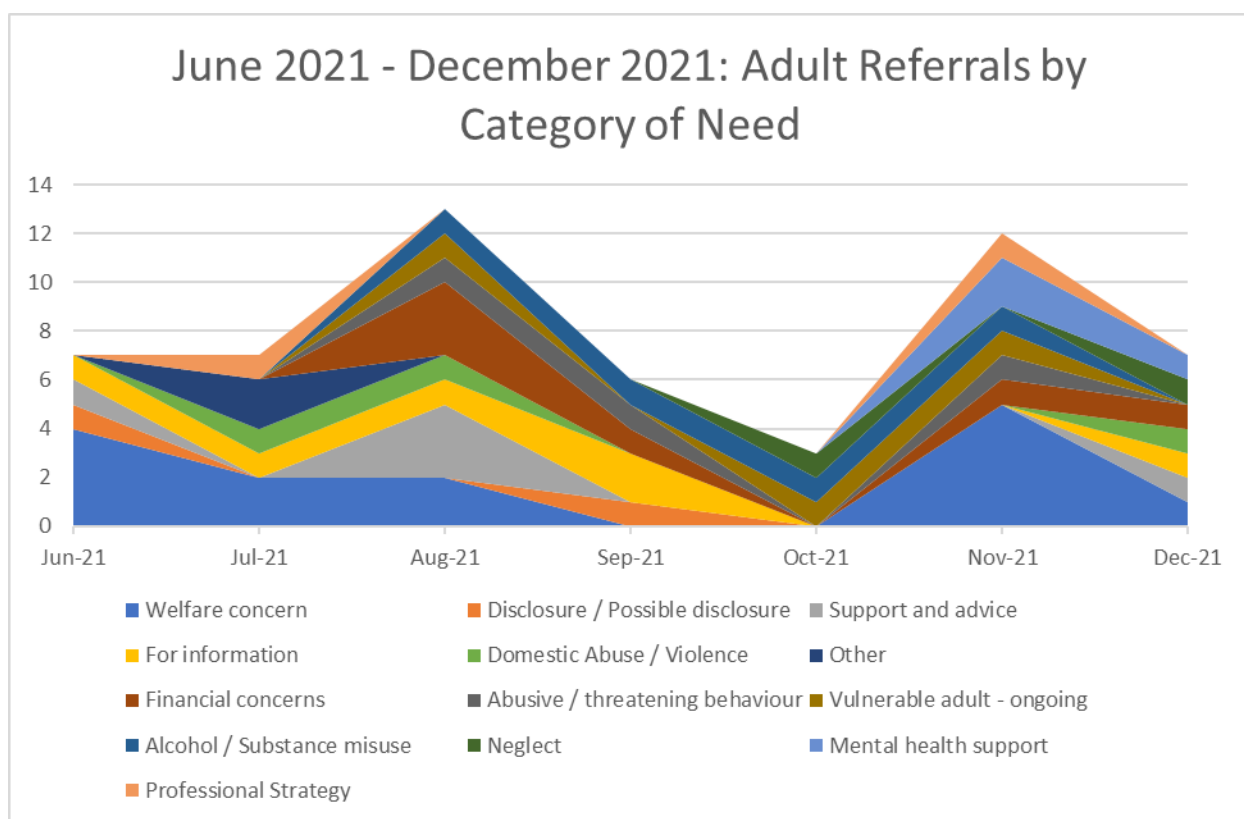
The Assessment and Safeguarding of Adults Ordinance (2020) became legislation on 12 August 2020. This gave the Falkland Islands Government a duty to:

- ✓ Promote individuals' well-being,
- ✓ Assess an adult's needs for care and support,
- ✓ Assess a carer's needs for support, and make enquiries when they have reasonable cause to suspect that an adult with care and support needs is experiencing abuse or neglect, and as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it
- ✓ Establish a Safeguarding Board to prevent abuse and neglect of adults

The legislation, although welcomed, is limited. It falls short of requiring a service to be provided to an individual once a need has been identified which is problematic.

Prior to the introduction of this legislation, the safeguarding of adults has taken place in a less structured way than the safeguarding of children, and to a large degree we are 'catching up'. In the absence of any adult specific procedures or legislation, the process outlined in the Child Safeguarding Procedures was used as a framework to investigate any referrals made, which was less than satisfactory. The Adult Safeguarding Procedures are now being drafted which will support the need for an adult specific process.

During this reporting period, a 6-month audit was conducted to review the number of referrals received by Social Services and the nature of support that was required, which is varied. See below:



Work is underway to create a clearer reporting system so that figures that are collated for future annual reports are more informative, and they will clearly distinguish safeguarding concerns and requests for support for other matters. The adoption of the Procedures will also clarify the categories that the Safeguarding Adults Board will consider to be abuse.

Domestic Abuse - Call IDA Campaign

Introduction. A campaign called 'Call IDA' was launched on 25 November 2020. It was a project funded by the FCDO in relation to domestic abuse. The Social Work Manager and Head of Social Services undertook a review of the service on the first anniversary of the launch to consider the effectiveness of the project.

Purpose. The project was launched on a 2019/20 assessment that approximately two incidents of domestic abuse occur every day in the Falkland Islands, most of which will go unreported. It was anticipated that the impact of this project could be measured by an increase in reporting of incidents as this will demonstrate a confidence in the provision of service and protection of the victim.

In the period 30/6/2019 – 30/6/2020 there were 17 Incidents of domestic abuse reported

In the period 25/11/20 – 25/11/21 there were 0 incidents of domestic abuse reported **via Call IDA**

In the same period (25/11/20 – 25/11/21) there were 37 incidents of domestic abuse reported **via Social Services and/or the Royal Falkland Islands Police.**

Executive Summary. The review concludes that the project had unfortunately, not been effective and was unsustainable and should be discontinued. Further work is required to consider how we can provide a service to victims/survivors of domestic abuse that meets the needs of the community, and this should be reviewed via the Domestic Abuse Strategic Sub-group.

What didn't work well?

- ❖ There has been a lack of genuine use of the service – there have been no calls requesting support due to domestic abuse received by the help line in the 12-month period that it has been operational
- ❖ The project was promoted as being an anonymous service run by trained volunteers. However, in reality the social workers and social work assistants were told that they had to staff the phone and respond to any calls. This is problematic due to the following reasons:
 - Lack of transparency with the public will cause a lack of confidence in both Call Ida and in Social Services

- There is an ethical dilemma for social workers. If they receive a call and know that an individual is at risk, they cannot professionally keep this 'anonymous'. They would be duty bound to take protective action, and this has not been made clear to the public
- Impact on staff time – the social worker or social work assistant who is on-call to respond to out of hours issues is having to carry another phone and is expected to provide an immediate response. This has had a very different impact on their private and family lives. The routine on-call phone calls are received via the RFIP, who understand that staff may be showering, need time to wake up for a 3am call, or may need to deal with a crying child and phone RFIP back. However, the Call IDA phone (if it rang) would require an immediate response and this has impacted on workers' perception of being on-call
- ❖ Social Services and RFIP have always provided 24-hour support to victims of domestic abuse and *Call IDA* added little *additional* value
- ❖ Some people contacted the number to find out what 'Call IDA' was as the messaging did not make it clear that it was a service aimed at victims/survivors of domestic abuse
- ❖ Staff at SSD were not consulted about performing this role and were not trained prior to the service going live
- ❖ It hasn't provided any increase in capacity.
- ❖ There was very limited consultation in the creation stage of Call IDA and no consultation with RFIP, Housing, Health, Education
- ❖ Issues of gender have not been considered. The majority (but not all) of victims of domestic abuse are female and the majority of perpetrators are male. Two out of the four responders at SSD are men and this will soon be 3/5.

What did work well?

- ✓ The campaign was very well advertised (but not well explained)
- ✓ Shops, pharmacy, restaurants and pubs were very supportive in helping to spread the message and allowing posters to be put up and stickers placed on products
- ✓ The films were good quality and well made. They dealt with the subtler issues of coercive and controlling behaviours rather than violence
- ✓ Social Services have manned the phone 24/7 since the project's inception, and really invested in trying to support the project.

Conclusion:

The Call IDA campaign, has not delivered on the objectives set out. Whilst we have reached a lot of people, the service has not been used for the purpose that was intended.

We would therefore recommend that the Call IDA project is discontinued in favour of developing a joint approach with RFIP. Actions to follow:

- Arrange a meeting with RFIP and Probation to consider a joint approach to domestic abuse
- Discontinue the phone line with Sure
- Remove advertising of the project from public spaces

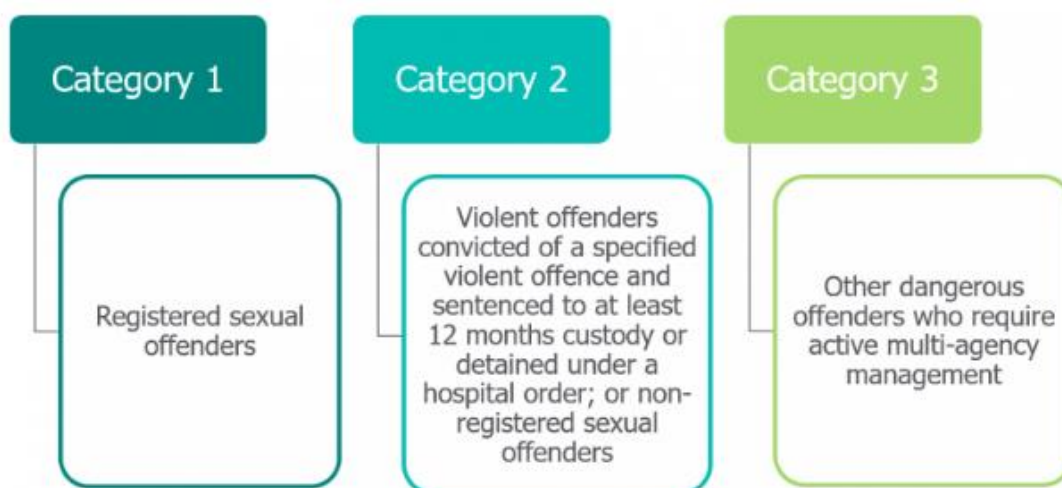
It is genuinely unfortunate that this campaign was not successful as it did have potential. However, we are exceptionally grateful to the FCDO for attempting to provide another option within our Safeguarding portfolio – it has provided a great opportunity to trial something new and will help inform future projects.

Multi-Agency Public Protection Arrangements

Multi-Agency Public Protection Arrangements (MAPPA)

Multi-agency public protection arrangements (MAPPA) were introduced in 2001 with the aim of improving inter-agency collaboration. They are organised at the police force area, with probation, the police and prison service coming together to form the MAPPA Responsible Authority area. Other agencies, such as the NHS or local authorities, have a duty to cooperate with MAPPA. All should work together locally to identify, assess and manage those individuals who pose a higher risk of harm to others.

There are three categories of MAPPA service user and they are managed at three differing levels:



In the Falklands, MAPPA meetings are held monthly and include;

- ✓ The Chief Police Officer (Chair)
- ✓ Probation Officer
- ✓ Police Inspector
- ✓ Prison Manager
- ✓ Head of Social Services
- ✓ The Senior Community Psychiatric Nurse

At the time of writing this report there are **five** people who are subject to MAPPA in the Falklands.

The Probation Service

The Probation Service consists of one Probation Officer, line managed by the Head of Social Services and the Prison Manager. The Probation Service is responsible for providing advice to the court through pre-sentence reports, supervising and enforcing community sentences, and rehabilitative work with those in custody and the community. The Probation Officer sits on the Safeguarding Adults Board and the Criminal Justice Council, along with various subcommittees that sit beneath the boards / committee. The current Probation Officer has been in post since October 2019.

Summary of 2021-22. The Probation Officer has provided an update to the board throughout the year with an overview of the work done by the Probation Service. There is a summary of this in the table below. In England and Wales, the Probation Service works with people on a statutory basis only; with those sentenced by the courts to a period of supervision or a prison sentence, and only for as long as that sentence. However, the Falkland Islands Probation Service has expanded to include those who chose to work with probation on a voluntary basis, with a view to reducing offending. Average numbers for 2021/22 are as follows:

	Average
Custody	9
Statutory Community	8
Voluntary Community	5

Adult Social Care

In accordance with the Assessment and Safeguarding of Adults Ordinance, direct work completed with adults should reflect care and support needs identified within the assessment and support planning process. Work is currently underway to ensure that each adult being supported by Social Services has an up-to-date *needs assessment* and *support plan*. Both of which must clearly define outcomes. These include the following;

- ✓ Managing and maintaining nutrition
- ✓ Managing personal hygiene
- ✓ Managing toilet needs
- ✓ Being appropriately clothed
- ✓ Being able to make use of the adult's home safely
- ✓ Maintaining a habitable home environment
- ✓ Developing and maintaining a family or other personal relationship
- ✓ Accessing and engaging in work, training, education or volunteering
- ✓ Making use of necessary facilities or services in the community including recreational facilities
- ✓ Carrying out any caring responsibilities the adult has for a child.

It should be noted that the Community and Support Team (CST) are responsible for delivering personal care on the Falkland Islands therefore in such cases it will be necessary for a Shared Assessment to be completed with the CST.

Audit Report (1). Between 1 March and 31 May 2022, an audit reported that 13 new referrals were received by Social Services which requested social care support for adults. The figures include Safeguarding Adult Referrals, Requests for Care and Support and Information Sharing only.

Month	Mar	Apr	May
Safeguarding Adult Referral	1	1	2
Request for Care and Support		5	1
Information Sharing Only		1	2

Safeguarding Adult referrals – Abuse categories (Reported):

Physical Abuse	1
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Emotional/ Psychological Abuse	1
Financial or material Abuse	1
Sexual Abuse	0
Neglect and acts of omission	1
Organisational Abuse	0
Self-Neglect	0
Domestic abuse	0
Modern Slavery	0
Discriminatory Abuse	0

Audit Report (2). Between 1 April and 31 May 2022, a total of 14 adults have been in receipt of regular care and support from social services. Primary Support Need:

Learning Disability	5
Physical Disability	
Mental Health	1
Substance Misuse	2
Older Person requiring support/Memory Loss	5
Carer Support	1

Recent Team Enhancement.

Sam Lowe, Advanced Practitioner (Adult Social Worker) started in role April 2022.

The first priority of the Advanced Practitioner is to draft and implement the Falkland Island Safeguarding Adult Policy and the Falkland Island Guide to Protecting and Safeguarding Adults. A draft version of these documents has been created with stakeholder consultation commencing June 2022.

Sam's arrival is excellent news for our community and a significant enhancement to our Safeguarding Adults portfolio.

Supported Living Service

The need for a Supported Living Service was recognised by a cohort of professionals involved with working with adults who have additional needs*; and for whom services are currently limited. The professionals were from a cross section of disciplines; with a large representation from the Directorates of Health, Social Services and Education.

*Those adults may have a learning disability, a long-term mental health need or an issue with substance abuse, that means that they need some additional levels of support, in order to live independently in a safe and dignified way.

The Supporting Adults with Care and Support Needs endeavour, is further reinforced and enabled by the Falkland Islands Plan – assured and regulated through National Ordinance and by International Conventions.

Within the Falkland Islands, this care has previously developed in an *ad hoc* manner, through organisations such as *Acorns*, SHIELD, and for certain individuals through Social Services and the Community Support Team (via individual care plans). However, no clear criteria or service exists for adults who have *support* rather than *care* needs which can result in an inequality of service provision. The Supported Living Service aims to address this inequality. Request for support posts was made in the 2022 budgetary cycle, and developing this service further will be a focus of work for the coming 12 months and beyond.

Early Help Service

Assessments show that the *Early Help Service* continues to be well received within the Falkland Islands community (across Stanley and out in Camp). Whilst it was initially envisaged that this service would be provided to children and their families, the service has developed to provide assistance or preventative services to **all** adults in the community ie not just those with children and young families.

Since its inception, the Early Help Service has actively helped to reduce the number of cases being referred to Social Services; this is assessed to be in the region of 20-30% of cases; which is a significant success and which we hope can be reinforced in the next 12 months.

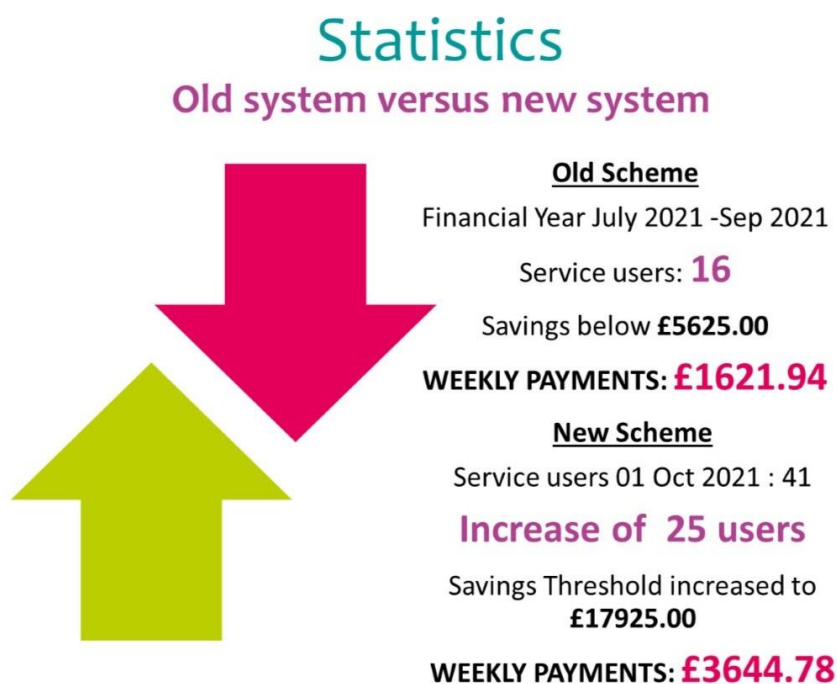
The case remains that if any safeguarding issues are identified, they are referred immediately to Social Services for action. The Early Help Service has built excellent relationships with external organisations and charities and together they continue to work to address issues facing our community, particularly relating to poverty. We hope to build on this going forward, and thank all charities and external agencies for their critical support and willingness to work with governmental teams in a unified approach.

Analysis of Income Support provision

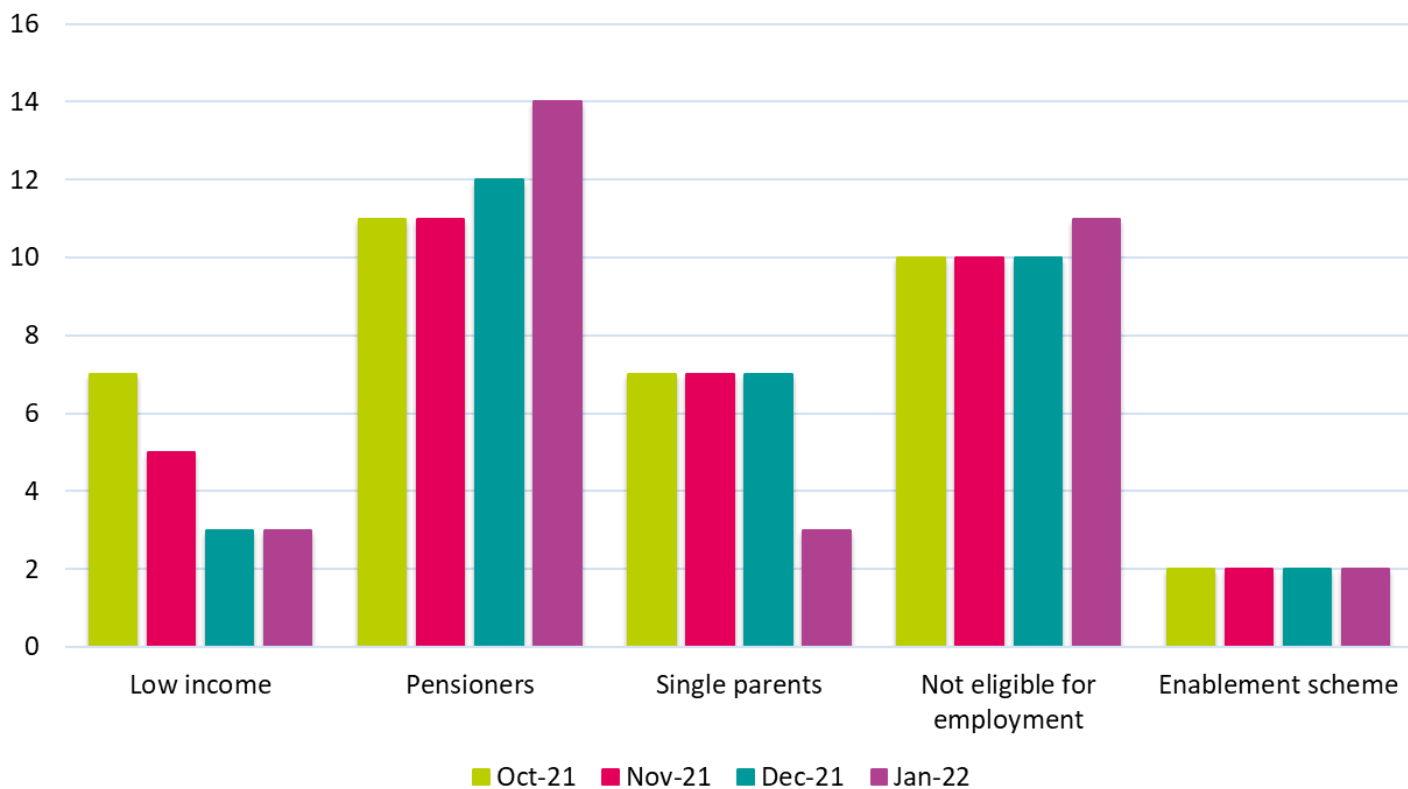
Following a review of the system, the revised and consolidated Income Support programme was launched in October 2021. This has consolidated six means tested benefits under one, which is administered by Social Services, alongside the Attendance Allowance scheme. This has enabled individuals know what they are entitled to and how to access benefits, if entitled. The programme also created a discretionary fund which enables the Head of Social Services to make payments in emergency situations to support individuals who would otherwise experience severe hardship.

The number of recipients increased from 16 in September 2021 to 41 in October 2021 as the eligibility criteria was extended. Feedback suggests that the majority of recipients prefer the new scheme and nobody is receiving less than they were previously.

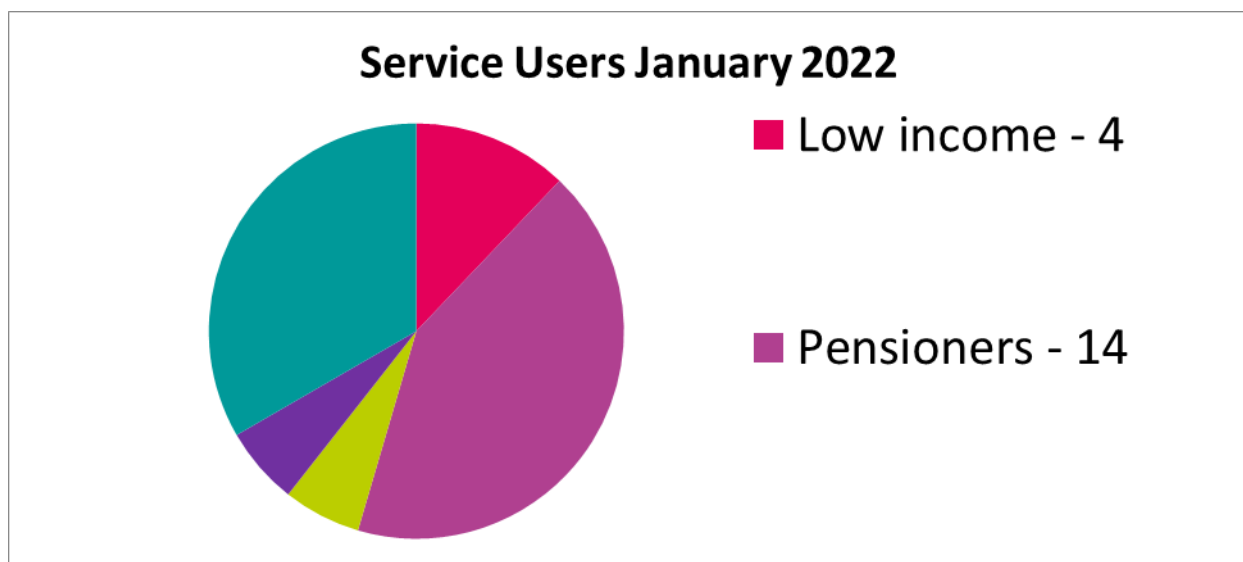
The old Welfare System versus the new Income Support System



Breakdown of Eligible Recipients



Service Users in January 2022



The revised Income Support scheme appears to be working well and will remain under review. Work is underway to complete the policy and draft legislation to support the scheme.

Looking Ahead – Key Strategic Priorities

Safeguarding Adults Board Strategic Plans

Over the next 12 months the SAB will:

- ✓ **Strengthen** – The foundations have been laid over the previous 12-18 months, which have established a good baseline for the SAB to continue to grow and add value. The primary object is to seek to further strengthen policies and legislation; and bring about further legitimacy and positive impact of the board. Always focussed on bettering our National responsibility to safeguard those in our community who are vulnerable.
- ✓ **Develop** - there will be a focus on producing a strategic plan for the Falkland Islands Safeguarding Adults Board that dovetails with that of the Safeguarding Children Board, wherever there are shared goals. To this aim, each sub-group that sits under the Board will have a clear plan in place which compliments the overall Strategic Plan and outlines their goals for the year ahead and ways to achieve them. Where there are common themes, we should look for opportunities to combine Child and Adult sub-groups and coordinate the work that they do wherever appropriate. It will remain imperative to consider the different needs of children and adults, but overall, this approach should lead to a more cohesive and efficient outcome, reducing the duplication of work.
- ✓ **Prepare** – Provide strong leadership, effective systems and working with partners to help engender better safeguarding practices – including supporting the opening of Tussac House and development of best practice for the residents (including Hillside House until Tussac House is operational).
- ✓ **Communicate** – Raising awareness of Safeguarding within the whole community and communicate where to find help at the earliest opportunity.
- ✓ **Protect** - Safeguard vulnerable people by providing targeted support in order to achieve good outcomes for those who are at risk of or already victims of exploitation and support professionals to do so.

We will also support and guide the following department initiatives:

Social Services.

Over the next 12 months, Social Services will be leading with the following safeguarding initiatives.

Training. It is really positive that safeguarding training has been made mandatory and we now need to ensure that key roles undertake the required training. The responsibility for this lies

within each directorate. The college will provide on-line training and Social Services will provide the local context face-to-face course. Social Services will keep a record of attendees, and compliance will be monitored via a standing item at FISCB and SAB.

Policy and Legislation Development. There are currently no Safeguarding Adult Procedures that have been ratified by the Safeguarding Adult Board. Social Services are in the process of producing a draft set of procedures that will be shared with all relevant departments and brought to the Board for approval. This will lead further legislative reviews in due course.

Early Help. The Early Help model works really well and we have seen the positive impact that it has had. The pandemic and the introduction of the new Income Support System has meant that the Early Help Coordinator has been pulled from her core duties to support other areas of the service. It is a priority in 2022-2023 that the Early Help Service is able to develop and thrive, in order to continue to provide timely intervention to families who require extra support; with the aspiration to prevent them requiring statutory services (upstream intervention and prevention).

Supported Living Service. It will be our focus to create a service for adults with support needs, that is resourced, fair and equitable to the services provided for those with care needs.

Recruitment. Social Services and the Royal Falkland Islands Police are working together to recruit a replacement for the Public Protection Police Officer. The provision of this role that works across Police and Social Services has provided extra value to the safeguarding processes. The first round of recruitment was unsuccessful. It is essential that a high-quality candidate is found for this specialist role.

Domestic Abuse. The Domestic Abuse Sub Group are to be tasked with identifying an appropriate awareness raising campaign in respect of domestic abuse for the 2022 reporting period. The Domestic Abuse Sub Group will be requested to work with the Royal Falkland Islands Police (and JSPSU at MPC) in order to develop MARAC procedures that are fit for purpose across the whole of our community - irrespective of jurisdiction

The Probation Service

Over the next 12 months, the Probation Service seeks:

- ✓ To develop the voluntary aspects of the service, with an end of goal of reducing the number of convictions, and therefore offences and associated harm.
- ✓ To work with partner agencies on the relevant subcommittees to develop the DA strategies, to develop MARAC policies and procedures, and to deliver on the strategies.
- ✓ To continue to develop knowledge of up to date research and apply it to one to one work and the service as a whole.

Report Ends