



# Annual Report 2016-2017

“Ensuring Newcastle is an increasingly safer city for adults at risk of abuse or neglect.”

# Chair's Introduction

Welcome to the 2016-2017 edition of the Newcastle Safeguarding Adults Board Annual Report. I hope this report provides you with an overview of the work undertaken by the board over the previous year, as well as highlighting the challenges faced by individual agencies and for us collectively as a board, and, most importantly, which work streams we have identified for 2017-2018 to try and address these challenges.

In this year's report you will also find updates from each of our partner agencies, a report on our progress in relation to our objectives for 2016-2017 which have been shaped around the 6 key principles for safeguarding adults, short anonymised case studies and spotlight sections on modern day slavery, sexual exploitation and Prevent. The spotlight sections aim to provide a more detailed exploration of some of the emerging themes that we as a board are responding to.

Each year, when I task myself with writing the introduction to this report, I reflect on the year gone by and I am always struck by just how much we have achieved under increasingly challenging circumstances, and this year is no exception. Yet again we have seen a significant rise in the number of safeguarding referrals raised within the city and it is apparent that all services are under extreme pressure to respond to safeguarding concerns effectively. It is important to note



that this rise in the number of referrals does not equate to an increase in the prominence of abuse or neglect and that awareness of the breadth and benefit of safeguarding procedures is understood to be a primary driver in this rise in referrals. We have a strong history in Newcastle of encouraging our workforce to raise safeguarding concerns and it is not something we take for granted.

Learning from Safeguarding Adults Reviews (SAR's) remind us of the importance of fostering effective multi-agency relationships in responding to adults who may be at risk. In 2016-2017 we published the SAR into the tragic death of Lee Irving. As a board we have already taken many steps to embed the learning from this report and the report will remain on our agenda until we can be confident that each recommendation has been acted upon in full.

Ultimately, the only real measure of the difference that we make can come from the people themselves whom we have tried to protect. In 2016-2017 we launched our Making Safeguarding Personal Feedback Project. This project, co-ordinated by Skills for



People provides the person with the opportunity to provide feedback on their experience of a safeguarding enquiry, how they felt about the support they were provided with, what went well and what more we can do to support people through the process of a safeguarding enquiry. In 2017-2018 we look forward to hearing feedback from the project and giving consideration to how we can improve the way we involve people in enquiries.

Whilst it is important that we have a robust suite of policies and procedures to support staff, it is the people who work on the frontline of each of our partner agencies that ultimately make the difference in whether safeguarding measures are effective or not. I am immensely proud of the spirit and attitude

Vida Morris

**Vida Morris,**  
**Chair, Newcastle Safeguarding Adults Board**



of professionals towards safeguarding adults in Newcastle, time after time we see examples of a willingness to work together with colleagues from a wide range of agencies, and the person themselves to think innovatively about how we can make them safe. As the task at hand continues to grow, we will need this collective spirit more than ever before.

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# Safeguarding Adults Explained

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, whilst at the same time making sure that the adult's wellbeing is promoted including, where possible, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The Newcastle Safeguarding Adults Board (NSAB) is the statutory multi-agency partnership tasked with ensuring that adults at risk in Newcastle are supported to live lives free from abuse and neglect.

The vision of the NSAB is to ensure that Newcastle is an increasingly safe city for adults at risk of abuse and neglect. Partner agencies work together in Newcastle in order to achieve this aim and the NSAB has produced multi-agency policies and procedures which explain what should happen if an adult at risk has been the victim of abuse or neglect.

Although there has been a multi-agency partnership in place in Newcastle since 2006 the responsibilities of these arrangements were strengthened by the Care Act (2014) which has placed the role of the NSAB on a statutory footing.

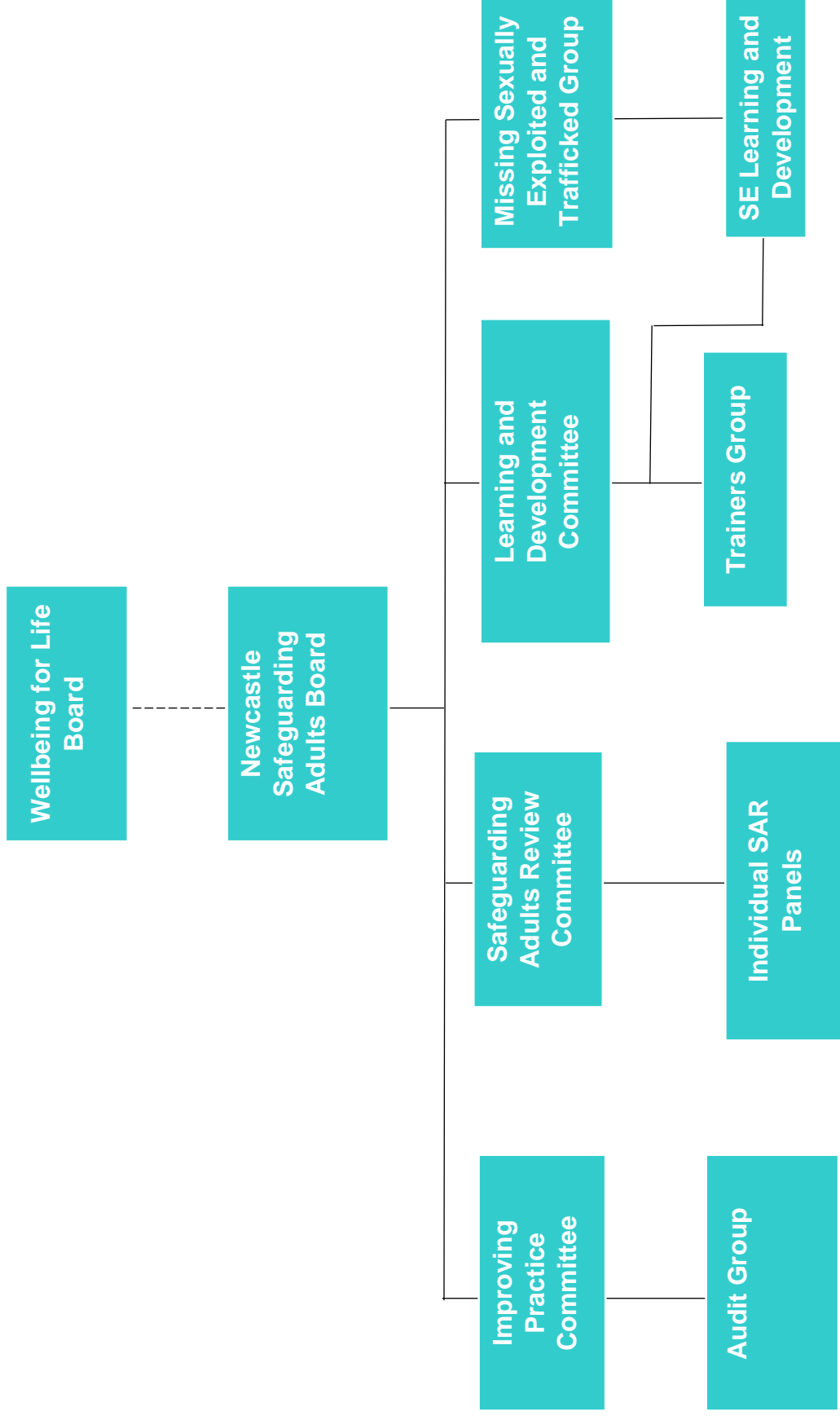
## **The functions of the Newcastle Safeguarding Adults Board are:**

- To work towards the prevention of abuse and neglect of adults with care and support needs;
- The development of policy, procedures and thresholds in relation to the safety and welfare of adults with care and support needs;
- The communication of the need to safeguard adults at risk, raising awareness of how this can be done and encouraging people to do so;
- To provide learning and development opportunities to people who work or volunteer with adults with care and support needs;
- The production of a strategic annual plan that outlines how the Board will achieve its vision and objectives and what each member will do to implement that strategy;
- To monitor and evaluate the effectiveness of what is done by the Board and its partners to safeguard adults, including the publication of an annual report;
- To undertake Safeguarding Adults Reviews and advising on lessons that can be learned.

**You can find out more about the work of the NSAB by searching for “Safeguarding Adults Newcastle” on the internet.**



# NSAB Structure



# Simon's Story

An anonymised case study from Newcastle upon Tyne NHS Foundation Trust

Simon is an insulin dependent diabetic who has been treated for depression and is using alcohol to cope following the death of his mum. He is struggling at home (he is a home owner), his house is damp, there is a lot of clutter, out of date food in his fridge and no food in his cupboards. He has had a recent admission to hospital for treatment of a fractured hip and is asking to go home. He has refused a home visit and will not agree to support from carers on discharge. He can administer his insulin if supported, but needs help from staff as he was experiencing a number of hypoglycemic episodes in hospital. He is mobile and could manage small amounts of shopping, but there are concerns that he will go home, possibly not eat, not manage his insulin and with a lot of trip hazards he is at high risk of falls. Simon just wants to go home.



During his hospital stay, consideration was given to whether Simon was able to give consent in relation to his care and treatment; staff have no doubts about Simon's ability to make decisions about his discharge. Simon does have a disorder of the brain or mind, he has treatment for depression and through progressively more alcohol use there are concerns about his cognition. When talking with Simon about going home, the capacity assessment revealed Simon did have capacity to make decisions about care and treatment at home. This discussion was documented in the notes. Staff also offered options for support to Simon on discharge and the district nursing team who had supported Simon in the past joined the Multi Disciplinary Team meetings regarding discharge planning.

The MDT are very worried about Simon, the decisions Simon is making seem unwise and risky. The district nurses also raise a cause for concern with the adult safeguarding team; they have visited Simon at home and feel the environment is uninhabitable. The ward team contact legal services and seek advice. As Simon is an adult who has capacity to make the decision to return home without support and care, Simon cannot be detained in hospital. However, as the safeguarding team have advocated, raising a safeguarding alert with the local authority is the best course of action. This highlights to the local authority, the risks for Simon returning home and also the environmental concerns; the local authority may also consider discussing with their legal team and Environmental Health Officers

Simon agrees to twice daily district nurse support only and although not ideal, it does allow for the district nurses to continue to support and explore with Simon needs and wishes. GP contact is made and there is a request for a home visit as there are concerns Simon may not attend the surgery. The GP agrees considering the health and well-being risks. There are also discussions about bereavement support for Simon and the GP agreed to encourage Simon to consider bereavement support groups.

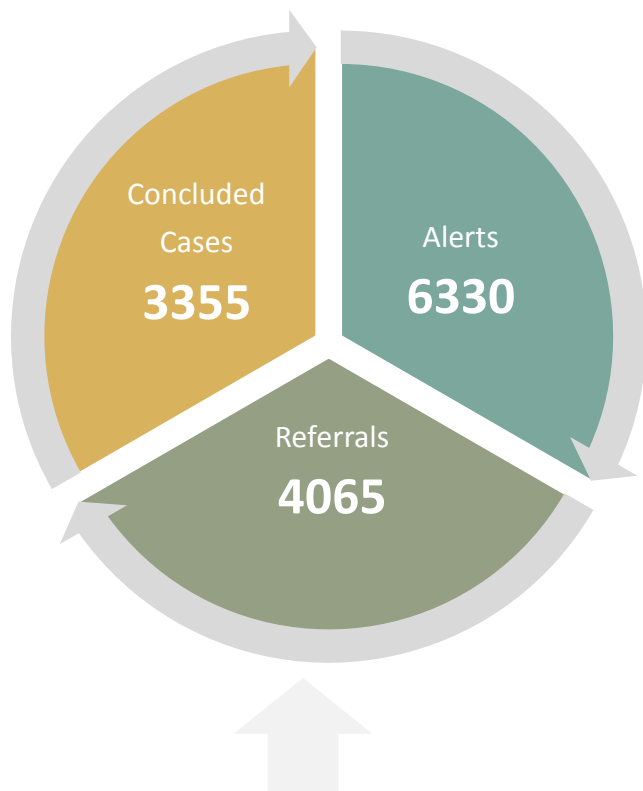
# Our Key Priorities:

1	<b>Empowerment</b>	<ul style="list-style-type: none"> <li>• Individuals have the right information about how to recognise abuse and what they can do to keep themselves safe.</li> <li>• Adults who are at risk are consulted before any action is taken. Where someone lacks mental capacity to make a decision, action is taken in their best interests.</li> </ul>
2	<b>Protection</b>	<ul style="list-style-type: none"> <li>• There are effective ways of assessing and managing risk.</li> <li>• Local complaints procedures and arrangements for reporting abuse and suspected criminal offences, work well together.</li> <li>• Local people understand how safeguarding adults procedures work and how they can get help.</li> </ul>
3	<b>Proportionality</b>	<ul style="list-style-type: none"> <li>• Decisions taken about managing risk will be proportionate to the seriousness of the concern and will take into consideration the views of the adult at risk.</li> <li>• It is recognised that risk is an element of many situations and should be part of wider assessments</li> </ul>
4	<b>Prevention</b>	<ul style="list-style-type: none"> <li>• The community will be helped to identify and report signs of abuse and suspected criminal offences.</li> <li>• Staff will be trained how to recognise signs and take action to prevent abuse occurring.</li> </ul>
5	<b>Partnership</b>	<ul style="list-style-type: none"> <li>• Agencies work together to safeguard adults at risk. There is a “one-team” approach that places the welfare of individuals before the needs of the system.</li> <li>• There is good information sharing arrangements in place.</li> </ul>
6	<b>Accountability</b>	<ul style="list-style-type: none"> <li>• Each agency understands their role and responsibility in relation to safeguarding adults.</li> <li>• There are clear lines of accountability for the NSAB and agencies represented on it.</li> <li>• Staff understand what is expected of them and others.</li> </ul>



# What does the data tell us?

## 1. Alerts



**Alerts** – An alert means any expression of concern raised by any person or agency where they believe an adult has been abused or neglected.

**Referrals** – A referral means any alert which has been raised which meets the statutory conditions for initiating safeguarding adult's procedures (Section 42 Enquiries).

**Concluded Cases** – This is the number of Section 42 Enquiries which have been concluded within the year. This number will never equal the number of referrals as some cases will remain ongoing.

In 2016-2017 there was an 18% increase in the number of alerts received. This increase follows on from a 19% increase received in 2015-2016 and can largely be attributed to the introduction of the Care Act (2014) which expanded the remit of safeguarding procedures and broadened the definition of an "adult at risk." Whilst increases in the volume of safeguarding adults concerns have taken place across the country, Newcastle remains in the upper 10<sup>th</sup> percentile for the number of concerns raised per 100,000 of the adult population. This data should be tempered by the fact that Newcastle has historically charted as having a high proportion of alerts, indicative of a confidence in reporting concerns on a multi-agency basis.

2015-  
2016

- Female 58%
- Male 42%

2016-  
2017

- Female 60%
- Male 40%

# Identifying Key Priorities

In January 2017 the NSAB launched its first public consultation. The key aim of the consultation was to give members of the public the opportunity to help shape the vision and priorities of the board. The NSAB hosted the consultation on the Newcastle City Council online consultation portal “Let’s Talk”. The consultation itself consisted of a short survey that people were asked to complete which asked three key questions, some of the responses to which can be found below:

**Question One. What are the top three priorities you think the NSAB should concentrate on in 2017-2018?**

## Response One

1. Educating the public regarding the types of abuse.
2. Providing training about the awareness of abuse.
3. Connection of agencies in regard to awareness.

## Response Two

1. Financial abuse from carers.
2. Bullying in any form.
3. Any sexual exploitation.

## Response Three

1. Older people who are living alone and isolated.
2. Awareness of financial abuse.
3. Educating people to be aware of scams online.



#### **Response Four**

Providing information to relatives or friends of people where they suspect that abuse may be happening to enable them to make the right decision and contact the appropriate authority. Often people are reluctant to take the initial step for fear of them having jumped to the wrong conclusion and having wrongly caused much aggravation to someone when it wasn't justly deserved.

#### **Question Two. What are your main concerns about safeguarding adults in Newcastle?**

##### **Response One**

We have an ageing population and frailty of elderly people often prevents them from going out and accessing vital services and making friends.

##### **Response Two**

That a lot of people tend to 'turn the other cheek' when they know of adults who have been abused.

#### **Question Three. Is there anything else you would like to tell us about keeping adults at risk safe in Newcastle?**

##### **Response One**

I worry that with financial constraints, care providers will deliver poorer care and this will lead to more abuse happening.

##### **Response Two**

To make folk aware that we are all responsible for the community we live in and to keep an eye out for those who are most vulnerable.

One of the clear themes emerging from the consultation has been the importance of promoting wider community awareness of safeguarding adult's issues. Importantly, it is vital that there is a widespread public awareness of the steps that can be taken when somebody is worried about a family members, friend or neighbour whom they feel might be at risk of abuse or neglect.

The NSAB has taken this theme forward for 2017-2018 by agreeing to the development of a communication strategy and establishing a shared sub group between the NSAB, the Newcastle Safeguarding Children Board and Safe Newcastle. The strategy and sub group will be tasked with

ensuring that the three boards work together, with reasonable resources, to promote awareness around the core messages of what constitutes abuse, and how people can raise their concerns.

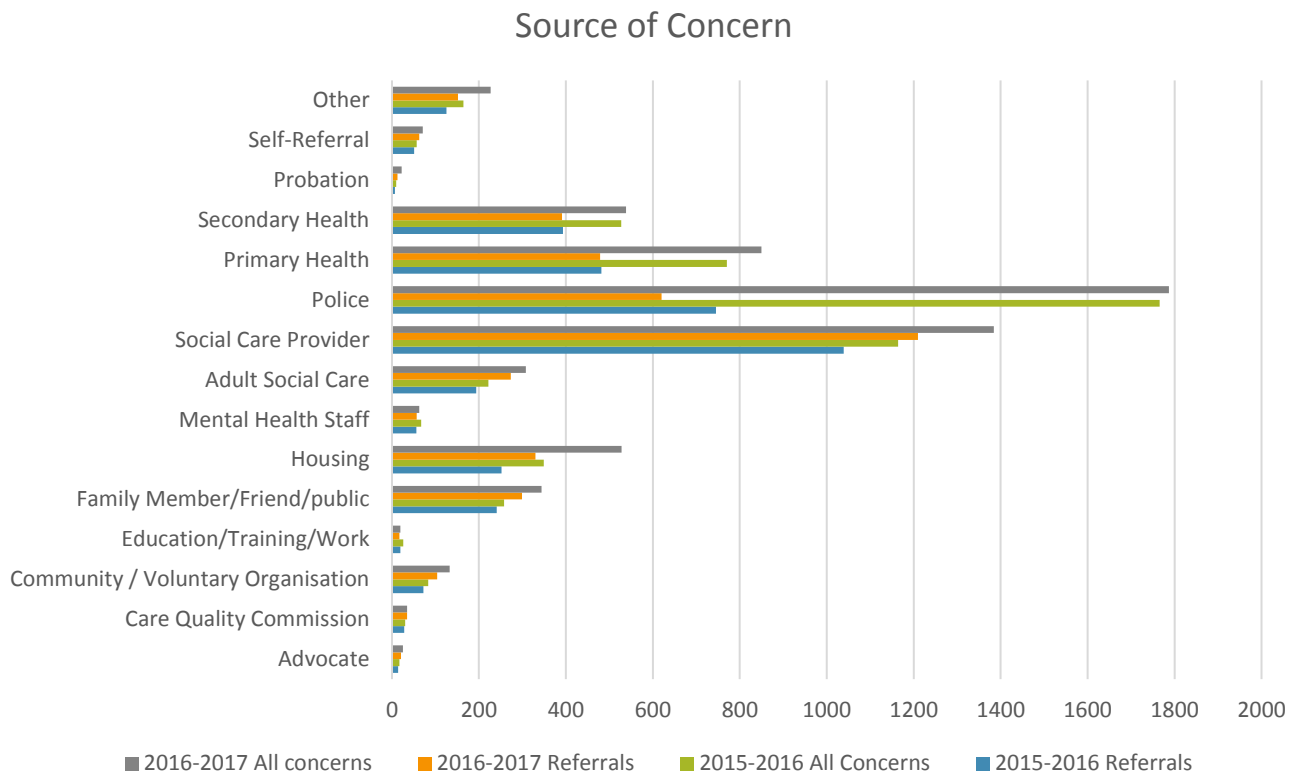
The public consultation forms one part of the Board's wider strategy for identifying key priorities. Work begins in October of each year when partner agencies of the Board complete self-assessments which prompt individual agencies to reflect on their own approach to safeguarding as well as the effectiveness of the multi-agency partnership and what the challenges may be moving forward. NSAB members are also asked to consult with service user groups and forums, ensuring that as many key stakeholders as possible have the opportunity to help identify priorities for the work of the board.



The findings from each strand of engagement are then fed into the development of the NSAB Strategic Annual Plan. The plan then becomes a standing agenda item at NSAB meetings where members monitor the progress of each area through to completion.

# What does the data tell us?

## 2. Source of concern



- In 2016-2017 the largest single-agency referrer into safeguarding adults' procedures was Northumbria Police, acting as the referring agency in 28% of all concerns. Only 35% of concerns raised by Northumbria Police met the conditions for undertaking a Section 42 Enquiry with 75% of these concerns relating to the general welfare of the person. Concerns relating to general welfare are progressed via alternative routes including referrals for an assessment of the persons need or sign-posting for help and support.
- For cases wherein the criteria for a Section 42 Enquiry was met the largest referring group were Social Care Providers referring over 1,200 concerns into safeguarding procedures. This referrer group encompasses Residential and Nursing Care Homes as well as Domiciliary Care agencies. This shows a high level awareness and confidence in reporting.
- Overall, 41% of the concerns raised via the safeguarding pathway related to the general welfare of the person rather than the risk of abuse or neglect. This figure marks a 3% increase from 2015-2016.
- There has been an increase in the number of concerns raised by either the person themselves or a family member, friend or neighbour. This increase may suggest heightened levels of awareness of safeguarding adult's procedures.



The following pages summarise what we set out to do in 2016-2017, what we did and what we plan to do in 2017-2018. It has been divided up into six sections reflecting the both the national, and our local key priorities, for safeguarding adults:

- Empowerment.
- Prevention.
- Protection
- Partnership.
- Proportionality.
- Accountability.

You can find out what each of these priorities mean on pages 14-19. Each section includes single-agency contributions to the priority, relevant performance information and any case studies which highlight work in this area.

## Empowerment

**In 2016 – 2017 we said that we would:**

- Develop strategies and tools that give the person (or their representative) the opportunity to provide feedback on their experience of the safeguarding adult's enquiry.
- Review single and multi-agency referral forms to ensure that they encourage practitioners to embed the Making Safeguarding Personal approach.
- Undertake an Audit of Making Safeguarding Personal Data as part of the NSAB Audit Framework.



**We did this by:**

- Skills for People have worked with the NSAB to establish the Making Safeguarding Personal Feedback Project. The project involves a worker from Skills for People offering to meet with the person (or their representative) at the end of the safeguarding enquiry to give the person an opportunity to provide feedback on their experience of a safeguarding adults enquiry. Feedback provided will be monitored by the Improving Practice Committee with annual feedback to the NSAB.
- The 2016-2017 NSAB Self-Assessment Framework asked partner agencies to provide assurances in relation to referral forms, in particular to assess whether safeguarding adults referral forms encourage practitioners to seek the views and gain the consent of an individual before making a referral. Responses were then reviewed at the NSAB Self-Assessment session in November 2016.
- Updating the NSAB Performance Monitoring Framework to add measures in relation to proportion of enquires wherein agencies have been effective at embedding the Making Safeguarding Personal Approach. In particular, new performance measures include the percentage of enquires where the person has been able to express their desired outcome and the percentage of enquires where someone has been supported by a family member friend or advocate.



**In 2017 – 2018 we plan to:**

- Embed Service User Feedback model.
- Monitor effectiveness of Service User Feedback Model by collating feedback from responses and developing an analysis paper to be presented at NSAB on bi-annual basis.

# Protection

## In 2016 – 2017 we said that we would:

- Work with Safeguarding Adults Boards from across the region to promote awareness through initiatives such as Safeguarding Adults for Everyone (SAFE) Week.
- Ensure that NSAB promotional materials are available in key locations across the city.
- Review policy, procedures and practice guidance and ensure that these are updated to reflect any emerging legislation or learning from Safeguarding Adults Reviews.
- Receive assurances from partner agencies about the pathways of support available to victims of crime and the interface with safeguarding procedures.



## We did this by:

- Working with colleagues from across the region to fund a regional radio campaign. The campaign consisted of a series of radio adverts promoting awareness of adult abuse and what members of the public can do if they are concerned about a family member friend or neighbour.
- Distributing leaflets and posters through board agencies. These promotional materials contain a series of different scenarios aimed at raising awareness of the scope of safeguarding adult's procedures.
- The Improving Practice Committee reviewed and re-launched the Best Practice Standards for Transfers of Care. More information on this piece of work can be found in the IPC update on page 53.



## In 2017 – 2018 we plan to:

- Develop NSAB Communication Strategy
- Development of NSAB Newsletter
- Seeking assurance about the special measures used to assist victims and witnesses who may be vulnerable and intimidated.
- Seeking assurances from partner agencies about the pathways of support available to victims of crime and the interface with safeguarding procedures.

# Proportionality

**In 2016 – 2017 we said that we would:**

- Establish a Safeguarding Adults Leads Network as a mechanism for identifying and addressing key practice issues.
- Improve understanding of threshold guidance through exploration via Safeguarding Leads Network.



**We did this by:**

- Each statutory service has in place a safeguarding adults operational lead. The safeguarding leads have established strong working arrangements and are in regular contact for case discussions. Safeguarding Leads from Adult Social Care and the Newcastle upon Tyne Hospitals NHS Foundation Trust meet on a fortnightly basis to discuss cases and identify themes.
- Safeguarding Leads have worked within their own organisations via staff briefings and training sessions to improve understanding of the multi-agency threshold guidance.



**In 2017 – 2018 we plan to:**

- Monitor the effectiveness of the North of Tyne Self-Neglect Guidance by conducting a themed audit.
- Evaluate application of threshold guidance to ensure that practitioners are making decisions in accordance with the agreed local thresholds for safeguarding adults.



# Prevention

**In 2016 – 2017 we said that we would:**

- Produce an annual Learning and Development Work Plan which ensures that both single and multi-agency offered via the training prospectus reflect emerging trends and themes.
- Hold bi-annual development sessions for NSAB members.
- Work with the Newcastle Safeguarding Children's Board to implement the NSCB and NSAB Sexual Exploitation Strategy.
- Develop of a Mental Capacity Act (2005) Audit Tool designed to assess how effective agencies have been at embedding the MCA.
- Development of a Legal Options Best Practice Guidance which outlines the legal options available as part of a safeguarding adult's enquiry.



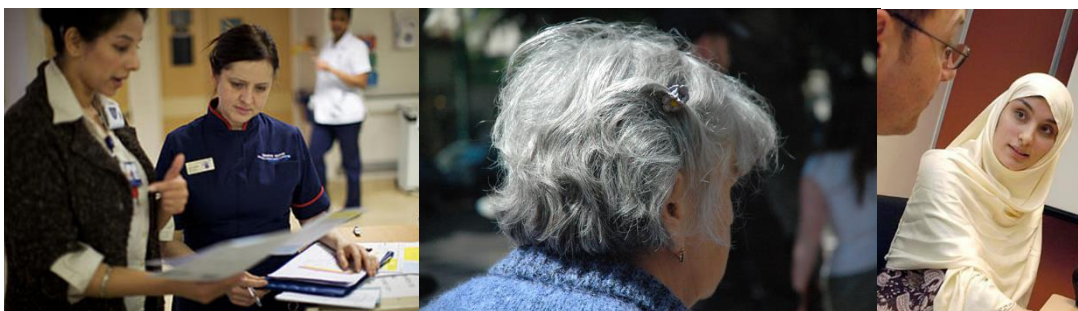
**We did this by:**

- Launching a series of bespoke Thematic Workshops on Self-Neglect. The workshops explored how safeguarding adults procedures should be used to respond effectively to concerns wherein an individual may be at risk of self-neglect.
- Working with Safeguarding Adults Boards from across the North East region to host guest speaker Belinda Schwehr, an expert in Adult Social Care Law, had a discussion on Legal Literacy. The sessions were open to NSAB members and safeguarding leads.
- Updating the Learning and Development Committee Training Uptake Audit Tool to seek assurances from partner agencies on the uptake of MCA Training.



**In 2017 – 2018 we plan to:**

- Review and update NSAB legal guidance for community and voluntary organisations in relation to safe recruitment, this follows a request from the NSAB's Community and Voluntary Sector representatives to ensure that clear guidance is available to all organisations in relation to safe recruitment of staff and volunteers.



# Partnership

## In 2016 – 2017 we said that we would:

- Retain awareness for joint working opportunities with strategic partnership boards including Safe Newcastle and the Newcastle Safeguarding Children Board.
- Undertake a consultation with key stakeholder groups and the wider public.
- Create a pathway for practice challenges which require an escalation to the NSAB.
- Continue to work with the Newcastle Safeguarding Children Board on areas of shared priority including the Safeguarding Transition Protocol.



## We did this by:

- Holding a three way development session with Safe Newcastle and the Newcastle Safeguarding Children's Board in March 2016. The session focussed on the Prevent framework and the shared importance of ensuring that strategies are in place to respond to concerns in relation to radicalisation and extremism.
- In January 2017 the NSAB launched a public consultation. The key purpose of the consultation was to provide members of the public with the opportunity to help identify key priorities of the NSAB work plan. More information about the consultation can be found on pages 10-11.
- Introducing a Challenge Log as a standing agenda item at all NSAB and Sub-Committee meetings. The Challenge Log creates a pathway for escalating both strategic and operational challenges to the NSAB.



## In 2017 – 2018 we plan to:

- Review of NSAB Policy and Procedures
- Revision of Attendance at Meetings Audit to understand context of meeting and if correct professionals have been invited.
- Explore opportunities for developing a Multi-Agency Safeguarding Hub (MASH)
- Explore opportunities for ensuring independent care sector representation at NSAB and sub-committees.
- Recruitment of third community and voluntary sector representative.



# Accountability

## In 2016 – 2017 we said that we would:

- Receive performance reports on a bi-annual basis with more frequent reporting if concerning patterns or trends are identified.
- Hold an annual self-assessment challenge event.



## We did this by:

- During the course of 2016-2017 NSAB members received two performance reports. The reports form part of the NSAB Performance Monitoring Framework and chart data from local safeguarding enquiries in relation to a series of agreed performance measures. These measures look at areas including the number of referrals received and trends in relation to the nature of concerns raised. NSAB members scrutinise this data and agree follow up work on any areas which present a particular concern.
- In November 2016 the NSAB held the annual self-assessment session. Prior to the session each partner agency is asked to complete the NSAB Quality Assurance Framework, an audit tool designed to assess effectiveness of safeguarding frameworks. The assessment session provides the board with the opportunity to scrutinise and challenge the results of these self-assessments.



## In 2017 – 2018 we plan to:

- Update of NSAB Quality Assurance Framework including revision of NSAB section.
- Analyse of approaches taken by other SAB's towards accountability frameworks to check that the NSAB's approach in this area reflects best practice adopted by other boards.

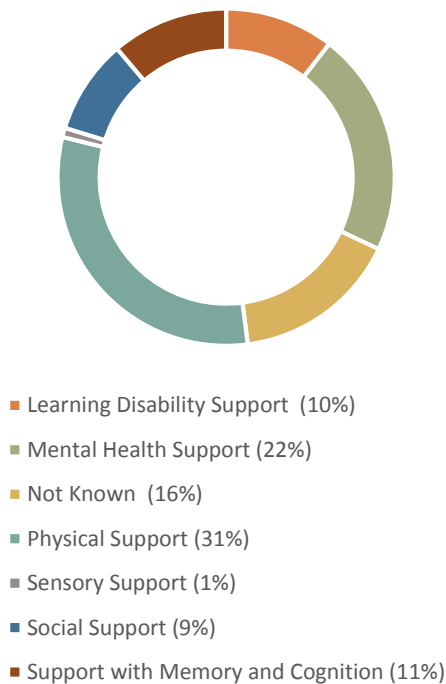


# What does the data tell us?

## 3. Client groups and age

(Percentages shown relate to the 4065 referrals received)

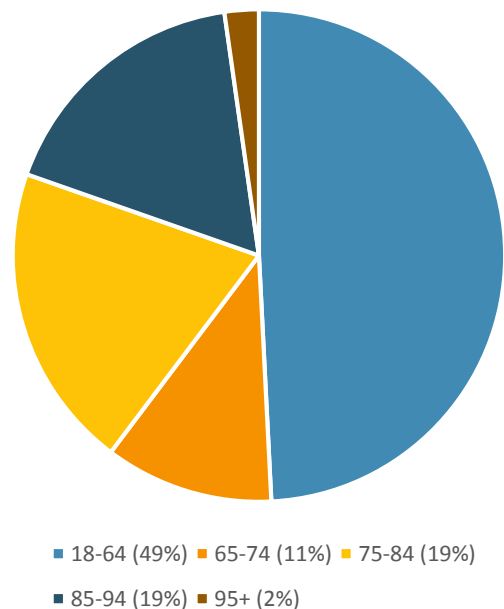
Client Group 2016-2017



- For clients who require Support with Memory and Cognition, the most common form of risk experienced was physical abuse amounting to 33% of concerns raised.
- Social Support includes people who may require support around social isolation, substance misuse, asylum seeker status or support in performing an informal caring role.

- 49% of concerns raised related to people aged 18-64 with the most common form of abuse associated with this age group being physical abuse.
- For clients aged 18-64, 56% of the concerns related to abuse taking place within the person's own home.

2016-2017



# National Probation Service

## Empowerment

National Probation Service (NPS) will give individuals the right information about how to recognise abuse and what they can do to keep themselves safe. NPS will give individuals clear and simple information about how to report abuse and crime and what support NPS can give. NPS will consult with the individual before taking any action and will always act in the best interests of a person who lacks capacity to make a decision.

## Protection

As an organisation, NPS has effective ways of assessing and managing risk of harm. NPS protects the public by working with offenders to reduce reoffending and harm. NPS shares information and works with other public and voluntary services. The NPS also has a remit to be involved with victims of serious sexual and other violent crimes

Although the focus of the NPS is on those who cause harm, it is also in a position to identify offenders who are themselves at risk of abuse and to take steps to reduce this risk in line with the NPS National Partnership Strategy Framework NPS will ensure that local arrangements for complaints and reporting arrangements for abuse and suspected criminal offences are robust and are understood by service users and other public and voluntary agencies.

## Prevention

As an organisation, NPS will help the community to identify and report signs of abuse and suspected criminal offences. NPS will train staff to recognise signs and take action to prevent abuse occurring. NPS will work with partners to make communities safer.

*As part of the 2016-2017 annual report, each partner agency of the NSAB were asked to complete submissions detailing the work that they have undertaken as an organisation over the past year in relation to the 6 Key Priorities for safeguarding adults. . The following pages of the report contain the responses from each of the different agencies.*

## Proportionality

As an organisation, NPS will discuss with the individual and, where appropriate, with partner agencies what should be done where there is a risk of significant harm before NPS staff make a decision. NPS will see risk as an element of many situations that should be part of any wider assessment.

## Partnership

As an organisation, NPS are proactive in sharing information and have multi agency partnership arrangements in place which involve NPS staff at all levels. NPS fosters a “one team” approach which places the welfare of the individual before the needs of the systems.

## Accountability

As an organisation, NPS will help the community to identify and report signs of abuse and suspected criminal offences. NPS will train staff to recognise signs of abuse and take action to prevent abuse occurring. The Head of Service, North of Tyne sits on the SAB and a band 5 manager will sit on relevant subgroups. NPS staff are aware of the need to identify appropriate individuals who require

safeguarding and are familiar with the referral route into adult services in Newcastle. Learning from cases reviews is a priority for the NPS and this learning is shared at the North of Tyne Management Meeting for dissemination to team meetings.

## Agency Update

The National Probation Service, since its creation in June 2014, has focused upon defining its role under The Care Act 2014 and ensuring that staff are aware of their responsibilities within the framework of that Act. In order to achieve this the following documents have been provided to NPS staff working in Newcastle:

- NPS National Partnership Framework - Safeguarding Adults Boards June 2015
- Safeguarding Adults at Risk – NPS Policy Statement January 2016
- Safeguarding Adults at Risk – NPS Practice Guidance January 2016

On 01/04/2017 NPS became part of Her Majesty's Prison and Probation Service which replaced the National Offender Management Service

- Her Majesty's Prison and Probation Service (HMPPS) is the new agency responsible for delivering the Government's vision and investment to make prisons places of safety and

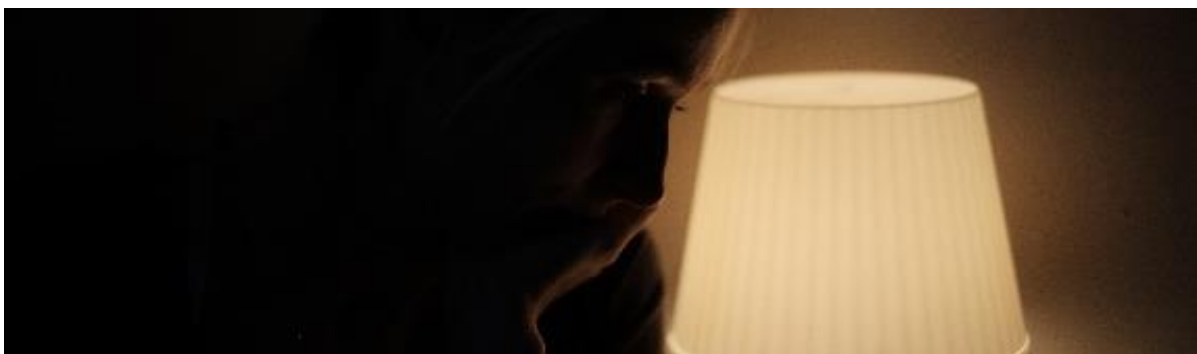
reform, and to continue to transform our work in the community.

- Our main purpose remains the same: to protect the public, and to 'prevent victims by changing lives'

The National Offender Management Service (NOMS) has developed a national learning provision on safeguarding adults for NPS staff working with offenders in the community. The learning is comprised of an e-learning and a classroom course. In addition, NPS staff in Newcastle are expected to take advantage of any multi agency adult safeguarding training available in the area.

NPS priorities for 2017/18 are to ensure that staff complete the NOMS adult safeguarding training and multi agency adult safeguarding training. Staff completion of these events will be tracked and will feature in the NPS Staff Personal Development Reviews.

Appropriate representation on the Safeguarding Adults Board and relevant sub groups of the Board is also a priority for the NP



# Your Homes Newcastle

## Empowerment

At YHN we use a wide range of communication methods to keep our staff engaged and motivated to safeguard our customers. Our dedicated safeguarding site remains our principle source for sharing articles, new guidance and policies which helps to keep staff up to date and able to help customers who are at risk of harm. Over 16/17 we have added a range of additional materials including information on Modern Day Slavery and Mate Crime reflecting some of our local concerns. We also use newsletters and blogs as a means of keeping safeguarding at the forefront of our minds.

In October we marked Domestic Abuse Awareness month through special events and the promotion of information to help raise awareness. Due to the success of previous screenings to managers of the acclaimed BBC docu-drama 'Murdered by my Boyfriend', all staff were invited to attend further screenings of this in addition to "Murdered By My Father", a programme which highlights the issues surrounding Honour Based Violence. These sessions were well received and helped to raise awareness about indicators and some of the complex issues that might be at play.



We have also made some improvements to the information we provide for customers. We have made the safeguarding information on our website more accessible and user-friendly and we've made plans to do more.

Our Care Services Team provide services to many older vulnerable adults through our

Ostara service, sheltered housing & extra care teams. To empower customers, information is given from the outset as to how they can raise a safeguarding concern either for themselves or for someone they know.

Earlier this year we also gave our customers the opportunity to feedback on the Safeguarding Adults Annual Plan through a focus group and via promotion on our popular Facebook page.

## Protection

Our attendance at the NSAB and related committees enables us to keep abreast of any changes to multi-agency policies and amend our single agency policies accordingly.

In response to concerns raised about some gaps that still existed regarding knowledge about mental capacity, we worked with the Safeguarding Adults Team to train more of our managers over the course of 16/17. Participants were introduced to the Mental Capacity Act and shown how to carry out a Mental Capacity Assessment.

## Prevention

We continue to work hard to ensure that our people are trained so that they are able respond appropriately when faced with a safeguarding concern. All YHN staff are trained to at least Level 1 so that as a minimum everyone is able to recognise the signs and know how to respond.

During 2016-2017 staff participated in safeguarding training as follows:

- YHN Safeguarding Adults Level 1- 157
- YHN Safeguarding (adults and children) training for concierge staff only- 45
- YHN Safeguarding Adults Level 2 multi-agency – 99
- YHN Safeguarding Adults Level 3a multi-agency (2 day)- 8

We have also worked with our customers to help prevent abuse occurring in the first



place. Our Young People's Service and Advice and Support Service developed and delivered a workshop aimed at some refugees. This was in response to some issues of abuse and power highlighted within the Newcastle refugee community predominantly relating to young males. We developed a workshop programme while considering the cultural ideology of some groups around gender and power in relationships. The course was delivered in schools to secondary school age refugees and also to some older men. The aim was to highlight an understanding of positive relationships, sex and the law in the UK, consent and respect and reduce risk taking behaviour that may lead to safeguarding concerns.

Over 16/17 we also piloted a new approach to expedite the internal referral process into our Young People's Service. This has resulted in more young vulnerable people getting access to appropriate dedicated support more quickly which in turn is likely to reduce their risk of harm.

## **Proportionality**

All of our staff are trained on the definition of "Adult at Risk" and this is re-enforced within our policy and procedure documents. Use of the threshold guidance tool is encouraged to help ensure appropriate referrals and this is promoted on our Safeguarding Adults page however we acknowledge that the tool is not used consistently and this will be a focus for us over the coming months.

In relation to domestic abuse cases we have a clear process in place whereby all referrals are sent to a generic YHN email. Our MARAC coordinator acting as a Single Point of Contact for YHN has responsibility for referring victims to the Police and partner agencies such as Newcastle Integrated Domestic Abuse Service within 24 hours of receipt of a referral.

There is a clear process in place where every victim is referred to an Independent Domestic Violence Advisor for additional support. Those victims that do not meet the criteria for the

MARAC process i.e – those that do not score 14 ticks or more on the Risk Identification are still appropriately supported. Where the risk of harm is not deemed serious enough for the MARAC process a Safeguarding Adult referral will still be made.

## **Partnership**

We continue to work closely with our many safeguarding partners across the city. We attend the Newcastle Safeguarding Adults Board (NSAB) and we are also a member of Newcastle Safeguarding Children's Board, with representatives on sub committees at a senior level. We also continue to work closely with the NSAB to implement single and multi-agency recommendations made through Serious Case Reviews.

Additionally we are also a key member of both Multi Agency Public Protection Arrangements (MAPPA) panel and Multi - Agency Risk Assessment Conference steering group.

## **Accountability**

The YHN Board are kept up-to-date on our Safeguarding activity by way of a report every six months. This report includes information on training activity and numbers, number of referrals made, areas for improvement and actions identified.

Safeguarding is a standing item on team meeting agendas. Officers are encouraged to discuss any safeguarding issues or concerns they have which helps to remind staff that safeguarding is very much part of the day job.

Over the year we have contributed to a number of Serious Case Reviews, Domestic Homicide Reviews and Appreciative Enquiries which continue to provide us with valuable opportunities for learning and improvement. One such learning point was the need to improve internal information sharing across some teams. In response to this officers from the affected teams are now attending one another's team meetings to strengthen working relationships which we know are key

in relation to safeguarding. The impact of this is being monitored.

We continue to develop and improve the way in which monitor and record our Safeguarding Adults activity across the organisation. There is a clear expectation on all responsible managers that all referrals are logged, so that we are able to gather an accurate picture of activity across the city and identify trends and any anomalies that may exist. For example if an area has surprisingly low level of activity this may be an indication of a training need and/or a lack of awareness and understanding.

### Agency Update

We have had another very active year at YHN and continue to work hard to protect our customers from harm. Over 2016-2017 the number of referrals made to Safeguarding Adults increased by 16% on the previous year, an indication that awareness continues to be high across our organisation.

YHN's quarterly internal Safeguarding and Domestic Abuse forum continued throughout the year bringing together a range of officers from the organisation to discuss safeguarding activity and crucially highlight areas for improvement. We have also added additional resources by putting an officer in place with the remit to scrutinise the outcomes and learnings from case reviews, make recommendations and crucially ensure that any actions are followed through.

### Our priorities for 2017/18:

- We have commissioned a specialist independent review to provide reassurances that YHN is fully compliant with statutory guidance, requirements set by the commissioners of individual services, and requirements of both the Newcastle Adults and Children Safeguarding Boards. The review will identify best practice and make recommendations for improvements.
- We will be launching our new 'Cause for Concern' process which we hope will better enable us to prevent the escalation of cases through earlier identification and provide an appropriate and timely response. We will be monitoring the impact this process has on the number of referrals into Adult Social Care.
- We will be rolling out our new supplementary 'Safeguarding is Everyone's Business' training course to frontline staff. This will be delivered through a phased programme, with key services prioritised.
- We will be working closely with our repairs contractor, Building & Commercial Enterprise (BCE) to clarify their responsibilities and procedures in relation to safeguarding referrals. BCE often have unrivalled access to the homes we manage so it is vital that they are equipped and able to respond to concerns.
- Improving our range of practical support measures for domestic abuse victims
- Raising customer awareness about Domestic Abuse including recognising the signs and knowing where and how to report concerns.
- Working with NCC to strengthen the tenancy agreement to better enable us to take legal action against perpetrators.

# Spotlight on Prevent

## Spotlight on:

How the NSAB has ensured a clear and robust interface with the “Prevent” framework.

## Summary of the activity or issue

- Prevent is one of the four strands of the UK Counter-Terrorism Strategy aimed at preventing people from being radicalised to carry out extremist acts.
- Safe Newcastle (the local Community Safety Partnership) take the lead on Prevent locally.
- In Newcastle, where there is a concern that an adult with care and support needs has or is being radicalised safeguarding adults procedures are used to share information and safeguard the adult at risk. Therefore, there needs to be a close working relationship between Safe Newcastle and the NSAB on this issue.
- The Channel process is a key part of the Prevent strategy. It is a multi-agency approach to ensuring vulnerable children and adults receive support before their vulnerabilities are exploited.
- In 2016-17 there were 16 safeguarding adults referrals concerned about adults being radicalised.



### What we have done

- Received an update from the Prevent Coordinator on local arrangements, including existing training and potential opportunities for shared training resources.
- Ensured that there is a clear interface between safeguarding adults procedures and the new local Channel procedures.
- Contributed to the 2015-16 Prevent Action Plan.

### Impact of action

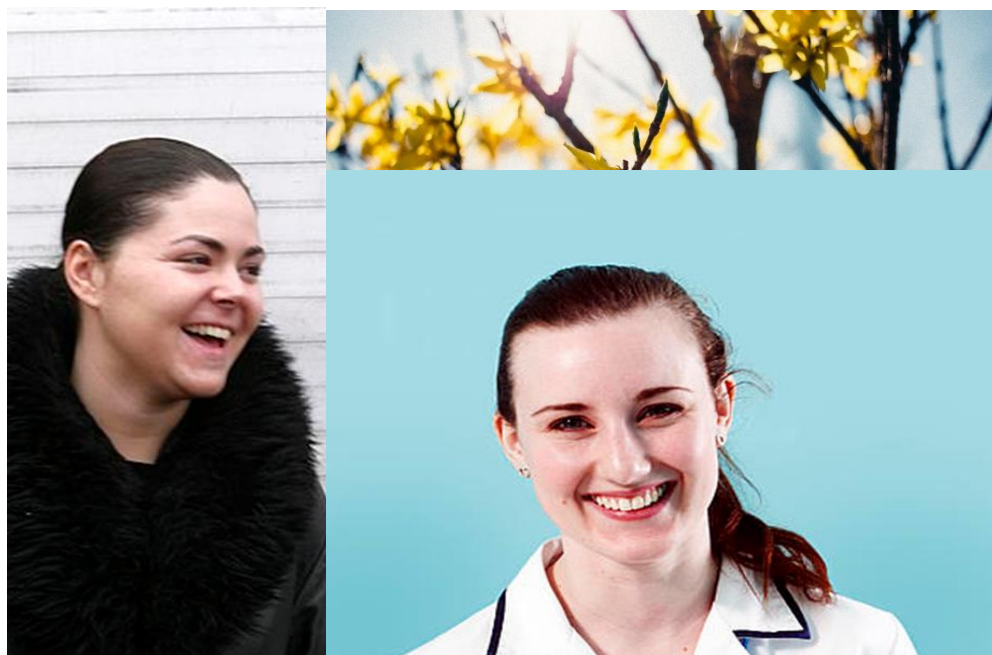
- NSAB members understand their roles and responsibilities in relation to Prevent.
- There is good communication between the NSAB and Safe Newcastle on Prevent.
- Opportunities for sharing resources and working together are acted upon.

Adults at risk who are vulnerable to radicalisation are appropriately supported by safeguarding adults procedures.

### Future challenges

- The Board will need to keep abreast of developments as the national Prevent framework is currently under review.

The Police and Newcastle City Council plan to develop a more sophisticated data-set in relation to Prevent, joining up existing data sources.



# Northumberland Tyne and Wear NHS Foundation Trust

## Empowerment

The trust has produced a Say No To Abuse service user information leaflet that is available in a range of formats and available on the trust internet page. The Making Safeguarding Personal template is available on the trust Adults at Risk policy for practitioners across the trust to use when a service user discloses a concern.

## Protection

The Adult at Risk Policy has been reviewed and ratified in January 2017 as part of the trust policy review cycle. The trust has an MCA lead who supports practitioners with the application of the Act.

## Prevention

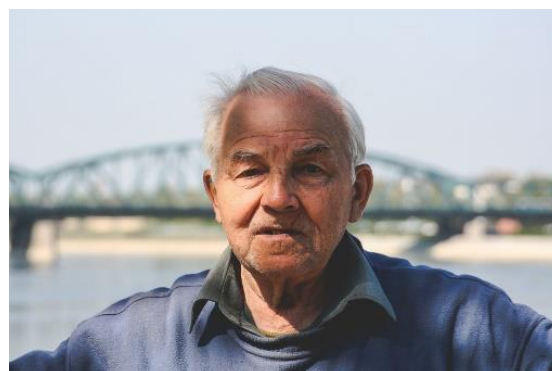
The trust have robust induction training for all new starters to the organisation as well as mandatory update training on a three yearly basis. The trust have raised the awareness of domestic abuse and older people across the organisation with leaflets, case studies and lessons learnt from multi agency reviews.

## Proportionality

The access to the trust SAPP team for initial advice and support has been reviewed in 2016 with a new model developed. The model was implemented in January 2017 with access to the front door for all concerns is via the completion of a web based report. Every report is triaged by the SAPP worker to ensure thresholds are followed and the actions required to safeguard are in place. The SAPP team are also working with the Safeguarding Adults team to provide assurance that all concerns are managed appropriately.

## Partnership

The trust ensures representation at the NSAB and any associated work required is undertaken as a partner agency.



## Accountability

NTW trust board receives bi monthly reports on all Safeguarding Children and Adult board meetings as well as a bi monthly report on Case Reviews. All board members receive safeguarding training as well as presentations to trust board in respect of safeguarding lessons learned.

## Agency Update

The priorities for 17/18 are to realign SAPP practitioners to the new trust operational services redesign and roll out by 1<sup>st</sup> October 2017 to ensure all services are aware of their SAPP practitioner to attend team meetings/complex cases and provide individual and team support and supervision where necessary.

The SAPP team to consolidate their knowledge and skills in all areas of safeguarding and public protection in line with local and national guidance and policy.



# Community and Voluntary Sector

NSAB membership includes two representatives from the community and voluntary sector who sit on the board and one further representative who sits on the Learning and Development sub-committee. The voluntary sector representatives play a vital role in ensuring that there are strong links between the community and voluntary sector and the NSAB. The board works closely with the Newcastle Council for Voluntary Service (NCVS) to support local community and voluntary organisations. The NCVS facilitate bi-monthly meetings between the NSAB community and voluntary sector representatives and the NSAB Co-ordinator. In 2017-2018 the NSAB hopes to strengthen representation from the community and voluntary sector with the addition of a third representative at board level.

In 2016-2017 the NSAB representatives worked with the NCVS to undertake a temperature check survey across the community and voluntary sector. The aim of the survey was to identify key challenges for organisations and to seek views on how the NSAB can strengthen its links with the community and voluntary sector. Building on this work, in 2017-2018 the NSAB plans to launch a newsletter which it is hoped will help to raise awareness about safeguarding adults, the work of the NSAB and allow organisations to keep up to date with any developments.

The NSAB continue to offer a bespoke training package for trustees and management committees of community and voluntary organisations. The core aim of the course is to equip trustees and management committees with the necessary skills and confidence to ensure that their organisation has in place robust and effective safeguarding measures.

## World Elder Abuse Day 2016

Newcastle Society for Blind People and Newcastle Safeguarding Adults Board hosted an event to coincide with World Elder Abuse Awareness Day on 15<sup>th</sup> June 2016. This 'Keeping Safe in the Community' event was attended by around 40 people. There were a number of presentations from the Carers Centre, Northumbria Police, Safeguarding Adults Unit and Newcastle Society for Blind People. These included talks on Domestic Violence and Older People, Hate Crime, Domestic Violence and abuse against Older People and the carers perspective. There were also poems and stories from service users at Newcastle Society for Blind People and an update from Newcastle Safeguarding Adults Board. This annual event highlights a wide range of issues around Safeguarding for both service users and staff and volunteers working with Adults at Risk.

In 2016-2017 this course was delivered to the trustee and management committee members of the NCVS.

In 2016-2017 community and voluntary sector organisations raised over 130 safeguarding adults concerns/alerts. This marks a 28% increase on the previous year and demonstrates the invaluable role the sector plays in supporting adults who might be at risk of abuse or neglect.

# Spotlight on the Angelou Centre:

## A Community and Voluntary Organisation

### About Angelou Centre:

The Angelou Centre delivers specialist integrated advocacy and therapeutic support for black, minority ethnic and refugee women, girls and children who have witnessed or been subjected to domestic and sexual violence, abuse and exploitation. Alongside the direct work with survivors of abuse, we offer training, recovery programmes and holistic parenting support that bridges the current gap in universal and localised service provision. This work has been developed in partnership with a wide range of relevant statutory and voluntary agencies and addresses related problems of homelessness, poverty, mental health, additional needs, insecure immigration status and empowers women and children to rebuild their lives free from violence and abuse.

### Bella's Story

#### An anonymised case study supplied by the Angelou Centre

Bella was referred by a Community Health Care Professional to the Angelou Centre who felt Bella (a Nigerian woman) needed specialist Black Minority and Ethnic (BME) services to support the impact of the trauma and abuse she had experienced both in her country of origin and the UK. Bella had not only experienced domestic and sexual violence herself but also witnessed her young child being sexually abused. She had recently been through the loss of family members, and was fearful for the safety of loved ones who remained in her country. Bella was additionally experiencing displacement, isolation, as well as physical and mental illness. Bella had recently been refused asylum and was awaiting the result of the appeal. She was also a lone parent with young children, additional vulnerabilities and needs.

After the Angelou Centre advocate and parenting worker made initial assessments and produced a strength based support plan for Bella and her children, she was then given interagency advocacy support and intense emotional support. Bella was referred to Angelou Centre counselling and parenting training and activities at the Angelou Centre as it was important that she remained engaged. Bella felt she greatly benefitted from this and the interaction with other BME women survivors at the Angelou Centre. Despite this Bella's health remained a concern and further joint visits to the GP were arranged, the advocate and extended Angelou Centre services were vigilant in terms of Bella's ongoing distress, changes in her mood and her ability to function. Referral pathways have been explored so that appropriate health support can be accessed promptly if needed in the future this has included discussions between Angelou Centre staff and Bella about emergency mental health support in a crisis situation should it be needed.

#### Bella told her parenting worker:

**'Your support keeps me strong...my sisters here (Angelou Centre) they keep me going... me and my children have something to look forward to for the first time I remember happiness with you all...I have hope.'**

# Northumbria Police

Northumbria Police is one of the largest and top performing police services in the country, serving a population of 1.5 million people from a wide range of communities, covering an area of more than 2,000 square miles in North East England. Northumbria Police is dedicated to building trust and confidence and reducing crime and disorder in the communities within the North East of England.

In 2016/17 Northumbria Police the following number of concerns across the force area:

- 10, 812 Adult concern notifications;
- 30, 278 Child concern referrals/notifications
- 29, 141 Domestic abuse incidents

Northumbria Insight Team conduct customer satisfaction with victims of crime which informs service delivery in addition to this a bespoke surveys for victims of domestic abuse and hate crime have also been embedded to improve victim outcomes. A recent survey was conducted with domestic abuse victims 92% felt safer as a result of contacting police, 74% felt their children were safer as a result of that contact with Northumbria Police.

In addition to the survey methodology the team provide a feedback opportunity for individuals and families. This provides victims with the opportunity to raise issues around the service they have experienced.

The Safeguarding Department was initiated in May 2016 as part of the force vision to be outstanding in the service we provide. Safeguarding is split into three locations; south covering South Tyneside and Sunderland, central covering Gateshead and Newcastle, north covering North Tyneside and Northumberland.

Each location has specialist officers working within Child Abuse Investigation, Vulnerable

The aims of the safeguarding project overall include:

- Effect cultural change which places a clear focus upon vulnerability, its early identification, maximising opportunities around early intervention and ensuring an effective response in order to support individuals based upon their needs.
- Develop a shared understanding with public and third sector agencies to recognise the anticipated future demand, the inability of the current approach to meet that demand and the requirement for transformational and meaningful change in order to deliver efficient and effective service. Development of an effective multi-agency operating model and supporting internal structure, enhancing the capability of the workforce to provide an outstanding service to our communities.
- Working in full cognisance of Estate; ICT and Financial strategies and recognising interdependencies of other Force Improvement projects and the wider force operating model.
- In line with the '4 P' model (Prepare, Prevent, Protect, & Pursue) deliver the desired outcomes to support Proud to Protect, the Police & Crime Plan and the Strategic Policing Requirement.

## Adult

Abuse investigation, Rape, Domestic Violence and Multi Agency Public Protection Arrangements. The co-location of these areas of public protection ensures that information, resources and specialism's are shared thereby further meeting the needs of Children and

young people, Young People and families. In addition to this two multi-agency co located hubs are in place providing an enhanced victim focused approach to sexual exploitation, trafficking and modern day slavery this is Operations Sanctuary.



Strategic Objectives for the Force are set within the Police and Crime Plan which is produced by the Police and Crime Commissioner as a result of direct contribution by communities across the region. The priorities for 2017 are;

- Putting Victims first
- Domestic and Sexual Abuse
- Reducing Crime
- Community Confidence
- Dealing with Anti-Social Behaviour

Northumbria Police has been subject to numerous inspections by HMIC including vulnerability and Honour Based Violence (HBV), the force was one of a few forces assessed as good in respect of Vulnerability and prepared in all aspects for HBV. Although still one of the top performing forces, the Chief Constable is committed to achieving outstanding in all areas of vulnerability. Together with partners we have also been inspected by Ofsted, HMIC, CQC and HMIP.

Northumbria Police has embarked upon a major programme of transformational change in order to establish an approach which places a response to vulnerable individuals at the heart of processes in order to deliver an

outstanding service; to remodel the current approach based upon close and effective integration with partners and a clear focus on early intervention and prevention. A project team has been established. The project seeks to improve the capability of the workforce through on-going learning and continuous professional development.

Additional initiatives are currently on-going following successful innovation bids – Polygraph and innovative eye detect technology to assist in the management of sex offenders, this has already delivered positive results.

Further transformational project work has commenced across the North East Region in conjunction with the OPCC hoping to utilise funding through the Police Innovation Fund. The funding bid, led by Northumbria Police and OPCC includes seven other Forces is a transformation bid for a whole system approach to domestic abuse. The approach has four themes;

1. Effective working within the criminal justice system
2. Safeguarding with Schools
3. Partnership work with Civil and Family Courts
4. Multi Agency Victims Support and Offender Management.

Last Year the Force delivered to all public facing staff a comprehensive input on the psychology of abuse delivered by Zoe Lodrick (Sexual Trauma Specialist) aimed at improving the capability of staff to recognise and understand why victims may present to Police in a certain manner.

Building upon the Zoe Lodrick training all safeguarding staff and front line Officers have undergone 2 days Safeguarding Training. This is an interactive event which includes 1 day

CSE and 1 day Safeguarding for children/adults.



Within Safeguarding there is a strategic Team. They have oversight of all Serious Case and Domestic Homicide Reviews, in addition to scanning for best practice from other forces or bodies such as the College of Policing. Any

learning which forms part of the outcome of any such review is taken to the Safeguarding Board and is used to inform the shaping or review of procedure and guidance or training requirements.

The force for some time has had a successful memorandum of understanding/protocol with The Tyne & Wear Foundation trust, other Hospitals and Local Authorities in the force area for the provision of place of safety for those individuals detained under Section 136 of the Mental Health Act 1983. There are 4 136 assessment suites across the force area. Children are specifically catered for and the 136 suites are suitable for under young persons under 18. Together with an effective street triage scheme no adults or children detained under 136 have been taken to police custody facilities.



# North East Ambulance Service

North East Ambulance NHS Trust continues to demonstrate strong commitment to safeguarding in that funding has been agreed for two band 8a Lead Professional posts to lead the team, which will replace the two Band 7 posts. This ensures that the NEAS safeguarding team structure is commensurate with safeguarding teams within other Foundation Trusts.

Funding has also been secured for a Safeguarding Advisor to support the team and organisation in fulfilling its statutory responsibilities relating to the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS).

The safeguarding admin function has been strengthened in that both the Band 3 and band 4 posts are now substantive.

## Safeguarding activity

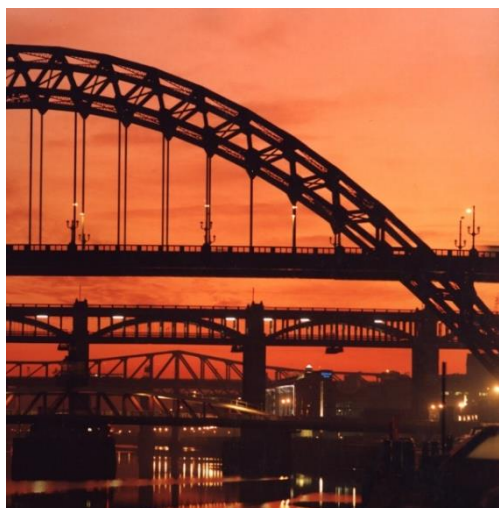
- Safeguarding referrals have increased by 2.3% from the previous financial year.
- Increased number of referrals (6%) for adult safeguarding issues predominantly relating to concerns about neglect.
- 1870 referrals to Children's Services where there have been concerns about a child's welfare (particularly relating to inadequate supervision,

inappropriate or dangerous environment etc.)

- Continued high numbers of referrals have been made for children with self-harm or mental health related issues.

## Key achievements within the reporting year

- CQC inspection of Trust rated as Good in terms of providing a safe service.
- Review of Lampard Recommendations to ensure ongoing compliance in terms of safe recruitment processes, training and policies
- Appointment into fixed term Head of Safeguarding post in order to provide strong strategic direction to the team and the wider organisation.
- Completion of Section 11 audit and development of action plan.
- Completion of Not Seen, Not Heard action plan.
- Investment in safeguarding training resources and short term secondment into team to support training function.
- Every call handling team now has a safeguarding champion trained to level 3, and team leaders are also trained to level 3
- 100% of 111 Clinicians received level 3 safeguarding training in 2015/2016.
- Call handlers can now complete and submit their own safeguarding referrals to social care via the web portal without having to go through the logistics team, thereby increasing the availability for crew referrals.
- Complete revision of safeguarding training programme and positive evaluation of this (see appendix 3)
- Investment in specialist training in CSE, MCA/DoLS and court skills to upskill relevant front line staff.



- Revision of categories of abuse on Ulysses to ensure improved and meaningful performance reporting.
- Implementation of the assessment tool 'CWILTED' has been incorporated into the next stage of the next development stage of the ePRC, which enables practitioners to fully explore the factors surrounding their contact with the patient, including the voice of the child, without taking up valuable time (See appendix 4).
- Process mapping work has been undertaken with Northumbria Police to ensure a consistent approach to sharing information about MARAC cases, which has enabled the Special Patient Notes team to refine the electronic flagging system within the Trust.



### Future priorities for the period April 2017 – March 2018

- Not Seen, Not Heard CQC document has been developed and will form the basis of the development work for the safeguarding team within the forthcoming financial year
- Develop a consistent approach to receiving MARAC and MAPPA information from all police force areas (Northumbria, Durham and Cleveland Constabularies) to ensure the electronic flagging system within NEAS is as robust as possible.
- Work closely with NHS-Digital with a view to NEAS becoming a pilot site for CP-IS implementation within an ambulance service.
- Allegations against staff training has been arranged between the Gateshead Local Authority Designated Officer (LADO) and the HR team to increase awareness of the interagency information sharing process.
- Domestic Abuse training has been arranged to be delivered by the Safeguarding team to the Occupational Health team.
- A further additional level 3 safeguarding training update will be provided to all 111 clinicians within the current financial year, which is above minimum national requirements.
- There will be particular focus on progressing the MCA and DoLS agenda within the organisation, to ensure that statutory requirements are met.
- Development of a standalone Chaperone Policy in light of recommendations from the Goddard and Bradbury Inquiries.
- Development and implementation of a robust safeguarding audit programme.



# Tyne and Wear Fire and Rescue Service

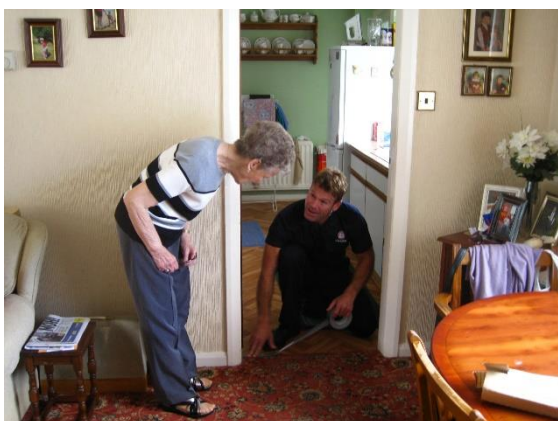
## Protection

TWFRS, Safeguarding Adults Policy, Procedure and Guidance has been reviewed and updated to reflect current legislation following the introduction of The Care Act.

## Prevention

An e-learning package has been trialled by some of our Prevention staff. Following on from this the Service intends to roll out safeguarding, Adult E-learning to staff across our Prevention and Education Department.

## Proportionality



TWFRS have robust internal procedures in place to address fire related issues. Staff who have concerns about any adult at risk will report these concerns through our safeguarding procedures. This is in place 24/7, 365 days a year.

## Partnership

TWFRS at a Senior Leadership Level, attend multi-agency Safeguarding Adults meetings.

## Accountability

Senior Management are informed when TWFRS staff raise a concern about an adult at risk. Case reviews are disseminated to staff in our Prevention and Education department. Our Operational Crews and Fire Safety department have received Safeguarding Adult awareness training.

## Agency Update

### Domestic Violence

We have a draft Domestic Violence Policy for staff. The domestic Violence policy is an internal policy to make it clear to all staff that domestic violence will not be tolerated and introduces domestic violence champions to the service.

### Domestic Violence Champions

Several staff have been trained across the service to undertake the domestic violence champion role as a volunteer in addition to their full-time role. These champions will be promoted as a person that staff can speak to regarding domestic violence if they wish.

### Allegations

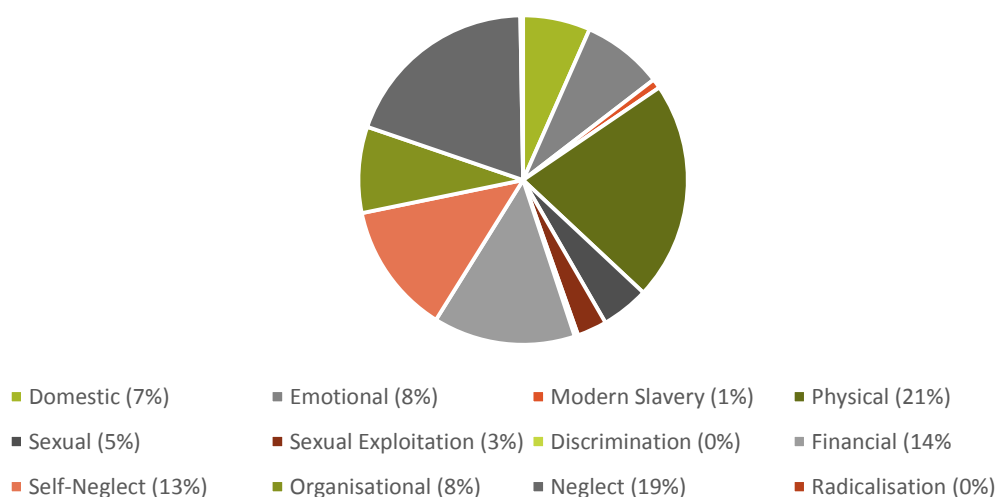
Our service allegations management procedures have been updated to reflect current legislation following the introduction of The Care Act.

# What does the data tell us?

## 4. Types of abuse

(Percentages shown relate to the 4065 referrals received)

Primary Abuse Type 2016-2017



- Although each concern may relate to more than one form of risk this data relates to the primary type of risk recorded for each concern.
- Physical abuse remains the most commonly reported form of abuse, 70% of these cases related to abuse perpetrated by someone who was known to the individual.
- These charts only capture data where concerns have entered the safeguarding adults process through a submission of a singular referral. Often, for cases involving modern day slavery or sexual exploitation a number of concerns are raised simultaneously in relation to a group of individuals.

# Newcastle City Council

## Empowerment

The broadening scope of safeguarding adults procedures continues to present new challenges for Newcastle City Council as the co-ordinating agency for safeguarding adults enquiries. However, with these emerging challenges come fresh opportunities to refine the safeguarding adults process and explore new areas of best practice.

In particular, over the course of 2016-2017 Newcastle City Council, the emergence of multi-agency concerns relating to Modern Day Slavery has provided us with the opportunity to establish practice models and resources for dealing with complex scenarios relating to multiple victims of Modern Day Slavery, including human trafficking. Newcastle City Council will continue to work with partner agencies to ensure that support is available to people who may have experienced Modern Day Slavery.

## Protection

Whilst it is important to learn from these emerging areas of risk, it is equally important that we do not lose sight on the forms of risk that are already well established in safeguarding adults practice. The breadth of safeguarding concerns can now stretch from younger people who may be at risk of sexual exploitation or modern slavery through to ensuring that older adults receive the care and support they require and every manner of concern in between. With this challenge in mind, in 2016-2017 Newcastle City Council provided refresher training for all Safeguarding Adults Managers with a focus on the skills required to lead a safeguarding adults enquiry.

## Prevention

In 2016-2017 Adult Social Care Direct, which acts as the front door for receiving

safeguarding concerns, received 6330 marking an 18% increase on the previous year and a 37% increase since the introduction of the Care Act (2014). This rise in demand strengthens the need to have in place effective measures for early intervention and prevention. Frontline staff at Social Care Direct are co-located with Community Health Services, this co-location enables staff to ensure that the correct support is available to the person and that early help and preventative measures can be offered where required. For example, this service may include identifying the support needs for an informal carer who may be beginning to struggle to cope when caring for a family member or friend.



## Proportionality

As well as co-ordinating multi-agency safeguarding adults audits, Newcastle City Council operate an internal audit structure to ensure that safeguarding adults policies and procedures are fully embedded in practice. This structure involves Safeguarding Adults Managers auditing a random sample of cases based on an agreed set of standards. Findings from these audits are then shared via the councils Senior Management Team meetings.

## Partnership

Newcastle City Council continues to play an important role in supporting the Sexual

Exploitation Hub Multi-agency Hub. Specialist staff from Adult Social Care are embedded within the multi-agency team, leading on multi-agency Section 42 Enquiries for adults who may be at risk of sexual exploitation.

In January 2017 the Safeguarding Adults Unit worked with colleagues from the Newcastle Safeguarding Children Board to host a conference at Westgate Primary School. The purpose of the event was to raise community awareness in relation to sexual exploitation and how concerns can be reported.

## Accountability

For safeguarding procedures to work effectively it is essential that there are clear transitional links between Children Social Care and Adults Social Care. In 2016-2017 Newcastle City Council strengthened these links by ensuring that a Safeguarding Adults

Manager attends every Risk Management Group (RMG). Risk Management Group meetings are in place to consider cases of young people who may be at complex risk of abuse. Attendance of a Safeguarding Adults Manager ensures that cases are transferred into the safeguarding adults process where appropriate.

The Safeguarding Adults Unit also lead on the Deprivation of Liberty Safeguards (DoLS) process and in 2016-2017 managed 2226 DoLS applications marking an 18% increase on the previous year. The processes ensures that any deprivation of a persons liberty is done so in accordance with the legal framework and in the persons best interests.

## Agency Update

2017-2018 will mark another significant year for Adult Social Care and will see many staff move to a new location based within the Westgate College complex. This co-location of various different teams will facilitate even closer working relationships, ensuring that people get the help and support that they may need in a timely and efficient manner. 2017-2018 will also see the launch of a new Legal Literacy training course, ensuring that staff are familiar with the different legal options that may be deployed as part of a safeguarding adults enquiry.



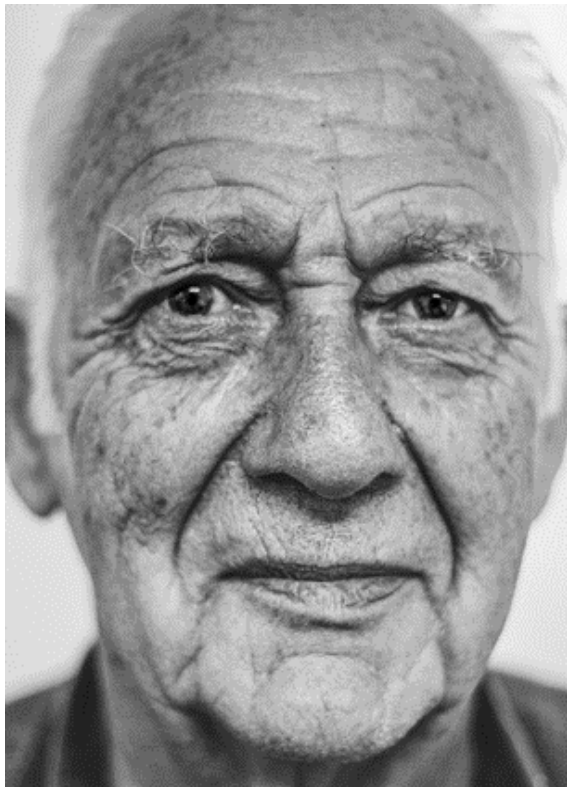
A Tweet from Chief Social Worker for Adults after a visit to Newcastle City Council

# Newcastle Gateshead Clinical Commissioning Group

## Empowerment

Making Safeguarding Personal is a key focus of the CCGs commitment to delivering person centred care and has particular relevance to patients in receipt of NHS Continuing Healthcare. Where patients are in receipt of care packages the CCG ensures that the patients voice is not lost when any changes to care provision are required to keep them safe.

As a commissioning organisation the person centred approach is at the core of the CCGs expectations from the quality services it commissions and monitors.



## Protection

Newcastle Gateshead CCG regularly reviews its internal Safeguarding Adult policies and processes in line with legislative changes and local developments. Alongside this a detailed

toolkit to provide support to frontline practitioners has been produced and is updated at least annually.

Case studies are regularly produced to share learning from safeguarding adult's cases and are circulated internally to the CCG and to General Practice via weekly bulletins to all staff. This has prompted proactive responses and has led to changes in individual practice which reduce risk to individuals.

## Prevention

In 2016/17 the Newcastle CCG continued its commitment to delivering a high standard of training to General Practice staff, providing training on Adult Safeguarding, Mental Capacity Act/ Deprivation of Liberty Safeguards, Prevent and Domestic Abuse.

## Proportionality

CCG Safeguarding Practitioners work with staff internal to the CCG as well as with colleagues in General Practice to provide support and advice in relation to safeguarding concerns. This support enables practitioners to apply thresholds and to develop robust plans to assist adults with care and support needs to be empowered to stay safe, whether or not escalation via formal safeguarding referrals is required.

## Partnership

The Newcastle Safeguarding Adults Board and each of its sub groups is actively attended and supported by senior staff from within the CCG. Additionally the CCG contributes to the running of the Newcastle Safeguarding Adults Board and statutory reviews as required.



Close links are maintained with all Safeguarding Boards, with consistent membership of the LSCB, SAN and Safe Newcastle as well as active involvement with sub groups/ task and finish groups.

The named and designated health professionals within the Newcastle Gateshead CCG are actively involved in individual case meetings, which are led by the Adult Protection Unit, as well as significant input to the DHR, SAR and SCR processes locally.

## Accountability

The Newcastle Gateshead CCG demonstrates its commitment to this agenda, with an Executive Director holding the lead for this portfolio and maintaining an active involvement on a day to day basis. This Director is supported in this function by a dedicated Safeguarding Adult Team consisting of an experienced and senior Designated Nurse, a Named GP and two experienced Safeguarding Adults Officers.

Within the existing governance arrangements, the Executive Director chairs a bi-monthly CCG Safeguarding Committee, which brings together Designated Nurses and Named Doctors for Child/Adult Safeguarding. This group reports to the CCG Quality Safety and Risk Committee which in turn reports to CCG Governing Body. Alongside the CCG Safeguarding Committee, is a Safeguarding Strategic Forum, which meets four times per year. This provides an opportunity for the Executive Director from the CCG to work with

their counterparts from the two hospital trusts, the mental health trust and the ambulance trust in order to collectively address the wider safeguarding concerns from an NHS perspective.

Quality Assurance is provided via external audit from NHSE, which achieved the highest rating possible and the CCG has demonstrated full compliance with all parts of the audit framework. Additionally Quality Assurance Frameworks are presented to the Newcastle Safeguarding Board on an annual basis.



## Agency Update

The CCG is embarking on some specialist work, in partnership with Safe Newcastle, Newcastle City Council and the office of the Police and Crime Commissioner. This work will be focussed on improving skills in General Practice to recognise and respond to the needs of patients experiencing Domestic Abuse and will include access to specialist advocacy to support these patients to keep safe.

# Northumbria Community Rehabilitation Company

## Empowerment

The core role of NCRC is protection of the public. The focus of our work with service users (SU) is understanding and addressing their criminogenic and personal needs. Service users supervised by NCRC are involved in all aspects of their sentence, and are consulted in relation to completion of their sentence plan. NCRC promotes the early identification of any risk issues. If a service user is suspected of perpetrating abuse towards a vulnerable adult, or is vulnerable to abuse, the RO (Responsible Officer) will liaise as appropriate with the SGA team and/or relevant partnership agency. An investigative approach is taken by ROs. Any issues around risk of abuse or neglect are discussed with the SU, and confirmation of understanding sought.



## Protection

Roles and responsibilities are defined in the NCRC Safeguarding Adults Policy and Staff Guidance. Risk assessment and management activities focus on preventing or reducing the risk the service user may present to others, as well as any risks they may be vulnerable to. These assessments evaluate historical information as well as current. Transfers from

the youth offending service to adult probation services is governed by the Joint National Protocol for Transitions in England, which supports the effective transfer of cases. At the point of commencement when the service user attends the NCRC initial induction appointment, a household information form is completed which gathers information in relation to who the service users resides with. While genograms are not routinely used, when completing assessments the RO considers the role of family and other relationships. ROs would seek advice about this specific issue with colleagues in adults services where appropriate. MCA and DOL is considered a specialist area of work that relates to a very small number of CRC cases.

## Prevention

Adults at risk of abuse or neglect are not separated from the general population of SUs. All ROs have undergone appropriate training in order to work with SUs. It is the expectation that Responsible Officers will undertake Safeguarding Adults training a minimum of every three years. Workshops addressing safeguarding will be rolled out across the organisation over the next 12 months. We will continue to attend LA training and development events as well as internal events within the CRC. All ROs should receive supervision from their line manager, and have yearly appraisals. The number of service users aged over 85 is miniscule.

## Proportionality

Information about thresholds and vulnerable adults is available on the intranet. All service



users subject to intervention by the CRC have a risk assessment completed. This assessment considers any risks they be vulnerable to themselves. The first point of contact for any safeguarding concerns is the line manager.

## **Partnership**

Effective information sharing is essential to the work of NCRC. Information exchange with other agencies about safeguarding and vulnerable adults is governed by the same principles of necessity and proportionality which apply to all our work. There are information sharing agreements with partnership agencies in place. The Deputy Director North attends the SCB and SNP. ROs will try to attend safeguarding adults meetings where they are involved in the case. If they cannot attend, then written information must be provided.

## **Accountability**

Deputy Directors attend the SAB, and cascade relevant information to managers for sharing with staff where appropriate. ROs are aware of local SGA referral procedures. Any learning from serious case reviews is disseminated via a number of routes: individual supervision, team briefings, practice guidance and the Practice Advisory Group.



## **Agency Update**

From 12<sup>th</sup> June 2017 Sodexo Practice Standards will be implemented, which will act as a guide for operational practice and provide consistency of practice. The four areas are: early work, compliance, risk assessment and management, review and evaluate. The quality assurance team conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work. A review is underway to improve how feedback from case reviews, DHRs and serious further offence reviews are fed in to senior management and learning is embedded in to practice.

# Newcastle Upon Tyne Hospitals NHS Foundation Trust

## Empowerment

The Safeguarding Adults' Team has experienced a significant increase in referrals over the last two years with continuing evidence that self-neglect is a more frequently recognised concern within adult safeguarding as defined by the Care Act (2014).

Keeping adults safe, involving them in the process and managing complex situations can be a challenge for services. Trust staff are provided with opportunities to "shadow" the Safeguarding Adult Team to support recognition and response to safeguarding adult concerns. Student nurses, health advisors, ward staff and district nurses are examples of Trust staff that have spent time with the safeguarding adult nurse specialists. Learning has explored a number of areas such as:

- Response to harm, abuse and neglect
- Examining steps to reduce risk
- Exploring the MARAC process
- Making safeguarding personal.

It is hoped by sharing the experience of adult safeguarding, staff will have an increased confidence in supporting individuals affected by harm, abuse and neglect.

In 2017-2018 the safeguarding team will be facilitating student nursing placements which provide the opportunity to champion safeguarding with health staff of the future. Priorities for the year 2017-2018 include

- Continuing to facilitate learning for staff in the work of adult safeguarding through placements
- Continue to promote the voice of the adult in making safeguarding personal

## Protection

The Safeguarding Adults' Team includes an MCA Lead who champions the application of the Mental Capacity Act across the Trust. This includes support and advice to staff on individual cases and education and training to increase awareness across a wider range of staff. An internal audit of Deprivation of Liberty Safeguards has been completed and the learning from this influenced the ongoing development of related Trust policies. During 2016-2017, there has been a review of the MCA and Deprivation of Liberty policy. This review of the MCA policy has emphasised the application of the Act from 16+. Evidence of the application of the MCA is through the 44% increase Deprivation of Liberty applications. The MCA Lead has become a member of the Trust Consent Group which considers resources to support taking consent for capacitated and incapacitated adults'.



The Learning Disability Liaison Nurses actively work with Trust staff to ensure that proportionate adjustments are made by services to support services users with a learning disability and transition into adult services is a key priority. The process for mortality reviews for individuals with a diagnosed learning disability who die within Trust services is well-embedded across the Trust and learning from this is shared in Safeguarding Communication Forums.

# Mabel's Story

An anonymised Case Study from Newcastle upon Tyne NHS Foundation Trust

"Mabel" is an elderly lady with dual diagnosis of learning disability and mental health issues known to display behaviour that become increasingly challenging at times of distress. Mabel lives in her own apartment within a supported care environment that provides one to one support, 24 hours a day. Mabel refuses to wear clothes. The Learning Disability Liaison Service received a referral from the Mabel's GP for advice.

The GP had visited Mabel and suspected a possible deterioration in her vision but had been unable to examine her properly. Following advice from the Directorate Matron, the Liaison Service contacted an ophthalmologist directly. The clinician visited Mabel within her home environment and confirmed, although examination had been very difficult, that Mabel needed intervention for removal of cataracts; intervention would only be achieved under general anaesthesia.

A formal assessment of capacity was undertaken by the ophthalmologist who considered that Mabel was not able to make an informed decision around interventions for cataract removal. Because Mabel had no family member to represent her views, an IMCA (Independent Mental Capacity Advocate) was appointed and a multi-agency *best interest decision* meeting was convened; this included Trust legal representatives as it was acknowledged that this would require extensive planning. A decision was made to progress with intervention and there was a discussion regarding the potential need for restraint to facilitate transfer and access to hospital; during the actual procedure and during transfer back home. An application was made to the Court of Protection by the Trust and the court deemed that intervention was proportional to the restoration of Mabel's vision and endorsed the proposed plan.

The Learning Disability Liaison Service have worked tenaciously towards facilitating removal of cataracts for Mabel and have identified a secure private ambulance service with appropriately trained staff to support Mabel during her treatment. This demonstrates that all individuals need to have the same access to healthcare, but for some, it may need extensive planning and alternative provision to ensure patients with a learning disability receive similar treatments and the same access to services.



#### Priorities for 2017-2018:

- To evidence the application of the Mental Capacity Act through clinical audit
- To provide MCA fundamental lectures and MCA Master Classes to support staff in the application of the Mental Capacity Act
- To increase and evidence the application of the Mental Capacity Act for young people aged 16 +
- To continue the implementation of evidence based safeguarding supervision framework that defines a new model of safeguarding supervision that can be used across a wide range of adult services in the Trust.
- Continuing to facilitate learning for staff in the work of adult safeguarding through placements
- Continue to promote the voice of the adult in making safeguarding personal

## Prevention

The Safeguarding Adults' Team and Safeguarding Trainer have contributed to the delivery of multi-agency training programmes provided jointly by the NSCB and NSAB. There is regular representation at a range of sub-groups for NSAB and active participation and contribution to adult case reviews and domestic homicide reviews within Newcastle and neighbouring authorities at learning events.

There has been an increase in staff attending mandatory training with 95.1% staff completing level 1 training and 76.9% of staff completing adult safeguarding level 2. Prevent Training continues to be embedded within induction.

During 2017, the adult safeguarding team also completed Safeguarding Supervision training. The importance of Safeguarding Supervision cannot be under estimated with its validity underlined in serious case reviews.

## Proportionality

The Safeguarding Adults' Team have developed a system of scrutiny that includes weekly case reviews to ensure that thresholds have been applied properly and that outcomes are reviewed for individuals within the safeguarding process.

There has also been the recommencement of safeguarding audits, which review the actions taken, and consider the view of the individual affected. In particular case audits explore where individuals don't meet the threshold for a safeguarding alert, examining steps taken to reduce risk.

## Partnership

Key to adult safeguarding is the success of multi-agency working which happens through many mechanisms such as day to day work, safeguarding multi-agency meetings and MARAC. Partnership working has also included contribution to the Joint Serious Case reviews in relation to sexual exploitation, with the formation of a Trust working group to analyse and supporting dissemination of findings through the Trust.

## Accountability

The Trust is committed to safeguarding adults' and this is championed by Helen Lamont as the Executive Lead for Safeguarding and the safeguarding teams within the Trust. The Trust has strong representation on the NSAB and contributes to all of the Board's sub-groups as well as multi-agency audit and training. Within the Trust there are robust structures for safeguarding which are managed by the Safeguarding Management Operational Group and further monitored by the Trust's Safeguarding Committee with regular assurance reports to the Trust Board. There is a quarterly Safeguarding Communication Forum which serves to disseminate key messages across the Trust and is well represented from all directorates.

# Hannah's Story

An anonymised case study supplied by Newcastle City Council

Hannah made a disclosure of domestic abuse in the process of being admitted to hospital for excessive alcohol use. Hannah disclosed that the perpetrator was her daughter Chelsea who was 15 years old. Chelsea was living in a voluntary placement in a children's home within the same area.



The Hospital Social Worker completed the Domestic Abuse, Stalking and Harassment Risk Identification Checklist (DASH-RIC) with Hannah. Hannah was deemed to be at high risk as a result of the domestic abuse but due to Chelsea's age, a referral into MARAC (Multi-Agency Risk Assessment Conference) could not be made.

An urgent safeguarding adults strategy meeting was held whilst Hannah was still in hospital.

The Hospital Safeguarding Team, Police, Lifeline (alcohol specialist service), an Independent Domestic Violence Advisor (IDVA), PROPS (substance misuse and alcohol support service), Carers Centre, Housing and Children's Social Care all contributed to the strategy meeting.

A comprehensive protection plan was agreed for Hannah which included:

- Offered a women's refuge placement (declined).
- Support from Your Homes Newcastle around possible re-housing and housing benefit assistance.
- IDVA to provide ongoing support with risk prevention and personal safety plans.
- Police to flag Hannah's address and share information if there are reports of any criminal activity at the property. The Police had no legal powers to stop Chelsea from entering the house.
- Referral to be made to the Fire Service to carry out a fire safety risk assessment due to risk of arson.
- Hannah provided with an emergency mobile phone.
- Referral for Hannah's son to Newcastle Carers Centre and Social Worker for a Carers Assessment.
- Referral to Newcastle PROPS\* (Positive Response to Overcoming Problems of Substance misuse) for Hannah's son and Chelsea.
- Medical team in hospital to refer Hannah to her GP for counselling in relation to her alcohol dependency and Child Protection issues.

\* PROPS is a support service for families and carers of those living with alcohol and substance misuse. PROPS provides a wide range of support services such as: one-to-one support, counselling, drug awareness training, a confidential out-of-hours helpline, volunteer support and respite breaks.

# Spotlight on Modern Day Slavery

## Spotlight on:

How the NSAB and partner agencies represented on the Board have responded to the new and arising issue of modern day slavery.

## Summary of the activity or issue

- The Care Act (2014) defined modern slavery as a form of abuse falling under safeguarding adults procedures.
- The Modern Slavery Act (2015) consolidated and simplified existing offences into a single act. It included measures to ensure perpetrators received suitably severe punishments and added protection for victims.
- In 2016-17 there were 40 safeguarding adults referrals made which included concerns about modern slavery.

## What we have done

- Multi-agency guidance produced about responsibilities of notifying the secretary of state of cases of modern slavery and making referrals to the National Referral Mechanism (NRM) as appropriate.
- Regional (North of Tyne) safeguarding adults strategy produced on modern slavery.
- Modern slavery safeguarding adults cases dealt with by the Sexual Exploitation Hub. The team are able to apply learning and best practice from sexual exploitation cases to provide support to victims.
- Northumbria Police and Newcastle City Council hosting a regional conference on Modern Day Slavery, June 2017.





### Impact of action

- Increased awareness has resulted in five times more referrals into safeguarding adults procedures about modern slavery (eight referrals made in 2015-16).
- Professionals are supported with appropriate guidance to respond to Modern Day Slavery.
- Victims receive appropriate support from a wide-range of agencies, including support to get access to justice. Recent cases have resulted in significant punishments for offenders of modern slavery. Following the successful prosecution of five people in relation to modern day slavery, Superintendent Steve Barron said:

**"This investigation is the result of a successful collaboration between multiple agencies across the UK. It is important that we work together with not only our partners but with the community. The reality is that modern day slavery is happening around us and we all have a role to play to help protect those who may be vulnerable. Safeguarding is everyone's business and as such we urge people to be the eyes and ears of the community. If you see something suspicious or something that doesn't feel right then please report it to police."**

### Future challenges

- Continue to raise awareness with the public and professionals about modern day slavery.
- Explore how the NSAB can work with other strategic partnerships on modern day slavery.



# What difference do we make?

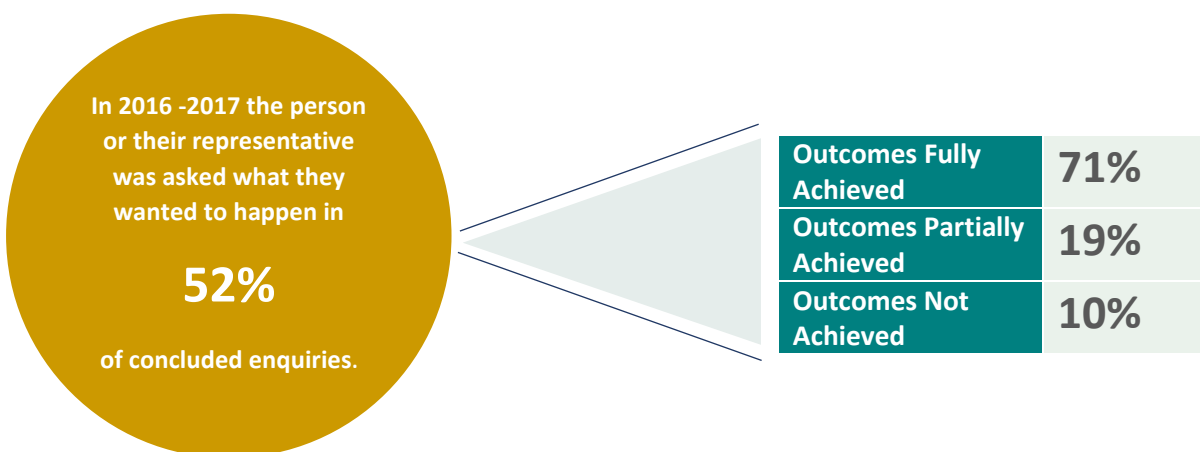
As the NSAB continues to develop new tools and resources and strengthen multi-agency safeguarding procedures, one question the board keeps coming back to is “What kind of a difference do we really make to the lives of the people we try to protect?” This question drives all of the work of the board, constantly pushing us to make sure that everything we do, from strategic developments like policies and procedures, delivering training, through to our operational responsibilities in undertaking safeguarding adults enquiries is focussed on making sure that we improve outcomes for people who have experienced abuse or neglect.

At a national level, the Making Safeguarding Personal approach is tasking Safeguarding Adults Boards from across the country to make sure that the voice of the person is at the centre of all safeguarding adults’ activity. Developing a culture that focusses on the personalised outcomes desired by people with care and support needs who may have experienced abuse.

In Newcastle, the NSAB have developed a range of resources and measures to try and embed this approach. Tools such as Easy Read guides and films about the safeguarding

process help to explain to the person what the experience of a safeguarding enquiry may involve. Procedures prompt professionals to assign an individual with a designated point of contact whom they can go to should they have any queries about the safeguarding process and recording forms prompt professionals to consider the desired outcomes of the person at each stage of the safeguarding process, recognising that people’s views may change as an enquiry progresses.

The NSAB performance framework includes a number of measures in relation to the Making Safeguarding Personal Approach. Twice a year board members review the proportion of cases wherein the person has been asked what they would like to happen as part of an enquiry, how often we are able to achieve these outcomes and how often people are supported through the process by a family member, friend or advocate. Last year the data told us that in 52% of cases we were able to identify the person’s views and that these outcomes were met in full 71% of the time. The data tells us that we are getting better, making more of a difference, but we still have a long way to go.



# Report from the Learning and Development Committee

As one annual cycle of planning and delivery of training concludes and another commences the opportunity is provided to reflect upon developments throughout the year. The agenda for the Learning and development Committee has remained as busy as ever constantly responding to the need for new areas of staff training to protect and support individuals to have been or are at risk of abuse.

The committee continues to coordinate an extensive range of training at different levels to meet the wide ranging needs of agencies and staff who undertake a wide spectrum of roles and responsibilities.

Reflecting the emphasis of recent legislation, areas of development in the training programme will this year will include an additional focus on self-neglect and modern slavery. The latter area particularly highlighting new areas of concern for our communities and people living within them. A new level 4 tier of legal training will be introduced to raise awareness of the legal framework for adult safeguarding and the options it provides for agencies to protect individuals at risk.

The Adults Learning and Development Committee will continue to work in conjunction with the Children's Learning and Development Committee to identify areas of joint training. This year both sexual exploitation training and transitions training, regarding a person's move from children's to adult's services, has been provided.

## **Achievements 2016-17**

Work has been undertaken with partnership agencies to identify opportunities for joint training events and incorporation of training into the joint training plan e.g. domestic violence training.

Training programmes have been reviewed and updated to incorporate legal and policy developments. Learning from local and national case reviews has been examined by the committee and incorporated into training where appropriate.

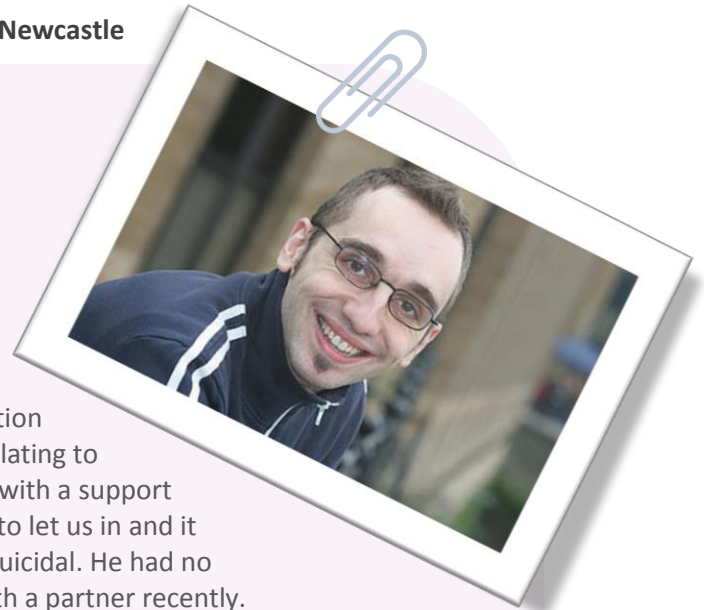
Access to Mental Capacity Act training for all partner agencies has been promoted across key staff groups. Maintained an oversight of training challenges faced by all partner agencies.



# David's Story

An anonymised case study supplied by Your Homes Newcastle

Our young people's service received a referral from our Housing and Anti-Social Enforcement Team (HASBET) as they were struggling to engage with a young man who was in rent arrears and neighbours were complaining about the smell coming from his home. He was refusing to open the door or acknowledge he needed help so all communication was through the letter box. The situation was escalating to enforcement and eviction. We called at the home with a support worker who was able to persuade the young man to let us in and it became clear that he was not managing and was suicidal. He had no family support and felt alone having broken up with a partner recently.



The enforcement action was suspended to allow the Support Worker time to build a trusting relationship. She accompanied him to his GP where he got the mental health support he needed and was booked in for talking therapies so he could address his suicidal feelings.

Once he could face it she helped him clean up his home using the time to work alongside him to talk through and plan how he would put routines in place so he could maintain this standard going forward. Over a number of weeks she completed a budget plan with him so he started to clear off his rent arrears, planned healthy meals and booked him in to a basic cookery class with other people who use the service so he could make friends whilst learning a new skill. He started to care for himself and his home and expanded his peer group from the cookery group. When he had gained more confidence he met with our volunteer coordinator initially to see what work he was interested in and she helped him complete a CV. This identified a few gaps in his work experience so she was able to work with him to apply for voluntary work so he could add this to his CV.

She applied for grant funding to buy interview clothes that he had identified he needed and he continues to apply for work. Although it took several months to get to this point he is no longer under threat of enforcement and continues to live in his home.

# Report from the Improving Practice Committee

During 2016/17 the Improving Practice Committee initiated work to gain feedback from people who have been involved in the safeguarding process. We are particularly keen to hear from people about their experiences of the process, to inform future developments. A similar project has been running elsewhere in the North East, so we have been able to build on their experiences to take our work forward. The organisation, Skills for People have agreed to work with us in delivering this new initiative and a designated worker has been identified. We hope to start getting feedback from individuals during June 2017.



A key action of the committee in relation to Protection has been the establishment of an interagency audit sub-group to review the use and completion of the Safeguarding Adults Initial Enquiry Form (SAIEF) by staff working in all partner organisations. The first two meetings have been held. A need to reword the question on the form that relates to consent has been identified. Rewording will ensure that this question is answered appropriately going forward. During 2017/18 the group plans to do an audit focusing on self- neglect cases.

Prevention is an important part of the work of the Improving Practice Committee. A working group was established in August 2016 to

review and update the Best Practice Standards for Transfers, first developed in 2009. This document clarifies the principles to be followed when a person transfers from one care setting to another in the city, with the aim of ensuring that communication by all parties promotes the safety of the person being transferred. The new updated document, now called “Care to Care”, has a number of important additions such as acknowledging the central role of the housing sector and drawing staff’s attention to the needs of people who are homeless. It has a new layout which is more ‘user friendly’, including being easier to read and more concise. Roll out of the new document will take place during May-July 2017.

Review of the performance data relating to safeguarding adults at the start of 2016/17 identified a 30% increase in referrals to safeguarding. However a significant proportion (75%) of these referrals were low level concerns, which might be better described as welfare concerns. It was acknowledged that all referrals are reviewed by social care in the first instance. The audit group was established (see above) to gain a better understanding of referrals and whether any further action is required in response to specific issues.

One key area is the way in which organisations work in partnership to safeguard individuals often in very complex and challenging circumstances / situations. The Improving Practice Committee regularly receives reports prepared by the Safeguarding Unit on attendance at safeguarding adults meetings. This has been part of our ongoing work during 2016/17.

The Improving Practice Committee is accountable to the Newcastle Safeguarding

Adults Board and provides regular updates (written report) to the Board on its progress and on any issues that have arisen in practice

and need to be highlighted to Board members. During 2016/17 we have started to do this via the 'Challenge Log.'

## Report from the Safeguarding Adults Review Committee

The SAR Committee is a sub-committee of the NSAB tasked with discharging the board's statutory duty to conduct a Safeguarding Adults Review (SAR) when the criteria as outlined in the Care Act (2014) have been met. The committee also advises on the procedures and outcomes in relation to SAR's and monitors action plans from completed SAR's and other learning reviews.

In 2016-2017 the SAR Committee progressed two case reviews; the Joint Serious Case Review in relation to sexual exploitation and the Safeguarding Adults Review concerning the tragic death of Lee Irving.



### Joint Serious Case Review

In May 2015 the NSAB and NSCB agreed that the criteria to conduct a Serious Case Review/Safeguarding Adults Review in response to allegations of sexual exploitation had been met. The review is thematic and gives particular consideration to eight cases with a purpose of identifying learning. The Review is being undertaken by a team of six

independent reviewers demonstrating a range of expertise and is led by a Lead Reviewer. Internal agency timelines and analyses, timeline author events and practitioner learning events have now been conducted in relation to each of the eight cases.

Whilst it is too early to provide an indication as to the learning identified in the overall report, each agency has developed a learning log based on their own analysis of each case as part of the timeline author process. These learning logs have been collated by the Joint Serious Case Review Committee and many of the learning points identified have already been acted upon and embedded into practice. The report is expected to be published in December 2017.

### Lee Irving Safeguarding Adults Review

In August 2015 a decision was taken by Newcastle Safeguarding Adults Board to undertake a safeguarding adult's review following the death of Lee Irving. Lee was a young man with care and support needs who was 24 years old when he died.

Each agency involved with the case completed the process of developing an Individual Management Review of their agencies involvement with Lee. Due to the initial collapse in the criminal trial associated with this case the SAR Panel made the decision to conduct the review in two stages, a decision which enabled each agency to embed learning

at the earliest opportunity. Criminal proceedings concluded in November 2016.

The full report was published in June 2017 and outlined 7 different recommendations for the board to address, progress had already been made in relation to many of these recommendations at the point of publication.

The NSAB has produced a multi-agency action plan which details how each of the recommendations will be progressed and the action plan will remain a standing agenda item on the SAR Committee until there is confidence that each of the recommendations have been acted upon in full.



# NSAB Budget

The chart below explains the cost of associated with the work of the NSAB.

Newcastle City Council is the lead agency for safeguarding adults in the city, providing staff that support and coordinate the Newcastle Safeguarding Adult Board in areas such as:

- The Safeguarding adult process
- Multi-agency learning and development programme
- Advice service for all agencies
- Service development
- Communication and awareness raising activity

Newcastle City Council provides most of the NSAB budget. However, all agencies have designated staff who contribute to the work of the multi-agency partnership. In 2016-2017 NSAB partner agencies also contributed to the cost of the Joint Serious Case Review concerning sexual exploitation.

It is essential that the resources available to the Board are used in the most effective way possible. Some examples of this include the NSAB working together with Safeguarding Adults Boards (SAB's) from Northumberland and North Tyneside to host a joint regional conference in November 2016 and working together with colleagues from across the region to share training and practice guidance resource.



**Staffing**

=

**£100,000**



**Training**

=

**£15,000**



**Awareness Raising**

=

**£5,000**



**Safeguarding Adults Review**

=

**£6,700**

# Spotlight on Sexual Exploitation

The work to combat sexual exploitation in Newcastle is outstanding, a view shared in a recent Ofsted review of the NSCB effectiveness. The NSAB are confident that through the continued efforts of all our partners in Newcastle, the risk of harm to children and young people and adults from sexual exploitation will continue to be significantly reduced.

Sexual exploitation remains a challenging area and 2017 will see the publication of the Joint Serious Case Review into Sexual Exploitation. The partnership is committed to learning from experience as awareness and understanding of some of the complexities associated with the challenge continues to grow.

Operationally, the Sexual Exploitation Hub continues to provide an effective multi-agency framework for working with victims of sexual exploitation. The Hub, comprises of a multi-agency team with practice experts from the police, children and adult social care, health and the community and voluntary sector. The team is co-located which enables the timely and effective sharing of information when concerns are raised about sexual exploitation. Concerns around sexual exploitation should be referred via the standard mechanism for raising safeguarding concerns before being triaged and referred into the hub where appropriate.

The theme of promoting awareness of sexual exploitation as an issue that can effect both children and adults remains a key strategic challenge. However, it is clear that progress in this area has been made, in 2016 -17 staff from the Safeguarding Adults Unit worked

closely with the National Working Group (NWG) to promote the approach adopted in Newcastle, on a national level.



The NSAB remain determined to lead a national conversation that promotes awareness that perpetrators of sexual exploitation often target people who are vulnerable, for various different reasons including, but not limited to, the persons age. Effective responses to sexual exploitation need to draw expertise from agencies working with adults as well as children and need to give careful consideration to adults who may be at risk of sexual exploitation and to children at risk who may be approaching their 18<sup>th</sup> birthday.

The NSAB and its partners recognise that those children who go missing are extremely vulnerable and at risk from multiple forms of abuse. The joint NSAB and Newcastle Safeguarding Children Board (NSCB) Missing, Sexually Exploited and Trafficked Group (M-SET) has strategic management and oversight of the arrangements in Newcastle; the group is chaired by a DCI from Northumbria Police.

**If you have a concern about an adult who has been a victim of abuse or neglect, please report to:**

**Community Health and Social Care Direct**

**0191 278 8377**

**Out of Hours Service**

**0191 278 78 78**

**In an emergency, dial 999**

**If you would like this document in another format or would like to provide any feedback on the report then please contact [james.steward@newcastle.gov.uk](mailto:james.steward@newcastle.gov.uk) or call 0191 278 8156**

**Newcastle Safeguarding Adults Board:**

**“Ensuring Newcastle is a safer city for adults at risk of abuse or neglect”**