



NEWCASTLE SAFEGUARDING ADULTS BOARD



Annual Report

2019-20



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Case studies are used throughout this annual report to highlight multi-agency working. Names and details have been changed to protect identities.

I AM DELIGHTED TO INTRODUCE THE NEWCASTLE SAFEGUARDING ADULTS BOARD'S ANNUAL REPORT FOR 2019-20.

This is my seventh year as Chair and I continue to be impressed by the commitment to safeguarding adults in Newcastle, both from partner organisations and individuals.



CHAIR'S INTRODUCTION

Newcastle continues to have some of the highest rates of safeguarding concerns and Section 42 enquiries in the country. The interpretation of the Care Act 2014 and how the key areas of safeguarding adults activity are counted has been well considered by the Board over the years. The NSAB were reassured this year when national guidance on Section 42 enquiries was published which reflected the approach that Newcastle had taken since the advent of the Care Act. As this guidance is implemented by other areas, it is hoped that it will make it possible to accurately compare rates of concerns and enquiries with local and statistical neighbours.

The Board is still prioritising a person-centred approach to safeguarding, as outlined in "Making Safeguarding Personal" - undertaking ongoing, detailed analysis of key performance indicators to try and understand where we should focus efforts to embed this key area of work.

This year has also seen the NSAB focus on practitioner development particularly through spreading good practice learnt from experiences and cases.

We held a successful safeguarding "carousel-style" event in December, allowing multiple services and professionals to showcase their knowledge of safeguarding adults. The event was fully booked within 24 hours, demonstrating the desire of people to learn more about safeguarding adults. We know that there continues to be opportunities for us to learn and improve.

This report covers April 2019-March 2020 and therefore only briefly touches on the impact of Covid-19 on safeguarding adults. The passion, hard work and priority afforded to keeping our most vulnerable safe in Newcastle cannot be underestimated. It goes without saying that Covid-19 will have a lasting legacy on our communities, services and individuals.

I would like to acknowledge, on behalf of the NSAB, Andrea Semple, Board Administrator, who very sadly died suddenly in December 2019. Andrea was a crucial part of the Board's achievements this year and those previous. She was well respected by all those who worked with her and she will be sadly missed by all those involved in safeguarding in Newcastle.

NEWCASTLE IS A CITY OF SANCTUARY AND OF DEEPLY HELD VALUES OF JUSTICE AND FAIRNESS.

This is evident in the NSAB's Annual Report for 2019-20, with many agencies and people working together to protect our most vulnerable residents from abuse and neglect.



FOREWORD: COUNCILLOR KAREN KILGOUR

The work of the NSAB links to Newcastle City Council's ambition for a healthy and caring city. We know that the people of Newcastle are renowned for their warm and generous spirit and I've been particularly keen to ensure that messages about safeguarding adults are promoted more widely to our communities. It is important that everyone understands how they can report abuse and neglect of adults, not only those who work directly with adults with care and support needs.

As a Council, we are committed to help people to keep in touch with their family and friends and be a part of their communities. The NSAB acknowledges that social isolation and loneliness can be an increasing risk factor for abuse and neglect, so it is important that we continue with initiatives such as "Dementia Friendly Newcastle" to help people with dementia and their carers feel safe and well.

Despite the unrelenting, unfair and disproportionate budget cuts Newcastle has faced for the last decade, the work of the NSAB continues to demonstrate that those working in this field are committed, innovative and dedicated to ensuring Newcastle is safer city for adults at risk of abuse and neglect.

Thank you to all the organisations represented on the Board for your continued hard work.

WHO WE ARE & WHAT WE DO

The Newcastle Safeguarding Adults Board (NSAB) is a statutory multi-agency partnership responsible for safeguarding adults from abuse and neglect. There are a number of agencies represented on the Board, including the Council, Health Services and the Police (see page 32 for membership).

OUR VISION

"To ensure Newcastle is a safer city for adults at risk of abuse and neglect"

OUR PURPOSE

Empowerment
Proportionality
Protection

To help and protect adults with care and support needs.

Partnership
Prevention
Accountability

To do this, we have to make sure that:

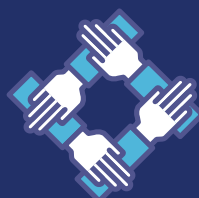
Local safeguarding arrangements are in place.



Our safeguarding practice is person centred and outcome focused



We work together to prevent abuse and neglect



Agencies and individuals give timely and proportionate responses when abuse or neglect have occurred



Our safeguarding practice is continuously improving and enhancing the quality of life for adults in our area.



The NSAB is supported by a number of sub committees, one of which is jointly overseen by the Newcastle Safeguarding Children Partnership (NSCP).

NSAB

NSCP

Learning and Development Committee

Improving Practice Committee

Safeguarding Adults Review Committee

Missing, Sexually Exploited, Trafficked (M-SET)

June 2019

Week of safeguarding adults action at the Grainger Market including the Launch of the Herbert Protocol

July 2019

Reviewed NSAB Communications Strategy

September 2019

Criminal Exploitation Conference, Discovery Museum

September 2019

ADASS & LGA guidance on the conduct of Section 42 enquiries released

2019-20 OUR HIGHLIGHTS

October 2019

Falls guidance produced - when is a slip, trip or fall a safeguarding adults issue?

December 2019

Practitioner Event held at City Library

January 2020

Making Safeguarding Personal scorecard developed to enable detailed analysis of performance

March 2020

Response to Covid-19 begins

Consultation on our Strategic Annual Plan

Each year we use a variety of methods to consult with members of the public, people who use our services and professionals on what the NSAB should focus on in the forthcoming year. Feedback from this consultation activity directly influences the NSAB's priorities.

Some of the themes and issues that were raised included:

- Training and awareness raising;
- Abuse and neglect of older people;
- Homelessness and substance misuse;
- Online safety;
- Liberty Protection Safeguards.

We also use analysis of our key performance indicators, the results of partner agency self-assessments and multi-agency audits to inform what we do.



LOOKING AHEAD TO 2020-21

Our Strategic Annual Plan 2020-21 includes the following action areas:

- Ensuring people who are at risk of harm are involved in safeguarding adults enquiries that are about them.
- Responding to national guidance on safeguarding adults and homelessness.
- Contributing to cross-partnership work around criminal exploitation and serious violence - building on best practice approaches from our response to sexual exploitation.
- Continue to implement the NSAB's Communication Strategy to increase awareness of safeguarding adults.
- Receive assurance on the support vulnerable victims of crime receive.
- Contribute and respond to national work around "safeguarding concerns".
- Ensure practitioners are confident in the application of the Mental Capacity Act 2005. Respond to changes around the Deprivation of Liberty Safeguards.
- Ensure the workforce in Newcastle is accessing high quality learning and development, whether that is on a single or multi-agency basis.
- Host learning events, considering findings from Safeguarding Adults Reviews.
- Review how and when feedback is given to referrers.
- Continue to increase partner agency participation in the Multi-Agency Safeguarding Hub (MASH)

CASE STUDY: SELF-NEGLECT

Complaints were received by YHN, Police and Tyne & Wear Fire Rescue Service (TWFRS), that a single male had set fire to his home and placed immediate neighbours at risk. Neighbours were worried about what they had observed to be a deterioration in the man's wellbeing. The man looked unkempt and was acting erratically.

Initial discussions took place with the Adult MASH which established there was no statutory involvement or known vulnerabilities. His mental health had been assessed on arrest by mental health triage. This assessment confirmed he was suffering from mental health problems but was deemed at that stage to have capacity for his actions.

Through discussion with the MASH we were able to confirm that he was also being supervised by the Probation service and that his property was in poor internal condition. This swift discussion alleviated the need for a safeguarding concern to be raised on the grounds of self-neglect and helped develop a partnership approach towards helping the man. He was subsequently jointly visited by a Housing Officer and TWFRS to carry out a fire safety assessment and provide fire prevention advice. Smoke alarms were replaced, and new ones fitted.

Contact was made with their Probation Officer to highlight the behavioural issues and it was established that Probation had written to the man's GP regarding low mood and anxiety. Approximately a week later neighbours again called the Police and TWFRS after windows were smashed from inside the property.

As the incident had so quickly followed the fire at the property several neighbours asked to be urgently rehoused as community tensions were extremely high.

At this stage agencies had more recorded information about the man and concern for his mental health wellbeing. A thorough mental health assessment was carried out and the man was sectioned and detained under the Mental Health Act.

Police and Housing Officers visited neighbours. Although they could not provide specific details, they gave reassurance that agencies were working together to address their concerns and that where appropriate further information would be shared over the next few weeks.

Housing Officers then contacted the hospital where the man was being treated to arrange a multi-disciplinary team meeting to discuss his housing situation prior to discharge. This meeting considered it was not safe for him to return to his property in terms of both his wellbeing and possible tensions with neighbours.

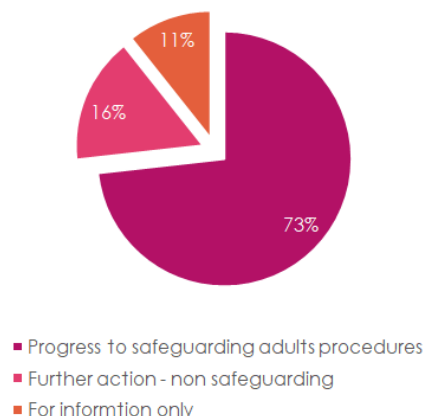
A temporary accommodation option was identified. Whilst in temporary accommodation he was provided with floating support to help him sustain a tenancy and manage his mental health wellbeing.

This case demonstrates the level of multi-agency working that goes in to keeping people safe in Newcastle and a focus on prevention of risks escalating. The NSAB have **self-neglect guidance** which promotes multi-agency working outside of safeguarding adults procedures where appropriate.

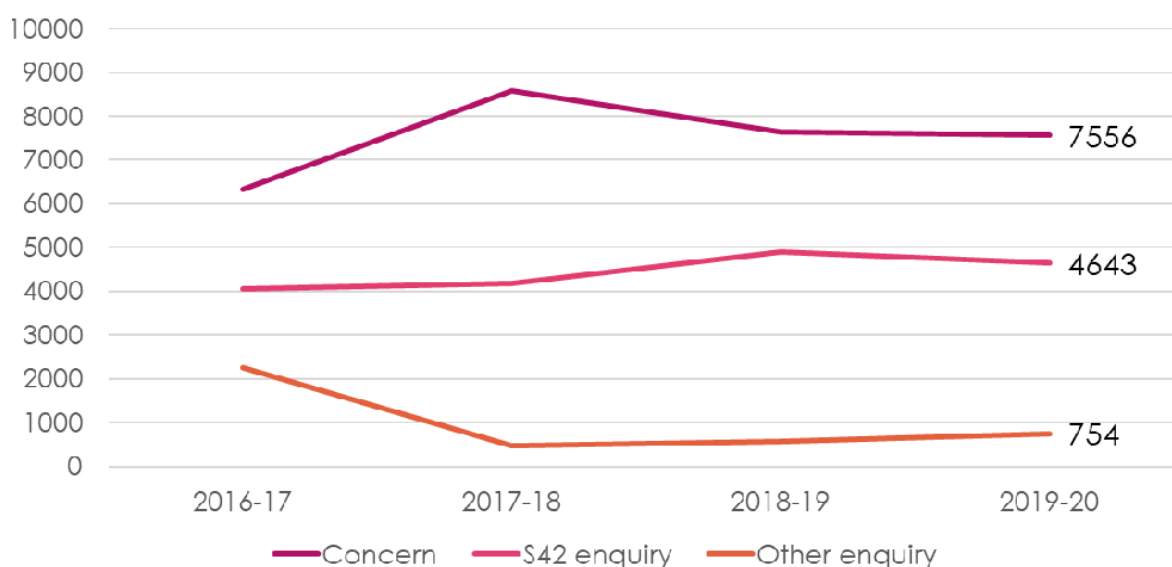
WHAT OUR LOCAL DATA TELLS US

- This is the first full year that Adult Multi-Agency Safeguarding Hub (MASH) data is included in the NSAB Annual Report. The MASH triaged **7,693** referrals which equates to 75% of all safeguarding adults referrals made in Newcastle. The other 25% are made directly to allocated Social Workers or Hospital Social Work Teams.
- **97.7%** of all concerns reported via the MASH are **triaged within 24 hours**. The remaining are those referrals made out of hours and are triaged the following day.

Outcome of MASH Triage



Concerns, S42 enquiries and other enquiries

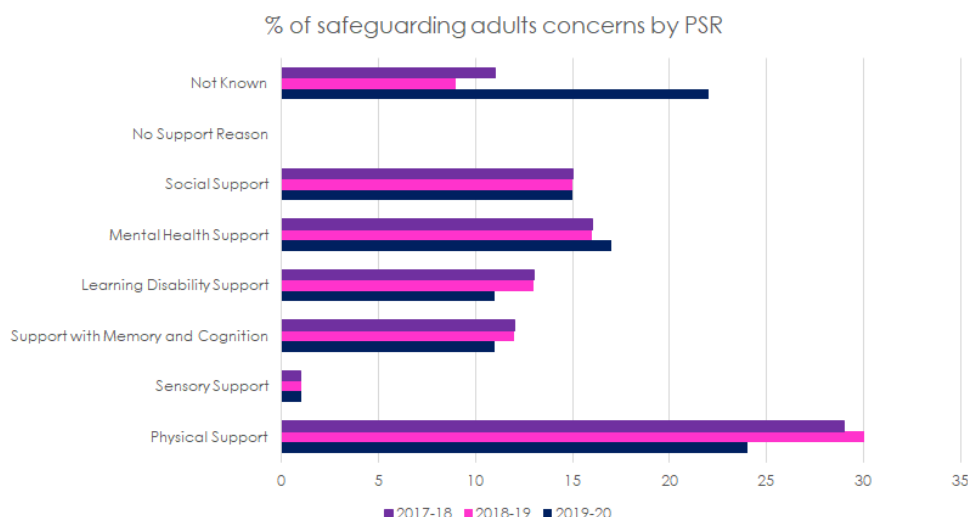
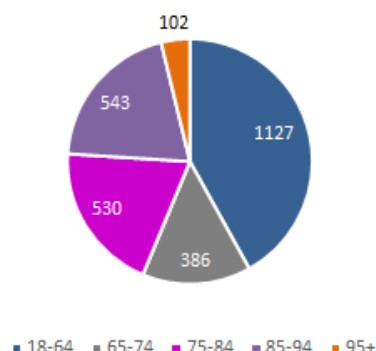


- **“Concern”** relates to all reports to the local authority of suspected abuse or neglect in relation to an adult.
- **“Section 42 enquiry”** refers to statutory enquiries made by the local authority when it is confirmed that the “concern” meets the criteria under the Care Act, 2014.
- **“Other Safeguarding Enquiries”** refers to enquiries where the “concern” related to abuse or neglect but the adult did not have care and support needs.
- There have been consistent levels of concerns, Section 42 enquiries and other enquiries over the past three years.
- Newcastle remains in the upper 10th percentile for the number of concerns raised and Section 42 enquiries per 100,000.
- The Local Government Association and the Association of Directors of Adult Social Services produced [guidance](#) on how Section 42 enquiries should be counted which reflected the Newcastle approach since the advent of the Care Act. As the guidance takes effect it is hoped that there will be a greater ability to make accurate comparisons with nearest statistical neighbours.

WHAT OUR LOCAL DATA TELLS US

- The data suggests that women (53% of all concerns) are slightly more likely to have a safeguarding adults concern raised about them.
- Whilst the highest volume of enquiries relate to people aged 18-64, the **prevalence of abuse increases with age**, when compared to the overall population totals for age groups.
- The proportion of concerns relating to people of Black, Asian, Minority Ethnic (BAME) background has remained static over the course of the last three years. 6% of all concerns related to people from a BAME group, in 14% of cases ethnicity was undeclared or unknown.

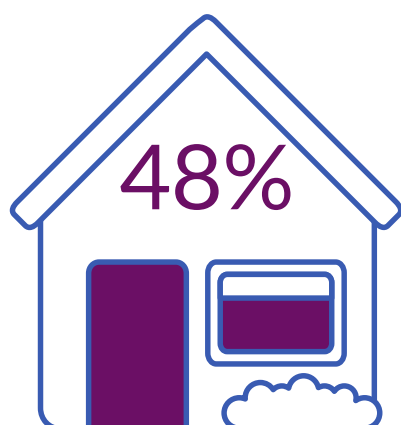
Number of individuals subject to a Section 42 Enquiries by age group



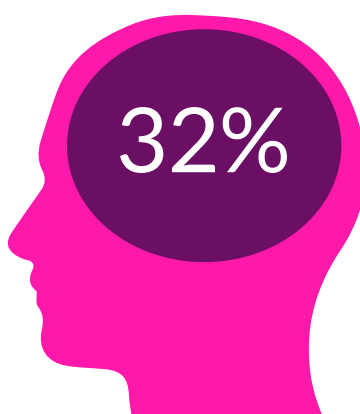
- The Primary Support Reason (PSR) describes what type of support it is believed that the Adult at Risk requires.

The most common PSR overall is **Physical Support (24%)**. Physical support includes age related frailty.

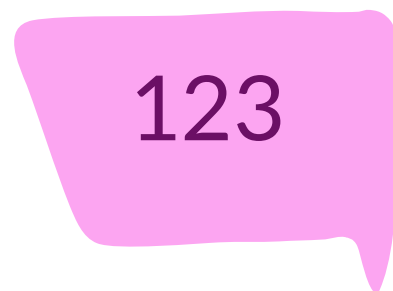
There has been a large increase in concerns where the primary support reason is not known. This suggests more people are being referred into adult safeguarding procedures who are not previously known to Adult Social Care. A person does not have to be eligible or receiving social care services to be considered under safeguarding adults procedures.



The proportion of safeguarding adults enquiries where the location of abuse was the person's own home.

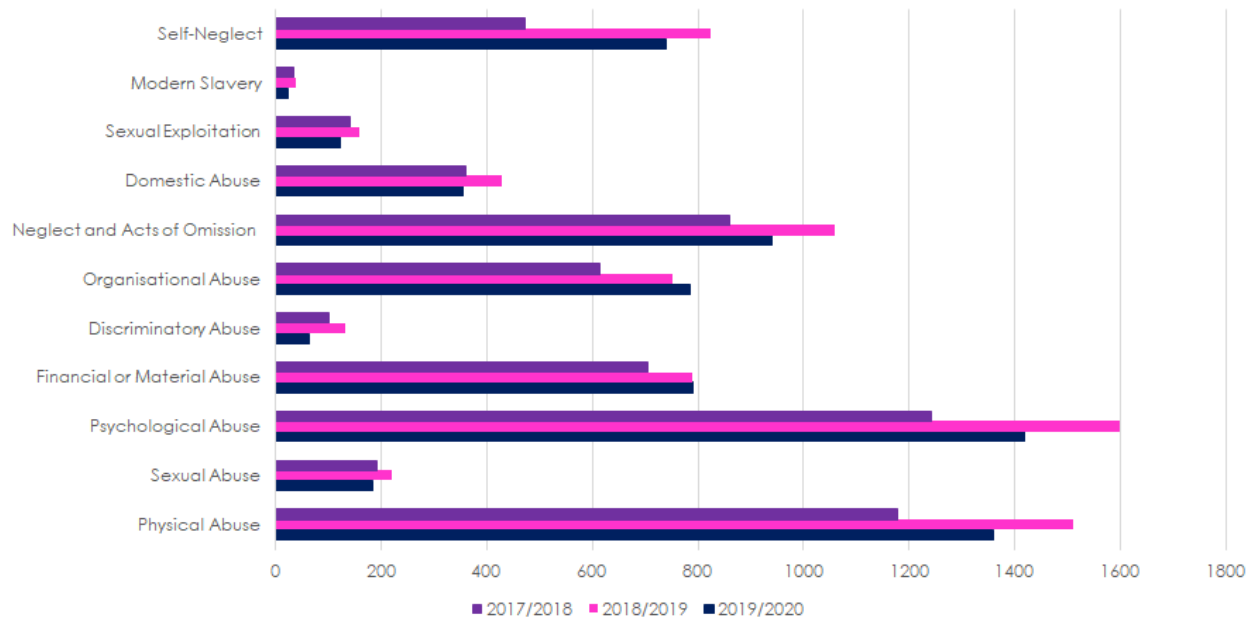


The proportion of safeguarding adults enquiries where the victim lacked mental capacity in relation to the concern



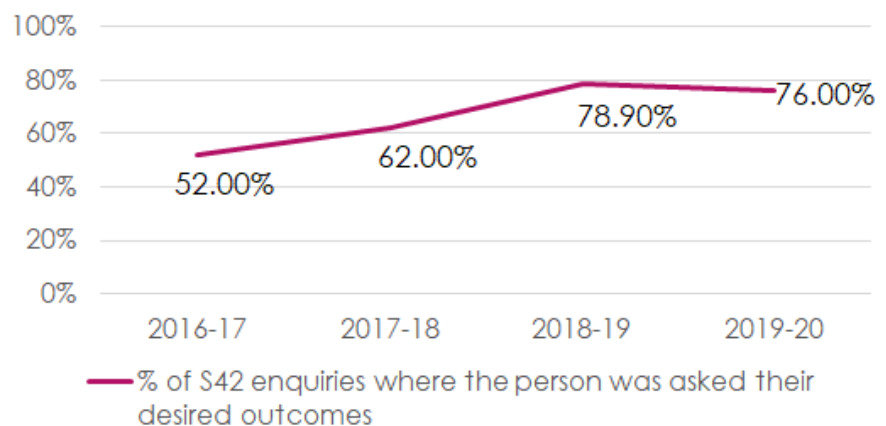
The number of safeguarding adults enquiries where a referral was made for an independent advocate

WHAT OUR LOCAL DATA TELLS US

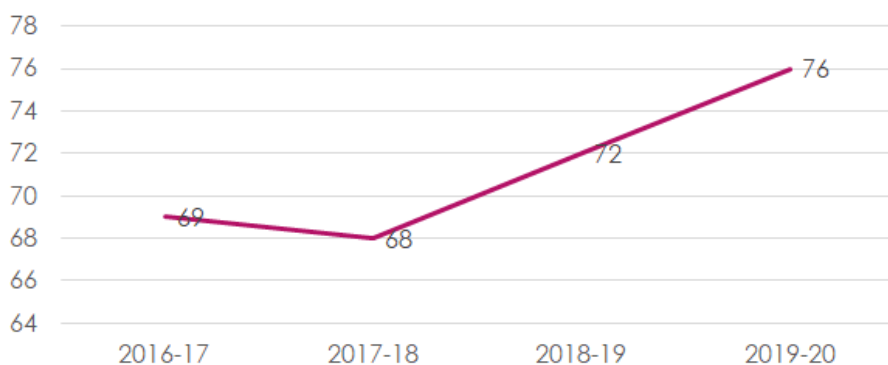


- Multiple abuse types can be recorded for each safeguarding adults enquiry. There has been a reduction in 2019-20 of the number of abuse types recorded in each enquiry which is why most categories of abuse have reduced.
- There has been an increase in organisational abuse concerns in 2019-20, with psychological abuse being the most commonly reported.

% of S42 enquiries where the person was asked their desired outcomes



Percentage of completed S42 enquiries where the individual was identified as lacking in mental capacity AND was supported by an advocate, family member or friend.

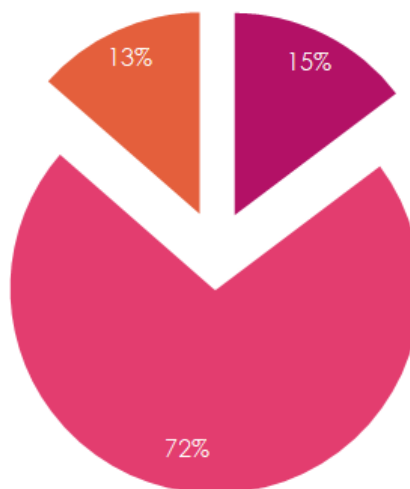


- The performance indicators above and to the left are a key focus for the NSAB's Improving Practice Committee in 2020-21 as part of their Making Safeguarding Personal Scorecard.
- They are analysed in detail to see where improvement action may need to be targeted.
- Action in 2020-21 will include work to increase confidence with referrers about the Making Safeguarding Personal approach.

WHAT OUR LOCAL DATA TELLS US

In 85% of cases where risk is identified, action is taken

- It is not always possible to take action to reduce or remove risk even if it has been identified. The person might not consent to action being taken and there might not be a legal basis to override this.



- Percentage of completed Section 42 Enquiries where risk was identified and risk remains.
- Percentage of completed Section 42 Enquiries where risk was identified and risk was reduced.
- Percentage of completed Section 42 Enquiries where risk was identified and risk was removed.

UNDERSTANDING DEMAND & RAISING AWARENESS - NORTHUMBRIA POLICE

Mental Health Demand

Northumbria Police took part in the 24 hour national mental health demand snapshot on 12th November 2019. This 24 hour data capture showed that Northumbria Police dealt with 1105 incidents in the 24 hour period, with 77 being assessed as a Mental Health Related Incident. This was 7% of our overall policing incident demand.

In addition Northumbria Police dealt with 33 Missing Person reports of which 10 had a mental health flag. There were also 68 arrests that day of which 40 had a mental health flag. It can be seen from these figures that Mental Health is a cross-cutting issue across all areas of policing.

Mental health issues create complex demand across a range of partner services with a wide variety of causative factors requiring a multi-agency partnership response.

Raising awareness of vulnerable adults

In December 2019 a successful media campaign was launched by Northumbria Police with the objective of education in relation to elder abuse. The campaign reached **136,000** people on social media channels alone. This campaign was supported by face to face inputs by our Community Engagement Teams. Feedback indicated that the campaign was positively received.



Northumbria Police

14 December 2019 · 🌐

...

Would it surprise you to hear there's an estimated 120,000 victims of domestic abuse aged over 65?

In fact, older people are much more likely than younger people to be abused by a partner or family member.

It's so important that if you see or hear the signs, let us know.
You can use our online Tell Us Something form to make a discreet report

CASE STUDY- MISSING ADULT

Sam was a frequent missing person with a history of family and relationship problems, substance misuse issues and a diagnosed learning disability. Sam had not been engaging with support services. Sam was assessed as being at risk of exploitation and had several risk factors.

Sam was the subject of several adult concern notifications from the Police. This enabled assessment of her case at multi-agency safeguarding meetings and led to a multi-agency response involving: Adult Social Care; Children's Social Care; Northumbria Police Missing from Home Coordinator; the Sexual Exploitation Hub; Mental Health services; Drug and Alcohol Services; Your Homes Newcastle Multiple Exclusion Team; Probation; Department for Work and Pensions; and Sexual Health Services

This resulted in a safeguarding adults plan being put in place to help Sam who is now in residential care with therapeutic services in place. Sam has also had cognitive assessments undertaken and there is a better understanding of her mental capacity.

Police trigger plans are in place to support Sam should she be reported missing in future and support is in place for her ongoing management and welfare.

Trigger plans assist the Police (and other agencies) to respond quickly when someone goes missing. They are usually made when someone is a known risk of going missing.

In 2019-20, the NSAB has been involved in a number of pieces of work involving missing adults.

Herbert Protocol

The NSAB supported the Police-led launch of the Herbert Protocol. The protocol encourages carers to record useful information which could be used in the event of a vulnerable person going missing.

The Herbert Protocol form includes all vital details, such as medication required, mobile numbers, places previously located, a photograph etc.

In the event of a person going missing, the form can be easily handed to the police to reduce the time taken in gathering this information and ultimately reduce the amount of time a vulnerable person is missing.

All Party Parliamentary Group Inquiry into Runaway and Missing Children and Adults

The NSAB's Improving Practice Committee considered the findings from the above inquiry. One of the key recommendations was around better multi-agency working in response to a missing adult.

Regional Missing Adults Protocol

The NSAB is working alongside other Safeguarding Adults Boards in the region to produce a clear protocol on how missing adults should be responded to. Adults go missing for many reasons and a safeguarding response is not always appropriate. Newcastle have shared experiences and learning from the Joint Serious Case Review into sexual exploitation.

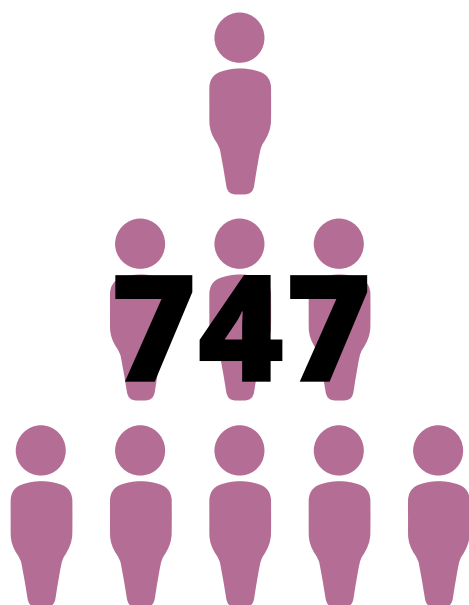
LEARNING AND DEVELOPMENT COMMITTEE



2899 people participated in multi-agency safeguarding adults training in 2019-20



The most popular e-learning course was the basic awareness course, with 773 completions.



The biggest user group of the multi-agency training programme in 2019-20 was the voluntary and community sector - 747 individuals.

Achievements 2019-2020

The committee has focussed on several key areas. The first of these has been to ensure that all training supports the Making Safeguarding Personal Agenda, whereby the views and wishes of those in need protection from abuse are given priority.

Alongside this several events have been undertaken with community groups and in public locations to help raise community awareness of adult abuse and neglect and how to respond to it by raising an alert.

It is of the highest importance that the multi-agency safeguarding adults training is contemporary and up to date. As such we have been monitoring the situation about the impending changes to the Deprivation of Liberty Safeguards and the training needed for the new Liberty Protection Safeguards that will replace them.

A further task the committee have is to ensure the multi agency training plan corresponds with advice given to agencies about training. This year we have therefore scrutinised the Royal College of Nursing's Intercollegiate Document - Adult Safeguarding: Roles and Competencies for Health Care Staff. Our role has been to ensure the advice in this guidance is integrated into our multi-agency training programme so that staff do not become confused about what level of training they need to undertake.

The Committee also had the opportunity to explore local and national Safeguarding Adults Reviews (SARs). Members were tasked with completing a self-assessment to understand if employees had access to training in relation to autism. The results were fed into NSAB and SAR Committee.

LEARNING AND DEVELOPMENT COMMITTEE (CONT)

Looking ahead to 2020-21

In the immediate future our attention will focus on restarting the multi-agency training programme by being innovative, developing and adapting our training by using online technology i.e. webinars, virtual groups, e-learning, and workbooks, with a view to face to face sessions recommencing in line with public health guidance.

The Committee will need to continue its role in updating training, monitoring uptake of training across the programme and supporting agencies to ensure any other safeguarding training they provide meets the Minimum Standards & Capability Framework.

Areas of development in the training programme, will this year include an additional focus on the Mental Capacity Act with reference to the York Judgement and changes to the Deprivation of Liberty Safeguards. We will also be exploring the training implications of factors which increase vulnerability such as substance misuse; social isolation, loneliness, unstable accommodation and homelessness and how they may increase a person's risk of being abused.

There will be a task and finish group established to ensure there is development of training around criminal exploitation and serious violence. T

The NSAB Learning & Development Committee will continue to work in conjunction with the Newcastle Safeguarding Children Partnership's Learning & Improvement Group to identify areas of joint training and working together.

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.

New policy initiatives, organisational developments such as the evolving role of the Multi Agency Safeguarding Hub and concerns that have arisen following both national and local case reviews, have been reflected in safeguarding adults training.

Unfortunately, multi-agency training has a high level of face to face training and once the COVID-19 pandemic emerged and the country went into lock down in mid-March, many of the courses on the multi-agency training programme were suspended. However, this has given the Learning and Development Committee the opportunity to look at new and innovative ways of delivering training in the medium term. This will enhance our Training Programme for 2020/2021 as the committee continues to coordinate an extensive range of training at different levels to meet the needs of agencies and staff who undertake a wide spectrum of roles and responsibilities.



IMPROVING PRACTICE COMMITTEE

Much has been achieved this year due to the dedication and commitment of the committee and their willingness to try out new ideas. One such highlight was the best practice 'café' style event held in December. This brought together people from different sectors and organisations across the city, to learn about the wide range of services and support available, all of which contribute to safeguarding vulnerable adults.

New members bring diversity and renewed enthusiasm to our work. This year we have welcomed two new members from the Independent Sector.

At the beginning of the year we set up a task and finish group with representatives from across the health and social care sector, to develop Falls Guidance – when is a slip, trip or a fall a safeguarding adults issue? This was identified as a gap in Newcastle and an area where staff would value additional guidance. The group felt that a visual prompt would be most helpful for front-line practitioners and so an interactive flowchart was developed which sits alongside the guidance published in November 2019.

The Committee discusses a wide-range of issues and hears about services which keep people safe in different ways. With the aim of sharing this with a wider audience, we planned and held a practitioner event in December 2019 at the city library. We approached a number of people and organisations who had been guests at our meetings and asked them to talk about their service or best practice in a “café” style event.

Over 50 participants attended, circulating around different tables to learn about topics including hoarding, sexual violence against older people, making safeguarding personal, social prescribing, Search Newcastle and Friends Action North East.



A number of committee members are part of a subgroup that audits safeguarding referrals related to different themes. The important work of this audit group is both responsive to concerns and questions raised by the Improving Practice Committee, and also identifies recommendations for wider safeguarding practice improvement.

During 2019-20 audits have focused on cases where adults have gone missing, those involving a medication error / incident and cases where the alleged perpetrator of the abuse was a service user. Findings have led to changes in guidance and processes. In order to ensure that recommendations are acted upon, a log comprising recommendations from all previous audits is now kept and will be reviewed regularly by the committee.

IMPROVING PRACTICE COMMITTEE (CONT)

The importance of getting messages out to the public about safeguarding adults is vital in keeping people in Newcastle safe. A day of action at the Grainger Market in June 2019, linked to Newcastle being a Dementia Friendly City saw 100s of leaflets handed out and the launch of the Herbert Protocol by Northumbria Police.

The Herbert Protocol is a tool designed to help reduce risks for people with dementia who may go missing. The protocol can be used by professionals or family members to record key information that would assist in finding the person, should they go missing. The Herbert Protocol forms part of wider work around adults who go missing.

Towards the end of 2019/20 the importance of getting messages out to the public become particularly apparent as we entered lockdown due to Covid-19 and needed to communicate key messages to the wider population about what to look out for and how to report abuse and neglect of adults. The use of technology has played an important part in this and will continue to do so going forward.

Looking ahead to 2020-21

Making Safeguarding Personal will remain a priority for the Committee. We will focus on two important elements: increasing the proportion of enquiries where a person is asked their desired outcomes and increasing representation for those people who would have a substantial difficulty in participating in the safeguarding adults process.

We will continue to focus on implementing new policy and legislation, focussing on what this will mean for front-line practitioners. In 2020-21 we anticipate doing work around the Mental Capacity Act and the Liberty Protection Safeguards and new national guidance on homelessness and adult safeguarding.

Practitioners have identified a need to explore financial abuse further. In particular, the role of the Office of the Public Guardian in safeguarding adults enquiries. The Committee will decide if any tools or resources are needed to support practitioners in responding to financial abuse.

We will build on the success of the best practice event held in December 2019. We hope to run a similar event this year, adhering to the necessary restrictions related to Covid-19, by holding it virtually/remotely.

What difference has the work of the Improving Practice Committee made to adults with care and support needs at risk of abuse and neglect?

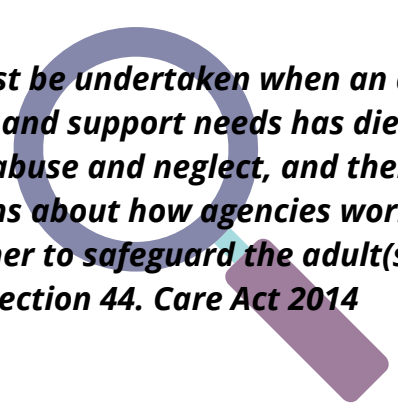
- Public and practitioner awareness increased, especially of the wide range of services and support that is available in Newcastle to keep people safe.
- Ensuring safeguarding adults procedures are used appropriately, for example when a vulnerable person has a fall
- Reducing risks around adults who go missing.

SAFEGUARDING ADULTS REVIEW COMMITTEE

The Safeguarding Adults Review (SAR) Committee received two referrals in 2019-20 for consideration for a SAR. In both cases, the Committee felt that the criteria for a SAR had not been met. One case related to a delay in medication getting to a resident in a care home, the other related to a drug-related death.

Even when the criteria for a SAR is not met, the Committee still want to make sure that any learning is identified and shared. This might involve asking individual agencies to undertake reviews, referring into other review processes (such as the drug-related death review process) or tasking another sub-committee of the NSAB with action in relation to a case.

In November 2019, the NSAB formally signed off the Joint Serious Case Review action plan. It was agreed that all actions had been completed as far as could be, and to the extent that was in the control of the NSAB or partner agencies. The NSAB plan to continue receive updates on the multi-agency review of the Sexual Exploitation Hubs and also to lobby national government about guidance around the sexual exploitation of adults. The NSAB will also ensure that developments around criminal exploitation in Newcastle will build on the learning from the Joint Serious Case Review, in particular that adults can be victims.



***SARs must be undertaken when an adult with care and support needs has died as a result of abuse and neglect, and there are concerns about how agencies worked together to safeguard the adult(s).
Section 44. Care Act 2014***

The Committee have continued to oversee an action plan in relation to findings from an Appreciative Inquiry. This has included assessing the availability of autism training for staff from across all agencies. All NSAB agencies confirmed that training was available to their staff or that training would be available in the near future. The Appreciative Inquiry looked at a case of a person who had been diagnosed with an Autism Spectrum Disorder but practitioners involved felt they had a limited understanding of autism, the impact of living with autism and how best to engage with people who have autism. A number of actions within the SAR Committee's action plan have been included in the draft Criminal Exploitation and Serious Violence Strategy to ensure that learning informs local practice and policy developments.

LEARNING FROM REVIEWS IN OTHER AREAS

In January 2020, the SAR Committee arranged a multi-agency Learning Event to consider a SAR undertaken by Portsmouth Safeguarding Adults Board. The Learning Event considered the case details and recommendations and asked participants to consider what might have happened if the individual lived in Newcastle and the same circumstances were happening.

This resulted in healthy, reflective discussion about what might have been done differently here and equally what might have been done in the same way.

One of the issues that arose from participants was an ongoing confusion around the use of learning difficulty and learning disability. A recent report by Newcastle Gateshead CCG, produced following the Joint Serious Case Review, had addressed this.

MISSING, SEXUALLY EXPLOITED TRAFFICKED (MSET) SUB COMMITTEE

Achievements

- The joint MSET strategy was reviewed to strengthen work around criminal exploitation, children and adults missing from home or care and practitioners' understanding of current emerging themes and risk. This forms the basis of what we do to continuously improve.
- Children's return home interviews and partner data and intelligence is regularly used to strengthen disruption activity, inform partners of local 'hotspot' areas where young people are most at risk of exploitation and to inform licensing activity for certain premises e.g. review of licenses where there are concerns or visiting premises to provide advice, support and training opportunities.
- Implemented an MSET Operational Group to consider those young people assessed as being at medium to high risk of exploitation and to ensure robust multi-agency safety plans are in place to help to minimise the risks.
- Supported the implementation of national toolkits on intelligence gathering and the appropriate use of language when working with young people and adults.

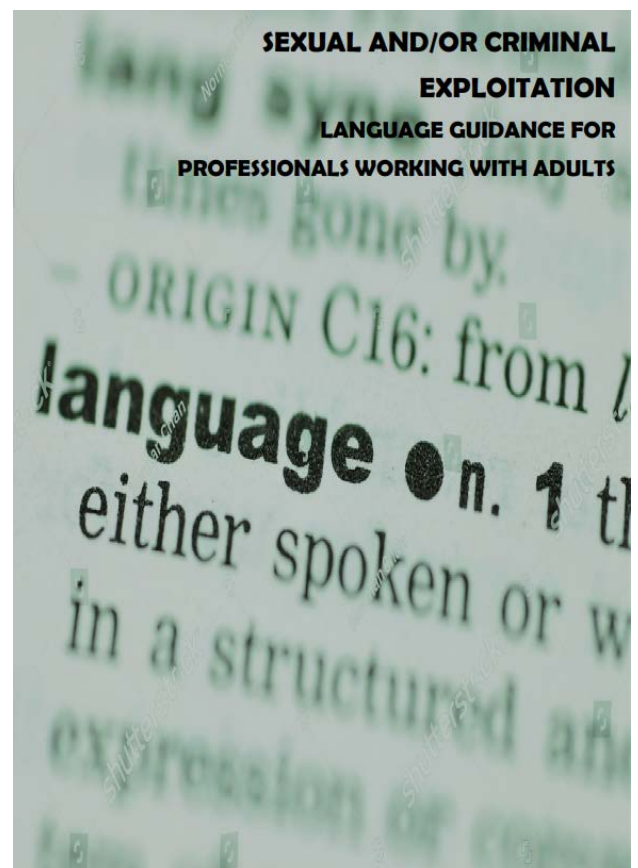
"It is imperative that appropriate terminology is used when discussing adults who have been exploited, or are at risk of exploitation. Language implying that the adult is complicit or responsible for the abuse or exploitation that has happened or may happen to them, must be avoided."

Extract from the *Sexual and/or Criminal Exploitation Language Guidance for Professionals Working with Adults*

Looking ahead to 2020-21

Plans for 2020/2021 will include:

- Continuing to support multi-agency, cross partnership working to safeguard children and adults from exploitation
- An evaluation of the effectiveness of the MSET Operational Group
- Work with partners across the region to develop a regional missing protocol for adults.
- Bench mark our current position and effectiveness on providing support and scrutiny to missing young people
- Contribute to the development and implementation of local webinars on issues relating to criminal exploitation to continuously improve practitioners' understanding of emerging themes and issues



CRIMINAL EXPLOITATION CONFERENCE, SEP 2019

Nationally there has been an increased focus on violent crime, including serious and organised crime, knife crime (or weapon carriage) and criminal exploitation. In February 2019, the NSAB joined the Newcastle Safeguarding Children Partnership (NSCP), Safe Newcastle and the Youth Justice Partnership to collectively assess levels of criminal exploitation in Newcastle.

The partnership coordinators and strategic leads (of the partnerships above) organised an event at the Discovery Museum on 26 September 2019 to assist in developing a public health approach to tackle the issue, including learning from other areas, to support the development of a local criminal exploitation and serious violence (CESV) strategy and delivery plan.

Over 140 practitioners, specialists and strategic leads attended this event. The Police and Crime Commissioner, Safe Newcastle Chair, Director of Public Health, Chair of NSAB Safeguarding Adults Review Committee and Police Superintendent were joined by key national speakers from Glasgow Violence Reduction Unit and the Home Office Violence and Vulnerability Unit.

At the event, participants were asked to contribute ideas to a city-wide strategy to address criminal exploitation. Attendees were asked to identify actions themed around:

- Understanding the problem;
- Prevention, engagement and diversion;
- Education and awareness;
- Safeguarding vulnerable people;
- Disruption of criminal activity.

Some of the key points raised by participants were:

- A desire for safe and open channels of communication between professionals and with the public and people at risk to enhance understanding of the problem of CESV.
- A common language and understanding of risks factors and norms in CESV.
- Person-centred and trauma-informed engagement and intervention.
- Appreciation of the value of lived experience of victims, perpetrators and frontline staff in informing effective action.
- Enhanced awareness of the nature of the problem of CESV across the city.
- An understanding of accountability and responsibility across agencies and communities.
- Enhanced support for those affected by CESV including frontline staff.
- Collaborative working across agencies, particularly with schools.
- Use of existing powers to disrupt the criminal ecosystem.

Delivering on the Criminal Exploitation Strategy will be a key priority for the NSAB in 2020-21.

CASE STUDY: CRIMINAL EXPLOITATION & SERIOUS VIOLENCE

Northumbria Community Rehabilitation Company (CRC) service user "Lillie" was sentenced to probation supervision for possession of a weapon.

As a teenager Lillie disclosed that she was raped by an older person when she attended a party at his house. At the age of 16 she began a relationship with her current partner, who is significantly older than her. Her partner's mother financially, verbally and physically abused her. This led to the couple becoming street homeless. Lillie began to use drugs heavily at this time and described the time as being very frightening.

Lillie has disclosed that she was coerced into offending by her partner. The CRC responsible officer (RO) has worked closely with Adult Social Care and Lillie's housing provider around the safeguarding adults enquiry.

Work has been done with Lillie on developing safety plans, where and who to go to for help. Lillie has shown more confidence in speaking out about her partner. Healthy relationships, exploitation, and grooming, have been discussed with Lillie to allow her to understand and process the abuse she has faced. Lillie has also engaged well with support networks and stopped using drugs and alcohol.

Lillie remains in a relationship with her partner and all professionals are conscious of the changing risk dynamics. Lillie is considered still to be within a coercive controlling relationship. Concerns are still active for possible domestic violence and exploitation (financially and sexually). Whilst Lillie's supervision by the CRC will end later this year, her supervising officer has ensured that all other agencies and support networks are in place so Lillie still receives continued support.

This case highlights a trauma-informed approach to adult safeguarding. Professionals involved are aware of Lillie's background and the impact that has on her as she moves into adulthood.

The case also demonstrates the complexity of criminal exploitation and serious violence. Victims of criminal exploitation and serious violence might be offenders. It might be easy to miss vulnerabilities or not recognise them as victims of abuse or neglect. Professional curiosity in this case highlighted that Lillie was likely to have been coerced into offending.

"Brave" graffiti art by victims and survivors of sexual exploitation in Newcastle



PARTNER AGENCY PERSPECTIVES

Northumbria Community Rehabilitation Company (CRC)

Northumbria CRC's clear vision and priorities for safeguarding adults are outlined in our recently reviewed and updated Safeguarding Adults Policy Statement and Safeguarding Adults Staff guidance.

A series of '7 Minute Briefings' have been made available to all CRC practitioners. Teams are encouraged to view these together to allow the opportunity for reflection and practice discussion. A wide range of topics relevant to adult safeguarding have been made available to date, including Self Neglect, Online Radicalisation, County Lines and Professional Curiosity. The briefing on Risk Review and Evaluation, for example, focuses on the following key messages:

- reviewing risk should acknowledge what has been achieved and what needs to be reconsidered and delivered
- review and evaluations must incorporate evidence from other organisations e.g. police, safeguarding, mental health agencies
- the views of the service user must be considered
- focus on strengths, not just risks
- information sharing is critical; don't assume other agencies know about changing circumstances

A new 'Stalking and Harassment' Rehabilitation Activity Requirement (RAR) was designed and introduced across the CRC in September 2019. The RAR was developed in line with research and information on behaviours associated with stalking and harassment; namely, unwanted and repeated contact or other communication, which causes others to experience fear or concern.

The RAR is suitable for those who have offending related history or evidence of activity linked to unwanted and repeated stalking or harassment type behaviours. This can be towards an ex-partner, parent or other family member, or a stranger.

Staff awareness around Hate crime, Mate crime, the Prevent Duty, FGM, and Modern Slavery has increased over the last 12 months and is ongoing. The CRC has a hate crime SPOC in each local area team and a manager whose role it is to promote understanding, awareness and the delivery of targeted interventions to address the issues evident in this type of offending. We have also established Prevent Duty SPOCs in each CRC team and we liaise with counterparts in police and probation counter-terrorism to monitor and address emerging themes.

Our strategic priorities include "enabling service users to live better lives" and "promoting positive client relationships." Assessment of each service user takes place early on in the sentence. Consideration is given to individual need, and referral or signposting to relevant support services throughout the sentence.

Northumbria CRC is subject to a high level of external scrutiny by the Ministry of Justice, HMPPS and internal Contract Management functions. The work of our practitioners is under regular scrutiny via monthly case audits which quality assure risk assessment, risk management and case management.

PARTNER AGENCY PERSPECTIVES

Northumbria Police

Our partnership work with CNTW in support of people with mental health issues has been celebrated as best practice by the National Police Chiefs Council National Lead, having a strong focus on lessons learnt and continuous improvement in all areas of mental health. Our capability has been improved with the recruitment of a Mental Health Sergeant into a newly developed post and she will assist in driving forward our response to mental health with a focus on training and partnership working.

We have taken part in national discussions around missing adults and are working with partners to develop a joint protocol in respect of vulnerable missing adults.

We have recruited a further four missing from home coordinators in 2020, three of which will be working in Newcastle – which is great news for police and partners as it means we can concentrate on multi agency problem solving for repeat missing persons, including vulnerable adults, with a focus on prevention and safeguarding.

We are a key partner to the multi-agency Northumbria Violence Reduction Unit, with a Police Chief Inspector embedded within the project as project manager and the chair of the multi-agency Northumbria Serious Violence Reduction Board being the Police and Crime Commissioner. Established in 2019, this is a public health approach to tackling serious violence and identifying key drivers which cause people to become victims or perpetrators of serious violence. We hope this will have a positive effect on tackling knife crime and domestic homicides.

We ensure victim focused investigations are delivered and take the views of victims to the heart of our decision making. Our policy and procedures incorporate Making Safeguarding Personal and we adhere to the Victims Code of Practice to ensure that the views of victims are taken in to account when decisions are made regarding safeguarding and investigation. Victim personal impact statements presented at Court ensures victims' views are known to Courts prior to any offender being sentenced.

We support the National Vulnerability Action Plan and we are reviewing how the plan may be implemented to develop coordinated, effective and evidence-based responses to protect vulnerable people. Representatives from Northumbria Police and the Crown Prosecution Service attended the inaugural regional learning event hosted by the Vulnerability Knowledge and Practice Programme in March 2020 in Newcastle.

In 2019 Northumbria Police formed Harm Reduction units led by a Chief Inspector, enabling a problem solving approach to supporting victims including vulnerable adults, working closely with adult safeguarding and mental health services.

22% INCREASE IN ADULT CONCERN NOTIFICATIONS

This increase is attributed to the internal training delivered by Northumbria Police which has raised awareness and understanding of vulnerable adults and also mental health issues. Officers are now more likely to recognise signs of vulnerability and risk of abuse.

PARTNER AGENCY PERSPECTIVES

Northumbria Police (cont)

Our continued support to resource and work within Multi Agency Safeguarding Hubs (MASH) ensures that problems are identified at an early stage following submission of an adult concern notice. An additional six staff have been recruited in to the MASH. Referrals are subject to multi-agency triage within the MASH arrangements for adults which enables partners to come together and work collaboratively to safeguard adults experiencing abuse or neglect as well as adopt a wider early help and information sharing approach to prevention.

Multi-agency discussion during triage in the MASH ensures a coordinated, proportionate and least intrusive approach to adult safeguarding concerns is taken.

We actively engage with the NSAB to ensure our policies and service delivery are open to scrutiny and that we uphold our statutory responsibility with representation on the Board to hold all agencies involved in safeguarding adults to account.

Our engagement in Safeguarding Adults Review meetings ensures any issues around standards of service are fully addressed and learning is taken from cases.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

The Patient Safety trust Clinical Police Liaison Lead nurse is now embedded as part of the Safeguarding and Public Protection (SAPP) team, which further enhancing multi-agency working with police colleagues/partners.

Northumbria Police Harm Reduction team is working closely with our community services regarding those individuals who have complex risk issues who do not meet the threshold of statutory processes. These individuals may be adults at risk of harm or pose a risk of harm. The Clinical Police Liaison Lead is supporting this work.

The SAPP team now has a dedicated Case Review Officer to support the Trust in it's commitment attendance at statutory meetings as panel members and write Individual Management Reviews in respect of:

- Safeguarding Adult Reviews – Adults
- Domestic Homicide Reviews (adults)
- Appreciative Inquiries / local Learning events

There is a dedicated SAPP Practitioner for PREVENT related concerns. The SAPP Lead provides an additional level of safeguarding and mental health input to those individuals who have been referred due to concerns and may have mental health problems and/or learning difficulties and who are at risk of radicalisation. The role also incorporates and promotes best practice from other CNTW established mental health services.

PARTNER AGENCY PERSPECTIVES

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (cont)

The appointment of a Case Review Officer has provided a dedicated role to participate in the Safeguarding Adults Case Review Group and provide consistency of attendance to the group.

The SAPP team PREVENT lead is a member of the Newcastle Prevent Delivery Group and was involved in of Lord Carlisle's Home Office Prevent Peer Review of Newcastle (December 2019). The Lead also presented an overview of the role to the North East Contest board which Newcastle are partners. The lead also attend Channel Panel meetings.

The Role of the Clinical Police Liaison Lead along with working with the Harm reduction Team is integral to the prevention of escalation of risk and multi-agency accountability.

Newcastle City Council

Our medium-term plan for 2019-2020 through to 2020-2021 entitled "Shaping Our Future Together" outlines our intention for Newcastle to be a healthy and caring city and our commitment to supporting and protecting vulnerable adults. A key principle of this work is how we identify opportunities for early intervention, reduce and where possible prevent the risk of abuse or neglect from escalating. An important element of this work is our Information Now service which is a web-based resource which connects people to local services and provides advice on a variety of topics including areas such loneliness and social isolation.

IN 2019-2020 THE INFORMATION NOW WEBSITE WAS VISITED IN EXCESS OF 438,000 TIMES.

As the lead agency for co-ordinating safeguarding enquiries we take pride in the way we respond to concerns of abuse and neglect but we are also ambitious when identifying how our safeguarding service can develop and enhance the way in which we support people at risk. Newcastle City Council provide the largest proportion of staff for the Multi-Agency Safeguarding Hub (MASH) and take a lead role in it's development.

The Safeguarding Adults Unit support staff from across all sectors in responding to abuse and neglect in Newcastle. In particular, supporting responses to complex safeguarding adults cases. The Advice Line received 2,874 contacts last year.

In 2020-2021 we will move to a new recording system for safeguarding adults. This will provide an opportunity for us to build upon the ways in which we ensure that the voice of the person at risk is at the centre of a safeguarding adults enquiry. By adding extra checks and balances into our recording pathways we aim to enhance our approach to embedding the best practice principle of making safeguarding personal.

Our Corporate Safeguarding Training Group have continued to meet to ensure that our workforce across the Council are confident in their role in protecting adults at risk of abuse and neglect and have the skills and knowledge to raise any concerns. The work of the Corporate Safeguarding Group builds upon the principle that safeguarding is a core element of all job roles and recognises the valuable role that staff from across our directorates can play in identifying and responding to safeguarding concerns. In 2020-2021 the Corporate Safeguarding Group will launch a new "Keeping Everyone Safe" programme for all Newcastle City Council staff.

PARTNER AGENCY PERSPECTIVES

Newcastle City Council (cont)

The Council continues to contribute staffing and resource to the Sexual Exploitation Hub and are active participants in the multi-agency review of the Hub, led by Northumbria Police.

In providing both the operational lead for safeguarding adult enquiries and the staffing resource for co-ordinating strategic multi-agency service improvements for safeguarding adults, Newcastle City Council play a pivotal role in progressing the NSAB priorities.

In 2019-2020 this included:

- Developing a targeted safeguarding adults awareness training course for family members, friends and carers.
- Continued expansion of the MASH.
- Development of the Making Safeguarding Personal Performance Scorecard.

Newcastle upon Tyne Hospitals NHS Foundation Trust (NuTH)

The Safeguarding Adult team has continued to experience complex and challenging work, with multi-agency partnership working a critical element in ensuring safety of individuals and families.

Overall, there has been an incremental increase in referrals compared to 2018-2019 with the nurse specialist contributing to 2630 cases. The key area of concern remains self-neglect, which can often include young individuals who may be street homeless or living in temporary accommodation, who use substances and as a consequence are vulnerable to exploitation from others.

A number of cases continue to require legal input, particularly where there are levels of exploitation and abuse that can be significant. With recent initiatives to explore criminal exploitation and violence reduction, safeguarding is also increasingly playing a role in issues of public health and for the prevention of harm, abuse or self-neglect.

Key Achievements 2019 - 2020

- Continuing to improving recognition of when a Deprivation of Liberty Safeguards (DoLS) needs to be applied.
- The establishment of Level 3 Adult Safeguarding, which commenced for identified staff in July 2019 in line with Intercollegiate Guidance for Safeguarding Adults that defines the skills and competencies for health care staff.
- Continuing to respond to high risk domestic abuse through referrals and contribution at MARAC meetings within Newcastle. The team have also increased staff awareness of domestic abuse through internal learning opportunities including 'Schwarz Rounds'.
- Evidence that self-neglect is a high level concern within adult safeguarding as defined by the Care Act (2014) regardless of age or disability and working with legal and multi-agency partners to reduce risk.



...the proportion of NuTH staff completing Prevent training

PARTNER AGENCY PERSPECTIVES

Newcastle upon Tyne Hospitals NHS Foundation Trust (cont)

The Trust continues to contribute to NSAB priorities both at Board and sub-committee level, through multi-agency work and also through contributing to multi-agency training. Training included a workshop that shared learning from a Portsmouth Safeguarding Adults Review (Adult D) that explored areas such as Mental Capacity and the Making Safeguarding Personal agenda.

Work has also commenced to interface the Making Safeguarding Personal Agenda, a key NSAB priority, with the Trust's Equality and Diversity group, with one aim to ensure greater visibility for patients, families and visitors of safeguarding.

The introduction of electronic records within the acute hospital has provided further opportunities to integrate and raise the visibility of safeguarding practice. This work has supported mechanisms to develop where possible a standardised framework to shape practice.



CASE STUDY - MENTAL CAPACITY

Mrs R has significant health and treatment needs, with support from district nurses for diabetes and frequent attendances at the Trust for dialysis. Mrs R has difficulty reading and writing, she lives at home with her partner and there are concerns about self neglect. Mrs R's home is described as cluttered where there is a risk of falls, the visiting teams suspected there may be domestic abuse, exacerbated by carer stress. Mrs R does not always attend dialysis, which can then result in hospital admission.

Mrs R's risk are several including risk of significant harm if her health deteriorates and increased complications and morbidity should her diabetes worsen.

Staff have worked flexibly to offer appointments for treatment, consider reasonable adjustments and continued visits from District Nursing team. There has been safeguarding meetings and most importantly mental capacity assessments. Teams have all worked to understand and hear Mrs R's voice and opinion. Although safeguarding procedures closed with a risk management plan in place, the need to reconvene multi-agency discussions has been essential. When risks have increased, as Mrs R condition changes and potentially deteriorates, it has proved vital to further consider support, and to consider if best interest decisions may be needed, without losing sight of Mrs R's wishes. Legal services from both health and social care have had involvement as teams have navigated through a complicated picture for Mrs R and her husband.

PARTNER AGENCY PERSPECTIVES

Your Homes Newcastle (YHN)

During 2019 /20 YHN has recruited three dedicated Safeguarding Partners to enable us to effectively contribute and enhance our approach to tackling safeguarding and domestic abuse.

Safeguarding Partners provide a specialist service to colleagues throughout the organisation. Where possible, Safeguarding Partners have been co-located into safeguarding hubs to help carry out research, develop links and promote the role social housing can play in supporting victims.

We have re-launched our employee safeguarding forum which includes all our safeguarding trainers in order to:

- Raise the profile of child and adult safeguarding across YHN.
- Monitor and analyse safeguarding performance and make recommendations based on the findings.
- Monitor and evaluate training needs to help ensure training content and materials are 'fit for purpose'.
- Provide peer support.
- Consider feedback and learning from Safeguarding Hubs.

We have developed a range of performance indicators which are reported on within our governance structures.

We recognise that reporting abuse and ultimately sustaining a tenancy can be challenging for some victims. As a result, we have introduced a procedure to ensure that all applicants who declare domestic abuse, harassment or safeguarding on their housing application to YHN will be immediately referred by the Housing Solutions team so their application can be processed swiftly.

These applicants are now checked daily and where statutory safeguarding criteria is met concerns are raised.

Within our dedicated Support & Progression Service we have trained specific support workers to offer support to all new customers who have experienced domestic abuse. We recognise that issues can still continue after a person has moved into their new home and that some people may need ongoing support to help them sustain their tenancy.

We have trained our repairs operatives to identify and report domestic abuse and safeguarding concerns they see within tenant's homes and whilst based on estates. To support this training all operatives are issued with air fresheners for their work vehicles. The air fresheners carry the message **'think if I'm right, not if I'm wrong'** and have contact details on how to report safeguarding concerns. This acts as a constant visual reminder to encourage reporting without delay.



PARTNER AGENCY PERSPECTIVES

North of Tyne National Probation Service (NPS)

In North of Tyne NPS Cluster, we have a keen interest in working with perpetrators and victims of domestic abuse and the associated harm caused by domestic abuse.

We participate in a number of local forums – MARAC, MATAAC etc – and through MAPPA we ensure that the most complex and risky offenders are successfully managed via a well-established multi agency approach for the benefit of victims and their families.

We have also this year successfully piloted a toolkit for Offender Managers – the Skills for Relationships Toolkit (SRT) – working with perpetrators not suitable for groupwork interventions and following a successful evaluation the Toolkit will be rolled out nationally.

We are also leading a national pilot of polygraph for high risk domestic abuse perpetrators that will commence as soon as the Domestic Abuse Bill has passed through Parliament. This is an innovative piece of work that will represent a significant addition to our ability to successfully manage perpetrators.

We were also particularly proud of a multi-agency domestic abuse learning event that took place at our Newcastle office bringing together practitioners, academics and survivors in an attempt to better increase our understanding of the issues and controversies surrounding the assessment and treatment of perpetrators as well as the perspectives and experiences of survivors.

The NPS North of Tyne LDU Cluster has a long-standing commitment to working with its service users to empower them to manage their own risk by providing practical help and support within the statutory frameworks within which we work. Safeguarding is at the heart of what we do and our policies and procedures as well as the training and support that we provide for staff working in our organisation are evidence of that commitment.

As an organisation we recognise that we cannot achieve what we want to achieve by working in isolation and our commitment to working in partnership – either on a day to day basis in case management or in more specialist functions such as MAPPA – is well established and evidenced throughout all of the work that we do to help reduce re-offending and protect the public.



NSAB Members at the Self-Assessment Session in December 2019. Agencies presented their areas of good practice and areas for improvement

PARTNER AGENCY PERSPECTIVES

Tyne and Wear Fire and Rescue Service (TWFRS)

As a service we are very pleased to have rolled out further safeguarding awareness training for operational firefighters in 2019. This focused on the types and signs of abuse they may encounter, as well as our internal processes for notifying local authorities. This is now an essential part of our internal training programme for current operational firefighters, with refreshers every two years.

Trainee firefighters have this input as part of their initial 14 week training course too. Also in 2019, safeguarding awareness has been included into the induction process for new corporate staff, who may not be frontline, but are trusted people within the community in their role as TWFRS staff.

Self-Neglect and hoarding will be our priorities in 2019-20. This type of vulnerability was an issue in all safeguarding adults referrals made in Newcastle this year.

TWFRS will continue with our Covid-19 response work in the community, and engage with the vulnerable members of Tyne and Wear, where other services might have to withdraw.

We will develop a structured feedback procedure with Newcastle and other local authority partners to ensure we can better understand the impact of our safeguarding actions in the community and improve our response.

Voluntary and Community Sector

The voluntary and community sector (VCS) is broad and diverse in Newcastle. The sector is represented on the NSAB by Search Newcastle, Changing Lives and Connected Voice Advocacy. Some examples of the work done around safeguarding adults in 2019-20 includes:

- Increasing promotion of criteria and eligibility of Care Act Advocacy in Safeguarding.
- More advocates qualified in Care Act Advocacy to meet needs of increase in demand in referrals
- Supporting individuals and organisations through the Whorlton Hall scandal
- Increased training for the VCS around safeguarding awareness with Connected Voice training programme
- Auditing protected characteristic (Equality Act) safeguarding activity and subsequent targeted response (via training and service delivery) to address cultural issues.

The training provided by Connected Voice has been part of a national package of resources and support to the VCS around safeguarding. 2019 saw the launch of a [government portal on safeguarding](#), and updated resources on the National Council of Voluntary Organisation's [Knowledge Bank around safeguarding](#).

As the Covid-19 pandemic hit, the community and voluntary sector came into their own in Newcastle. They provided a key support to many vulnerable residents, particularly in the first few weeks of lockdown, both preventing the escalation of risk and identifying and reporting abuse and neglect.

PARTNER AGENCY PERSPECTIVES

NHS Newcastle Gateshead Clinical Commissioning Group (CCG)

During 2019-20 Newcastle Gateshead CCG has continued to lead a number of key developments these have included:

- Supporting Multi-Agency Task and Co-ordination process (MATAC) meetings aimed at tackling serial perpetrators of domestic abuse through a multi-agency approach. The CCG has ensured that General Practice is effectively linked into the process to highlight any aspects of the patients health and treatment that may increase or decrease risk in relation to their alleged offending behaviour.
- The CCG has effectively supported the delivery of a Domestic Abuse Advocate in Primary Care pilot which was co funded between the CCG and Police and Crime Commissioner.
- Publication in June 2019 of a toolkit to support general practice staff in relation to safeguarding adults and public protection. The toolkit supports consistent and effective safeguarding practice.

- Implementation of an extended CCG Safeguarding Supervision Policy and delivery of safeguarding supervision to CCG staff working in Continuing Healthcare, Section 117 and Transforming Care.
- The CCG has delivered a range of training to primary care staff including safeguarding adults, Prevent, MCA/DoLS and domestic abuse which ensured that staff maintained their core safeguarding competencies and continued to practice safely.

In response to the Covid -19 pandemic the CCG quickly established home working and remote access for staff which has enabled the CCG safeguarding team to continue to deliver the CCG's statutory responsibilities for safeguarding during lockdown.

During lockdown the CCG has supported partners and staff to link with other parts of the system by supporting the implementation of additional multi agency information sharing meetings and forums which have enabled safeguarding practitioners across the system to identify and manage key themes and risks related to safeguarding adults in Newcastle.



Domestic abuse awareness at Newcastle Gateshead CCG, supporting White Ribbon Day 25 November 2019

BOARD MEMBERS

In 2019-20, the NSAB was chaired by Vida Morris. The following people were members:

Changing Lives (representing the community and voluntary sector)

Connected Voice Advocacy (representing the community and voluntary sector)

Cumbria, Northumberland, Tyne and Wear NHS Trust

National Probation Service

Newcastle City Council

NHS Newcastle Gateshead Clinical Commissioning Group

Northumbria Police

Northumbria Community Rehabilitation Company

Newcastle upon Tyne Hospitals NHS Foundation Trust

Public Health

Search (representing the community and voluntary sector)

Tyne and Wear Fire and Rescue Service

Your Homes Newcastle

Newcastle Safeguarding Children Partnership

Chair of Improving Practice Committee

Chair of Learning and Development Committee

Legal Advisor to the NSAB

NSAB Coordinator

Neil Baird

Jacqui Jobson

David Muir

Karen Whorton

Paul Weatherstone

Ewen Weir

Alison McDowell

Jonathan Jamison

Linda Gray

Samantha Keith

James Steward

Councillor Kilgour

Chris Piercy

Howard Stanley

Scott Hall

Sav Patsalos

Alan Cairns

Martyn Strike

Maurya Cushlow

Michelle Stamp

Simon Luddington

Peter Iveson

Helen Neal

Sue Kirkley

Clare Abley

Dr Carole Southall

Peter Larkham

Claire Nixon



No excuse for adult abuse.

Report it.



For more information search online for
"Safeguarding Adults Newcastle"

newcastle
safeguarding
adults board

How to report abuse

To report abuse please contact;

Community Health and Social Care Direct

Telephone: 0191 278 8377

Textphone: 0191 278 8359

Email: scd@newcastle.gov.uk

Outside of office hours please call the Emergency Duty Team

Telephone: 0191 278 7878

In an emergency always call 999

All agencies in Newcastle work together to protect adults from abuse. If you want to tell somebody else that you trust, like a GP, nurse, police officer or care worker then they will pass on your concerns.