

Meeting: Adult Social Care, Health and Wellbeing Sub-committee

Date: 8.11.18

Title: Safeguarding Adults Board Annual Report 2017-18 and Annual Plan 2018-19

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Service: Adult Social Care

Directorate: Health Education Care and Safeguarding

Wards affected: All

1. Purpose of Report

The purpose of this report is to provide the Adult Social Care Health and Wellbeing Sub-Committee with an overview of the work undertaken by the Safeguarding Adults Board (SAB) during the past year. This report aims to provide assurance to the Committee that the SAB is an effective strategic body working across North Tyneside for benefit of individuals at risk of harm and abuse.

2. Recommendations

- a) To consider the Safeguarding Adults Board Annual Report 2017-18.
- b) To consider that Safeguarding Adults Return 2017-18.
- c) To be aware of the Safeguarding Adults Board Annual Plan 2018-19.

3. Details

3.1 To consider the Safeguarding Adults Board Annual Report 2017-18

The introduction of the Care Act in 2014 enshrined Adult Safeguarding in law for the first time. The main element of this is the duty to carry out Section 42 Enquiries into concerns and allegations of abuse for adults at risk of harm or Section 44 reviews where a vulnerable person has died or experienced significant harm as a result of abuse and neglect and there is a concern that agencies have not worked together effectively to prevent this. The Care Act also makes it a statutory duty to have an effective multi agency Safeguarding Adults Board (SAB) although North Tyneside has had a SAB in place for many years.

The aim of the SAB is to improve the experience of those adults at risk of harm in North Tyneside with a particular focus on preventing abuse and protecting the most vulnerable

in our society. Within the Local Authority this comes under the Council Plan (2018 – 2020) theme of Our People.

The SAB annual report demonstrates how agencies work together and are formally held to account to make sure the whole safeguarding system is operating effectively to protect vulnerable people. The Safeguarding Adults Board (SAB) ensures that agencies have effective safeguarding arrangements in place that are working well and improving. Safeguarding requires a joined-up, multi-agency approach and rigorous governance is essential. The Board provides this quality assurance, oversight and scrutiny.

During 2016-17, both North Tyneside and Northumberland Safeguarding Adults Boards took the decision to join together and establish a single board. This arrangement was the rational next step following a track record of successful joint working within combined sub-committees. At the same time it was recognised that partners work seamlessly with communities, crossing local authority boundaries, and joining the Boards into one meant that all partners make the most of streamlined limited resources. The joint SAB has operated for over 1 year now and is effective at ensuring appropriate agency representation through reducing duplication.

The SAB is made up of representatives from a range of agencies. These include:

- North Tyneside Council – officers and councillors
- Northumbria Police
- North Tyneside Clinical Commissioning Group CCG
- Northumbria Health NHS Foundation Trust
- Northumberland, Tyne and Wear, Mental Health NHS Trust NTW
- Tyne and Wear Fire Service
- Northumbria Community Rehabilitation Company CRC
- National Probation Service NPS
- Voluntary organisations
- Carers services, and
- Care Quality Commission CQC.

The SAB has, for several years, been very well supported by North Tyneside's Elected Members. Members have taken a keen interest in the issue of safeguarding, recognising the importance of this work to protect the most vulnerable in our society. This is important to demonstrate the leadership from the Local Authority at the highest level.

The joint SAB has an independent chair, Paula Mead who took up this position in 2016-17.

The SAB has developed an Annual Plan which covers the period 2016 – 2019 and sets out the business objectives for the Board in this period. The plan is refreshed annually and circulated with the report. The SAB monitors progress against the plan quarterly. The plan is also published on our website.

<https://my.northtyneside.gov.uk/sites/default/files/web-page-related-files/SAB%20Annual%20Plan%202018-2019.pdf>

There are 6 key principles to the work of the Board as set out in the plan.

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.

- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**- Accountability and transparency in delivering Safeguarding

3.2 Outcomes

i) Empowerment

The Care Act requires us to ensure that processes for safeguarding follow the principle of Making Safeguarding Personal. This is about ensuring that an individual's views and outcomes are identified and recorded. In North Tyneside there is a robust system for recording these, which was fully in place across the whole period. During 2017-18, 95% of individuals who went through the safeguarding process had their individual outcomes met or partially met by the end of the process. This is an increase from 80% achieved last year. It should be noted that there are times where outcomes stated by individuals are not achievable within the safeguarding process – for example if their outcome is that a member of staff must be dismissed.)

In North Tyneside we have also taken steps to improve support offered to people within the safeguarding process – including both formal and informal advocacy

ii) Prevention

A survey was sent to over 1600 people in the Borough to ask if they knew what to do if they were worried about a vulnerable person and nearly 79% responded yes – an increase from last year.

We hosted the fourth annual SAFE week to raise awareness of safeguarding issues. A week of events in the borough, included market stalls at North Tyneside General Hospital and North Shields Town Centre, stalls at summer festival events, beach events and an organised walk alongside coffee mornings arranged by providers. Also, the lighthouse and Tynemouth Pool went purple and over 1600 people wore purple in recognition of the importance of safeguarding

iii) Proportionality

Alongside Newcastle SAB, we reviewed and refreshed our Quality Assurance Framework for providers with a challenge event held in February 2018 to ensure effective safeguarding arrangements are in place within partner agencies. A robust programme of training has been offered to providers.

iv) Protection

We have worked with partner agencies, most notably the police and our other regional local authorities to agree the most appropriate response to Modern Day Slavery. We have agreed that in North Tyneside wherever possible we wish to keep the response a local response and we are currently working up operational guidance for staff on this matter, making best use of the assets we have in North Tyneside.

In addition there has been much work focussed on the issue of sexual exploitation in children and adults, ranging from policy and practice development to work in schools to strengthen young people's understanding of healthy relationships. We have also developed strategies around the risk of radicalisation and rolled out mandatory training to all staff.

v) Partnership

We have reduced the strain on partner agencies in attending multiple meetings by joining Northumberland and North Tyneside SAB's – this facilitates attendance and partner involvement in producing the annual plan continues to be robust.

The subgroups that sit below the SAB also work jointly meaning that we are learning from a broad range of experiences.

The SAB welcomed 2 lay members in this period. Including lay members in arrangements strengthens the Board through ensuring transparency and through broadening the range of views that are taken into account.

The Multi Agency Safeguarding Hub (MASH) launched in September 2018. This arrangement co-locates a number of partners such as police, adult and childrens' social care, health partners, education partners and housing, with virtual links to probation and mental health in order to facilitate the information sharing needed to properly understand risk and support decision making.

vi) Accountability

All partners have been asked to contribute to the annual report and submitted agency reports which have been included in the overall report. It is pleasing to note that this level of involvement has been forthcoming from partners.

North Tyneside Council has invested in a new electronic case recording system for children's and adult's social care and this includes an organisational safeguarding module which allows intelligence about services to be held in one place thus helping to ensure that actions needed to improve quality or safety are identified promptly.

3.3 To note the data contained in the Safeguarding Adults Report 17/18

Key messages from the 2017-18 data:

- The number of safeguarding concerns received has increased by 14.6% although audit work evidences a high proportion of low level concerns. The number of cases taken forward into Section 42 Enquiry decreased by 9%. This has been explored through retrospective audit. In July 2017, Adult Social Care changed the service delivery model meaning that all customers with long term support needs now have an allocated worker for the duration of their support. Audit has identified that this closer relationship with staff means that prompt intervention is being provided if things start to go wrong and this prevents escalation to the point that section 42 enquiry is needed. This is a better outcome for customers.
- The main type of abuse is neglect or act of omission, followed closely by financial or material abuse, then physical abuse. These types of abuse have consistently remained the highest recorded type of abuse.
- The main location of abuse continues to be in individuals own home (52%). This trend reflects the aim for people to continue to live independently in their own home for

longer. However residential and nursing home combined make up the second highest location (25%).

- The trend of individuals' vulnerabilities continues in a similar pattern to previous years with people with physical disabilities experiencing the most harm (39%). This will include older people with physical or mobility issues so is linked to the higher number of people over 65. This is followed by people with a learning disability (28%) and 13% of people whose case progressed to a safeguarding enquiry experienced mental ill health.
- In 66% of cases the perpetrator of abuse was known to the victim.
- 87% of cases have recorded an outcome of action taken and risk removed or reduced at the end of the safeguarding process. This highlights the positive impact that safeguarding can have on an individuals' life or situation. Only 13% of concerns have an outcome of risk remaining at the end of the process. This often relates to cases where capacitated individuals have made decisions to continue to live with a level of risk, which they feel is acceptable for them. This is in line with the Making Safeguarding Personal principle. We do, where appropriate and acceptable to the individual provide on-going social work support to these individuals

3.4 To be aware of the Safeguarding Adults Board Annual Plan 2018-19

For its Business Plan for 2016-19, the SAB has adopted the key principles from The Care Act 2014 which underpin Safeguarding Adults. These are Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.

The Annual Plan 2018-19 has a particular focus on:

- Sexual Exploitation
- Modern Slavery
- Adolescent to Parent Violence
- Making Safeguarding Personal
- Data analysis
- Raising awareness
- Effective training
- Quality Assurance Framework
- Prevent work, and
- Missing Persons response.

4. Appendices

- SAB Annual Report 2017-18.
- SAB Annual Plan 2018-19.