



## North Tyneside and Northumberland Safeguarding Adults Board



Annual Report 2017 – 2018

## Contents

	<b>Page</b>
Foreword by Independent Chair .....	<b>3</b>
<b>1.</b> Our Vision .....	<b>4</b>
<b>2.</b> What is Safeguarding Adults? .....	<b>4</b>
<b>3.</b> North Tyneside and Northumberland Safeguarding Adults Board .....	<b>5</b>
<b>4.</b> Local Safeguarding Data .....	<b>7</b>
<b>5.</b> What have we done in the past year? .....	<b>13</b>
<b>6.</b> Safeguarding Adults Reviews .....	<b>21</b>
<b>7.</b> What training have we delivered? .....	<b>22</b>
<b>8.</b> What are we going to do moving forward? .....	<b>24</b>
<b>9.</b> Working with our partners .....	<b>25</b>
<b>10.</b> Conclusions .....	<b>30</b>

### **Appendix 1. Glossary of terms**

### **Appendix 2. Partner reports (separate report)**

## Foreword

Welcome to the publication of the second Annual Report in my role as Independent Chair of North Tyneside and Northumberland Safeguarding Adults Board (SAB). The decision to join North Tyneside and Northumberland Safeguarding Adults Boards two years ago, establishing a single board, has continued to work well. The arrangement recognises that partners work seamlessly with communities across local authority boundaries, and allows all partners to maximise the use of limited resources.

The board continues to work to agreed priorities, to help and safeguard adults with care and support needs. It receives assurances that effective safeguarding arrangements are in place and that safeguarding practice is person-centred and outcome focussed. Over the past year the board had continued to lead adult safeguarding arrangements across Northumberland and North Tyneside, providing quality assurance, oversight and scrutiny of partner organisations. A local culture has been nurtured by adopting the values and principles in ['Making Safeguarding Personal'](#).

It has been a busy year for the SAB with one Safeguarding Adult Review due to be published and learning embedded from local reviews and National Reviews, such as the Joint Serious Case Review on Sexual Exploitation undertaken in Newcastle upon Tyne.

This annual report provides local people with an account of the SAB's work over the past year to improve the safeguarding and wellbeing of adults at risk. Looking forward we will maintain a clear focus on these priorities within what is an increasingly complex and challenging environment. To achieve this the SAB has a clear plan in place to ensure it meets its responsibilities, responds to the needs and feedback of service users, carers and the local community, and holds all relevant agencies to account.

My thanks go to partner agencies that make up the SAB for their work and dedication during a time of huge demand and whose commitment and motivation deliver our shared priorities. It is a privilege to work with them. I also want to note my appreciation of the work by our Safeguarding Managers as without their knowledge and commitment the Board would not be as effective as it is. I would also like to thank and recognise the contribution of our Lay Members and the Health and Wellbeing Portfolio Holders who bring another layer of independent scrutiny to the board.



**Paula Mead**  
North Tyneside and Northumberland SAB Independent Chair

## 1. Our Vision

The vision of North Tyneside and Northumberland Safeguarding Adults Board is to promote the individual's human rights, their capacity for independence, ensuring each person is treated with dignity and respect and able to enjoy a sustained quality of life and improved wellbeing. That at all times they are afforded protection from abuse, neglect, discrimination or poor treatment and that their carers whether paid or unpaid, are safe.

As no single agency can act in isolation all constituent members of the Safeguarding Adults Board recognise the need for and give a commitment to work in partnership and collaboration, to ensure positive outcomes in the welfare and protection of all citizens at risk of harm from abuse.

In addition we agree to adhere to the Care Act principles which underpin all adult safeguarding work;

**Empowerment** – People are supported and encouraged to make their own decisions and their decisions are based on 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

## 2. What is Safeguarding Adults?

Safeguarding Adults 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 both the risks and experience of abuse for those individuals who are most at risk in our society.

### The Care Act 2014

The Care Act 2014 sets out the definition for an adult at risk of harm as being an adult who:

- a. has needs for care and support (whether or not the authority is meeting any of those needs),
- b. is experiencing, or at risk of, abuse or neglect, and
- c. as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The Act places responsibilities on the Local Authority and partner agencies in terms of responding to concerns about possible abuse and neglect.

Each Local Authority area is required by the Care Act 2014 to have a Safeguarding Adults Board (SAB). This Board is expected to oversee the strategic operation of safeguarding processes led by the local authority, assuring itself that all of the partners are working together to prevent or respond to all types of abuse and neglect.

As in previous years, and in line with The Care Act 2014, the Safeguarding Adults Board (SAB) agreed an Annual Plan outlining the work that would be carried out by the SAB and its Sub Groups for 2017-18, in order to meet these principles.

### 3. North Tyneside and Northumberland Safeguarding Adults Board [SAB]

Page 4 of 33

The Care Act 2014 specifies that each SAB should have three core members, the local authority, clinical commissioning groups (CCGs) and the police.

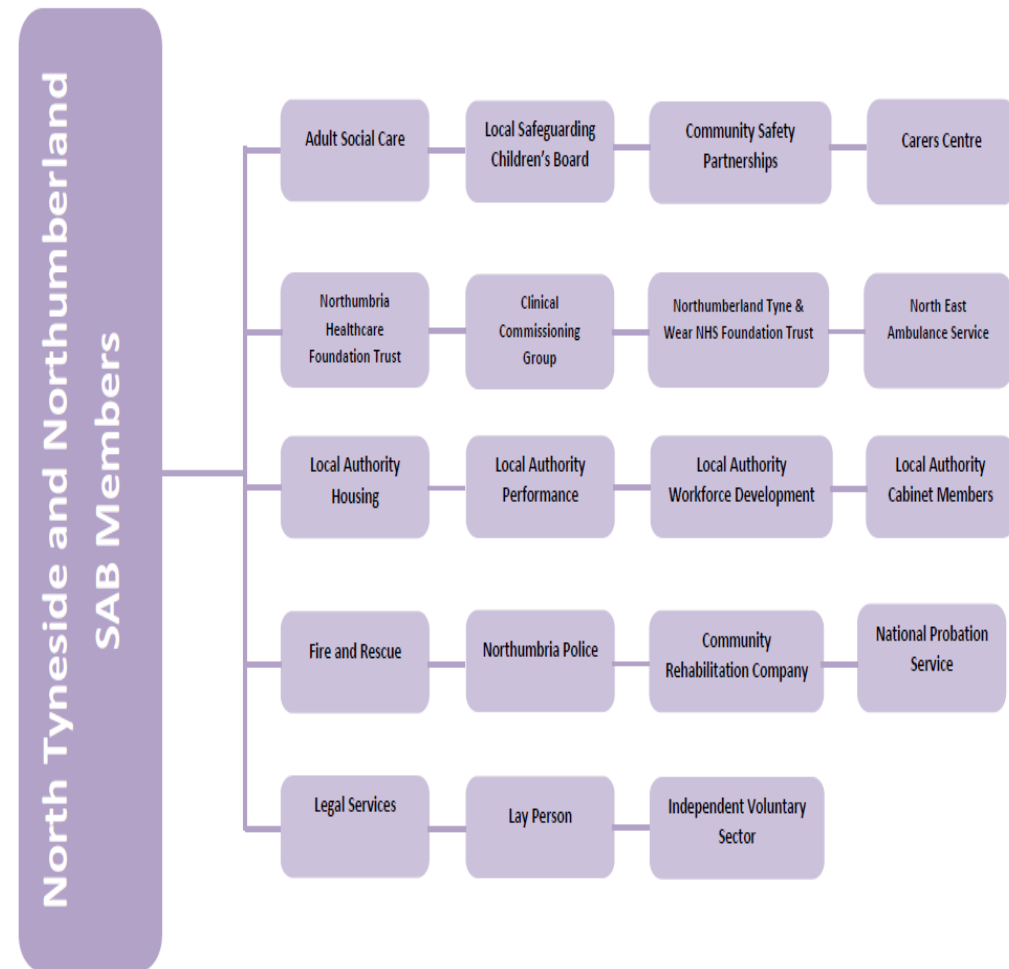
The SAB has three core duties, in accordance with the Care Act:

- develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute.
- publish an annual report detailing how effective their work has been.
- commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.

The main objective of the SAB is to improve local safeguarding arrangements to ensure partners act to help and protect adults experiencing, or at risk of neglect and abuse.

In December 2016 North Tyneside and Northumberland SABs agreed to merge to create one SAB that now covers both geographical areas. Our membership is made up of nominated lead representatives from a wide range of partner agencies. It includes those organisations that have statutory responsibilities for promoting the welfare of adults and protecting adults at risk of abuse and neglect.

The SAB is chaired by an independent person, and has met quarterly in 2017/18, with two additional development sessions held for Board members.

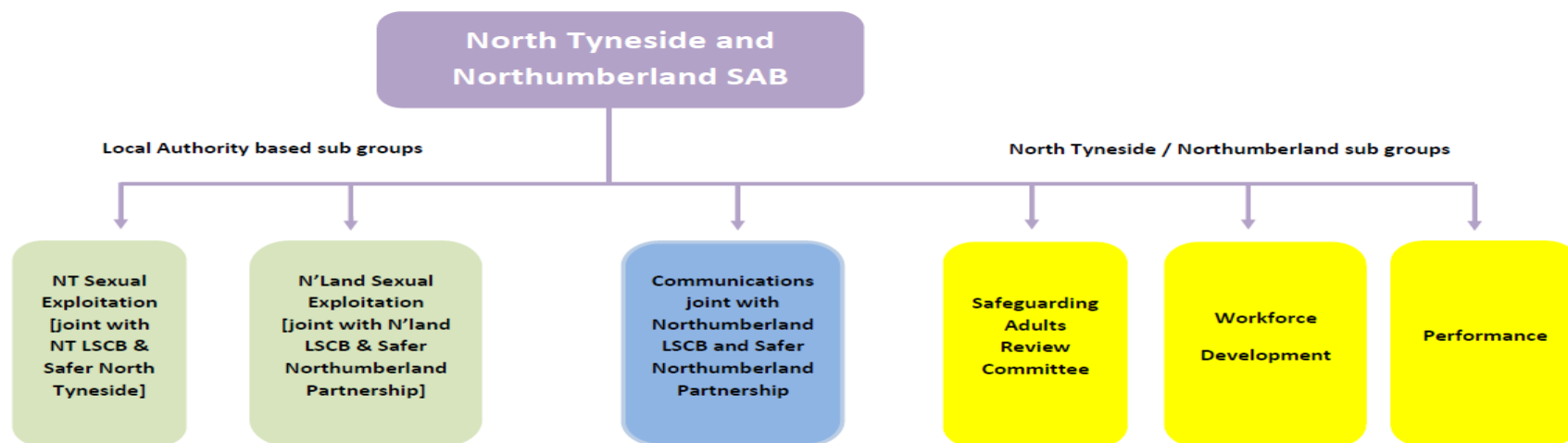


## Our SAB structure

The SAB is supported by a number of sub-groups that contribute to the work of the Board. Four of the sub-groups are joint between Northumberland and North Tyneside and have representation from both areas. We continue to have separate Sexual Exploitation sub-groups, with Northumberland and North Tyneside each having a group consisting of members from their respective Local Safeguarding Children’s Board and Community Safety Partnerships.

Each sub-group has a Chair and Deputy, and membership includes representation from a wide range of organisations and groups. This ensures Board developments take account of a range of perspectives and views. The Safeguarding Adults Review Committee (SARC) has an independent chair who is not affiliated to either Local Authority. The sub groups support the SAB to meet the objectives of the overall strategic plan. Each subgroup works on specific areas of the plan and submits regular progress reports to the Board.

The SAB reports to the Overview Scrutiny Committees and also shares the report with the Health and Wellbeing strategic boards at North Tyneside and Northumberland.



**Note:** Communications also joint with Children’s Safeguarding

## 4. Local Safeguarding Data 2017-18

**Adult Concern** – this is a referral into Adult Social Care by any person or agency who believes that an adult may be experiencing abuse or neglect.

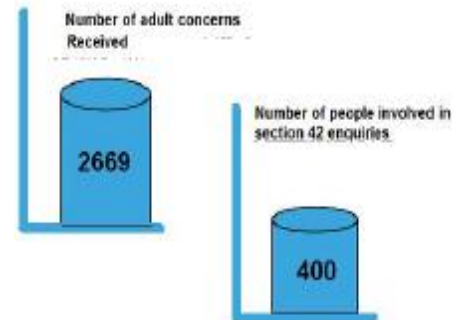
**S.42 Enquiry/ Safeguarding referral** – an enquiry is any action that is taken or instigated by the Local Authority under Section 42 of the Care Act 2014. This is in response to indications of abuse or neglect in relation to an adult with care and support needs, who is unable to protect themselves because of those needs (SCIE website, March 2015). Please see full [Care Act guidance](#).



### Northumberland data

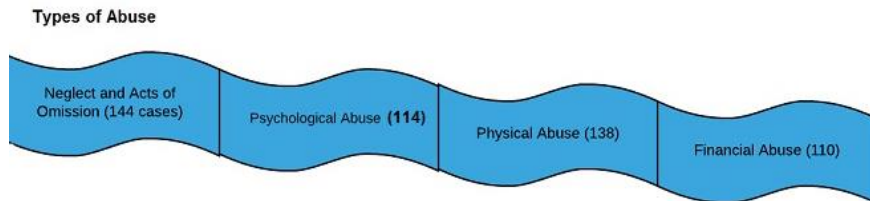
(Information source: local performance monitoring report April 2018)

- In Northumberland, the number of Adult Concern Notifications during 2017/18 was **45% lower** than 2016/17 (**2669** compared to 4819). The Safeguarding Adults Team carried out a lot of work to identify Adult Concern Notifications and Safeguarding Referrals that should in effect be general communication to Social Care teams. This work led to a significant reduction in numbers in the second half of 2016/17, which continued through 2017/18. Despite this, there is still continued on-going work to encourage agencies to report low-level concerns which could cumulatively be evidence of issues.



- Similarly, there were **468** Safeguarding Referrals during 2017/18. This was **39% lower** than in 2016/17 (768 referrals) and again can be associated with the work undertaken to separate general requests for adult social care from situations that should provoke safeguarding enquiries.

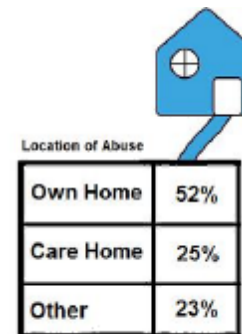
- During 2017/18, **89%** of referrals were assessed as **requiring an investigation**. This is higher than in 2016/17 (57%) again showing the clarity of referrals being recorded that really needed a safeguarding response.
- During 2017/18, **83%** of **referrals from the Police led to an investigation**. This is compared to just 27% in 2016/17. In conjunction with the work being carried out by the Safeguarding Adults Team, the Police are no longer providing a category to the information they provide, with early discussion and triage allowing police and adult social care to decide on the best course of action to follow. This approach has been further cemented by the implementation of the Multi Agency Safeguarding Hub (MASH) in February 2018. In the MASH, all referrals are considered and action agreed by the multi agency group.



- During 2017/18, the main sources of referrals were **Family/Friend/Neighbour (17%)**, **Police (14%)** and **Home Staff (13%)**. This is a change from previous reports, whereby the Police were the highest source of referrals. This change is a direct result of the work described above, the implementation of the MASH and continued raised public awareness of the safeguarding process which is encouraging vulnerable adults and their families to raise concerns appropriately. Page 7 of 33
- During 2017/18, there were **31** referrals from **Hospital Wards/A&E**, and **26** referrals from **Community Health Staff**. This is lower than in 2016/17 for Hospital Wards/A&E, when there were 33 referrals, but higher for Community Health Staff (19 referrals in 2016/17). This would suggest again that professional awareness is increasing and concerns are being raised earlier and prior to people being admitted to hospital rather than referral waiting for inpatient services report the concern.
- During 2017/18, **72%** of closed referrals had a **“risk identified”**, whilst **13%** had **“no risk identified”**. 10% of closed referrals during 2017/18 were **ceased at the individual’s request**. This again would seem to indicate that the vast majority of cases being recorded as a

referral involve a genuine concern which needs to be managed, although also demonstrates that some

- people (who have the mental capacity to make safeguarding choices) continue to make choices which may not appear wise to others about remaining in risky situations.



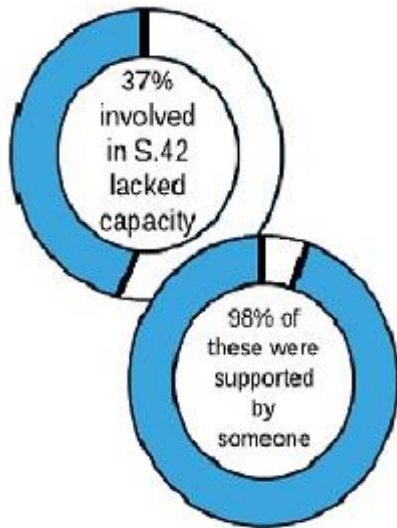
- During 2017/18, the main location of abuse was **“Own Home”** at **52%** of concluded referrals. In contrast **“Care Home - Residential”** and **“Care Home – Nursing”** locations of abuse were **25%** of concluded referrals. These figures suggest that more people are being supported in the community, but also that there is increased confidence in reporting safeguarding concerns from our communities. (Data Source: SAC return 2017/18)

- During 2017/18, the main types of abuse for concluded referrals were very similar to the previous year with **“Physical” (21%)** and **“Neglect” (21%)** compared with 2016/17, when the main types of abuse were **“Physical” (21%)** and **“Neglect” (20%)**.



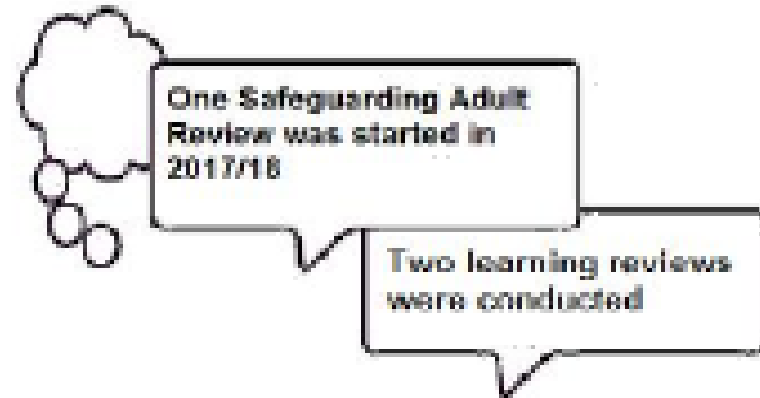


Concluded S42 %

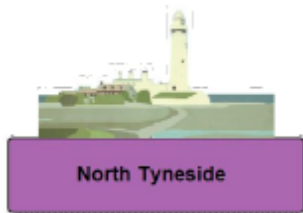


(Data Source: SAC return 2017/18)

- During 2017/18, **95%** (270 out of 283) of Service User / Representative's **desired outcomes were fully or partially met**. This met the target of 95%. This figure is based on closed referrals where people have expressed the outcomes they wanted.



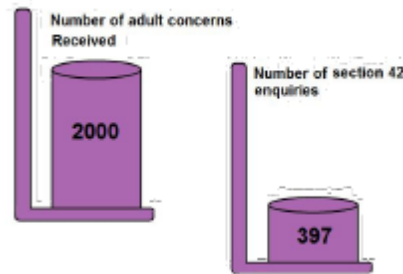
- During 2017/18, **1** Safeguarding Adult Review was commenced and **2** learning reviews were conducted.



### North Tyneside data

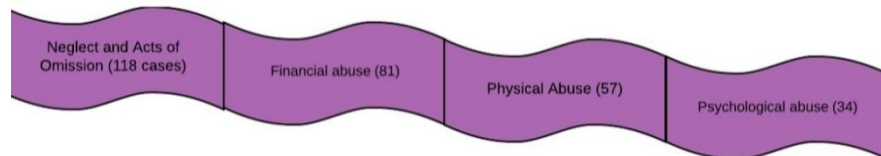
(Information Source: Safeguarding Adults Collection 2017/18)

- 2000 Adult Concerns were received about 1598 individuals
- 303 individuals were involved in Section 42 enquiries (total of 378 enquiries)



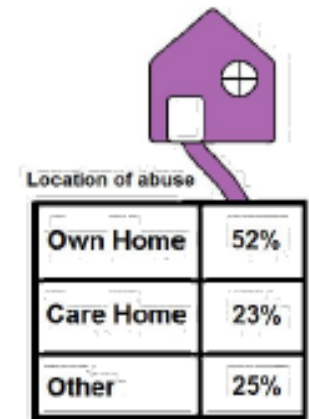
- Of the individuals involved in Section 42 enquiries, 118 had physical support needs, 86 had learning disabilities, 40 had mental health needs and 59 had other needs.
- Neglect and Acts of Omission (118 cases) was the most common form of abuse reports, followed by financial abuse (81)

Types of Abuse



- There were 57 cases of physical abuse and 34 cases of psychological abuse.

- 52% cases resulting in an enquiry involved abuse in the person's own home, with 23% occurring in Care Homes (Nursing and Residential) and 25% in other locations.



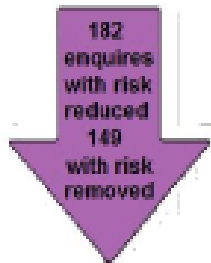
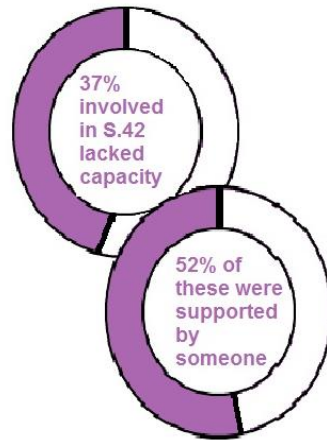
- 201 cases resulting in an enquiry involved a source of risk known to the individual.



- In enquiries where risks were identified, 182 resulted in the risk reduced and 149 had the risk removed completely.

- 37% of people involved in concluded s.42 enquiries lacked capacity. Of these 52% are recorded as being supported by an advocate, family or friend.

Concluded s.42 enquiries



- 95% of people who were able to express their desired outcome, or had someone to speak for them, had their outcomes fully or partially met.



- 2 learning reviews were undertaken.

The data shows us that in North Tyneside there has been a 14.5% increase in safeguarding concerns raised during 2017/18 from 1745 to 2000. Of these 397 concerns progressed to enquiry which is a decrease on the previous year of 6%. The safeguarding enquiries undertaken involved 303 individuals. There has been a lot of work done with providers in order to encourage them to submit safeguarding enquiry forms.

Concerns about the low numbers of cases progressing to enquiry have been investigated in North Tyneside through random sample case audits. This has identified that a number of factors have led to the current position.

Many issues that have been forwarded to the Authority as safeguarding concerns are in reality requests for assistance or assessments rather than safeguarding issues. It is appropriate that these issues are dealt with through social work case management and not through section 42 enquiries. In addition the Authority changed the service delivery model to ensure that all customers requiring a long term service retain an allocated social worker. This closer working relationship with customers allows practitioners to identify and intervene earlier to ensure issues are well resolved without the need for a section 42 enquiry. This will be monitored on an ongoing basis but the model appears to be a more positive experience for customers

The data gathered helped us identify that staff were not always indicating when family and friends were supporting people who lacked capacity. This has been highlighted via training and team meetings and will be monitored moving forwards. Our performance data also measures referrals to advocacy to ensure the service is being used appropriately.

The most common type of abuse recorded within North Tyneside remains neglect and acts of omission, with financial abuse second. This is the same as the previous year in North Tyneside. The location of abuse in most enquires is a person's own home. Again this is consistent with previous years.

## 5. What have we done in the last year?

### Priorities for 2017-18

#### Strategic Priority 1 – Develop and operationalise an all age Multi-agency safeguarding hub

Both North Tyneside and Northumberland have developed Multi-Agency Safeguarding Hubs (MASH) as part of their front door services. A MASH brings together professionals from a range of agencies including local authority, police, housing, health, and domestic abuse agencies. These hubs are designed to facilitate information sharing and decision making (including risk assessment) on a multi-agency basis, which is key to meeting the SAB objectives. This allows for improved information sharing in a timely and effective manner, and more robust decision-making around risk.

#### Northumberland

Northumberland have developed a joint MASH which initially included Adult Social Care, Police and Children Services, and the service went live in February 2018. The MASH operates from a central location, Foundry House in Bedlington, where partner agencies are co-located. Moving forward additional partner agencies such as NTW, Children's health, Education, Fire and rescue, DWP, Community safety, housing and the IDVA service are joining the MASH. We will report further on this development in the next annual report.

The MASH process operates via one shared IT system which facilitates the timely sharing of information between agencies.

There is also a comprehensive information sharing agreement with these agencies. A performance dashboard has been developed for both children's and adult services and there is an audit process in place which analyses MASH case examples in order to promote learning. Strategic and design groups have been set up to include all partner agencies to develop, monitor and review the MASH process and interagency working.

The feedback from staff and partner agencies to date has been extremely positive and those working in the MASH are committed to making the joint MASH in Northumberland successful. Positive, supportive relationships have formed very quickly with partners working in the MASH and communication between the different partners is extremely effective. These improved safeguarding relationships can only serve to better protect adults at risk of abuse and neglect in our communities. We look forward to building upon these relationships moving forward.

The HMICFRS – State of Policing Report 2017, presented to Parliament and the Home Secretary, referenced the good practice in Northumberland as an exemplar to be adopted nationally: "It is good that partnerships and collaborative approaches are now common in policing; these arrangements take many different forms. There are some impressive local and regional collaborative arrangements between forces, local authorities, health authorities, fire and rescue services, charities and other organisations.

For example, Onecall in Northumberland brings 20 different services together in one building. Anyone who is worried about the welfare of a child or adult can call one number and have their call dealt with by someone from the right agency. Before Onecall, there were 42 different ways of contacting the agencies involved. The new system not only gives the public a better service, it also helps agencies become more efficient by working more closely together.

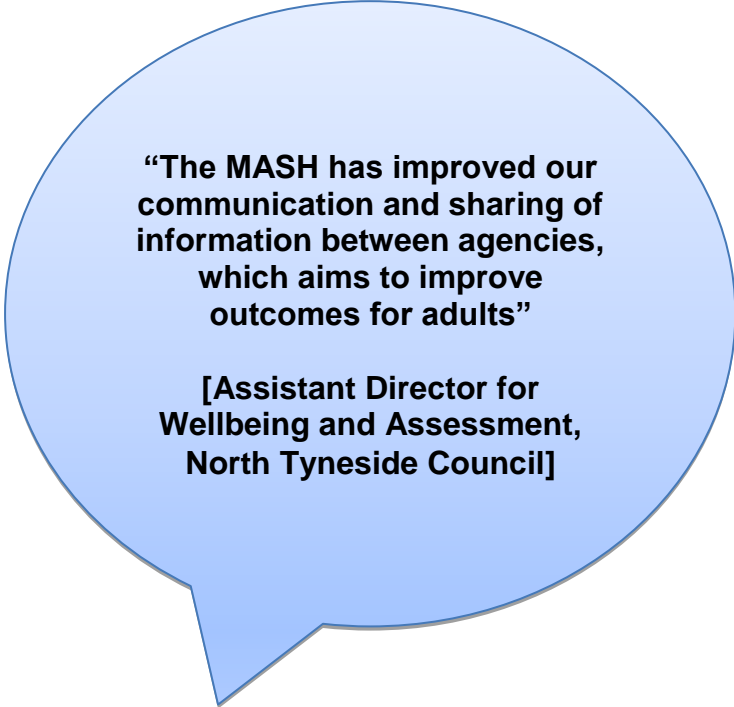
This is a commendable achievement which should be adopted throughout the country.”

### North Tyneside

The MASH has been live since September 2017. The MASH brings together Local Authority children's services and Early Help, 0-19 health services, Local Authority Adult services, police, housing, education and Harbour. These partners are co-located. There are virtual partners from probation and wider health involvement. This arrangement provides improved information sharing and better communication between the agencies.

The MASH allows wider checks to be made about current support and involvement in place for people. This helps with decision making about risk levels and informs what action is needed. North Tyneside Adult MASH has daily triage meetings in respect of police concerns to identify risks that require action. The MASH allows robust multi agency discussion about cases to identify and agree thresholds for intervention and allows joint action/safety planning. Information about adults in a family is also provided to the pre-triage process for children's concerns and as the MASH progresses establishment of a pre MASH triage with all

partners assessing all referrals which indicate domestic violence as part of the one front door Safer Lives pilot is being planned.



**“The MASH has improved our communication and sharing of information between agencies, which aims to improve outcomes for adults”**

**[Assistant Director for Wellbeing and Assessment, North Tyneside Council]**

## Strategic priority 2 – Capacity and Demand

A key priority identified in 2017-2018 was looking at leaner working and efficient use of limited resources. In both areas the development of Multi-Agency Safeguarding Hubs has seen investment and commitment from all agencies. Our experience so far indicates these more effective safeguarding arrangements have had a positive effect upon capacity and demand. This will continue to be monitored and audited, and a more comprehensive analysis will be provided in next year's report.

## Strategic Priority 3 – Raising awareness of safeguarding

### SAFE (Safeguarding Awareness For Everyone) week

In June 2017 the fourth annual SAFE week was run across North Tyneside, Northumberland and Newcastle. Previous years SAFE week raised awareness of protecting vulnerable adults, this year's campaign also focussed on safeguarding children. The broader scope of the campaign was reflected in the new campaign name – **Safeguarding Awareness For Everyone (SAFE) week**.

Each day SAFE week focussed on a particular issue

- Monday – Summer Safety
- Tuesday – Self Neglect and Neglect
- Wednesday – Domestic Violence
- Thursday – Mental Health, Self-Harm and Suicide
- Friday – Sexual Exploitation

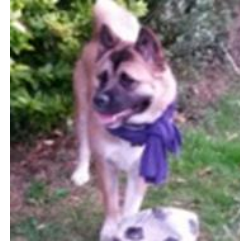
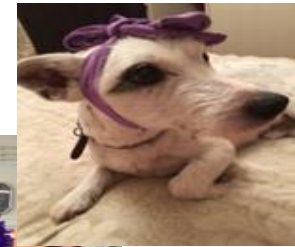




**Illuminating St Mary's Lighthouse**

**Information stalls in a variety of locations**

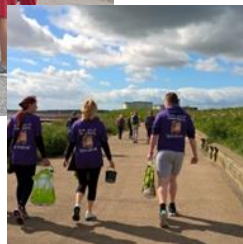
**Wear purple Friday in which staff [and pets!] were encouraged to wear purple to raise awareness. 1654 people were involved**



**A free swim at Tynemouth pool where the pool was turned purple**

**A walk from Blyth to Cullercoats beach cumulating in stalls and beach activities**

**Provider coffee mornings held in a variety of locations**





## Strategic Priority 4 – Multi-agency audit and monitoring of agency activity

The performance sub group continues to monitor safeguarding activity across the partnership. As part of the MASH development in Northumberland, a MASH audit group has been implemented in order to monitor and measure multi-agency safeguarding activity.

### Quality Assurance

The SAB in collaboration with Newcastle SAB has updated the Quality Assurance Framework which was sent out to all partner agencies in December 2017. This is to provide assurance regarding the safeguarding arrangements partners have in place. Partners complete a self assessment and the findings are reviewed and discussed at a challenge event. The outcomes from the event held in February 2018 were used to inform and identify the priorities set out in the Annual Plan for 2018 -19.

Both local authorities have audit procedures in place to monitor the quality and effectiveness of operational safeguarding arrangements.

### North Tyneside

Audits are undertaken twice a month during designated monthly audit sessions, by managers and senior social workers. Audits are also completed within the social work teams and feedback is provided to staff. Audits demonstrate that work is customer centred and staff have a good understanding of needs, with the right level of contact provided to customers proportionate to the circumstances.

### Northumberland

Audits are carried out on a regular basis by the Strategic Safeguarding Manager. 142 electronic audits of adult social care records took place in 2017-18. The safeguarding journey was audited from initial concern to current status. On average seven cases are audited each week to ensure they are allocated correctly, and to check the quality of recording. On average 38 cases are audited monthly to ensure completeness in recording and also quality checks are carried out on these cases by the Strategic Safeguarding Manager.

At year end 2017-18 a further audit was carried out on 77 cases, checking the accuracy of the case conclusion, and recording of location of abuse, type of abuse, advocacy involvement and capacity information.

Partner attendance at safeguarding meetings continues to be audited and monitored on a monthly basis.

### **Strategic Priority 5 – Improve electronic systems to include organisational abuse and better cross agency information sharing**

During this reporting year, an Organisational Abuse Enquiries policy has been finalised North of Tyne, and organisational abuse has been included within the MASH framework. A shared IT system is in place within the MASH and work has progressed in Northumberland on an IT system to include organisational abuse and improve information sharing across agencies. We will report on this further in the next annual report.

North Tyneside has changed the Adult Social Care electronic recording system. The new system has an organisational safeguarding module where organisational issues can be logged separately to issues pertaining to individuals, and meeting minutes can be stored in one place. The system allows workers to see at a glance if their service user is using a provider where there are safeguarding concerns at an organisational level. Commissioning staff also access this system which improves information sharing between Adult Social Care and commissioners and provides a single view of a service, which in turn helps to raise service quality and informs contract monitoring.

### **Strategic Priority 6 – Continue to embed making safeguarding personal across all agencies**

The Workforce Development and Training sub group continues to offer training to providers and partners to ensure Making Safeguarding Personal (MSP) is embedded across all agencies. MSP and the key principles of safeguarding are central to all training packages. We and our partners are committed to adhering to this approach within our organisations, to ensure that the voice of the person is at the heart of all safeguarding adults' activity. The Quality Assurance Framework monitors and seeks assurance regarding partner activity in this area.

In both North Tyneside and Northumberland resources and safeguarding documentation have been developed to reflect these principles, and to support personalised safeguarding practice. This is monitored, audited, and reported regularly to the SAB and its sub groups. Making safeguarding personal remains a priority for the SAB and its partners moving forward.

## Other achievements

### Lay People Recruitment

The SAB continues to be committed to engaging communities in safeguarding, and promoting the welfare and wellbeing of adults. In March 2018 we were delighted to recruit two valuable lay members to the Board; one representing Northumberland and one for North Tyneside. Their role will be to provide a community perspective to the work of the Board on safeguarding; and to play a part in the oversight and scrutiny of decisions and policies made by the Board. Moving forward the members will be attending full Board meetings and development days. We welcome their contribution and perspective, which can only enhance safeguarding within our local communities.

*"I'm looking forward to joining the SAB and having the opportunity to offer a different point of view [from other members on the Board], a view that'll hopefully offer a vital independent perspective."*

*North Tyneside Lay Member*

*"My hopes and aspirations in developing the lay person role are based on my current perspectives as a community activist. In my roles as lay person I will concentrate on the perception of the work of the Board from a wider community perspective. I want to encourage mutual engagement with the Board and people living in Northumberland and to find the best ways to highlight the work of the Board across community groups in an engaging and meaningful way. Really understanding the work of the Board is crucial to the effective engagement of the wider community – an important part of my role is to make sure we are communicating our key messages effectively and always listening carefully to community feedback."*

*Northumberland Lay Member*

## Focus on specific topics

### Modern Day Slavery

The Care Act [2014] defines Modern Day Slavery as a form of abuse, falling within the remit of the Safeguarding Adults procedures. The Modern Slavery Act [2015] consolidated and simplified existing offences into a single act.

Modern Day Slavery [MDS] continues to be an area for development for all agencies. Building upon the Regional North of Tyne guidance for staff produced in 2016, work is progressing on developing an operational response to the challenge MDS presents. Both North Tyneside and Northumberland have established working groups which include representatives from partner agencies, in order to progress this work.

This area continues to be a focus for all partners, and was identified as a key priority at the recent SAB development day. This is included within the strategic plan for 2018-19, and is delegated to the SE sub groups to monitor this work.

### Sexual Exploitation

Both North Tyneside and Northumberland have joint sub groups with Children's Safeguarding Boards and Community Safety Partnerships, which continue to drive the SAB's work in relation to sexual exploitation.

Following the publication of the Newcastle Joint Serious Case Review [JSCR] into sexual exploitation, this has become an increasingly high profile area. Sexual exploitation remains a challenging area for all partner agencies, and requires an effective multi-agency response. Driven by the SE sub groups, work has begun to increase awareness and understanding, and cascade the key themes and learning identified by the review. This includes specialist briefings and thematic learning events, and embedding learning within core training. Assurances are also being sought from partner agencies that any learning has been cascaded and embedded within their organisations, via the SE sub group and Safeguarding Adults Review Committee [SARC]. Progress in this area will be reported in the next Annual report.

### Safeguarding Policies and Procedures

We currently have a Multi-agency Safeguarding Policy in place which covers both Northumberland and North Tyneside.

In collaboration with Newcastle SAB, in this reporting year we have agreed and finalised the following North of Tyne policy and procedures;

- Safeguarding Adults Review policy and procedure reviewed and updated.
- Organisational Abuse Enquiries policy produced – guidance for staff and agencies to ensure that appropriate action is taken based upon the seriousness of the allegation made.

## 6. Safeguarding Adults Reviews [SARs]

In accordance with the Care Act 2014 Safeguarding Adult Boards have a statutory duty to carry out Safeguarding Adults Reviews. The SAB is required to undertake reviews when an adult in its area has died as a result of abuse or neglect, and there is a concern about how the partner agencies have worked together to safeguard the adult. Please see full [Care Act guidance](#).

The SAR process is designed to establish whether there are lessons to be learnt from the circumstances of a particular case, about the way local professionals have worked together. The SAR brings together and analyses findings from investigations carried out by individual agencies involved in the case, in order to make recommendations for improving future practice where this is necessary.

In the reporting year for this annual report the Safeguarding Adults Review Committee [SARC] recommended to the Board that one Safeguarding Adults Review [SAR] be undertaken. This review has been carried out, and will be concluded and reported on in the 2018-19 annual report.

The SARC and SE sub-groups in particular have also focussed upon the learning from the [Newcastle Joint Serious Case Review \(JSCR\)](#) to ensure the key themes and learning are embedded within practice, strategies, policies and procedures within our areas.

### Learning Reviews

The Safeguarding Adults Review Committee also considered a number of other case referrals, and concluded learning

reviews for several cases. Whilst the cases did not meet the statutory criteria of a SAR, partners agreed that learning reviews should be undertaken. The learning reviews were into deaths where there wasn't reason to think there had been abuse or neglect, however the SAB coordinated reviews because there were lessons to be learned about inter-agency collaboration, and the SAB is well-placed to undertake such reviews.

The purpose of undertaking a learning review is not to reinvestigate the case or to apportion blame. The purpose is to:

- Identify any lessons that can be learned about the way in which local professionals and agencies worked together to safeguard adults.
- Inform and improve multi-agency practice.
- Improve practice by acting on learning.

### North Tyneside Reviews

In North Tyneside two learning reviews were undertaken between April 2017 and March 2018. These reviews have led to the production of an action plan, and a storyboard to share with staff and partners. The progress of these action plans is monitored by the SARC to ensure learning is embedded, and is reported to the SAB on a quarterly basis.

Actions from these reviews have included developing different training, changing recording processes within Local Authorities, working with a provider under organisational safeguarding and disseminating the learning.

### Northumberland Reviews

In Northumberland we have undertaken two reviews where the SAR criteria had not been met. As above this has led to the production of an action plan and storyboard, which is monitored by the SARC. Please see a brief summary of these cases below:

#### Adult C review

The reason for the review was that there was a view that services needed to use the learning from the case to influence their approach to any similar cases in the future.

The main learning highlighted was the need for a multi-agency bariatric pathway protocol to be designed and implemented across the county to ensure consistent and agreed pathways for people with Adult C's needs. The review also identified a multi-agency training need to highlight the difficulties in dealing with cases of self-neglect, hoarding and obesity. There were also a number of other recommendations made to the SAB, including the need to include churches and faith groups in their communication and engagement strategy.

#### Adult D and Adult E review

The purpose of the review was to identify any lessons to learn for agencies working with individuals who disengage from support and services.

The main learning identified was the need for enhanced training in relation to mental capacity, best interests and risk. Strengthened communication between healthcare and social care professionals was also recognised as a requirement. The review made a number of recommendations in relation to recording, communication, awareness of the No Replies policy, and the importance of information shared at High Risk Patient Pathway meetings.

## 7. What training have we delivered?

Following the integration of North Tyneside and Northumberland Training Sub Groups into one Workforce Development Sub Group, we have established a robust partnership approach to learning and development across both local authority areas. This has enabled us to pool resources and share learning opportunities where feasible to the greater benefit of the combined workforce. The WFD Group is supported by partners from health, housing, adult and children's social care, police, NTW, CCG and the private, voluntary and independent sector.

The Safeguarding Adults training programme offered across both local authority areas continues to provide high quality learning and development opportunities for a diverse workforce and is regularly reviewed to ensure it remains 'fit for purpose'.

The following statistics have been collected solely from the attendees that have accessed training via the Safeguarding training programme and do not include any additional training that partner agencies may have run on a single agency basis across the year.

In total across both local authority areas we have trained **4388** delegates over a range of different safeguarding subject areas and using a variety of methods from face to face training courses to e-learning modules.

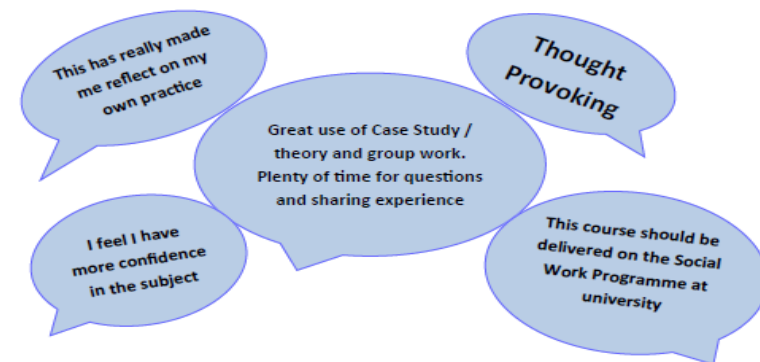
This is made up of:

Type of Course	North Tyneside	Northumberland
Safeguarding Adults Awareness Raising (Suitable for all staff members)	647	1797
Referral and Decision Making (Suitable for Provider Managers / Seniors referring cases into Local Authority)	38	56
Investigation Skills (Suitable for Social Work Staff Co-ordinating further enquiries)	18	30
Decision Making & Accountability (Suitable for Senior Social Workers and Team Managers who have oversight and responsibility for the Safeguarding Process)	16	18
Mental Capacity and Deprivation of Liberty (both raising awareness and further in-depth training on assessments in practice)	81	181
WRAP (Prevent)	22	1484
<b>Total :</b>	<b>822</b>	<b>3566</b>

There is a significant difference in the numbers trained across both areas, however this is reflected in the fact that Northumberland has a larger geographical area and therefore this will naturally equate to bigger workforce. A variety of individuals attend the multi-agency training offered, although the higher numbers tend to be from social care staff members.

In addition to the training offered within the Safeguarding Adult Training Programmes, each local authority has been able to provide a range of learning events to Support the SAB priorities both to their internal staff members and to a number of partner agencies, on a single agency basis. These include awareness raising sessions on specific areas such as: Hate Crime, Modern Slavery, Self – Neglect, Impact of Domestic Abuse, MARAC and MAPPA.

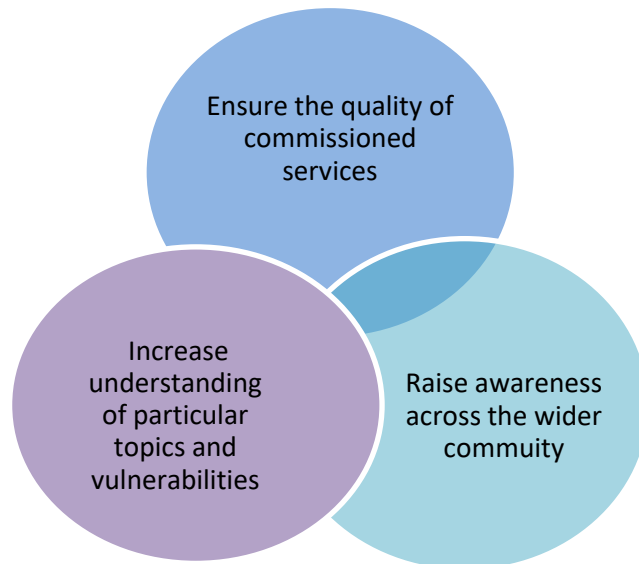
All courses continue to be evaluated to measure their effectiveness and the impact that training has upon practice. The evaluations also play a key role in determining if a course need to be quality assured and appropriate amendments made. The following quotes give a snap shot of feedback received over the year.



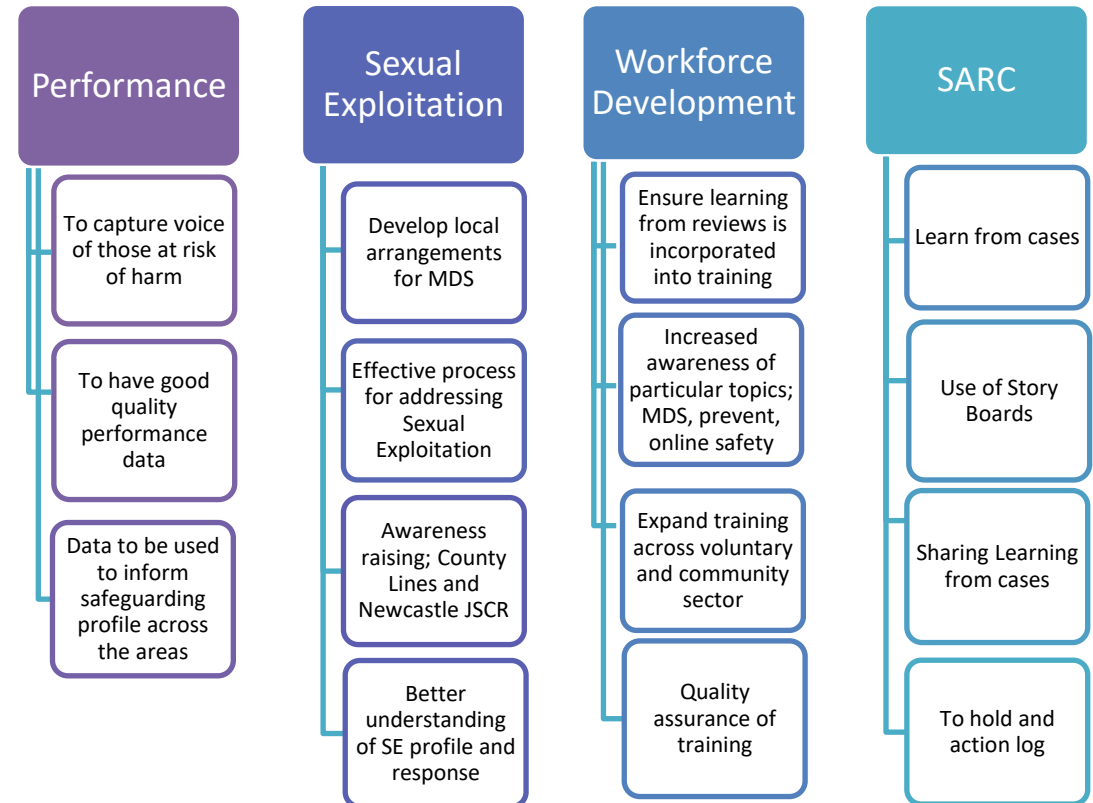
## 8. What are we going to do moving forward?

We have a strategic plan in place for 2018-2019. The plan can be found [here](#) or on the Safeguarding Adults pages at; [www.northtyneside.gov.uk](http://www.northtyneside.gov.uk) [www.northumberland.gov.uk/Care/Support/Safeguarding.aspx](http://www.northumberland.gov.uk/Care/Support/Safeguarding.aspx)

The main objectives of the board as a whole are:



Each sub-group also has a set of objectives which are summarised below:





## 9. Working with our partners

Each of our partner agencies represented on the Safeguarding Adults Board has arrangements within its organisation to ensure an appropriate focus upon safeguarding issues.

Our partners have been invited to contribute to this report. Their individual reports have been compiled into a separate document which can be found here (*hyperlink to be added when approved*). The following extracts summarises some of the key achievements from our partners over the past year and their priorities moving forward.



### Northumbria Police

“the key priority for Northumbria Police, has already become and will continue to be, making sure vulnerable victims are the focus of what we do and the heart of everything we do.”

(Chief Constable Keenen, April 2018)

#### Significant Developments:

- Continued investment in a safeguarding department
- Management of Sexual Offenders and Violent Offenders (MOSOVO)
- Complex abuse investigation unit
- Tackling exploitation and Modern Day Slavery
- Development of MASH
- APVA (Adolescent to Parent Violence) Training
- Embedding making safeguarding personal

#### MDS - Operation Merlin

- 3 year investigation into MDS by Northumbria Police
- Served to change mind-sets and challenge thinking about victims and offenders
- First case of home grown slavery nationally, reported extensively in the media;

<http://www.dailymail.co.uk/news/article-5856411/Chip-shop-slavery-boss-jailed-eight-half-years.html>  
<https://www.chroniclelive.co.uk/news/north-east-news/meet-winton-keenen-northumbria-polices-14524213>



### North Tyneside CCG

#### Achievements:

- Integrated Safeguarding Team and continued representation on SAB and sub groups.
- Training – to Primary Care staff on a range of safeguarding issues
- Awareness raising amongst staff
- GP safeguarding forum
- Participation in the health advocates pilot for domestic abuse

#### Priorities:

- Development of a health response to modern day slavery
- Continued work with nursing homes to improve the quality of provision
- Gaining assurance from commissioned services
- Continued participation in the SAB and other partnerships
- Continue to disseminate learning from reviews



## Northumberland CCG

### Achievements:

- New governance structure in place
- Procurement of a single agency training package for Primary Care staff
- Agreed plan in place for dissemination of learning from reviews
- Substantial assurance gained from external audits were undertaken in 2017 around Safeguarding and DOLS
- Ongoing operational support provided to staff
- Continued representation on SAB, sub groups and other partnerships

### Priorities:

- Enhance existing monitoring and auditing processes around quality of Safeguarding arrangements
- Continuity and expansion of CCG quality monitoring processes
- Looking to develop a GP safeguarding lead network for adults
- Engagement with Primary Care to raise awareness of safeguarding



**Northumberland,  
Tyne and Wear**  
NHS Foundation Trust

## Northumberland Tyne and Wear NHS Foundation Trust

### Achievements:

- Domestic Abuse and Coercive Control workshop
- Trust Board development sessions – APVA/DHRs, Domestic Abuse and Coercive Control
- Development of 7 minute guides to cascade learning
- SAPP team providing virtual support/information to assist decision making/outcomes within MASHs
- Development of mental health referral pathway into the Trust for Channel Panels

### Priorities:

- Work with partners to revise process for MARAC meetings.
- Work with partners to develop MASH and offer daily support as a virtual partner.
- Thematic review of Prevent cases to identify and share lessons learnt across organisation.
- Patient Safety trust Clinical Police Liaison nurse to be part of the SAPP team which will further enhance multi-agency working with police colleagues/partners.
- Develop an information sharing process for MATAAC meetings across LA areas.
- Continued support and leadership to SAB
- Strengthened safeguarding dashboard reporting to CCG



## Northumbria Healthcare NHS Foundation Trust

### Northumbria Healthcare Foundation Trust



#### Awareness raising:

- Safeguarding Annual Conference on Sexual Exploitation
- Domestic abuse week
- SAFE week



#### Priorities:

- Continue to drive the importance of DoLS as a fundamental human right and part of a patient's pathway of care.
- To focus on Mental Capacity Act recording trust wide and guides/resources for public and staff.
- Junior doctors learning disability training (with focus on capacity and consent to accept/ refuse treatment).
- Learning Disability Training for OSM/Matrons and LD Champions.
- To Reach 95% target for Safeguarding Training.

#### Developments:

- Domestic Abuse Health Advocate for A&E and women's services
- New process for Protect forms (referrals from staff to health Safeguarding Team)
- Frequent attenders meetings
- Case Review Monitoring Group meeting to review, monitor and implement safeguarding action plans

**Northumbria**  
Community Rehabilitation Company



## Northumbria Community Rehabilitation Company

### Developments:

- Launch of revised individual programme in relation to Intimate Partner Violence.
- Ongoing staff training in relation to Safeguarding Adults, Domestic Abuse, Hate Crime
- Briefings on Mate Crime and Sexual Exploitation
- Attendance at Modern Day Slavery conference
- Monthly audit process

### Priorities:

- Reducing Offending and Risk of Harm
- Improving Safety, Health and Wellbeing of our Service Users
- Review of Safeguarding Adults Policy.

**National  
Probation  
Service**



## National Probation Service

### Priorities:

- Domestic Abuse
- Modern Day Slavery
- Human Trafficking
- Neglect
- Learning difficulties
- Poverty
- Homelessness
- Mate and hate crime

### Mate crime:

- Raise awareness
- Identify resources and interventions

### Modern Day Slavery:

- Raised awareness
- Identification of cases
- Further identify opportunities for partnership working

### Domestic Abuse:

- Awareness raising in relation to older people and same sex relationships
- Promote expertise – assessing, managing, intervening with perpetrators
- Engage with MATAAC



## Northumberland Fire and Rescue

### Priorities:

- Review risks to our communities, recommending, implementing and evaluating any identified changes in how we deliver our service.
- Continue to embed the organisational strategy for evaluation and quality assurance.
- Actively seek opportunities to work in partnership and collaboration, both internally and externally, to deliver added value to our communities.
- Undertake a full quality assurance review of safeguarding within the Service.
- Consider recommendations and develop an action plan following the review of safeguarding.
- Continue to plan for and implement requirements for Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) programme of inspection.



## Housing

During 2017-18 work continued to develop a consistent approach across all Housing functions with regard to safeguarding ensuring the effective sharing of information with teams and ongoing training with regard to Neglect, Modern Slavery and Domestic Abuse.

### Priorities

- Align reporting as various boards
- Review of sheltered housing service
- Promotion of property and tenant accreditation scheme
- Joint funding of a money advice worker in the Citizens Advice Bureau

“By reporting to police we uncovered a case of Modern day Slavery. A vulnerable adult was given safe and secure accommodation.”



### North Tyneside Council

The Housing Service continues to have an all-encompassing approach to safeguarding across the Service.

Meetings are held bi-monthly to align work, share information and monitor levels of referrals and safeguarding alerts.

Our priority for safeguarding is to continue to ensure staff and empowered to identify issues and make referrals simply and easily.

## 10. Conclusions

The joint North Tyneside and Northumberland SAB has now been in place for over a year, and is a well established and effective partnership. This is demonstrated by our partners' ongoing commitment to the Board through the allocation of staffing, resources and training to this important area of work.

The work of the SAB, through its various sub groups and with local and regional partners, promotes robust safeguarding services across the multi-agency partnership. Work with partners and other boards on issues such as sexual exploitation, self-neglect, domestic abuse and modern day slavery, means the safeguarding system is more effective in recognising and responding to abuse and neglect, and supporting adults at risk.

This report gives an overview of the functions, work plans and commitment from SAB partners, and demonstrates that there has been a year of continuous learning, development and challenge.

The SAB remains committed to the Making Safeguarding Personal agenda, which is always a central focus for the Board. The development of Multi-Agency Safeguarding Hubs in both areas has strengthened safeguarding arrangements and working relationships with our partners, which directly impacts upon the safety of adults at risk of abuse and neglect. We remain committed to working together to develop these arrangements, to ensure we achieve personalised front line practice, and the best possible outcomes for individuals. Moving forward we are looking to further engage communities in the safeguarding agenda, through partnership working and awareness raising. We welcome the contribution of our lay members and their role within this.

## Appendix 1

### Glossary of terms

APVA	<p><b>Adolescent to Parent Violence</b> Adolescent to parent violence and abuse (APVA) may be referred to as ‘adolescent to parent violence (APV)’ ‘adolescent violence in the home (AVITH)’, ‘parent abuse’, ‘child to parent abuse’, ‘child to parent violence (CPV)’, or ‘battered parent syndrome’ There is currently no legal definition of adolescent to parent violence and abuse. However, it is increasingly recognised as a form of domestic violence and abuse and, depending on the age of the child, it may fall under the government’s official definition of domestic violence and abuse.</p>		<p>have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves. Since 13 April 2011 there has been a statutory requirement for local areas to conduct a DHR following a domestic homicide that meets the criteria.</p>
CCG	<p><b>Clinical Commissioning Group</b> Clinical Commissioning Groups were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013. They are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.</p>	DoLS	<p><b>Deprivation of Liberty Safeguards</b> The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. These safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.</p>
Domestic abuse	<p>Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender of sexuality.</p>	Hate crime	<p>Any crime that is perceived by the victim, or any other person, to be racist, homophobic, transphobic or due to a person’s religion, belief, gender identity or disability.</p>
DHR	<p><b>Domestic Homicide Review</b> A Domestic Homicide Review (DHR) is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to</p>	JSCR	<p><b>Joint Serious Case Review</b> The Newcastle Safeguarding Adults Board (NSAB) and the Newcastle Safeguarding Children Board (NSCB) published a Joint Serious Case review to consider and learn from sexual exploitation involving children and young adults in Newcastle.</p>
		LA	<p><b>Local Authority</b> A local authority is an organisation that is officially responsible for all the public services and facilities in a particular area.</p>

MARAC	<p><b>Multi-Agency Risk Assessment Conference</b> A multi-agency forum of organisations that manage high risk cases of domestic abuse, stalking and 'honor' based violence.</p> <p>A <b>MARAC</b> meeting includes representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advice, probation and other specialists from the statutory and voluntary sectors.</p>
MATAC	<p><b>Multi-agency Tasking and Coordination</b> Identified domestic abuse perpetrators will be referred into the MATAC process where key partners will agree a bespoke set of interventions using a domestic abuse 'toolkit'. This can include targeting and disrupting perpetrators and or supporting them to address their behaviour.</p>
MASH	<p><b>Multi-Agency Safeguarding Hub</b> A joint service made up of staff from the police, local authority, health and other agencies. Information from different agencies is collated and used to decide what action to take. Designed to facilitate information-sharing and decision-making, to ensure the individual is safeguarded.</p>
MDS	<p><b>Modern Day Slavery</b> Modern day slavery refers to any form of forced human exploitation for labour or service, such as human trafficking, forced labour, sexual exploitation and domestic servitude.</p>
MSP	<p><b>Making Safeguarding Personal</b> Person centred responses to safeguarding circumstances, creating a range of responses for</p>

	<p>people who have experienced harm and abuse, so that they feel more empowered and their lives are improved.</p>
Mate crime	<p>A form of exploitation which occurs when a person is harmed or taken advantage of by someone they thought was their friend.</p>
NHCFT	<p><b>Northumbria Healthcare Foundation Trust</b> Northumbria Healthcare NHS Foundation Trust provide hospital and community health services in North Tyneside and hospital, community health and adult social care services in Northumberland</p>
NTW	<p><b>Northumberland, Tyne and Wear NHS Foundation Trust</b> Northumberland, Tyne and Wear NHS Foundation Trust (NTW) provides mental health and disability services and support across North East England</p>
NSCB	<p><b>Northumberland Safeguarding Children Board</b> The NSCB's role is to coordinate local work to safeguard and promote the welfare of children and ensure the effectiveness of the member organisations' work, individually and together.</p>
Prevent	<p>Government strategy launched in 2017 aimed at stopping people becoming terrorists or supporting terrorism. Preventable strand of the Government's counter-terrorism strategy, CONTEST.</p>
Organisational Abuse	<p>Including neglect and poor care practice within an institution or specific care setting such as hospital or care home, or in relation to care provided in an individual's own home. This may range from one off incidents to ongoing ill treatment.</p>



SAB	<p><b>Safeguarding Adults Board</b> The main objective of the SAB is to improve local safeguarding arrangements to ensure partners act to help and protect adults experiencing, or at risk of neglect and abuse.</p>
SAFE week	<p><b>Safeguarding Awareness for Everyone week</b> Awareness raising week of activities a Page 32 of 33 Tyneside and Northumberland.</p>
SAR	<p><b>Safeguarding Adults Review (under s.44 of the Care Act)</b> SABs must arrange a Safeguarding Adults Review when an adult dies as a result of abuse or neglect, known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. Or if an adult has not died, but the SAB suspects that the adult has experienced serious abuse. See full <a href="#">Care Act guidance</a>.</p>
SARC	<p><b>Safeguarding Adults Review Committee</b> Sub-committee of the SAB which reviews cases and makes recommendations about learning reviews which may be required.</p>
SCIE	<p><b>Social Care Institute for Excellence</b> Leading improvement support agency and an independent charity working with adults', families' and children's care and support services across the UK.</p>
SE	<p><b>Sexual Exploitation</b> Sexual exploitation involves exploitative situations, contexts and relationships where a victim (or a third person or persons) receives 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or</p>

	another or others performing on them, sexual activities.
Self-Neglect	This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
S.42 Enquiry	The Care Act 2014 ( <b>Section 42</b> ) requires that each local authority must make <b>enquiries</b> , or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect. See full <a href="#">Care Act guidance</a> .

## Appendix 2

Partner reports – see separate report