North Tyneside Safeguarding Adults Board

Annual Report 2016-2017
<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreword</td>
<td>3</td>
</tr>
<tr>
<td>Local Safeguarding Data 2016-17</td>
<td>4</td>
</tr>
<tr>
<td>Introduction</td>
<td>5</td>
</tr>
<tr>
<td>Safeguarding Adults</td>
<td>5</td>
</tr>
<tr>
<td>1. The Care Act 2014</td>
<td>5</td>
</tr>
<tr>
<td>2. Safeguarding Adults Board SAB</td>
<td>5</td>
</tr>
<tr>
<td>3. SAB Priorities 2016-17</td>
<td>6</td>
</tr>
<tr>
<td>4. Empowerment</td>
<td>6</td>
</tr>
<tr>
<td>5. Prevention</td>
<td>9</td>
</tr>
<tr>
<td>6. Proportionality</td>
<td>10</td>
</tr>
<tr>
<td>7. Protection</td>
<td>14</td>
</tr>
<tr>
<td>8. Partnership</td>
<td>15</td>
</tr>
<tr>
<td>9. Accountability</td>
<td>16</td>
</tr>
<tr>
<td>10. Performance Data</td>
<td>32</td>
</tr>
<tr>
<td>12. Annual Plan 2017-18</td>
<td>38</td>
</tr>
</tbody>
</table>
Foreward

Welcome to the publication of my first Annual Report as Independent Chair of North Tyneside and Northumberland Safeguarding Adults Board.

This report demonstrates how agencies work together and is formally held to account to make sure the whole safeguarding system is operating effectively to protect vulnerable people. The Safeguarding Adults Board (SAB) oversees this work, ensuring 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, as well as the necessity to streamline limited resources.

Our annual report provides local people with an account of the SAB’s work over the past year to improve the safeguarding and wellbeing of vulnerable adults across North Tyneside and Northumberland. It reflects the activity of the Board and its sub-committees to achieve our agreed priorities for 2016/17.

Looking forward, my intention is to ensure that in North Tyneside and Northumberland we 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 from service-users, carers and the local community, and holds all relevant agencies to account.

My thanks go to the partner agencies that make up the SAB, and for their work and dedication during a time of huge demand and whose commitment and motivation delivers our shared priorities; it is a privilege to work them. I would also like to thank and recognise the contribution of the Health and Well-Being Portfolio Holders who bring another layer of independent scrutiny to the work of the Board.

Thank you for taking the time to read our annual report. I hope you find it interesting and useful, and are reassured that the SAB is committed to continual improvement and decisive action.

Paula Mead
NT & NLSAB Independent Chair
Local Safeguarding Data 2016-17

1745 adult concern notifications (ACNs) which is a 0.68% decrease when compared to 2015/2016.

422 Section 42 enquiries (11.64% increases on 2015/2016). There was a 23% decrease between Q1 and Q4 which may be due to an increase in awareness and training of staff.

Neglect and Acts of Omission (117 cases) was the most common form of abuse reports, with Financial or Material Abuse (112) being the second most frequent.

There were 78 cases of Physical Abuse and 63 cases of Psychological Abuse.

296 of cases resulting in an enquiry involved abuse in the person’s own home, with 104 occurring in Care Homes (Nursing and Residential) and 48 in the community.

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

106 cases involved a Service Provider and 101 cases involved strangers.

Of the cases which resulted in an enquiry, 252 resulted in the risk reduced and 108 had the risk removed completely.

62 cases ended with the risk remaining but with case management on-going to manage the risk.

Independent Provider Agencies were the most frequent referrers for safeguarding enquiries with a total of 89.

Social Care Staff referred 73 cases and Family/Friend/Neighbour referred 23 cases.

80% of people who were able to express their desired outcome, or had someone to speak for them, had their outcomes fully or partially met.

No Safeguarding Adult Reviews were completed in 2016/2017
Introduction

Safeguarding Adults

Safeguarding Adult’s means protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse for those individuals who are most at risk in our society.

1. 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 or neglect.

The Act also makes it a legal requirement to have a Safeguarding Adults Board and the Board as a multi agency partnership must have an Annual plan, publish an Annual Report and commission Safeguarding Adults Reviews if the criteria are met.

2. Safeguarding Adults Boards SAB

In December 2016 North Tyneside and Northumberland SAB’s agreed to merge to create one SAB that will cover the two geographical areas.

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.
3. SAB Priorities from 2016-17

In 2016 agreed North Tyneside SAB set it’s priorities for 2016-19 to be aligned to the six key principles in The Care Act 2014 which underpin all adult safeguarding work. These are:

**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

As in previous years, and in line with The Care Act 2014, the SAB agreed an Annual Plan setting out the work that would be carried out by the SAB and its Sub Groups for 2016-17 to meet these priorities.

4. Empowerment

4.1 Making Safeguarding Personal

The Care Act 2014 determined that Making Safeguarding Personal is a key principle of Safeguarding Adults. This means that in any Safeguarding Adults situation the views of the adult at risk of harm, about what would make them feel safe is paramount, should be sought and wherever possible their outcomes should be identified and worked towards. North Tyneside Safeguarding Adults process requires that the questions are asked of the individual or their representative if they don’t have capacity, that their outcome is recorded and then identified if these outcomes have been met or not.

The chart below shows the outcomes achieved during 2016/17 in line with making safeguarding personal. Overall, where identified, 80% of outcomes identified were achieved. Those outcomes not achieved are often not achievable due to the nature of the outcome identified, such as to return stolen money.
4.2 Service Users Engaged in the Safeguarding Process

North Tyneside have reviewed and updated all leaflets to raise awareness for Safeguarding Adults. This includes an Easy read version. These have both been printed and are also available on the Local Authority website. A leaflet has been developed to provide information Sheet for individuals and their relatives who are going through the Safeguarding process. The aim of this is to increase knowledge of the process for those people and to ensure they feel involved in meetings. This leaflet was taken to a relatives meeting in a care home to ensure that the leaflet was clear and easy to understand.

These can be found on the North Tyneside website here:

http://my.northtyneside.gov.uk/category/1033/safeguarding-adults
A training package has been developed and delivered to people who use services to increase their understanding of abuse and of the Safeguarding process. This was delivered twice in 2016-17 and had 26 people attend the training. See Training report page 10.

During 2016-17 the recording process for Safeguarding has been improved to include information about the use of advocacy for individuals in safeguarding cases. 47.39% of clients were supported by informal advocacy and 13.94% supported by a formal advocate, of those not supported 38.68% were supported during the safeguarding process by a family member or friend.
5. Prevention

5.1 Raising Awareness of Safeguarding

North Tyneside Council send out a survey to service users every year to gather information on a variety of issues. This is sent out to 1638 people across the borough. This year a specific question was included to ask people “Would you know what to do if you were worried about someone who was vulnerable?” 77.11% of respondents responded yes to this question, they would know what to do if they were worried about someone who was vulnerable.

5.2 SAFE Week (Safeguarding Adults for Everyone)

For the third year running North Tyneside has hosted a SAFE week. The aim of this is to raise awareness about Safeguarding adults to professionals, service users and the general public. In July 2016 there was a week of events across the borough. This week coincided with the Regional Radio Campaign funded by ADASS.

This included market stalls at North Tyneside General Hospital and in North Shields Town Centre.
Coffee mornings were hosted by several provider agencies for example in care homes to raise awareness about safeguarding for the residents and their relatives. These also proved to be very popular and fun.

Stalls were held at several of the North Tyneside Summer Festival events, for example at the Rising Sun Family Day and Segedunum.

During the course of the week several thousand leaflets were given out to members of the general public.

6. Proportionality

6.1 Closer working between partner agencies

The SAB has established a Quality Assurance Framework, which is sent out to all partner agencies to provide assurance regarding the Safeguarding arrangements they have in place. This was updated and sent out in November 2016. In order to verify the information each agency provided to the SAB, a challenge event was held in February 2017. This proved to be a positive way to hold discussions between representatives from different agencies in relation to their own safeguarding processes. The topics discussed included arrangements for recruiting and supervising staff; leadership and governance systems in place in each agency and the provision of training for staff across organisations. The outcomes of these discussions have formed part of the SAB Annual Plan for 2017-18, which are set out in the Business Plan 2016-19.

Please see website for more details:

6.2 Training to improve decision making

**North Tyneside Annual Training Report 2016-17**

The purpose of this report is to give a summary of the training that has been delivered within North Tyneside over the past year. This will be the last single report from North Tyneside and it is the intention of the Workforce Sub-group to ensure all reports submitted in the future will be Joint with Northumberland.

**Multi-Agency**

The table below lists the Adult Safeguarding Courses that have been delivered by North Tyneside from 1st April 2016 – 31st March 2017, attendance and frequency of delivery.

These courses are listed in the Adult Safeguarding Directory and are available for all partners to access as part of the Safeguarding Training Offer.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Number of Courses</th>
<th>Number of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safeguarding Adults – A Basic Awareness.</td>
<td>22</td>
<td>537</td>
</tr>
<tr>
<td>Safeguarding Adults: A Providers Perspective (2 day course).</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>Safeguarding Enquiries Call back session for Social Work Practitioners.</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>Financial Abuse and how to be financially aware.</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>MCA/Dols Fundamentals</td>
<td>6</td>
<td>103</td>
</tr>
<tr>
<td>Assessing Capacity, Best Interests and Dols Workshop</td>
<td>3</td>
<td>25</td>
</tr>
<tr>
<td>Self – Neglect Workshop</td>
<td>5</td>
<td>82</td>
</tr>
<tr>
<td>Sexual Exploitation Workshop</td>
<td>5</td>
<td>81</td>
</tr>
<tr>
<td>Keeping yourself Safe</td>
<td>2</td>
<td>26</td>
</tr>
<tr>
<td>Domestic Abuse for Adult Social care Practitioners</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>Multi – Agency Risk Assessment Conference (MARAC)</td>
<td>4</td>
<td>70</td>
</tr>
<tr>
<td>MAPPA</td>
<td>8</td>
<td>115</td>
</tr>
<tr>
<td>Prevent</td>
<td>17</td>
<td>516</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>1638</strong></td>
<td></td>
</tr>
</tbody>
</table>
The figures display that we do have a higher percentage of North Tyneside Council staff attending courses, quickly followed by the Private / Voluntary sector. We can also confirm that all CRC and NPS staff working into North Tyneside have completed appropriate Safeguarding Training this year.

**Single Agency Training**
The tables below highlight training currently being undertaken on a single agency basis across North Tyneside.

### Health Training Figures

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safeguarding Adults - Level 1</td>
<td>85.2%</td>
</tr>
<tr>
<td>Safeguarding Adults - Level 2</td>
<td>68.4%</td>
</tr>
<tr>
<td>Mental Capacity Act - Level 1</td>
<td>94.1%</td>
</tr>
<tr>
<td>Mental Capacity Act - Level 2</td>
<td>72.6%</td>
</tr>
<tr>
<td>Deprivation of Liberty (DoLs)</td>
<td>68.9%</td>
</tr>
</tbody>
</table>

### NTW Figures

<table>
<thead>
<tr>
<th>Course</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Awareness</td>
<td>94.6%</td>
</tr>
<tr>
<td>MCA</td>
<td>85%</td>
</tr>
</tbody>
</table>
This is a snapshot of the training currently being delivered by two of our main partners across the borough and offer assurance that training is taking place and is at a suitable level. The compliance percentages that have been recorded stipulate the overall figures Trust Wide, as these cannot be split by locality. The percentage figure is in relation to the identified staff within the trust that requires the training at each level and does not include every member of staff employed in the organisation. The compliance target for both organisations was 85% by the end of the year, this has been achieved.

### Training Associates Figures

<table>
<thead>
<tr>
<th>Organisation/ Provider</th>
<th>Number of Courses</th>
<th>Total Number Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Prospects</td>
<td>5</td>
<td>33</td>
</tr>
<tr>
<td>Percy Hedley</td>
<td>8</td>
<td>83</td>
</tr>
<tr>
<td>Age UK</td>
<td>21</td>
<td>148</td>
</tr>
<tr>
<td>New Beginnings</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Care Centre</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>St John Ambulance</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>35</strong></td>
<td><strong>285</strong></td>
</tr>
</tbody>
</table>

The Training Associates are a group of individuals who have completed a train a trainer programme and deliver the North Tyneside endorsed training package to their own staff teams. Within the last year they have delivered the training package collectively to 285 staff members.

As part of the sub-group we have an agreed Quality Assurance programme, to ensure that training courses are appropriate for each level. A representative from the Training Associates group, Health and NTW all sit with the group and assurance can be given that the safeguarding policies are followed and training materials are of a good standard.

### Evaluations

With the introduction of a new Learning Management System in October, a decision was taken that we would no longer continue to use the Initial Evaluations for training from the 1\textsuperscript{st} October and would instead choose to concentrate on the impact that training had on practice – with a more in-depth and reflective evaluation conducted 4-6 weeks after a training session had taken place.

The initial evaluations were therefore only collected between the 1\textsuperscript{st} April – 1\textsuperscript{st} October 2016. Initial evaluations were completed at the end of every safeguarding course conducted within this time frame with the results as follows:

Training continued to be very positive; with 100% of learners stating the training met their expectations. When asked about delivery methods 92% commented this had been excellent with the other 8% stating good. With the Knowledge and Helpfulness of the trainer 96% rated this area as excellent and the other 4% as good.

When asked how delegates will implement their learning in practice, the following are typical examples taken from the ‘Basic Awareness’ course:

- I now know the 10 categories of abuse and some possible signs that this is taking place. I will know when to report this to my line manager.
- I will be more observant within my role and ensure I complete my competencies.
I will speak to service users, about how they can keep themselves safe.

Using the new learning management system from the 1st October, Impact Evaluations could be automatically sent out to delegates 4 weeks after attending a course with some specific questions, to support delegates to reflect on their practice and how they might have put their learning into practice. Some of the feedback includes:

- The team have displayed a better understanding on the process of safeguarding and have been able to demonstrate better practice in this area.
- The team now have confidence in applying the thresholds to determine if a case is a lower level or a safeguarding enquiry.
- The ten step procedure has been placed on the wall and all staff members understand their role at each step of the process.
- Staff clearly understands the difference between strategy discussion and strategy meetings, and when they should use each appropriately.

All clearly demonstrating, the impact that training has had upon practice.

7. Protection

7.1 Increased understanding of particular topics

The SAB identified several topics which needed particular scrutiny throughout the year. These included:

Modern Slavery
North Tyneside SAB along with Northumberland and Newcastle have developed North of Tyne Guidance for Staff regarding Modern Slavery. This focuses on how to identify concerns and informs staff what they should do if they have concerns. This was launched at a North of Tyne Conference held in November 2016. This saw 300 people attend a full day conference which covered a variety of topics, including modern slavery and trafficking, sexual exploitation, hate crime and domestic abuse. This was a very successful conference attended by a wide variety of professionals.
Sexual Exploitation
The SAB in conjunction with the Children’s Safeguarding Board and Community Safety Partnership has established a joint Sub Group focusing on Sexual Exploitation. The Sub Group has developed and agreed a Strategic Action Plan. This brought together different work, which had already taken place regarding tackling sexual exploitation, and identified new areas of work which need to be done. As a result of the joint sub group a variety of actions have taken place, for example identifying a problem profile for North Tyneside which show the geographical areas of concern where individuals or groups may be at increased risk. A data set has been agreed so that the sub group can monitor the numbers of Safeguarding Adults concerns where sexual exploitation has been the cause of concern.

There has also already been a lot of training provided to raise awareness about sexual exploitation to a variety of different groups of people, in particular to schools, taxi drivers and staff working with those most at risk.

Prevent and Channel
There is a joint procedure which is in place across Children’s, Adults and Community Safety for responding to concerns regarding possible radicalisation of young people or adults at risk of harm.
In North Tyneside there have been very low referral rates. In response to this exercises have taken place to ensure that members of staff are equipped to know how to manage such referrals.

Travelling Communities
During the past year work has been carried out by North Tyneside Council between Housing and Social Care for both Children’s and adults to oversee the duties of the Local Authority towards travelling communities. This has included updating the response and assessment process that would happen at The Front Door as and when travelling communities are in the borough to ensure that steps are taken to identify anyone with vulnerabilities.

8 Partnership

8.1 Increased partnership working across Boards
There continues to be close working arrangements between the Children’s Safeguarding Board, the Adults Safeguarding Board and the Community Safety Partnership in North Tyneside. This is demonstrated throughout this report with examples of joint working arrangements and shared policies. For example; the development of the joint Sexual Exploitation Sub group and the guidance for managing referrals regarding Chanel and Prevent.

8.2 To have an effective Safeguarding Adults Board
The Board members have completed a training need analysis to identify areas of required learning. From this Board members have received a two day training course from Belinda Schwehr. This focused on the roles and responsibilities of Board Members, as well as providing information on the legal aspects that underpin the duties of Safeguarding Adults Boards.
The Induction programme for new Board members has been revised and an E-learning training package has been developed to provide an overview of the roles and responsibilities as well as the purpose of both the adults and children’s Boards. This is available to members of the Boards as part of their induction, but is also available to all other workers to improve the general understanding of Statutory Boards.

9 Accountability

9.1 Increased understanding of Safeguarding across all agencies
All partner agencies were asked to provide an overview of their work in Safeguarding for the past year. These reports provide a useful overview of the type of work being carried out in Safeguarding Adults across partner agencies.

- North Tyneside Council

To: North Tyneside and Northumberland Safeguarding Adults Board
From: Alison Tombs
Organisation: Adult Social Care North Tyneside Council
Date: 05.08.17
Title of Report: Partner Update for SAB 2016-17 Annual Report

1. Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

North Tyneside Council Adult Social Care has undergone a restructure during the past year. This has now been implemented. Social workers and Community Wellbeing Officers are now based in locality teams. The aim of this is to ensure that people who are in receipt of an adult social care service have an allocated worker who knows the geographical area they live in well.

Members of the Safeguarding Team are now working into these locality bases to provide increased support to members of staff who are dealing with Safeguarding concerns.
All new cases continue to come through the Gateway team to ensure appropriate triage is undertaken.

The Council continues to be the lead agency with responsibility for undertaking Safeguarding Adults Enquiries. North Tyneside has during the past year procured a new IT database system, which will improve the way in which safeguarding concerns are recorded and processed.

Senior Leadership for the Council have regular meetings with Safeguarding leads for Children’s and Adults to ensure there is oversight for high profile safeguarding cases at the highest level within the council.

The Council is working with partner agencies to develop a Multi Agency Safeguarding Hub – MASH. This will be based with The Gateway Team and will respond to both Children’s and Adults Safeguarding concerns.

2. **Update of the last year’s actions and achievements:**
   North Tyneside staff had a key role in the planning of SAFE week
   North Tyneside continue to have lead role for conducting Safeguarding Enquiries
   North Tyneside has a robust audit process for monitoring the quality of Safeguarding cases. Regular reports are provided to senior managers for oversight of this work.
   The joint working across Children’s, Adults and Community Safety in particular topics has resulted in improved outcomes for individuals, especially those at risk of sexual exploitation.

3. **Financial / resource implications for your agency:**
   The Council continues to provide a high level of input into the SAB with an identified senior manager responsible for the Board, a new Information Governance and Safeguarding Manager to oversee the team and the strategic work undertaken by the Council.
   North Tyneside also provides the administration of the SAB.

4. **Next Steps/Future plans /priorities**
   To embed the new way of working across teams
   To implement the MASH
   To implement the new IT database system
• North Tyneside CCG

To: North Tyneside and Northumberland Safeguarding Adults Board

From: Adrian Dracup

Organisation: North Tyneside CCG

Date: 04.07.17

Title of Report: Partner Update for SAB 2016-17 Annual Report

1. Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

The CCG now has an integrated safeguarding team which comprises of the following staff:

• Executive Director of Nursing: Chief Operating Officer
• Head of Safeguarding: Designated Nurse Safeguarding Children.
• Designated Nurse Looked after Children: Safeguarding Children and Adults officer.
• Safeguarding Adults Lead: Safeguarding Children and Adults officer.
• Named GP Safeguarding Children and Adults.
• Designated Doctor Looked After Children.
• Designated Doctor Safeguarding Children.

The CCG is represented on the following:

• Safeguarding Adults Board.
• Communication and Engagement sub group.
• Improving Practice and Performance sub group.
• Safeguarding Adult Review Committee.
2. **Update of the last year's actions and achievements:**

In addition to the above the Clinical Quality Lead Nurse provides advice and guidance to North Tyneside nursing homes with regard to ensuring safe and high quality care is provided to residents. This is being further strengthened by the introduction of a joint care home contract with the local authority.

The CCG continues to provide regular training to primary Care staff on a variety of safeguarding issues including general safeguarding, domestic abuse and Multi-Agency Risk Assessment Conferences (MARAC), Peer review sessions for GP practice safeguarding leads and Work Shop to Raise Awareness of Prevent (WRAP) training; to date 24 out of the 29 GP practices have received WRAP training.

In April 2016, North Tyneside CCG (NTCCG) safeguarding leads, including the executive lead met with NHS England (NHSE) safeguarding team to assess the evidence that the CCG had provided with regard to the NHSE self-assessment tool. The key lines of enquiry contained within the self-assessment were elicited from the standards set out in the CCG Assurance Framework 2015/2016 Operating Manual. NTCCG was as being ‘fully compliant’ with the standards.

In November 2016, NT CCg received substantial assurance from an independent audit with regard to the organisation’s safeguarding arrangements.

The CCG however continues to develop new initiatives to improve the safeguarding arrangements within the organisation.

Safeguarding is a core part of the NHS contract with providers therefore through quality review groups the wider quality assurances are sought.

3. **Financial / resource implications for your agency:**

At a time of significant financial challenge the CCG have enhanced their safeguarding team capacity which demonstrates its continuing commitment to this core duty.

4. **Next Steps/Future plans /priorities**

Continue to attend and participate in the SAB and the sub groups, to assess and seeking assurance that effective multi-agency safeguarding arrangements are in place to safeguard adults at risk in North Tyneside.

Ensuring all new initiatives such Care Plus (Integrated care in the community) has safeguarding embedded within service policies, procedures and practice.

Continuation of the CCG and primary care training programme. Measure staff compliance with safeguarding adults training.

Disseminate the learning from Serious Adult Case Reviews, Domestic Homicide Reviews and lower level learning reviews where appropriate.
To: North Tyneside and Northumberland Safeguarding Adults Board

From: Peter Storey

Organisation: Northumbria Police

Date: 05.09.17

Title of Report: Partner Update for SAB 2016-17 Annual Report

1. Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

The Safeguarding Department has been created within the Force Operating Model to coordinate the police response to the most vulnerable members of our community.

It is clear in its principle that Northumbria Police will simply be outstanding in the delivery of services and will see a joined up approach to all areas of vulnerability across the force.

The department will oversee and drive the force response in relation to the following areas:

- Child Abuse
- Missing Children
- Domestic Abuse
- Rape
- Vulnerable Adults
- MAPPA / MATAC
- Reach
- Hate Crime
- Operation Sanctuary
- Trafficking
- Sex Workers
- ASB
- Safeguarding of Vulnerable Persons

The establishment of safeguarding has increased the number of staff working on vulnerability in North Tyneside. A project team has been initiated to develop new approaches to safeguarding and improve services to among others vulnerable adults.

2. **Update of the last year’s actions and achievements:**

   Operation Sanctuary is a Northumbria Police led, multi-agency operation which looks to target the behaviour of men who commit sexual offences against vulnerable adults and children. As a result of a successful home office innovation bid a south based hub has been developed from April 2016. Social workers from North Tyneside work alongside workers from Changing lives, Bright futures and Barnardo’s.

3. **Financial / resource implications for your agency:**

4. **Next Steps/Future plans /priorities**
To: North Tyneside and Northumberland Safeguarding Adults Board

From: Jane Abbott Professional and Operational Lead for Safeguarding

Organisation: Northumbria Healthcare NHS Foundation Trust

Date: 7.7.17

Title of Report: Partner Update for SAB 2016-17 Annual Report

1. Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

The Interim Director of Nursing has an executive board level responsibility for safeguarding.

The Trust Safeguarding Board is chaired by the Interim Director of Nursing. Named and Designated Safeguarding professionals as well as the Leads for Mental Capacity, DoLS, Learning Disabilities and Adult safeguarding attend monthly. There is also senior representation from all Business Units. The Safeguarding Board monitors governance arrangements regarding safeguarding vulnerable people (both adults and children).

The Safeguarding Board through its membership is responsible for ensuring safeguarding arrangements are in place Trust Wide, identifying risks through the risk register and monitoring action plans. The Trust Safeguarding Board is the corporate hub through which information is disseminated to all levels of staff within the Trust both at ground level and through the relevant governance structures of the Assurance Committee and the Trust Board of Directors.

The Professional and Operational Lead for Safeguarding Adults and Children provide quarterly and annual reports to Trust Board. The reports provide assurance that local arrangements are in place for safeguarding the vulnerable and the Trust is meeting its statutory requirements and is in line with National guidance.

Child Protection systems and policies are up to date with robust and regular reviews, which are ratified by Trust Board. Including a process for following up
children who miss appointments and a system for identifying children where there are safeguarding concerns.

The safeguarding teams receive notification of safeguarding incidents reported within Datix (incidents), safeguarding children referrals and Adult PROTECT forms which provide an overview and support for all serious incidents.

The safeguarding leads link into Trust internal meetings where aspects of safeguarding are required such as Security meetings, SNF, Tissue Viability, IR1 meetings, and clinical governance meetings

2. Update of the last year’s actions and achievements:

**CQC Inspection November 2015**

The Trust received a comprehensive Inspection in November 2015. The final report was received in May 2016 the Trust had an overall rate of Outstanding. Safeguarding featured highly within the reports, all staff were able to articulate to the inspectors their safeguarding responsibilities and duty of care, which shows that the training and supervision and support they receive is effective.

“All frontline staff we spoke with had a comprehensive understanding of the safeguarding process and were aware of their individual responsibilities regarding the safeguarding of both children and vulnerable adults”

“We saw evidence that referrals for vulnerable adults and children were regularly made and information was routinely sent to health visitors about all children who attended the department. Staff knew about specific safeguarding topics such as sexual exploitation, people trafficking and female genital mutilation (FGM)”

NHCFT Safeguarding Strategy and Priorities are shaped by National and regulatory requirements as well as the Safeguarding Adult Board. The Safeguarding Team have delivered on all of the priorities identified in 2015-16 Annual report.
<table>
<thead>
<tr>
<th>Key priorities for 2015-16</th>
<th>What we have achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continue to deliver training across the Organisation to ensure all staff are aware of their safeguarding role and compliant with partnership board requirements.</td>
<td>Safeguarding training figures show high compliance</td>
</tr>
<tr>
<td>To further develop the views of service users in safeguarding decision making</td>
<td>Making safeguarding personal principles adopted where there are safeguarding concerns. The persons views are sought and considered.</td>
</tr>
<tr>
<td>To further raise awareness of Sexual Exploitation to front line services</td>
<td>SE task group established. Awareness raised in key frontline services such as A and E sexual health services, womens services.</td>
</tr>
<tr>
<td>Further develop the adult referral form and mechanism with our partner agencies</td>
<td>Form is now designed and tested. Launch of electronic referral form planned for May 2017</td>
</tr>
<tr>
<td>Development of training programme in relation to mental capacity and deprivation of liberties safeguards.</td>
<td>Training established, workbook developed and rolled out</td>
</tr>
<tr>
<td>The Trust is able to identify adults with a learning disability within acute care. Further work in tracking the patient journey required</td>
<td>RAPPA system in place. CQUIN target established. Patient tracker embedded.</td>
</tr>
<tr>
<td>Engage in multi-agency safeguarding adult and Children audit as part of quality and assurance agenda</td>
<td>NHCFT section 11 audit and the SAB Quality Assessment Framework as well as multi agency audit from SCR’s, DHR’s</td>
</tr>
<tr>
<td>Develop a Safeguarding Adults audit programme in line with the children’s audit plan.</td>
<td>The Safeguarding Adult Team now have an annual audit plan which includes Safeguarding adults, Learning Disabilities, Mortality Review, MCA, MHA, DOLS</td>
</tr>
<tr>
<td>To continually review policies and procedures; timely and demonstrating evidence based / national directive.</td>
<td>All safeguarding policies have been updated following national directive and local learning.</td>
</tr>
<tr>
<td>To roll out new mandatory WRAP training under the Prevent agenda.</td>
<td>WRAP training established. 1st year target met for WRAP training</td>
</tr>
</tbody>
</table>

3. Financial / resource implications for your agency:

Highly publicised cases of abuse remind us of the importance of making sure that the most vulnerable adults and children in our care are listened to and have a voice. We all have a duty to our patients and their families to learn the lessons to ensure that the vulnerable in society are safe and protected.

This report is written at a time of change for the Health Service. This reporting period has seen many challenges, with changes in the NHS commissioning arrangements, in conjunction with continuing financial austerity and change across other partner agencies. These changes have and will in the future affected how we work with agency colleagues in social care and the police force, resulting in a greater responsibility being placed on health professionals for ensuring that the most vulnerable in our care are protected. Our safeguarding teams continue to support our staff through their expertise and knowledge and deliver training to enable our staff to take on this increased responsibility.
4. **Next Steps/Future plans /priorities**
   The priorities for the Safeguarding Teams have been considered against the LSCBs and SAB Business Plans. Future priorities for the period April 2017-March 2018 include:

<table>
<thead>
<tr>
<th>Key Safeguarding Priorities 2017-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Preventing harm and the protection of vulnerable children, young people and adults who access services through quality safeguarding training, supervision and support for staff.</td>
</tr>
<tr>
<td>2. To further raise awareness of Sexual Exploitation of front line services</td>
</tr>
<tr>
<td>3. To Raise awareness of Modern Day Slavery amongst all staff groups</td>
</tr>
<tr>
<td>4. To embed the learning from SCR’s, DHR ‘s and SLE’s throughout the organisation to improve care and prevent further tragic events</td>
</tr>
<tr>
<td>5. To further develop Adult supervision and across frontline services</td>
</tr>
<tr>
<td>6. To further develop staff awareness in relation to mental capacity and deprivation of liberties safeguards.</td>
</tr>
<tr>
<td>7. To further strengthen links between Community and Acute services to ensure seamless care for people with learning disabilities</td>
</tr>
<tr>
<td>8. Engage in multi-agency safeguarding adult and Children audit as part of quality and assurance agenda</td>
</tr>
<tr>
<td>9. To continually review policies and procedures; timely and demonstrating evidence based / national directive.</td>
</tr>
</tbody>
</table>
• Northumberland, Tyne & Wear NHS Foundation Trust

To: North Tyneside and Northumberland Safeguarding Adults Board

From: Jan Grey Head of SAPP

Organisation: NTW NHS FT

Date: 29/6/2017

Title of Report: Partner Update for SAB 2016-17 Annual Report

Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

1. Northumberland Tyne and Wear NHS Foundation Trust Lead officer for Safeguarding and Public Protection is the Executive Director of Nursing and Operations. A Nurse Director and Head of Safeguarding and Public Protection are identified named individuals who ensure the management of the trust Safeguarding and Public Protection team as well as ensuing a robust system is in place for safeguarding and public protection underpinned by sound clinical and corporate governance arrangements. The trust has a Safeguarding and Public Protection committee that meets 6 times a year. Trust board receive bi monthly reports including updates safeguarding children and adult boards. The trust Adults at Risk Policy has been reviewed, ratified and implemented in January 2017.

   The Safeguarding and Public Protection Team review every safeguarding adult concern, providing practitioners with advice, support and supervision where necessary. Two audits were undertaken in 2016/17 in relation to safeguarding. The first was an audit of the Safeguarding process and the second being an audit of the Safeguarding and Public Protection Team triage process. Both audits indicated full compliance with no key risks established.

2. Update of the last year’s actions and achievements:

   The Safeguarding and Public Protection Team have improved ways of working by reviewing the Triage model for access to advice, supervision and support. Access to triage is now via the completion of a web based form by a trust employee and reviewed by the triage worker. This enables the monitoring of all concerns in real
time including positive reporting of both significant harm and the identification of low level concerns that require a single agency plan to safeguard. The data of types of harm, threshold of harm and actual impact are presented to trust Quality and performance Committee on a quarterly basis. Also safeguarding assurance dashboards are submitted quarterly to the respective Clinical Commissioning Groups.

The Board of Directors, trust Safe groups and the NTW Nursing Conference 2017 have all received a presentation on domestic abuse in older people and coercive control. In 2016 the trust was inspected by the CQC and was given the grade outstanding.

3. **Financial / resource implications for your agency:**

   The ability for the SAPP team to provide robust safeguarding support to trust services and current multi agency meetings whilst the process of change and differing demands are underway with the development of the MASH.

4. **Next Steps/Future plans /priorities**

   To assist in the development and operationalisation of the MASH with partners.
1. Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

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

From 12th June 2017 Sodexo Practice Standards were implemented, which are a guide for operational practice and provide consistency of practice. The four areas are: early work, compliance, risk assessment and management, review and evaluate. The quality assurance team conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work. A review took place to improve how feedback from case reviews, DHRs and serious further offence reviews are fed in to senior management and learning is embedded in to practice. A composite action plan is now competed and evaluated every month at senior management team.

2. Update of the last year’s actions and achievements:

NCRC works within a framework of a number of quality assurance arrangements including HMIP inspections, NOMS Operational Assurance, Contract compliance as well as internal mechanisms for monitoring. The quality assurance team
conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work.

Development of Rehabilitation Activity Requirements (RARs), which are interventions based on desistance theory taking a strength based approach, took place. NCRC has the Positive Pathways programme and Positive Pathways Plus for domestic abuse perpetrators, as well as the following RAR interventions: Alcohol; Cannabis, Legal highs, Masculinity and Aggression, Victims and Values, Attitudes and Behaviour. These interventions are available to officers to deliver individually or in small groups depending on need and capacity.

Positive Pathways Plus is being reviewed and updated in order to incorporate additional exercises, consider what additional resources may be available, and explore stalking and harassment type behaviour.

3. **Financial / resource implications for your agency:**

   As NCRC are no longer represented at SCB sub groups, we need to establish effective lines of communication and ensure we can both contribute to, and receive information/actions were relevant.

4. **Next Steps/Future plans /priorities**

   Positive Pathways Plus is being reviewed and changed in order to incorporate stalking and harassment type behaviour.

   NCRC needs to retain this focus on risk management and planning as these are core elements in case management. Risk management activities must focus on preventing or reducing the risk the service user may present to others, as well as any risks they may be vulnerable to. NCRC need to ensure that the outcomes and findings from reviews, inspections and quality assurance activities are taken forward, embedded into practice where necessary and the impact on service delivery can be evaluated. A timetable of practice development sessions has been established to address thematic and operational delivery priorities. The development sessions will include

   - Compliance & Enforcement and the role of Management Oversight (use of professional judgement, defensible decision making, evidential recording, accountability.)
   - Learning from Serious Further Offence Reviews and other serious case reviews (shared lessons learned and good practice examples, defensible decision making, informed future practice)
   - Think Risk - Safeguarding Children & Adults (shared and extended practice knowledge, risk assessment skills, accountability and external liaison.)
   - Think Risk - Domestic Abuse (shared and extended practice knowledge, risk assessment skills, accountability and external liaison.)
To: North Tyneside and Northumberland Safeguarding Adults Board  
From: Sheila Askew Senior Operational Support Manager  
Organisation: National Probation Service – North of Tyne Cluster  
Date: 29/06/2017

Title of Report: Partner Update for SAB 2016-17 Annual Report

1. Please give an overview of your agencies Safeguarding arrangements, including any changes over the past year. This can include any involvement in SAB work. Please include the main issues or aims for your agency:

   On 01/04/2017 NPS became part of her Majesty ’s  Prison and Probation Service – HMPPS, which replaced the National Offender Management Service. HMPPS is the new agency responsible for delivering the Governments vision and investment to make Prisons places of safety and reform and to continue to transform our work in the community.

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

   NPS has effective ways of assessing and managing risk of harm, sharing information with other public and voluntary services, whilst working with offenders to reduce reoffending, as well as a remit to work with victims of serious sexual and other violent crimes . It is also in a position to identify offenders who are themselves at risk of abuse and to take steps to reduce risk in line with the NPS National Partnership Framework , Safeguarding Adults Boards, June 2016

2. Update of the last year's actions and achievements:

   The NPS continues to focus on defining its role under the Care Act 2014, ensuring staff are aware of their responsibilities within the framework of that Act.

   The NPS has issued the following documents to staff

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

3. Financial / resource implications for your agency:

   The Framework document defines the contribution required from existing resources
4. **Next Steps/Future plans /priorities**

NPS priorities for 2017/18 are to ensure that staff complete the internal mandatory adult safeguarding training. This is comprised of e-learning and classroom events. NPS staff are also expected to take advantage of any multi-agency adult safeguarding training available in their locations. This will be tracked via NPS Staff Personal Development Reviews. Additionally, appropriate representation on the Safeguarding Adults Board and relevant subgroups is also a priority for the NPS.
10 Performance Data

An improvement in training, awareness and closer working with social care teams improves the data reported within the social care system. There is continued on-going work to encourage agencies to report low-level concerns which could cumulatively be evidence of issues. A increase in noted from 2015 due changes to safeguarding recording and operational practise, the Monthly Safeguarding contacts shows the percentage difference per month in comparison to April 2015, November 2016 shows a reported 50.8% increase in concerns logged in comparison to April 2015. The increase continues during 2016/17 and is reflective of improved training, awareness and closer working with social care teams improves the data reported within the social care system. There is continued on-going work to encourage agencies to report low-level concerns which could cumulatively be evidence of issues.
2016/17 reports a 30% increase in individuals involved in safeguarding enquiries in comparison to 2015/16.

<table>
<thead>
<tr>
<th>Type</th>
<th>2014/15</th>
<th>Year 2015/16</th>
<th>2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Involved In Safeguarding Concerns</td>
<td>879</td>
<td>1,236</td>
<td>1,233</td>
</tr>
<tr>
<td>Individuals Involved In Section 42 Safeguarding Enquiries</td>
<td>331</td>
<td>331</td>
<td>378</td>
</tr>
</tbody>
</table>
2016/17 reports a higher outturn of concluded enquiries in comparison to previous years. All years show a notable increase in enquiries during winter monthly with a slight reduction in the summer.

30% of contacts progressed to Enquiry during 2016/17 in comparison to 26% during 2015/16.
A increase in shown in the number of individuals with concerns logged for clients aged 75-85 and 85-94 for 2016/17 (shown below), however in comparison to 2015/16 those aged 75-84 have shown a reduction in the number of concerns proceeding to enquiry with a increase in enquiries for clients aged 85-94. A similar trend is shown for clients aged 18-64, a slight reduction in individuals involved in concerns but a increase of individuals aged 18-64 involved in Section 42 Enquiries.

All years show a higher proportion of abuse due to neglect and
acts of omission, Physical Abuse and financial abuse. 2016/17 shows an increase in financial where 30.35% of enquiries were due to financial abuse, in comparison to 23.26% in 2014/15. An increase in psychological abuse and self neglect is also shown during 2016/17 in comparison to previous years.

<table>
<thead>
<tr>
<th>Safeguarding Enquiry Abuse Type</th>
<th>Year</th>
<th>Abuse Type</th>
<th>% of Total Section 42</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2014/15</td>
<td>Discriminatory Hate Crime</td>
<td>1.45%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Financial or Material</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Institutional Abuse</td>
<td>5.52%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Neglect and acts of omission</td>
<td>23.26%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physical Abuse</td>
<td>2.03%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physical and Domestic Abuse</td>
<td>8.72%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Psychological</td>
<td>28.49%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Psychological and Domestic A.</td>
<td>0.58%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Radicalisation/Extremism</td>
<td>6.98%</td>
</tr>
<tr>
<td></td>
<td>2015/16</td>
<td>Discriminatory Abuse</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Domestic Abuse</td>
<td>10.98%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Financial or Material Abuse</td>
<td>32.11%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Modern Slavery</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Organisational Abuse</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physical Abuse</td>
<td>32.52%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Psychological Abuse</td>
<td>3.66%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Self-Neglect</td>
<td>8.94%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sexual Abuse</td>
<td>7.32%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sexual Exploitation</td>
<td>0.81%</td>
</tr>
<tr>
<td></td>
<td>2016/17</td>
<td>Discriminatory Abuse</td>
<td>10.03%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Domestic Abuse</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Financial or Material Abuse</td>
<td>2.44%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Modern Slavery</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Organisational Abuse</td>
<td>17.07%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Physical Abuse</td>
<td>10.57%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Psychological Abuse</td>
<td>0.00%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Self-Neglect</td>
<td>3.25%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sexual Abuse</td>
<td>32.35%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sexual Exploitation</td>
<td>21.14%</td>
</tr>
</tbody>
</table>
11Business Plan 2016-19

The SAB has agreed that it’s priorities for the next three year’s should be aligned to the six key principles which The Care Act 2014 states should underpin all adult safeguarding work.

- **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.
12 SAB Annual Plan 2017-18

Impact

13.1 Sub Groups