

NORTH LINCOLNSHIRE COUNCIL

CABINET

Local Safeguarding Adults Board: Annual report 2016/17

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 Cabinet to note the publication of the Local Safeguarding Adults Board Annual Report for 2016/17
- 1.2 To note submission of the report to the following for their information:
 - Local Police & Crime Commissioner
 - Health & Wellbeing Board
 - Healthwatch
 - Adults Partnership Board
- 1.3 It is expected that these organisations/ groups will fully consider the contents of the report and how they can improve their contributions to both safeguarding throughout their own organisation and to the joint work of the Board.
- 1.4 The report will be published on these organisations/groups websites

2. BACKGROUND INFORMATION

- 2.1 The Local Safeguarding Adults Board (LSAB) has a statutory requirement to publish an annual report which offers assurance that local safeguarding arrangements and partners work together to help and protect adults with care and support needs in its area. The report should be submitted to the Leader and Head of Paid Service of the Council, Local Police and Crime Commissioner, Healthwatch and the Chair of the local Health and Wellbeing Board.
- 2.2 The guidance supporting the Care Act 2014 states that the LSAB must publish an annual report detailing what it has done during the year to achieve its main objectives and its strategic plan, as well as detailing the findings of any Safeguarding Adult Reviews (SARs) that may have been undertaken.

2.3 The annual report provides details of progress in relation to the boards Priorities which are:

- To keep adults safe at home
- To raise awareness of keeping people safe
- To keep adults safe in care and health settings
- The Board leads multi agency safeguarding effectively

2.4 The headline achievements within the report are:

- The LSAB is an effective board with consistent leadership and attendance.
- Making Safeguarding Personal is a golden thread through all the work that the Safeguarding Adults Board completes.
- A well trained knowledgeable workforce with the skills and expertise to carry out safeguarding responsibilities.
- Effective community engagement with those who use services, those who deliver them and the wider public.
- A culture of continuous learning and improvement across all partner organisations
- Quality assurance that safeguarding responses are timely, effective and personal

2.5 The report shows that the board has made good progress against the priorities for 2016/17

Examples of progress include:

2.5.1 Keep Adults Safe at Home

- The Multi Agency Safeguarding Procedures have been updated to include the new domestic abuse category of 'coercive and controlling behaviour' (Serious Crimes Act 2015)
- The Board has implemented a 'line of sight to practice' process that supports quality assurance of safeguarding responses in the area.
- 100% of home support services inspected by the Care Quality Commission received an outcome of good.

2.5.2 Raise Awareness on Keeping People Safe

Throughout the year the Board and its partners have promoted safeguarding awareness via a number of events within the area.

In particular a conference 'Safer Together' took place in March 2017 with guest speakers from Kings College London, Care Quality Commission and The Collingwood Drama Group who reflected the experience of adults who have used local services.

The conference was well received by attendees and reinforced making safeguarding personal to practitioners delivering services.

A dedicated website has been developed in partnership with adults who use services. Leaflets and posters have also been devised on safeguarding matters for people who do not access electronic information.

2.5.3 Keep adults safe in care and health settings

Workshops were delivered to the Provider partnership enhancing knowledge and skills in the following areas: Deprivation of Liberty, Positive/Proactive Care and Making Safeguarding Personal.

There are four Care Homes in North Lincolnshire that have been judged to be outstanding by the Care Quality Commission.

2.5.4 The Board leads multi agency safeguarding effectively

During 2016 the Board completed a self-assessment process that identified the following strengths:

- A willingness for board members to work together and engage in constructive discussion
- The implementation of the Care Act had been enacted well
- Themed development sessions were welcomed by board members.
- During 2016 the Board and Executive group underwent a restructure and established an executive group that has resulted in the Board becoming more agile; able to respond to local and national agenda's in a more effective way.

2.6 The priorities remain constant and relevant in the current strategic plan which is reviewed annually.

2.7 The Annual Report has been agreed by the board and will be published on the Council's website.

3. OPTIONS FOR CONSIDERATION

3.1 To note submission of the report to the following for their information:

- Local Police & Crime Commissioner
- Health & Wellbeing Board
- Healthwatch
- Adults Partnership Board

3.2 It is expected that these organisations/ groups will fully consider the contents of the report and how they can improve their contributions to both safeguarding throughout their own organisation and to the joint work of the Board.

3.3 The report will be published on these organisations/groups websites.

4. ANALYSIS OF OPTIONS

4.1 None, for information only

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 None, for information only

6. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

6.1 Not applicable

7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

7.1 The annual report outlines the consultation, participation and engagement that adults at risk and their families have had with the Local Safeguarding Adults Board.

8. RECOMMENDATIONS

8.1 Cabinet to note the publication of the Local Safeguarding Adults Board Annual Report for 2016/17

8.2 To note submission of the report to the following for their information:

- Local Police & Crime Commissioner
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8.3 It is expected that these organisations / groups will fully consider the contents of the report and how they can improve their contributions to both safeguarding throughout their own organisation and to the joint work of the Board.

8.4 The report will be published on these organisations/groups websites.

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Ashby Road
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DN16 1AB

Background Papers used in the preparation of this report:

SAB Strategic Plan 2016/19
Care Act 2014



North Lincolnshire Safeguarding Adults Board



Annual

Report

2016/17

About the Annual Report

This report details the work carried out by the Safeguarding Adults Board to fulfil its statutory responsibilities for strategic development and oversight of adult safeguarding across the North Lincolnshire area. The report covers a one year period (1st April 2016 to 31st March 2017) highlighting the Board's progress and achievements in delivering the priorities and objectives identified in its agreed Strategic Plan 2016-2019.

The Safeguarding Adults Board identified the following priorities for its work

- To Keep adults safe at home
- To raise awareness on keeping people safe
- To keep adults safe in care and health settings
- The Board leads multi-agency safeguarding effectively

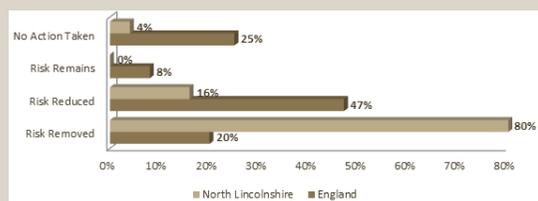
The strategic plan was shared and agreed with organisations and representatives of the community of North Lincolnshire. In particular, Health watch, representing the consumer voice in health and care services, and the North Lincolnshire Adults Partnership, a stakeholder reference group that brings together partners from all workforce sectors and adult citizen voice representatives.

Information provided within this report gives detail about who the Safeguarding Adults Board are, how they conduct their work, the principles and values that underpin the work of the Board and what the Board did to fulfil its priorities during 2016.

2016/17 Annual Report – At a glance

‘Making Safeguarding Personal’ is a golden thread that runs through all strategic and operational adult safeguarding work in North Lincolnshire

North Lincolnshire has a good approach to making people safe

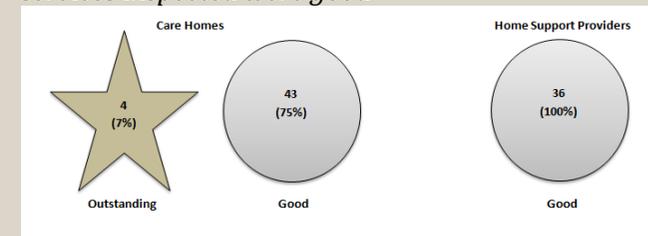


Numbers of domestic abuse concerns reported have increased in North Lincolnshire during this period; following promotion of the messages about domestic harm its detection and reporting. During 2016 the government extended the definition of domestic abuse to include abuse via coercion and control. Humberside Police were the first police force in England to get a custodial sentence for coercive control offences using a victimless prosecution

Annual Conference held in March 2017. The aim of the conference was to enable partner organisations to network and develop cross organisation relationships to work together to keep people safe.



The quality of the social care provider market in North Lincolnshire at 89% is higher than the national average of 72%. At the conclusion of 2016 four regulated providers were outstanding and seventy nine were good with no inadequate outcomes, 100% of home support services inspected were good



The Safeguarding Adults Board has a strong relationship with key strategic partners: the Local Safeguarding Children’s Board, The Health and Well Being Board, Adults Partnership and the Community Safety Partnership. A partnership protocol framework has been developed and implemented to strengthen the links between these.

North Lincolnshire Local Authority have provided bespoke coaching to providers to promote both Making Safeguarding Personal and Positive & Proactive Care; reducing the need for physical intervention as a response to challenging behaviour in care settings.

An Overview of Safeguarding Activity in North Lincolnshire 2016/17

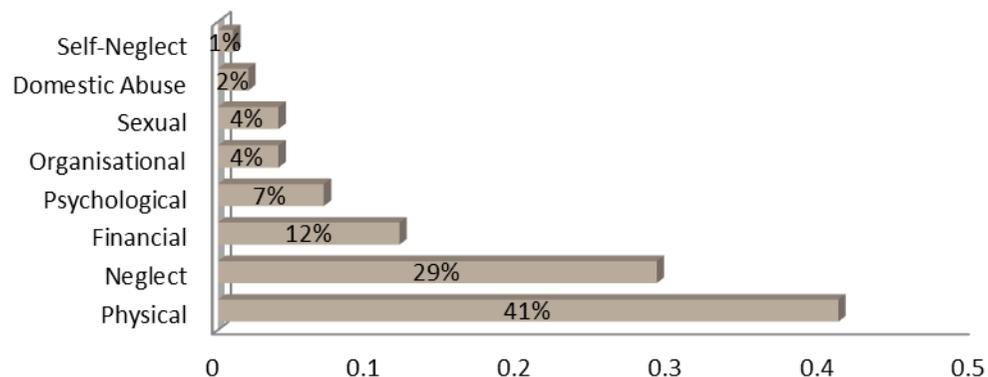
About the population of North Lincolnshire:

Total Population	Population over 16 years	Adults over 65	Adults over 85	Adults living with mental illness	Adults with serious physical disability and mobility issues	Adults with Learning Difficulties	Adults with Dementia (over 65)
168,760	133,622	32,522	4,093	26,815	8,600	3,200	2,260

Safeguarding activity the local and national picture

North Lincolnshire Council Safeguarding Adults Team received 1002 safeguarding concerns during 2016/17. Of these concerns 409 met the threshold for a formal statutory Section 42 enquiry, of which 381 were concluded during the year. Those that were not concluded in the year were either ceased at the person's request or were on the cusp of April 2017 and concluded during 2017/18. The number of S42 enquiries undertaken this year is significantly higher than the previous year this is a result of new guidance issued by the Department of Health 2016 outlining the basis on which a concern becomes a formal Section 42 enquiry.

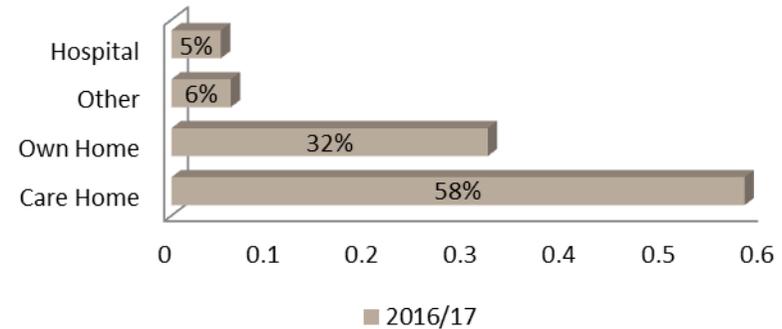
Categories of Harm



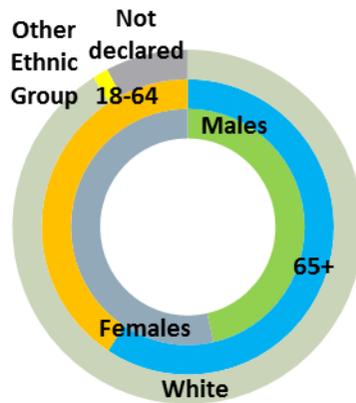
The main causes of physical harm are medication errors and peer on peer physical assault in a care setting. The increase in safeguarding concerns from care homes is a positive sign of providers recognising harm, notifying the local authority safeguarding team and addressing incidents to ensure that the adult at risk is made safe.

Location of Harm

Care homes complete their own S42 enquiries into harm under the scrutiny and supervision of the Local Authority. The high level of enquiries does indicate that the homes are recognising safeguarding incidents and taking action to investigate and resolve them to make the resident safe. The care provider market in North Lincolnshire is inspected by CQC and judged to have above average good and outstanding care homes. A representative of Providers is a member of the Board.



Profile of Adults at Risk



The profile for the area does comply with the ethnic and gender population resident in Care Homes which is where the greatest amount of safeguarding enquiry currently takes place. It is consistent with the national profile.

In the majority of safeguarding responses the risk is either removed or reduced. Where the risk remains this will be at the adult's with capacity choice following information and support from the adult safeguarding team. In all instances a making safeguarding personal approach will have been implemented, working to the outcome that the adult has identified.

Introduction

The Safeguarding Adults Board is committed to:

- The protection of adults at risk of abuse and neglect
 - Promoting a wider understanding of safeguarding as everyone's responsibility
 - Creating a co-ordinated partnership approach to keeping people safe across North Lincolnshire
- The fundamental principle of Making Safeguarding Personal – giving people choice, control and involvement in their safeguarding plans

What this Report Contains

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Forward by the Chair

Welcome to the Safeguarding Adults Board Annual Report 2016/17. Our aim is to provide leadership and constructive challenge to all so that we can best safeguard adults from harm or neglect. This last year has seen some significant progress in meeting the priorities identified in our strategic plan. The work of the Board and its individual partners has yielded tangible results in keeping adults safe in North Lincolnshire, with above the national average of adults telling us that they feel safe as a result of services in the area. I would like to take this opportunity to thank all our partners for their commitment to the safeguarding agenda that we have set ourselves and to celebrate in this report the achievements that have been made this year.

A well trained knowledgeable workforce is essential to the provision of safeguarding support for our adults, and the Safeguarding Adults Board have delivered a comprehensive training programme with high levels of participation. We have also taken the opportunity to complete learning reviews that identify key messages for continuous improvement, which will translate into our partner practice going forward. Our Quality Assurance and Performance Group has maintained oversight of the quality of safeguarding responses, completing audits requested to reassure the Board that the safeguarding responses are timely, effective and personal. As a Board we have also adapted our approach to our strategic role adopting a reference group structure, with increased Executive meetings. This has resulted in the Board becoming more agile; able to respond to local and national agenda's in a more effective way.

Making Safeguarding Personal is a golden thread through all that we have done this year. In particular it culminated in our 'Safer Together' conference in March, with guest speakers that included Professor Jill Manthorpe, Kings College London, Angela Tew Care Quality Commission and Collingwood Drama Group reflecting the experience of adults who have used our services. The conference was attended by over 150 practitioners and our Experts by Experience. Workshops were led by our Board partners, emphasising good Making Safeguarding Personal practice. I would like to thank Partnership and Planning, for their support in engaging adults who services in our work, and in particular the Experts by Experience group for their participation in the conference and in the work of the Board.

About the Safeguarding Adults Board

In accordance with the Care Act 2014, the objective of the Safeguarding Adults Board is to ensure effective co-ordination of services to safeguard and promote the welfare of local adults who may be at risk of abuse and harm. The Board is made up of senior officers nominated by each member agency. Members have sufficient delegated authority to effectively represent their agency and to make decisions on their agency's behalf. They have access to those responsible for making the decision for which they do not have delegated authority. If they are unable to attend board meetings for any reason they send a nominated representative of sufficient seniority.

Core statutory members:

- North Lincolnshire Council
- North Lincolnshire Clinical Commissioning Group
- Humberside Police

Additional members:

- East Midlands Ambulance Service
- Humberside Fire and Rescue Service
- Northern Lincolnshire and Goole NHS Foundation Trust
- Rotherham, Doncaster and South Humber Mental Health Trust
- ONGO (housing provider)
- Regulated Health and Social Care Provider representative

Advisory members:

- Care Quality Commission
- Healthwatch
- Cabinet Member for Adult Services
- NHS England

- General Practitioners
- National Probation Service
- Public Health
- Age UK

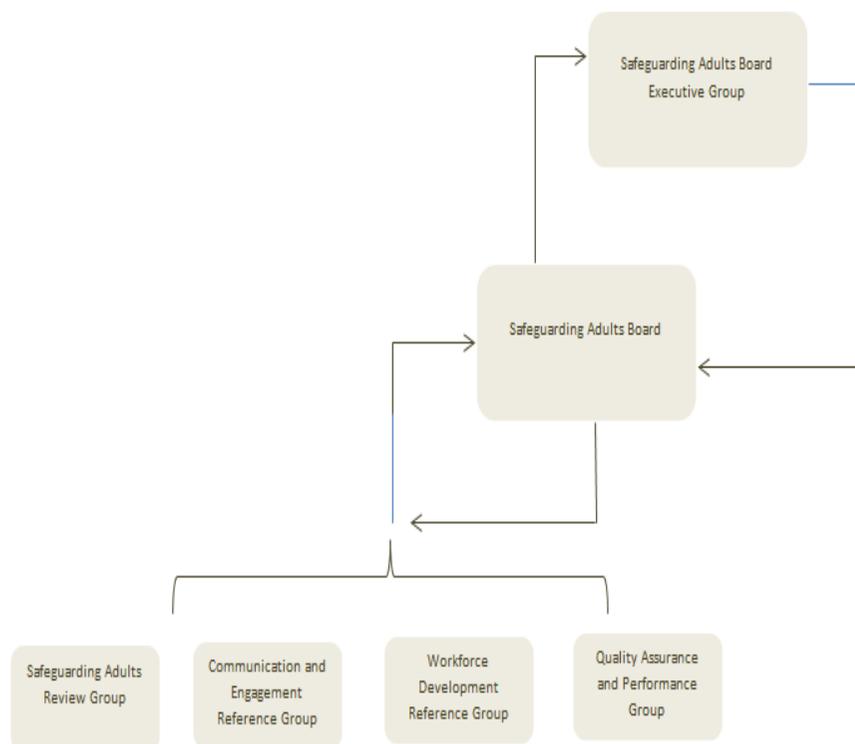
The Board promotes a 'Making Safeguarding Personal' approach as a golden thread that runs through all strategic and operational adult safeguarding work in North Lincolnshire. Making Safeguarding Personal places emphasis on the individual and the outcomes each person wishes to achieve to stay safe. Making Safeguarding Personal is ever present in the Safeguarding Adults Board strategy and the work that the Board undertakes.

In support of Making Safeguarding Personal the Board have adopted and incorporated the six personal safeguarding principles embodied in the Care Act 2014.

Principle	Description	Outcome for Adult at Risk
Empowerment	Presumption of person led decisions and informed consent	'I am asked what I want as the outcome from the safeguarding process and these directly inform what happens'
Prevention	It is better to take action before harm occurs	'I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help'
Proportionality	Least intrusive response appropriate to the risk presented	'I am sure that professionals will work for my best interests, as I see them and will only get involved as much as needed and I understand the role of everyone involved in my life
Protection	Support and representation for those in greatest need.	'I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able'
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse	'I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary and I am confident that professionals will work together to get the best results for me.
Accountability	Accountability and transparency in delivering safeguarding	'I understand the role of everyone involved in my life'

The Board operates in accordance with the following agreed values:

During 2016/17 the Safeguarding Adults Board Executive group, Police, North Lincolnshire Council, Clinical Commissioning Group met every six weeks, the full board met quarterly. In the intervening periods members of the board, actions groups and partnership organisations carry out safeguarding activity reporting directly to the Board on progress and outcomes.



There are four Board Reference groups that support the work of the Safeguarding Adults Board:

Safeguarding Adults Review Group Chair: Mark Kelk, Humberside Police. The group carries out both learning and safeguarding adult’s reviews when an adult dies or is seriously injured and it is felt that partner agencies could have done more to protect the individual.

Communication and Engagement Reference Group Chair: Tyson Truelove, Humberside Fire and Rescue. The group oversees the communication of safeguarding information and messages amongst partner organisations and the community

Workforce Development Group Chair: Sarah Glossop Clinical commissioning group, oversees the delivery and quality assurance of safeguarding training to professionals and volunteers.

Quality Assurance and Performance Group Chair: Karen Pavey North Lincolnshire Council quality assuring the safeguarding activity across the area

The Safeguarding Adults Board has a strong relationship with key strategic partners: Local Safeguarding Children’s Board, The Health and Well Being Board, Adults Partnership and the Community Safety Partnership. A partnership protocol framework has been developed and implemented to strengthen the links between these organisations.

Actions completed by the Safeguarding Adults Board to meet its objectives

Communication and Engagement

Community Engagement with those who use services, those who deliver them and the wider public

Information, advice and engagement are essential components to enable the Safeguarding Adults Board to realise its vision for safeguarding in North Lincolnshire. The Safeguarding Adults Board Communication and Engagement Group reformulated its membership and strategy in 2016/17 to meet the Board priority of raising safeguarding awareness. The membership of the group incorporates communication representatives from Police, Humberside Fire and Rescue, Northern Lincolnshire and Goole NHS Foundation Trust, Healthwatch, North Lincolnshire Council. Consultation takes place, with other partner organisations and with adults who experience services, on a regular basis in relation to specific individual communication events.

The group understand the importance of using the methods of communication preferred by most people, surveys have been completed with practitioners and the local community to find out the most effective method of communicating safeguarding information and obtaining the views of people who use services.

A survey conducted with the public and people who use services indicated that the preferred method of communication is through a website, and social media. Throughout 2016/17 work has been ongoing with North Lincolnshire Council Information Technology, a group of Experts by Experience and the Safeguarding Adults Board to design a new website that is accessible and easy to use. Workshops have taken place about the design and content of the site which is now in production with the expectation that it will be live for December 2017.

60% of people surveyed identified the internet as their preferred option to obtain adult safeguarding information. Together with leaflets and local media

The Board have also noted adult's views that not everyone is able to access information on line, it is therefore in the process of updating paper leaflets and posters to distribute at suitable venues as a means to reach as many people as possible in the community. The Safeguarding Adults Board undertook a comprehensive communication and engagement programme that included presentations and conversations with health and social care providers and adults that use services. The Board listened to the views of people in the local community and, in addition to the website a number of articles about safeguarding and what the Board do have been published in local media outlets that have a wide established circulation. Information in relation to the Board, the Strategic Plan and Making Safeguarding Personal has been published in various newsletters for Healthwatch North Lincolnshire, the North Lincolnshire Council Adult Information Service and Community Hubs.

The Safeguarding Adults Board has also worked with partners of the Board to raise the profile of safeguarding across the area. In May 2016 the Board supported the Learning Disability Partnership Board event 'Safe and Well in the Community' and held a market stall with information about safeguarding. This activity raised awareness of the Board and its role, but also provided the opportunity for the Board to listen to people who use services and carers, about how they would like future safeguarding information to be shared with them.

In March 2017 the Annual Safeguarding Conference this year titled: 'Safer Together' was held. The aim of the conference was to enable partner organisations to network and develop cross organisation relationships to work together to keep people safe. The conference also highlighted the key elements of the Safeguarding Adults Board strategy, in particular Making Safeguarding Personal, Keeping People Safe in Health and Care settings, the experience of people using safeguarding services and highlighting the excellent safeguarding practice across some of the partnership organisations.

Keynote speakers included: Professor Jill Manthorpe, Director of the Social Care Workforce Research Unit, Kings College London who spoke about the Personal Approach to Safeguarding. Angela Tew from the Care Quality Commission delivered a presentation in relation to 'Quality of Care in North Lincolnshire from a Safeguarding Perspective'. Collingwood Learning Solutions who facilitated a learning session; scenarios informed by real life safeguarding cases in North Lincolnshire, were portrayed through actors. Safeguarding Adults Board partners facilitated a range of workshops illustrating good practice with a Making Safeguarding Personal Approach.



Workshops delivered included:

Humberside Fire and Rescue Service

Making Safeguarding Personal

North Lincolnshire Council & Clinical Commissioning Group

Keeping People safe in a residential or health care setting

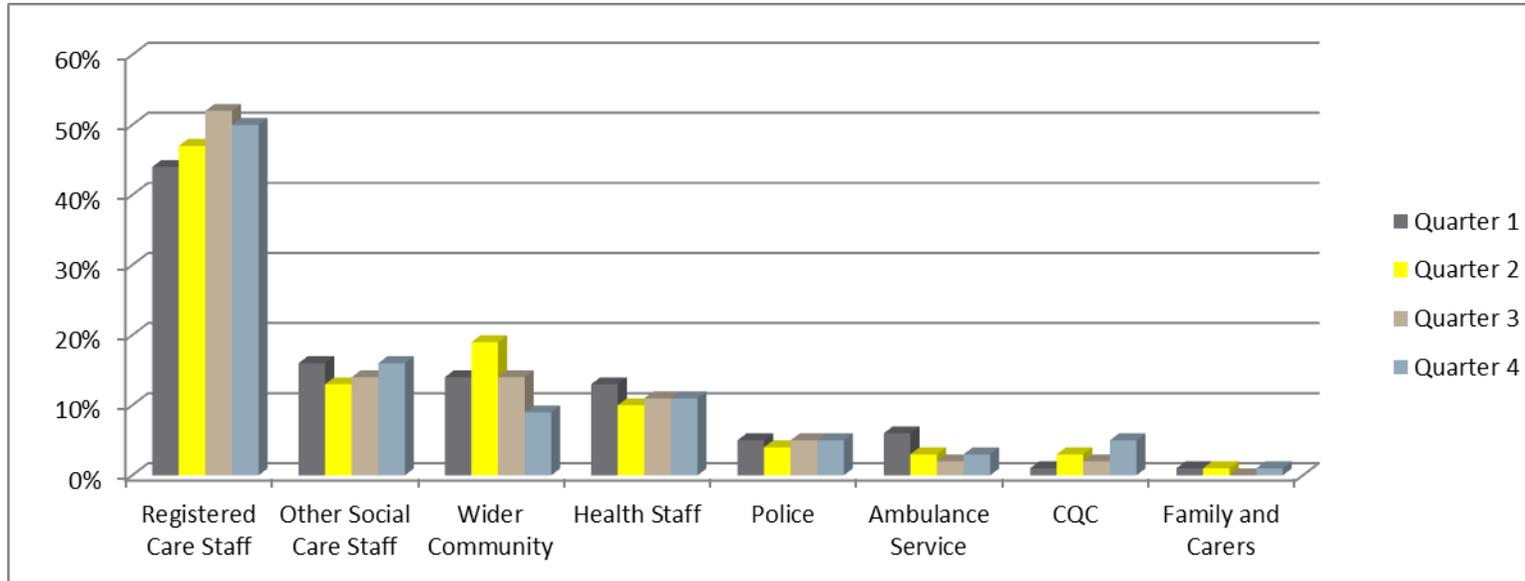
Humberside Police

Partnership practice Modern Slavery

Collingwood Drama Group

Safeguarding from the experience of the adult

Throughout 2016/17 appropriate safeguarding concerns were raised and addressed from all areas of the community making safeguarding everybody’s responsibility. The greatest number of safeguarding concerns, arise from residential and community care staff, future work will continue to focus on awareness raising amongst family and the public.



Joint Safeguarding Procedures and Guidelines

(A clear shared operational approach to safeguarding people at risk)

The Safeguarding Adults Board publishes interagency safeguarding procedures and guidelines on how professionals should identify and respond to vulnerable people. The procedures are updated each year to make sure that they are compliant with the most recent research and government guidelines. During 2016/17 the procedures were amended to include a new offence within domestic abuse, that of coercive and controlling behaviour in intimate and family relationships Serious Crime Act. The offence closes the gap in law around patterns of coercive and controlling behaviour during a relationship between intimate partners, former partners who still live together or family members. It sends a clear message that it is wrong to violate the trust of those closer to you. The offence provides better protection to victims experiencing

continuous abuse allowing for early identification, intervention and prevention. A new comprehensive guide to Making Safeguarding Personal was also added to the guidelines to help professionals understand how to safeguard in a way that recognises the individual and their part in the process. The updated procedures are published on the Safeguarding Adults Board webpage. Case audits are completed to ensure compliance with the published procedures. The Safeguarding Adults Board Training and Development group oversee relevant updates in safeguarding training to reflect any procedural change.

Workforce Training and Development

A skilled and knowledgeable workforce

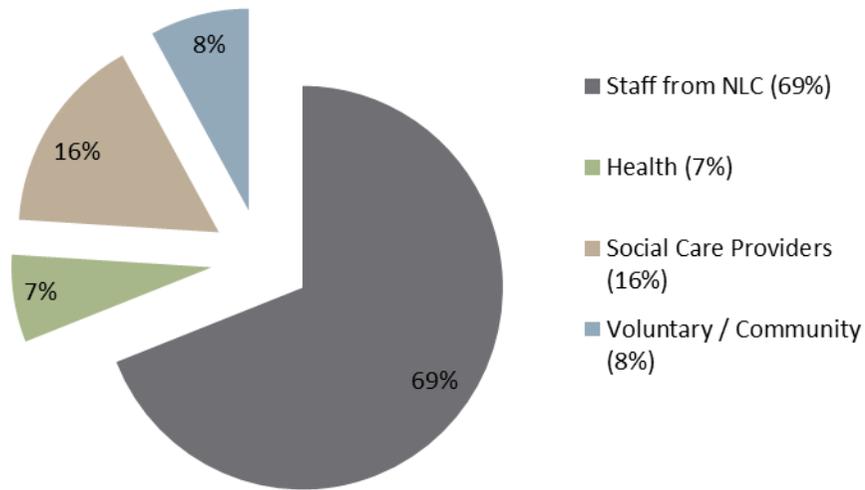
To keep people safe at home and in health and care settings, it is important that professionals delivering services have sufficient skills and knowledge to carry out their safeguarding duties. The Safeguarding Adults Board led the safeguarding training and development across the workforce through its Workforce Development Group, chaired by Sarah Glossop of the Clinical Commissioning Group. During 2016/17 a review of the workforce development plan was completed to ensure it is fit for its purpose of equipping professionals, volunteers and carers with the safeguarding knowledge they need.

The following courses were available to the workforce during the year:

- Safeguarding Tier 1 Safeguarding for Adult Service Practitioners E learning
- Safeguarding Tier 1 Safeguarding Children Basic Awareness E learning
- Safeguarding Tier 2 Safeguarding Adults for Operational Practitioners
- Safeguarding Tier 3: A Guide to Safeguarding enquiries
- Safeguarding Adults Mental Capacity Act & Deprivation of Liberty Safeguarding Basic Awareness
- Safeguarding Mental Capacity Act & DoLS in Practice Level 2
- Deprivation of Liberty in the Community, Care Homes and Hospitals
- Making practice Mental Capacity Compliant
- Safeguarding Master class Court of Protection Skills
- Safeguarding Tier 4 Competence in Strategic Management and Leadership of Safeguarding Services

The nature, content and level of courses offered comply with the National Competence Framework for Safeguarding Adults.

Safeguarding Training 2016/17 Attendance



“Very informative giving food for thought and definitely extended my knowledge”

“It provided us with an opportunity to speak to other professionals and network – I will definitely attend further workshops”

“Thank you for today, I have found out many things of interest which will help me in my role of Home Manager”

The Safeguarding intelligence data for the North Lincolnshire area indicates that a large percentage of safeguarding activity takes place in care homes and Domiciliary Care settings. This information matches the national profile outlined in the Safeguarding Data Collection for the country. In response to this local picture the Safeguarding Adults Board supported a programme of training for regulated health and social care providers of services both residential and community based. Workshops were delivered to the Cross Sector Provider Partnership to improve knowledge and skills in the following areas: Deprivation of Liberty, Positive and Proactive Care and Making Safeguarding Personal.

Evaluation of training

Training is evaluated through feedback from participants below is an illustration of the comments received. The impact of training is also reviewed during audits of case samples to check that practitioners provide appropriate responses and actions to safeguard adults from abuse.

Training Participant Evaluation Feedback

Three most important things learnt from Safeguarding Training	Impact to Service User	Measurement of Impact	What will be impact to organisation when the learning is applied?
Safeguarding is everybody's business and does not always have to be carried out by a specialist service.	<i>Safe and in control of their own life experience.</i>	Gaining feedback, views and preferences.	<i>It will make me more confident in my role and prevent unnecessary referrals.</i>
How to action any alerts and who to report them to	<i>Safeguarding will be proportionate and documented for the adult.</i>	Record to be made identifying when prevention has been put in place.	<i>Support the organisation to achieve a safer environment for people in the area.</i>
Understanding safeguarding in relation to the Care Act. Supporting individuals to make their own decisions	Adults will be empowered to make choices with their lives.	Plans that reflect adult's wishes and views.	Broader knowledge of safeguarding principles and how these should be imbedded.

Safeguarding Adults Reviews and Learning Development

A culture of continuous learning and improvement across the organisations

During 2016 the Safeguarding Adults Board took the opportunity to review and update the Safeguarding Adult Review and Learning Framework. A Safeguarding Adults Review is a statutory requirement when an adult dies or is significantly injured as a result of abuse and it is felt that partner agencies could have worked more effectively to safeguard the individual. The review is intended to be a 'no blame' learning exercise to improve safeguarding practice. The Safeguarding Adults Review and Learning Framework incorporate the criteria for carrying out a review, utilising a variety of learning methods. The framework also outlines how reviews are linked to the full Safeguarding Adult Board, to enable Board oversight of the process and outcomes. Guidance is provided on how lessons learnt from any reviews translate back to practitioners to enable them to be more effective on how safeguarding is carried out.

The terms of reference for the group have been updated in accordance with Care Act guidance; all partner agencies have clarity about the role and remit of the Safeguarding Adults Review group and learning framework.

The Safeguarding Adults Board is committed to a shared culture that values and facilitates learning to improve safeguarding practice. During 2016/17 the Safeguarding Adults Review and Learning Development group, chaired by Mark Kelk, Humberside Police, completed two learning reviews.

Learning Review T

T experienced a period of mental health difficulty, and before returning home transferred from a mental health service to an Intermediate Care Centre for a period of rehabilitation. T, who had capacity to make his own choices, left the Care Centre on the evening of his admission, having expressed a wish to go to the local pub. T went missing and did not return to the Care Centre. T died as a result of accidental death.

Internal enquires were completed by both services that provided support to T. The Safeguarding Adults Review group reviewed both enquiries. The group agreed with the findings that both partners had made best endeavours to meet all of T's needs, including his need for safety. All the identified procedures had been followed. However, both partners concluded that there could have been better communication with regard to the transfer of T between services. In addition both services felt the learning review highlighted a need for there to be a clearer understanding of each other's roles, and that this in itself might lead to further procedure amendments and training.

Recommendation from the SAR: A workshop day to take place to look at ways services can work together more effectively. This workshop has taken place and an action plan arising from the workshop day is under review by the SAR group.

Learning Review Y

Learning review Y related to financial abuse by a Housing Support Officer. The person was employed to carry out duties for support for the over 55's. She was convicted of theft from an older gentleman, and given a 28 month custodial sentence.

The support officer had taken a bank card belonging to Y, along with his pin number (which he kept written down in a tin). The employee withdrew £200.00 per day over a period of many months. Y had savings of £21,000 and the employee stole £17,000 of his life savings. Her crimes were committed whilst she was employed by the housing support provider and also in the months following her termination due to redundancy.

The Safeguarding Adults Review group considered the internal investigation completed by the housing support provider and agreed that it was thorough and recommended appropriate actions to keep people safe in the future.

Agreed Actions:

- *Enhanced background checks for all volunteers*
- *Monitoring of full disclosure for any previous or unspent convictions relating to employees*
- *Full Disclosure and Barring check for all employees*
- *Clear risk assessments relating to matching employees to appropriate work relating to their personal and employment history*
- *Safeguarding advice and information to all people using the service.*

The Outcome of the SAR review was fed back to the Safeguarding Adults Board for all member organisations to consider their policies in relation to safe recruitment.

The Safeguarding Adults Board webpage has links to regional and national Safeguarding Adults Reviews and the outcomes. The outcomes help to promote effective learning and improvements to prevent future harm. They can be used to provide useful insights into the way organisations work together to prevent and reduce abuse and neglect of adults. The Safeguarding Adults Reviews can also be used to explore examples of good practice where this is likely to identify any possible actions that can be applied to future cases.

Quality Assurance and Performance

Safeguarding responses are timely, effective and personal

The primary aim of the Quality Assurance and Performance group is to monitor and evaluate the effectiveness of partners to safeguard adults in North Lincolnshire. The group has established a safeguarding data dashboard which provides quarterly performance information used to highlight any emerging themes in relation to safeguarding, contributing to the formulation of any actions required to improve practice. The group consider the information in the data dashboard and the Safeguarding Adult Collection (A government requested return of safeguarding information), completing an analysis of safeguarding performance. Further action is undertaken to explore particular themes in more detail and to identify areas of good practice. Themed audits are carried out to look closely at information provided to reassure the Board that appropriate action is being taken to protect adults from abuse.

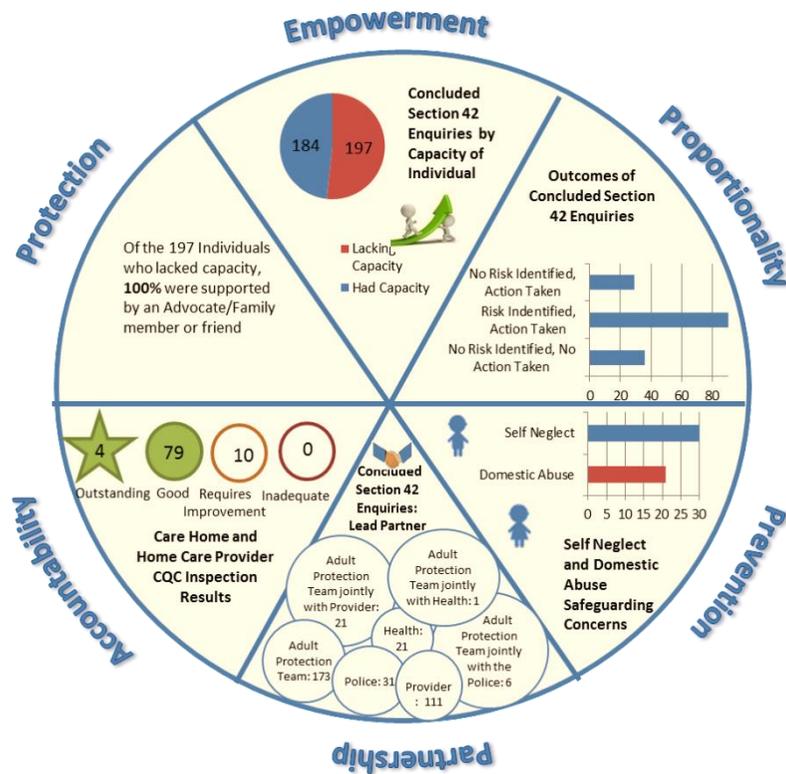
In 2016/17 the group agreed a new line of sight to practice procedure, to ensure that the Safeguarding Adults Board has a sight to the safeguarding practice that is taking place in the area. The procedure outlines a process whereby the Quality Assurance and Performance group review the safeguarding intelligence data, and identify areas that require further examination. Audits are carried out and reported back to the Quality Assurance and Performance group. The group consider both cases of good practice, and those of challenge, with a final presentation of information to the full board.

All of the information for 2016/17 should be viewed in the context that the government issued clearer guidance regarding the decision making about when a safeguarding concern becomes a formal section S42 enquiry. In light of this guidance there is now a significant increase in the recording of S42s this year as compared to last year.

The majority of S42 referrals come from health and social care providers, with Care home as the location of harm. This is significant when looking at the characteristics of the follow on data e.g. profile of individuals highest category British, white female over 65. It is a requirement of regulation that providers report all safeguarding concerns and enquiries to the Care Quality Commission and the Local Authority. At the conclusion of 2016 four care providers were outstanding and seventy nine good with no inadequate outcomes. 100% of home support services inspected were good.

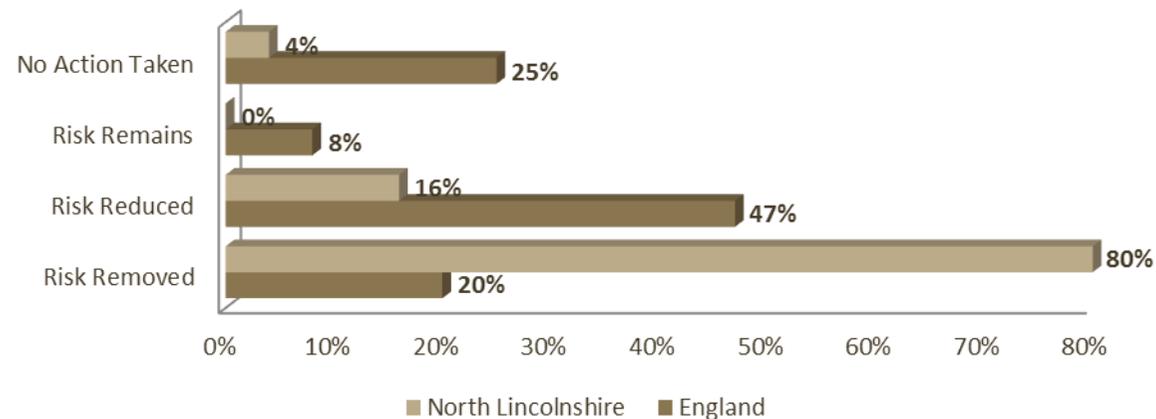
The Quality Assurance and Performance group were able to gain assurances that in all of the formal Section 42 enquiries when the person did not have capacity, the person was supported by a family member, friend or advocate.

In accordance with the Care Act guidance 2016 there is a decrease in the number of self-neglect contacts becoming S42 enquiries, as professionals support individuals in an alternative way. However, whilst self-neglect may not always prompt a S42; an assessment needs to be carried out with each person to understand the suitability of a safeguarding response. This area has been identified by the Safeguarding Adults Board as an area of focus for the Quality Assurance and Performance group 2017/18.



Numbers of domestic abuse concerns have increased in North Lincolnshire during this period; following promotion of the messages about domestic harm its detection and reporting. During 2016 the government extended the definition of domestic abuse to include abuse via coercion and control. Humberside Police were the first police force in England to obtain a custodial sentence for coercive control offences using a victimless prosecution. The Quality Assurance and Performance group identified safeguarding concerns for domestic abuse as a theme for audit, to check that appropriate safeguarding responses are in place. An audit was completed into a random sample of safeguarding concerns in relation to domestic abuse. The audits highlighted that in many cases the adult at risk did not want a formal S42 enquiry response. However, in all the cases the team looked at, preventative action and appropriate signposting had taken place prior to the safeguarding concern being received by the Adult Safeguarding Team.

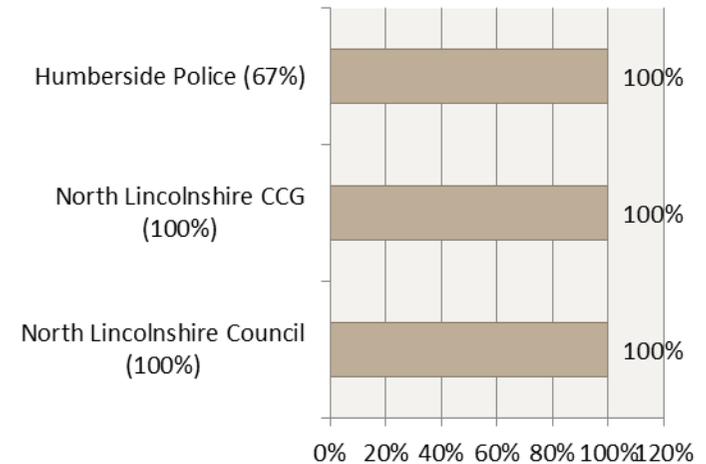
It was observed that North Lincolnshire has a high performance in identifying risk and removing it. The Safeguarding Adults Board requested the Quality Assurance and Performance group review this area to ensure that practice is person centered, and that where risk is removed and not reduced, it is appropriate. A review of 15 random cases of risk removed took place; outcomes were reported back to the group. The review indicated that as many of the safeguarding concerns were reported from care homes, the risk was almost always removed either by removing a member of staff that might have caused harm, or by managing the behaviour of residents if there were any incidents of peer on peer harm. Of the 15 cases, 13 were appropriate. The audit revealed two that might have been classified as risk reduced, because the member of staff concerned have been suspended rather than dismissed. However, it was clear that the adult involved in the concerns reviewed had always been made safe.



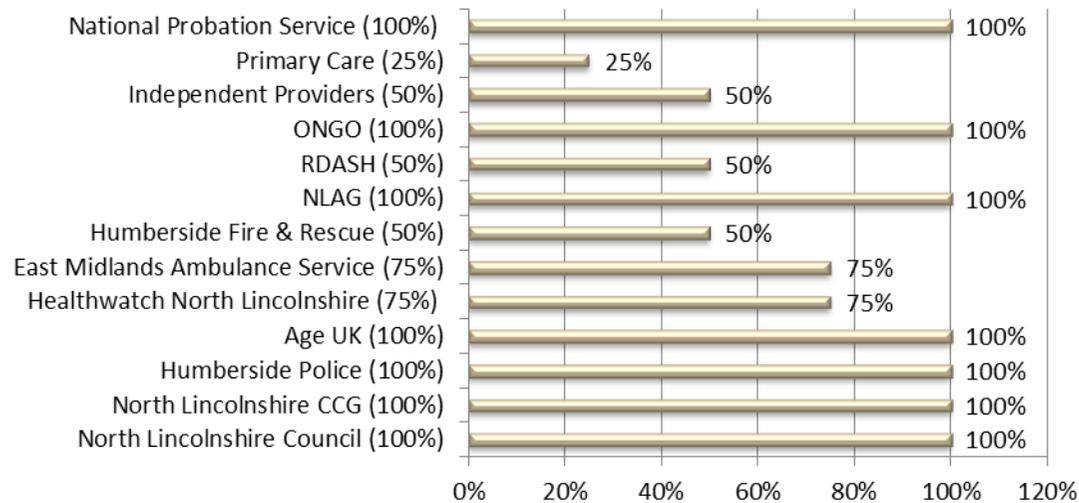
Work carried out by the Safeguarding Adults Board

The Safeguarding Adults Board is able to demonstrate a high level of attendance and participation from members. There is a clear demonstrable commitment to safeguard adults across the area, through representation by senior managers of all organisations that have an investment in good safeguarding practice.

Executive Group Attendance 2016/17



Board Member Attendance 2016/17



It is a key function of the Board to develop good safeguarding practice across the area; it is with this aim in mind that the Board ensures safeguarding development sessions take place at each meeting to keep members informed about particular significant safeguarding issue and updates. It is expected that each member will disseminate this knowledge within their individual organisations. In May 2016 the Board completed a development session on the theme of Making Safeguarding Personal. This together with workshops delivered to front line practitioners ensures that all professionals at all levels across the area understand the importance of involving adults in any safeguarding services, listening to their views and agreeing the outcomes of any intervention. In September Humberside Police delivered a development session on the 'Prevent' initiative, highlighting the need for practitioners to recognise if any individual is being exploited leading to subversive activity. In December the Board completed a development session entitled 'How well are we doing?' considering the safeguarding information locally in comparison to the regional and national data. This session highlighted the strengths in safeguarding in the area and also enabled the board to identify where its focus should be in the coming year. The Safeguarding Adults Board also joined the Local Children's Safeguarding Board and Safer Neighbourhoods for an event that focused on a shared strategic plan to meet the needs of victims of domestic abuse in the community.

A key objective of the Safeguarding Adults Board is to assure itself that local safeguarding arrangements are effective, and partners act to help and protect adults in its area. The Safeguarding Adults Board has a strategic role that is greater than the sum of the operational duties of core partners. It oversees and leads adult safeguarding across the area and will be interested in a range of matters that contribute to the prevention of abuse and neglect. In 2016/17 the Safeguarding Adults Board had oversight of three partner's inspections and action plans to improve safeguarding. Details and outcomes of partner inspections are presented to the Board Executive group, and kept under review to gain an understanding of the progress of any recommendations made during inspection.

Continuous Improvement by the Board

The Local Government Association together with the Association of Directors of Adults Social Services developed a national assessment tool to assist Safeguarding Adults Boards in improving multi-agency working to safeguard adults. In May 2016 partner agencies were asked to complete the surveys which were used as the basis for individual member sessions with the Board chair. The completed self-assessments demonstrated a high level of commitment to safeguarding as a priority within organisations. The self-assessment provides a clear account of individual agencies' position towards safeguarding adults at risk.

Self-assessment Outcomes

Strong Board membership and attendance	√	Attendance and participation has continued to be strong during 2016/17
Members commented positively on the willingness for partners to work together and engage in constructive discussion; partnership was viewed as performing well.	√	Members have continued to work constructively together on a full agenda of Issues throughout the year.
The implementation of the Care Act had been enacted well, members felt the Board to be in a strong position to undertake its new responsibilities	√	The Board continued to implement the Care Act and champion the important principle of making safeguarding personal.
Board members welcomed the themed development sessions, introduced as a result of the previous year's feedback	√	Themed development sessions have continued throughout the year culminating in the Safeguarding Adults Board conference in March 2017
It was recognised that individual agencies restructures may impact on capacity to engage with all the Boards work and the need to support multiagency support is vital.	√	In September it was agreed that the Board would meet quarterly and the development sessions would continue. A small Executive group comprising of statutory partners and sub group chairs meet six weekly to carry out the business of the Board. A Safeguarding Adults Board Business team were appointed to provide multi-agency support to agencies in order to carry out the Safeguarding Adults Board Business plan.
Individual members supported a review of the structure of the Safeguarding Adults Board Sub groups, which could be improved.	√	The roles of the sub groups were revisited and it was agreed that the Communication and Workforce Training Groups would become 'reference groups'. Champions for both groups are members of the Safeguarding Adults Board. Both the Quality Assurance and Performance Group and the Safeguarding Adults Review Group continue as sub groups of the Board to undertake statutory requirements. Attendance and participation in both the sub groups and reference groups has improved since reorganisation and remains consistent.

Partner contributions to the Board Priorities

North Lincolnshire Council



Keeping Adults Safe at Home

The Council embeds all aspects of Making Safeguarding Personal, supporting people at home to maintain safe, independent lives.

During 2016/2017 the Council has been working to ensure a focus on the voice of the adult at risk and the outcomes they want to achieve. The Council makes sure that people are supported in all parts of their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

The Council has strong working relationships with partner agencies, joint working and sharing intelligence with other organisations to ensure that people are given the most appropriate specialist advice and support, such as from Trading Standards, Humberside Police and Humberside Fire & Rescue Services.

Keeping Adults Safe in Care and Health Settings

North Lincolnshire Council maintains links with Safeguarding teams in the CCG and NLAG. The Council regularly provides training to residential setting staff and domiciliary care providers; and have facilitated a joint training session with colleagues from the CCG to front line staff. There is also a good relationship with the Cross Sector Provider Partnership, and Council representatives are regularly invited to attend Cross Sector Provider Partnership meetings and forums.

The Council ensure that adults are also safeguarded in placement through joint working with and monitoring of providers, working closely with the CQC to provide support and advice for providers where necessary. The council has provided bespoke coaching to providers around Making Safeguarding Personal and Positive & Proactive Care. They have undertaken regular audits throughout the year, to ensure practice is increasingly well embedded. From each audit improvement plans have been developed to ensure continuous improvements, this has led to greater working relationships with providers.

Raising Awareness of Safeguarding

Throughout the year the Council has taken part in a number of awareness raising events to promote Safeguarding and Making Safeguarding Personal, meeting with both other professionals, members of the public and service users.

In North Lincolnshire, various provider forums have promoted awareness of safeguarding adults. The Council continues to provide safeguarding training courses that are available to both statutory and voluntary services. There is a continued commitment to work with other professionals; sharing information to enable early identification and assessment of risk to protect adults who may be vulnerable to abuse.

The Board leads Multi Agency Safeguarding Effectively

The Council continues to play an active role on the Safeguarding Adults Board, providing a representative for each sub group and chairing the Quality Assurance group. Council safeguarding data is collated on a quarterly basis and identifies safeguarding trends, themes and patterns across its areas of responsibility.

All multi-agency policy, procedures and training packages have been updated to support staff and provide personalised safeguarding responses to the adult, preventing harm and responding effectively.

The Council is fully committed to the principles of multi-agency, partnership working and has senior representation on partner Boards, including the Local Safeguarding Children's Board, Local Safeguarding Adults Board and Community Safety Partnership.

*Keeping Adults Safe at Home
Keeping Adults Safe in Care and Health Settings*

NLCCG have a duty to safeguard adults in all aspects of their commissioning. This includes establishing effective structures for safeguarding with clear strategies, robust governance and a competent workforce that can lead and develop safeguarding across the local health community.

In order to ensure that safeguarding is integral across the commissioning cycle, NLCCG ensures that all their commissioned services:

- Support patients to reduce risks of neglect and abuse – according to the patients informed choices
- Reduce risks of abuse and neglect occurring within their service through the provision of high quality, person centred care
- Identify and respond to neglect and abuse in line with local multi-agency safeguarding procedures

The Designated Nurse is supported by a Specialist Nurse, and both have worked closely with NLC Safeguarding Adult Team to ensure that health professional support is available within investigations involving health services, or support is available to provide a professional perspective on health issues for adults who have been subject to safeguarding enquiries

Raising Awareness of Safeguarding

All staff members within the CCG have mandatory training on Safeguarding Adults which includes raising awareness of how to keep adults with care and support needs safe. Staff in regular, direct contact with adults with care and support needs, including those involved in the

assessment for Continuing Health Care have additional training to enable them to act appropriately. All CCG staff have regular access to safeguarding case management support via the Designated and Specialist Nurses – Safeguarding

The Board leads Multi Agency Safeguarding Effectively

NLCCG Executive Lead

- is the Deputy Chair of the SAB and contributes to the development of the SAB, its systems and processes.
- is a core member of the SAB Executive Group

NLCCG Designated Professional for Safeguarding Adults (April – August 2016), then Designated Nurse for Safeguarding (September 2016 – March 2017) has actively contributed to the SAB meetings. From September 2016, the Designated Nurse for Safeguarding has regularly attended the SAB Executive Group, as the strategic professional lead for safeguarding in the North Lincolnshire health economy, but also as chair of a SAB Action/ Reference Group. Both the Executive Lead, and the Designated Nurse contribute to the development of the SAB, its systems and processes. NLCCG has appropriate representation on all Action/ Reference Groups with the Designated Nurse for Safeguarding chairing the Workforce and Development Group, and acting as vice chair for the SAR Group. The Designated Nurse has ensured that there has been appropriate health service representation at SAR Action/ Reference Groups.

The Designated Nurse represented the SAB at a regional SAR group event in 2016/17.

Humberside Police



Keeping Adults Safe at Home

Humberside Police communities command co-ordinate police safeguarding activity. Appropriate action is taken against those who offend, either by prosecution or civil remedies. Areas of concern are shared with partner agencies to ensure a multi-agency approach is considered. We have a dedicated Detective Sergeant working within the Local Authority who is responsible for the co-ordination of referrals and concerns identified through Police contact. We ensure that we share appropriate information with our partner agencies to safeguard the needs of adults and children. The Force ensures that there is engagement with front line Officers and in particular those who work in communities to safeguard adults. Safeguarding is the responsibility of all Humberside Police Staff and is the force priority regardless of crime type. Criminal investigations sit across both Communities and Specialist commands with the Protecting Vulnerable Persons Unit having primacy for serious and complex cases involving vulnerable adults. This ensures that the appropriate level of investigation and outcome is achieved either through the criminal justice or civil process. Information sharing agreements are in place with our partner agencies to ensure where appropriate there is a joint approach.

Keeping Adults Safe in care and health settings

Humberside Police are committed to sharing information with partner agencies in respect of those who work with adults either voluntary or paid. We have a dedicated unit based within our Legal Services branch that are responsible for the consideration of disclosure to employees and partner agencies following DBS checks or incidents reported to the Police. Humberside Police has information sharing agreements with all statutory partners and is committed to the sharing of information to those organisations who work with and support adults. New guidance now allows for disclosure against any occupation and is not limited to those listed previously within the notifiable occupation scheme. Humberside actively engages in 'common law' disclosure and that contained within the threshold for the Domestic Violence Disclosure Scheme

Raising Awareness of Safeguarding

We have recently delivered training to all front line Officers within our Communities and Specialist Teams to raise awareness about safeguarding across the community.

The course was facilitated by Police and colleagues from within the Local Authority and included training that focused on Care Act 2014, Safeguarding Adults, Referral processes and Allegations Management.

Humberside Police has invested heavily in resourcing to identify vulnerability at the first point of contact and to ensure that support is provided at the very earliest stage of engagement and referrals are made into partner agencies to support safeguarding. A safeguarding toolkit is available to all staff which provides guidance and support.

The Board leads Multi Agency Safeguarding Effectively

Strategic responsibility for Safeguarding Adults and attendance at Safeguarding Adults Boards lies within the Police Vulnerable Persons Unit (PVPU) at Superintendent rank. A new role has been created at Superintendent level, with particular responsibilities for Partnership working. This person attends the Safeguarding Adult Executive and Core Board and is supported by Detective Chief Inspectors who have operational responsibility for each respective Local Authority area, with a Detective Inspector as Policy Lead supporting the business area.

Safeguarding referrals are co-ordinated through a single point of contact within the PVPU where cases are discussed and shared by a Dedicated Decision Maker working in a co-location within the Local Authority.

A vulnerability dashboard has been introduced for the PVPU which has the ability to track and monitor demand, identify trends and show outcomes.

Keeping Adults Safe at Home

RDaSH provide a range of services to people living in their own home, either in their own tenanted property or with family/carers. The Trust has undertaken significant work within the North Lincolnshire Learning Disabilities Team in relation to Mate/Hate crime. Mate crime can strongly, but not exclusively be associated with people with a learning disability or mental health condition. RDaSH has begun to develop a project with Humberside Police to train practitioners to identify signs of mate crime and offer advice to those who are experiencing or risk experiencing it.

Keeping Adults Safe in care and health settings

The Trust works closely with a wide range of agencies, patients, carers and the wider community to ensure that the services provided in the care setting have a regard to the duty to protect human rights, safeguard against abuse, neglect, poor practice and ensure each person is treated with dignity and respect. The document Safeguarding Vulnerable People in the NHS – accountability framework was refreshed in July 2015 by NHS England. It states that all health providers are required to have effective arrangements in place to safeguard adults at risk of abuse or neglect and to assure themselves, regulators and their commissioners that these are working.

The Trust's assurance framework includes:

- Safe recruitment practices and arrangements for dealing with allegations against people who work with adults at risk.
- A suite of safeguarding policies (all updated to reflect the Care Act changes in legislation).
- Effective training of all staff commensurate with their role and in accordance with the intercollegiate competencies 2014.
- Effective supervision arrangements for all staff working with adults at risk of abuse.

Developing a culture where all staff are made aware of their personal responsibility to report concerns and to ensure that poor practice is identified and tackled. All concerns that meet the threshold (as identified in the North Lincolnshire Safeguarding Adults Board policy and procedure) are submitted to the Local Authority Safeguarding Adults Team in accordance with the required timeframe

Raising Awareness of Safeguarding

Safeguarding training is a fundamental part of the Trust's safeguarding duty to safeguard and promote the welfare of adults at risk and workforce development is a priority. The range of training packages available to staff has extended to reflect the changes within the Care Act. This includes a briefing on modern slavery and self-neglect. It is a requirement for all staff to attend Prevent training to enable the identification of anyone at risk of radicalization. The wide context of safeguarding continues to grow and change in response to the findings of large scale enquiries such as the Lampard investigation into Jimmy Saville, Winterbourne View, The Francis report and the Rotherham Child Sexual Exploitation (CSE) enquiry. This has led to greater scrutiny of safeguarding arrangements within the Trust and the ongoing challenge of embedding recommendations/requirements into frontline practice, policies and procedures.

Assurance in relation to 'keeping people safe' is offered via the monthly safeguarding dashboards which are scrutinised by the various governance groups within the North Lincolnshire Care Group and wider Trust. In addition, table top reviews on serious incident clusters have been undertaken to determine any themes/trends, lessons to be learnt and any safeguarding issues that may have emerged from the cases

The Board leads Multi Agency Safeguarding Effectively

The Trust has recently undergone transformation and new personnel have been recruited to represent the organisation at both the North Lincolnshire Safeguarding Adults Board and its associated sub groups. The Trust is committed to continuing to learn from the collective experience of board partners:

- Ensuring the requirements and the 'spirit' of the Care Act 2014 are fully implemented and that all agencies that hold statutory and non-statutory responsibility for safeguarding promote best practice.
- To improving levels of engagement and knowledge of safeguarding with the wider community.

Ongo



Keeping Adults Safe at Home

Ongo has a Safeguarding Adults policy with procedures and guidance in place to assist staff in recognising and reporting their concerns. All staff are trained to be aware of the importance of reporting their concerns and that safeguarding is everyone's business. Ongo has a named manager who acts as champion for safeguarding and supports all staff in raising their concerns. The electronic system that supports staff, delivering services on residential estates and in customer's homes, has been amended to make it easier for personnel to raise safeguarding concerns quickly.

Raising Awareness of Safeguarding

All staff undertake mandatory safeguarding training as an element of their induction, refresher training is delivered on a three year cycle. An internal awareness event takes place each year to raise awareness of harm to adults. This event coincides with World Elder Abuse Awareness Day. Ongo's customer risk assessment/support plan template contains questions relating to safeguarding. Safeguarding articles are regularly included in our tenant magazine Key News, which is distributed to around 10,000 homes twice a year, as well as an additional two digital Key News editions during the year.

The Board leads Multi Agency Safeguarding Effectively

A report is prepared and presented to the Ongo Board on an annual basis. This report is considered, any recommendations put in place as required with officers, and then actions are implemented.

Humberside Fire & Rescue Service (HFRS)



Keeping Adults Safe at Home

Humberside Fire and Rescue Service have a Safeguarding Policy, and ensure all staff receive training in relation to the safeguarding process. All areas of the service are fully aware and involved in safeguarding activity. Personnel provide solutions to fire risk and general safety issues affecting people in their own homes. This has particular relevance for the most vulnerable in the community who may also be referred to other organisations to seek specialist support. Following home safety risk assessments the service is able to recommend/provide a range of equipment to assist adults to live independently. This includes equipment such as fire retardant throw and mats, sprinklers, cooker guards and smoke alarms. HFRS are also in the process of developing safe and well visits to provide information on a wider range of issues to adults. The service is currently providing an Emergency First Response within North Lincolnshire to assist the East Midlands Ambulance Service in the delivery of medical attention and support to individuals.

Keeping Adults Safe in care and health settings

The Service gives advice and guidance to partners who provide care or other support to adults. Business Safety Officers conduct periodic inspections of Care and Health settings to review fire safety precautions. The Service provides copy reports to North Lincolnshire Council via the Health and Social Care Board detailing the outcome of visits to adult care premises. The Service has made a pledge to the Corporate Parenting Group to provide support, advice and assistance to young care leavers moving onto independent living

Raising Awareness of Safeguarding

Members of staff receive regular safeguarding updates to ensure that we provide the best possible service to the most vulnerable in our community. The Service utilises a range of communication media to highlight timely, periodic safety updates. HFRS know only too well the challenges we face as a Service when an adult we are working with refuses to engage or accept our support; who self-neglect and hoard. HFRS are sure that other organisations face the same difficulties. We recognise that there may come a point when a

person no longer has the ability to protect themselves by controlling their own behaviour; without multi-agency working together to manage the best way forward. To address this HFRS have contacted all four Safeguarding Adult Boards within the Humberside area.

- We are jointly working to create a Self-Neglect and Hoarding Guidance which all agencies will be able to easily follow.
- Clear training will be in place to enable partners to identify risk; assess the risk through timely information sharing and multi-agency intervention.
- All four Adult Safeguarding Boards will have met HFRS by mid-June to start the ball rolling to create this new important guidance.
- The guidance purpose is to evaluate risk, formulate plans, identify which agencies will be responsible for intervention and review action plans to evaluate effectiveness and monitor change and outcomes.

The Board leads Multi Agency Safeguarding Effectively

The Safeguarding Adults Board has reviewed its structure and how it conducts its business in recent months. The Executive Group meet regularly to discuss the Boards objectives. Information is promulgated to members of the full Board as and when required and full board meetings are less frequent. The new approach appears to be working well whilst also impacting less on the schedules of the wider Board Members

Keeping Adults Safe at Home

NLaG provide services in both the hospital and community setting. Since 2012 the safeguarding team actively screen incident reports that link to possible safeguarding issues, this ensures a proactive approach to case management and allows for trends to be identified at an early stage (within hospital and community) and improve the reporting of safeguarding issues. A member of the team also sits on the community governance group looking at community incidents. Any issues / trends are monitored within the safeguarding adult's forum.

Keeping Adults Safe in care and health settings

During 2016 and 2017 the trust introduced the role of specialist nurses for dementia and learning disability. These nurses work to ensure that this particular group of clients receive care that is suitable and specific to their needs. Reasonable adjustments are made (both prior to and during admission) and that any safeguarding issues are identified at an early stage

Raising Awareness of Safeguarding

Discussions continue to take place as part of the care pathway for clients with regards to issues of a safeguarding nature. Where these are low level, general advice will be given to the client / family member in relation to "what to do next" and if necessary how to make a formal referral. Referrals will also be made by NLaG staff in conjunction with the client / family where there are issues of a safeguarding nature. Information sharing from NLaG to the commissioning groups is also maintained to ensure that any trends can be identified within other commissioned services.

The Board leads Multi Agency Safeguarding Effectively

The LSAB maintain positive challenge with all partner agencies. In order to maintain a fully transparent working relationship the chair of the LSAB was invited to attend the NLaG safeguarding adult's forum to observe its functionality and cascading of information via the governance routes. The board maintain a performance data base for which NLaG fully contribute

AGE UK



Keeping Adults Safe at Home

As a voluntary agency Age UK are able to identify and report safeguarding concerns in the community. The organisation also offers safe services to adults e.g. handyman services that are safe and trustworthy.

Raising Awareness of Safeguarding

The voluntary sector has a long established ethos of supporting people and identifying any issues that need addressing. VANL provide training in safeguarding for the sector.

The Board leads Multi Agency Safeguarding Effectively

As the representative for voluntary agencies on the Safeguarding Adults Board, Age UK has sought to identify a system for members of the voluntary sector to pass information up to the Board, and to receive information back. Initial meetings to put such a system in place are currently in progress.

Keeping Adults Safe at Home

We listen to comments and concerns about health and social care and report any safeguarding issues if they arise. We also carry out Enter and View visits to care settings and all volunteers and staff involved in these visits have received safeguarding training and know how to deal with safeguarding concerns.

Raising Awareness of Safeguarding

We intend to include information about how the public can raise adult safeguarding matters in a directory that we are in the process of compiling.

National Probation Service (NPS)



North and North East Lincolnshire Local Delivery Unit

Keeping Adults Safe at Home

The risk of harm posed by offenders to Adults at risk is identified, assessed and managed effectively by the National Probation Service. *NPS staff are alert to and respond appropriately to any changes in an offender's circumstances that could lead to or indicate situations that may pose a risk of harm to their own or to another adult's safety and well-being.* NPS personnel are alert to the possibility of safeguarding concerns when working with all offenders but in particular with cases involving: *Domestic abuse, Hate crime, Extremism and Child safeguarding concerns.*

Keeping Adults Safe in Care and Health Settings

The National Probation Service has a duty to co-operate as a relevant partner, at both the strategic and operational level, in the exercise of its functions relating to offenders in the community who have care and support needs, or who are carers.

Raising Awareness of Safeguarding

The National Probation Service has a practice guidance for staff that gives clarity about the roles and responsibilities and the action to be taken in response to adult safeguarding concerns. Staff are supported in fulfilling their roles and responsibilities through effective supervision and management oversight. The Probation service shares information appropriately and lawfully within agreed local protocols in order to improve the speed and quality of responses to safeguarding concerns and to care and support needs. The Probation Service have been a key partner in the instigation of a Humber wide initiative to create a strategic partnership to tackle issues of Modern Slavery, an awareness raising event is planned for 2017.

The Board leads Multi Agency Safeguarding Effectively

The National Probation Service has a key responsibility for safeguarding and promoting the welfare of adults at risk. It recognises the importance of people and other organisations working together to prevent and stop both the risk and the experience of abuse and neglect, whilst at the same time making sure an individual's well-being is being promoted with due regard to their views, wishes, feelings and beliefs. The service supports the creation of strong local partnerships that provide timely and effective prevention of and responses to abuses and neglect at the strategic and operational levels.

North Lincolnshire Provider Representative (Chair of Cross Sector Provider Partnership)

Keeping Adults Safe at Home

All providers are required to have a Safeguarding Policy in place and will comply with staff training requirements in this area.

The Cross Sector Provider Partnership provide workshops throughout the year; these include Safeguarding, MCA on a yearly basis. We also have a workshop for Fire Risk Assessment and general safety issues affecting people in their own homes. Providers should ensure that all risk assessments are covered and ongoing reviews undertaken by their organisations. E-learning is available for all providers

Keeping Adults Safe in Care and Health Settings

The Partnership enables providers to:

- Work with North Lincolnshire Council and the Clinical Commissioning Group (CCG) to have a greater understanding of the market in North Lincolnshire.
- Build networks and identify ways of working together.
- Identify solutions to overcome common barriers.
- Identify areas for joint development.

- Share challenges ahead and develop joint solutions.

Develop opportunities to work in collaborative and constructive partnerships

Raising Awareness of Safeguarding

Workshops are available along with E learning and face to face training. Safeguarding Training and awareness is a provider CQC requirement. North Lincolnshire Council and the Clinical Commissioning Group Standards Board require a good standard of care from providers. Family members/carers are often advised through Care Support Services how important role their role is in ensuring the safety and wellbeing of family members. This may include, but is not restricted to, providing information of the risks introduced to the home with oxygen use or airflow mattresses. We also provide training for partner agencies who support people in their own homes to live independently.

Providers form the majority of representatives on the Steering Group. At the meetings proposals are put forward for workshops which the group consider and prioritise. The group also makes suggestions for future workshops which the Council Integrated and People Commissioning Team will follow up, making contact with prospective speakers. The subjects and themes of the workshops reflect emerging issues and provider interest.

The Board leads Multi Agency Safeguarding Effectively

Added value

Feedback has been positive and confirmed that attending the Cross Sector Provider Partnership has continued to be beneficial for organisations. In addition the information from the workshops is circulated to the full Cross Sector Partnership following the sessions to ensure that all members are kept up to date and informed.

The Partnership is also beneficial to the Council as it provides an opportunity for teams to meet with providers to update on new guidance, emerging issues or carry out consultation. It avoids duplication and therefore costs

Moving Forward for 2017/18

This Annual report reflects the significant progress made by the Safeguarding Adults Board to meet its safeguarding priorities for 2016. During 2017/18 it is the intention of the Safeguarding Adults Board to continue to work to meet the objectives outlined in the Strategic Plan which remains in place until 2019. Keeping people safe at home will focus on two key initiatives: improving links with Trading Standards to enable greater protection to adults from scams and financial harm, and the development of a Humber wide approach to self-neglect and hoarding. The Safeguarding Adults Board will continue to provide both challenge and support to improve services for those adults in care and health settings. The Council and the Clinical Commissioning Group will be developing the provider standards framework support improvement in the provider sector. Raising safeguarding awareness remains a key Board priority. This year the Safeguarding Adults Board will be launching a new user friendly updated website constructed with the involvement of people who use adult services. A number of safeguarding events will be held across the local authority focusing on key messages involving Modern Slavery, Financial Harm, Mental Capacity and Making Safeguarding Personal.

The Safeguarding Adults Board values the importance of learning from safeguarding events that have gone wrong. The Board intend to further develop a culture of learning that enables a 'no blame' approach to improving practice. Adopting both a local and national perspective of Safeguarding Adults Reviews and the messages they give us for improving safeguarding services.

The Safeguarding Adults Board continues to be committed to the principles of Making Safeguarding Personal which will remain at the core of all safeguarding activity. The Board will be completing a temperature check of its progress with an action plan to ensure that Making Safeguarding Personal is kept at the centre of partner actions. Making Safeguarding Personal events will take place during the year and a Making Safeguarding Personal toolkit will be present on the Safeguarding Adults Board website. The Board will share examples of cases that demonstrate good personal outcomes for adults, with board members to foster good Making Safeguarding Personal practice across the local authority area.

