

Appendix 1

North Lincolnshire  
Safeguarding Adults Board

# Annual Report

2021 - 2022

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## Foreword

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It is now one year since I took over from Moira Wilson as the Independent Chair of the North Lincolnshire Safeguarding Adults Board and it is my pleasure to introduce the 2021 -22 annual report. I would like firstly to thank Moira for all her work with the Board.

She is a hard act to follow! I would also like to thank all the board members, and the Executive for the commitment and hard work throughout the year, particularly for their support in planning and developing a new three year strategic plan, which will be launched in January 2023, as well as the progress that has been made in meeting the Board's strategic priorities.

Finally, I would like to thank our Experts Together group, and the people who have given up their time to share their experience and knowledge to help develop our safeguarding responses and who have shown how important it is for us all to listen. The Board continues to monitor safeguarding activity in North Lincolnshire, looking at how we compare regionally and with the national picture.

This includes looking at numbers of enquiries and outcomes, the extent to which people feel involved in decision making throughout the enquiry, the involvement of advocates and the quality of local care provision. Analysing this information helps us to identify themes and trends in safeguarding, informing areas for future development, innovation, and improvement. Board members are fully committed to the principle that safeguarding adults is everyone's responsibility.

We want to ensure that all the communities in North Lincolnshire are equipped to play their part in preventing, detecting, and reporting neglect and abuse. As part of its statutory duties, the board completed an independent Safeguarding Adults Review (SAR) in relation to Adult B.

This identified good practice as well as areas for improvement in working with autistic people. The SAR has been published on our website and has provided us with important learning to take forward in the future. I look forward to building on our progress and meeting the objectives identified within our strategic plan. We continue to work positively with the children's safeguarding partnership arrangements and the overarching North Lincolnshire community safety partnership to streamline our priorities and address areas of common concern.

As partners we will continue to learn and reflect on how we can work together to improve safeguarding practice within North Lincolnshire, raising awareness on how we all play a part in keeping people safe and making sure that the voices of people with lived experience are heard in everything we do.

*Kamy Clark* - Independent Chair

## Introduction

This Annual Report details the work carried out by the North Lincolnshire Safeguarding Adults Board (NLSAB), to fulfil its statutory responsibilities for strategic development and oversight of adult safeguarding across the North Lincolnshire area. The report covers the one-year period (1 April 2021 – 31 March 2022) highlighting the board's progress and achievements.

The report includes how partners have contributed to the work of the board to promote effective adult safeguarding during the last year.

As reported within the last annual report, Covid-19 has brought significant challenges and changes to people in our communities and to the way in which services are delivered. Safeguarding adults however, has not changed and has remained a statutory function and a priority.

The NLSAB have made good progress in delivering the priorities and objectives laid out within our Strategic Plan for 2019 – 2022.

## Partnership Key achievements

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- The board have made good progress delivering against the priorities and objectives identified within the strategic plan.
- There is a clear commitment to safeguard adults across the area, through representation by senior managers of all partner agencies at board meetings.
- In line with the government change in legislation and the formal establishment of Integrated Care Systems (ICS), the board has ensured that safeguarding arrangements continued to remain a priority locally and strengthening working arrangements with colleagues across the regional Humber Partnership and the Humber and North Yorkshire Integrated Care System.
- The council have developed and implemented an enhanced audit framework to assure that safeguarding practice is strengths-based and outcome focused.
- Following the publication of Adult A SAR in 2020, in the absence of a forensic service nationally and locally, North Lincolnshire Clinical Commissioning Group, in collaboration with East Riding of Yorkshire Clinical Commissioning Group commenced a pilot, supported by NHS England and the Faculty of Forensic and Legal Medicine, to develop a Forensic Medical Examination service. The planning, preparation, governance and training has taken place throughout the year and commencement of the pilot will go live in 2022.
- RDASH have created a joint safeguarding child and adult's supervisor training package.
- Humberside Fire and Rescue Services have rolled out Professional Curiosity training to all prevention staff – this training will become mandatory in 2022.
- Ongo have reviewed and streamlined their safeguarding reporting mechanisms making it easier for staff to report concerns.
- Humberside Police have implemented a PITSTOP meeting to identify and signpost to the correct pathway for support where safeguarding or wellbeing concerns do not meet the statutory thresholds. The focus is on taking a multi-agency and targeted approach to prevention, diversion, and intervention.
- NLAG have developed an electronic referral via WebV across all sites, enabling staff to refer directly from electronic records and allowing data to be accurately monitored and analysed.
- Healthwatch North Lincolnshire continued to facilitate the 'Telephone Buddy Scheme' to help people who may be feeling isolated or lonely.
- EMAS have reviewed their safeguarding policy, triangulating best practice guidance and learning identified locally and nationally.

## About the North Lincolnshire Safeguarding Adults Board

The NLSAB brings together partner agencies to work together to on priorities to reduce the risks for adults with care and support needs in respect of abuse and neglect.

The board is a statutory partnership with specific duties and functions as set out within the Care Act 2014.

The overarching purpose of the board is to ensure effective coordination of response and services to safeguard and promote the welfare of local adults who may be at risk of abuse and harm. It does this by:

- Assuring itself that local safeguarding arrangements are in place as defined within the Care Act 2014.
- Assuring itself that practice is person-centred and outcome focussed.
- Working collaboratively to prevent abuse and neglect where possible.
- Ensuring that agencies and practitioners give timely and proportionate responses when abuse or neglect have occurred.
- Assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area.

The duties of the board as set out within the Care Act 2014 include:

- The publication of a strategic plan, outlining how the board will meet its objectives and how partner agencies will support the delivery of the plan.
- The publication of an annual report, providing details of the work of the partnership to implement the strategy and achieve its objectives during the previous year.
- The commissioning of Safeguarding Adult Reviews (SARs) under section 44 of the Care Act 2014.

The NLSAB is made up of senior officers nominated by each member agency. Members have sufficient delegated authority to effectively represent their agency and make decisions on their agency's behalf, and, if they are unable to attend board meetings for any reason, they send a nominated representative of sufficient seniority.

The board is funded by the core statutory partners - North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and Humberside Police. This funding enables the board to commission an Independent Chair and a board Business Unit to help carry out its duties and functions.

## **Board membership**

### **Core statutory members:**

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

### **Additional members:**

- Regulated health and social care provider representative
- Humberside Fire and Rescue Service
- Northern Lincolnshire and Goole NHS Foundation Trust
- Rotherham, Doncaster and South Humber Mental Health Trust
- Primary care
- National Probation Service
- East Midlands Ambulance Service
- Ongo (housing provider)

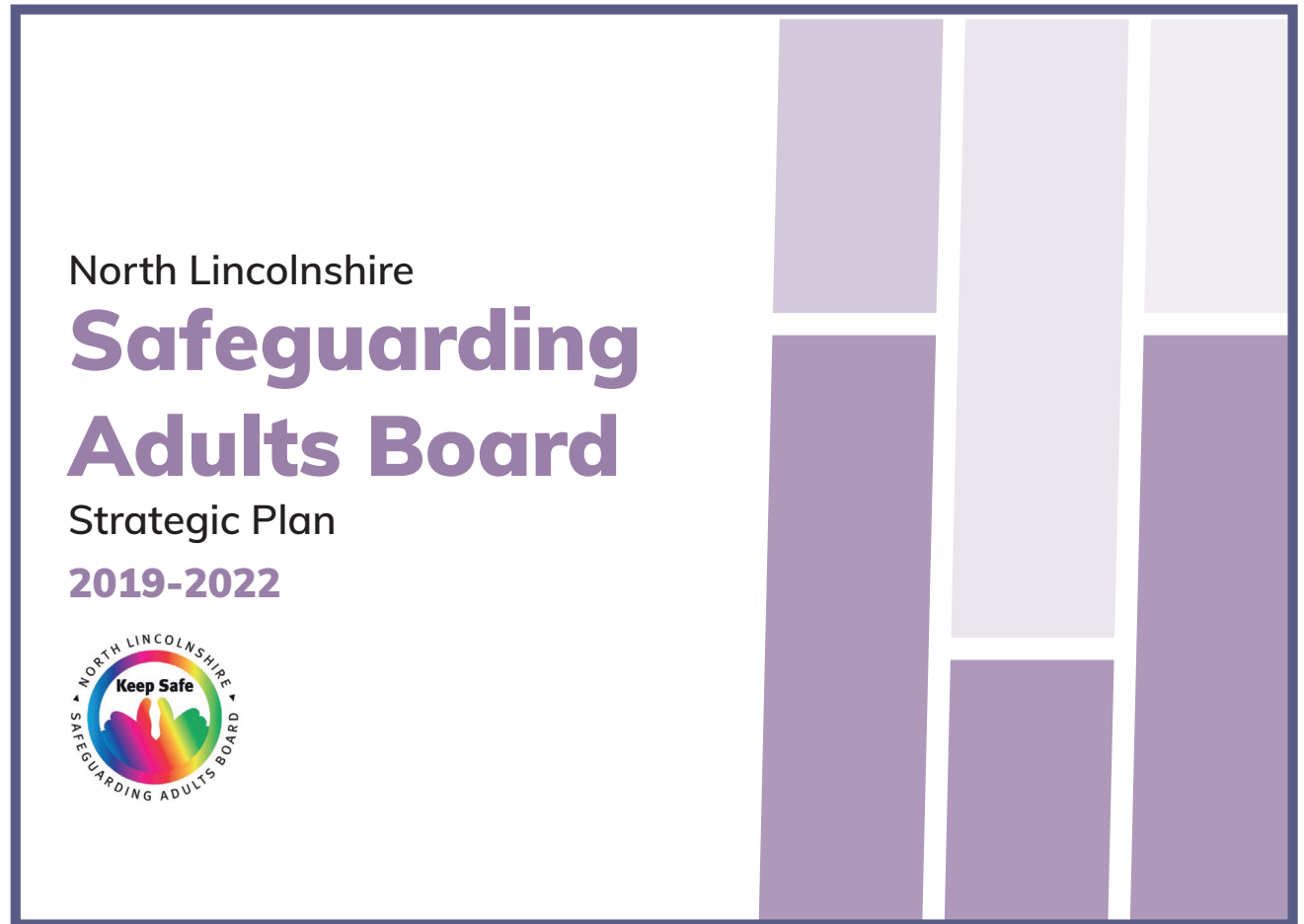
### **Advisory members:**

- Cabinet Member for Adults and Health
- North Lincolnshire Council Principal Social Worker
- Care Quality Commission
- Healthwatch North Lincolnshire
- NHS England

## Strategic Plan 2019 - 2022

The NLSAB Executive Group (North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and Humberside police) and the full Safeguarding Adults Board monitors, and continually reviews progress made against the strategic plan.

As this plan is in its last year, a new Strategic Plan is being developed, which will be published and will be formally launched at our NLSAB Conference in February 2023.



[www.northlincssab.co.uk/wp-content/uploads/2019/11/SAB-Strategic-Plan-2019-22-D.pdf](http://www.northlincssab.co.uk/wp-content/uploads/2019/11/SAB-Strategic-Plan-2019-22-D.pdf)

## Strategic Plan 2019 - 2022

The NLSAB Strategic Plan covers a three-year period as recommended by the Care Act Statutory Guidance 2015. The plan lays out the shared outcomes, goals and objectives for the board partnership.

The plan was developed in collaboration with adults who have a lived experience, their carers and board members. The plan covers how the board will focus on the prevention of abuse and neglect as well as making sure that partner agencies work together to keep people safe when abuse has occurred, giving people choice, control and involvement.

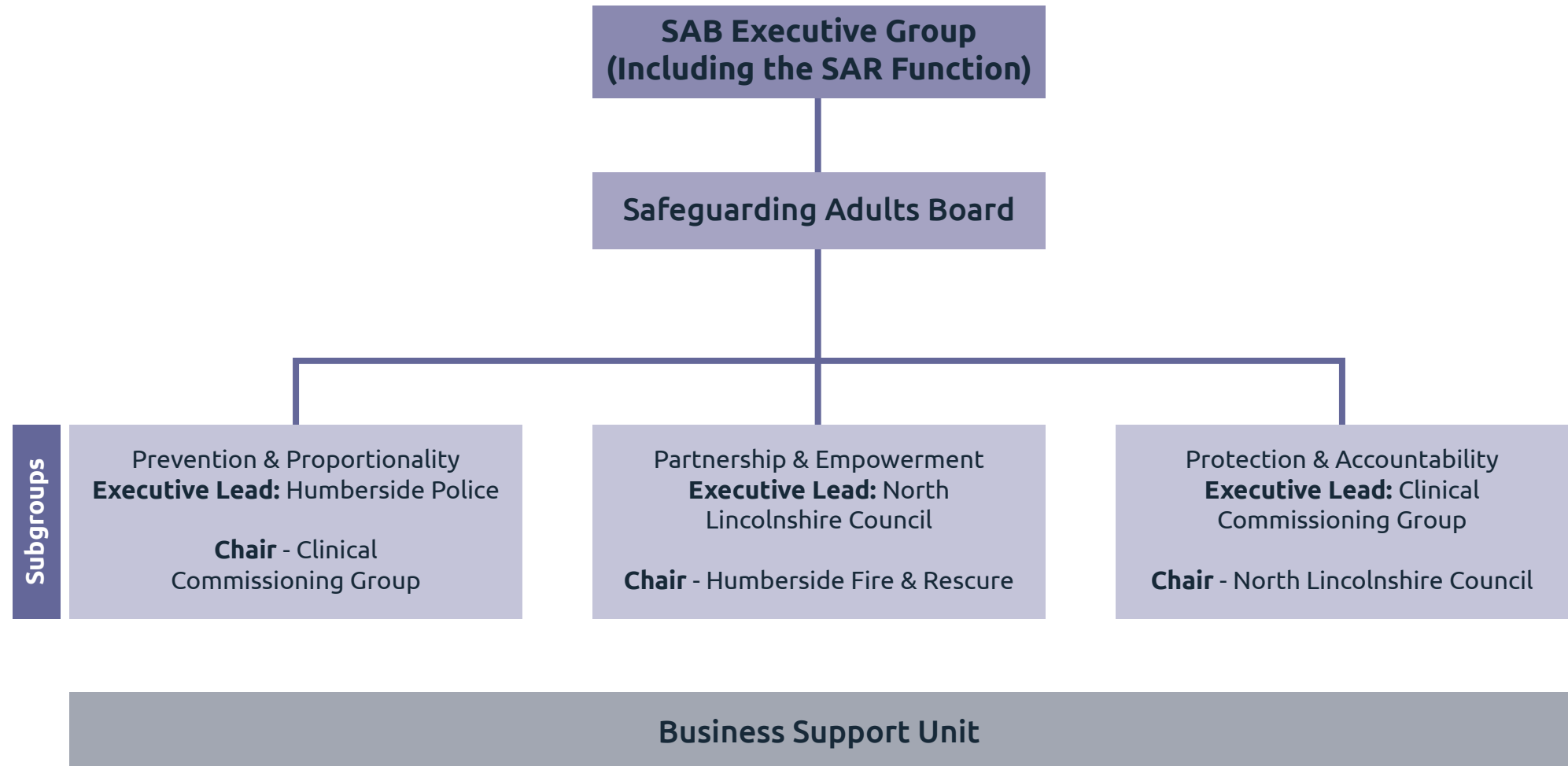
The **board's overarching strategic priorities** are aligned to the **six principles of safeguarding**, which are underpinned by the following strategic objectives -

- Ensuring our focus remains on the issues that are going to make the greatest difference to safeguarding people in North Lincolnshire.
- Seeking assurance that our partners are securing improvement with regard to the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards.
- Working with community services.

- Learning from case studies and reviews and using this to develop preventative measures.
- Strengthening existing processes which support the transitions arrangements between childhood and adulthood.
- Ensuring that people who are receiving health and social care services in North Lincolnshire are protected from abuse and harm.
- Ensuring the needs and aspirations of adults at risk are fundamental to the safeguarding journey.
- Engaging with adults with a lived experience and local communities to contribute towards policy, practice and awareness raising.
- Ensuring there is a joint and consistent approach to Safeguarding across all Boards and partnership arrangements
- Supporting the community to have an understanding of safeguarding, what support is available and how to access it.
- Ensuring that our partners are clear as to their roles, responsibilities and expectations.



# Delivery Framework

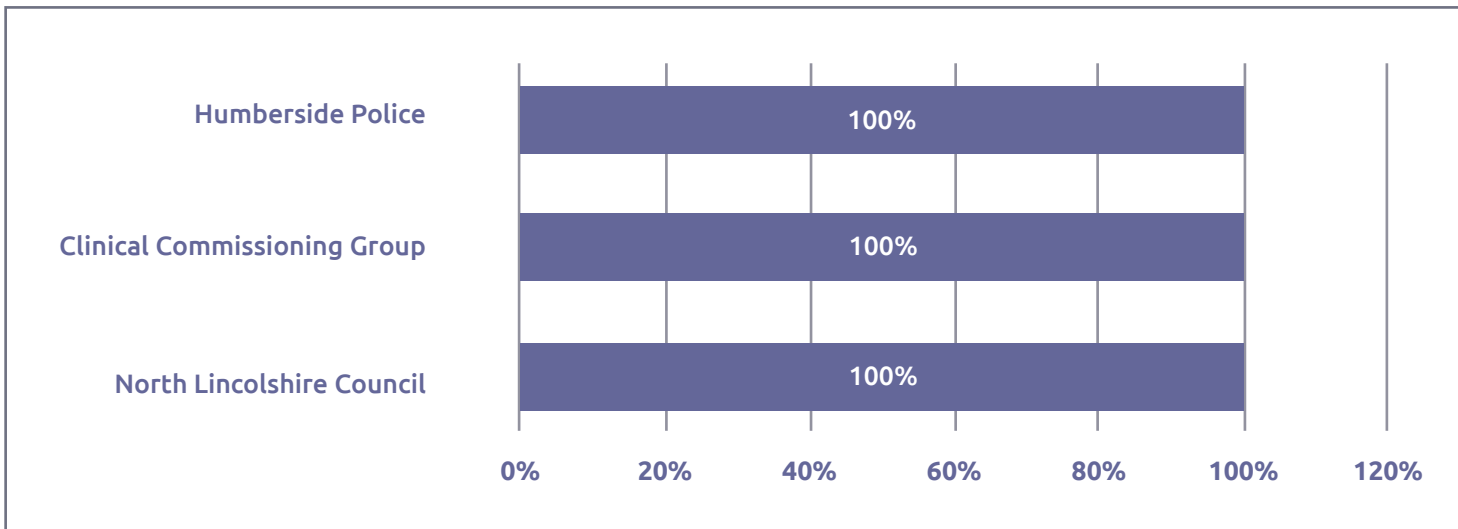


## Board attendance

Throughout 2021 / 22 the Executive group and the full board met quarterly. In the intervening periods the subgroups (Protection & Accountability, Prevention & Proportionality, and the Partnership &

Empowerment) regularly met and carried out safeguarding activity as outlined within the strategic plan, reporting progress and outcomes directly to both the Executive group and the board.

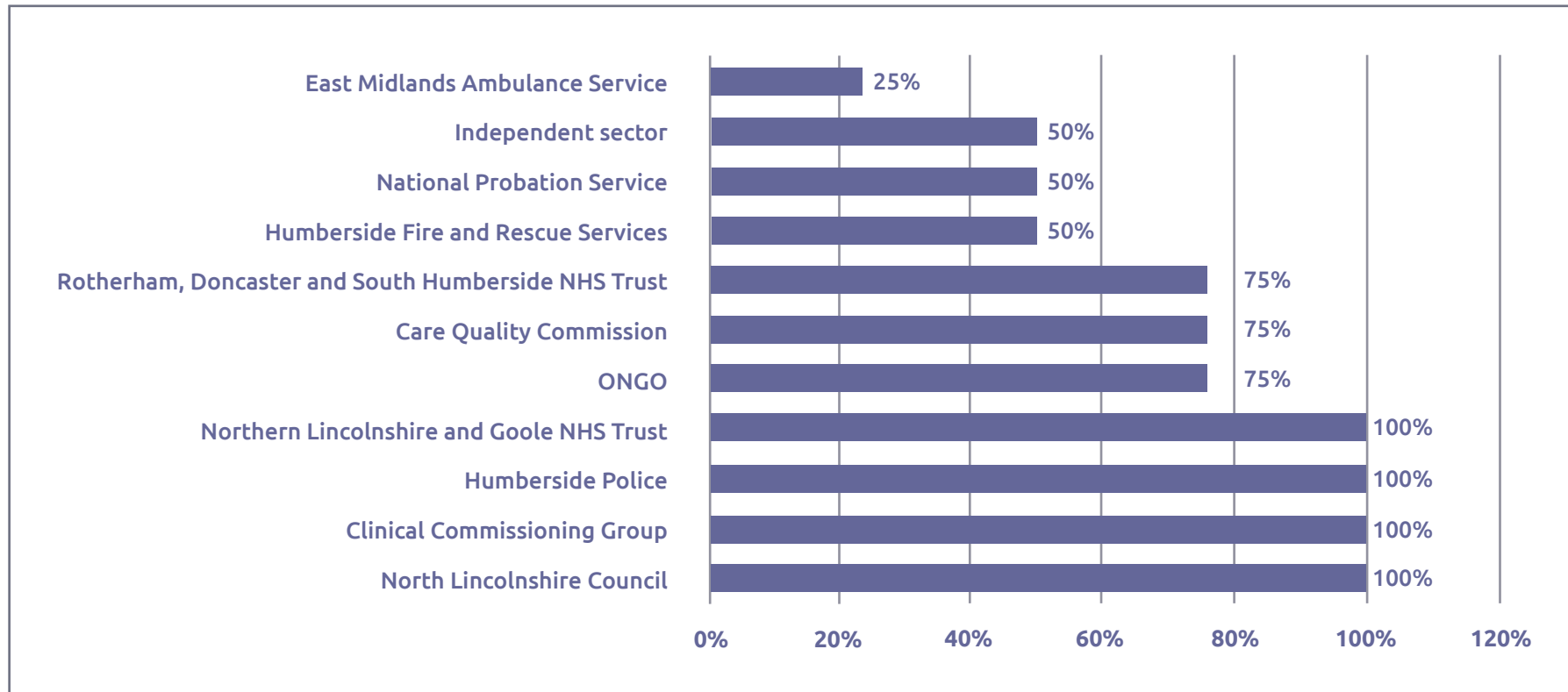
## Executive Group



# North Lincolnshire Safeguarding Adults Board

The NLSAB continues to demonstrate a sustained level of attendance and participation from members. There is a clear commitment to safeguard adults across the area, through representation by senior managers of all partner agencies that have an investment in good safeguarding practice.

Mechanisms are in place to ensure partners unable to attend meetings due to operational and logistical reasons can - and do contribute to delivering the board's objectives. Partnership contributions to the work of the board are also monitored via the agency self-assessments and one-to-one meetings with the Independent Chair.



## Actions completed by the subgroups to meet board objectives - Partnership & Empowerment subgroup

The Partnership and Empowerment subgroup consists of adults with a lived experience, partners from Humberside Police, Humberside Fire and Rescue, Healthwatch, North Lincolnshire Clinical Commissioning Group, North Lincolnshire Council, Ongo, and Cloverleaf Advocacy Services. The group is chaired by Jason Frary, Humberside Fire and Rescue Services. Because of the pandemic many of the planned meetings took place virtually - despite the challenges, engagement and commitment remained strong throughout.

The group understand the value of working together with partner agencies and other professionals to get the best result for adults with care and support needs who are at risk of abuse and neglect. The group also recognise the importance of ensuring that the voice of adults who have a lived experience is heard, listened to, and that this directly informs the work of the partnership.

The group meet quarterly, its aims are –

- To continue to promote awareness and understanding of safeguarding adults within the local community and with partner agencies.
- To make sure that safeguarding information is available to adults in an easily accessible format, jargon free and easy to understand.
- To support adults and their families / carers to be empowered and feel involved in their safeguarding journey, making sure their views and wishes directly inform what happens.
- To co-produce key strategies, information and leaflets with adults who have a lived experience, carers and other partner agencies.



## Partnership & Empowerment subgroup

During the last year the group have worked with adults who have a lived experience, and their families to help them recognise the signs of abuse, know how to report concerns and seek help to keep themselves and others safe.

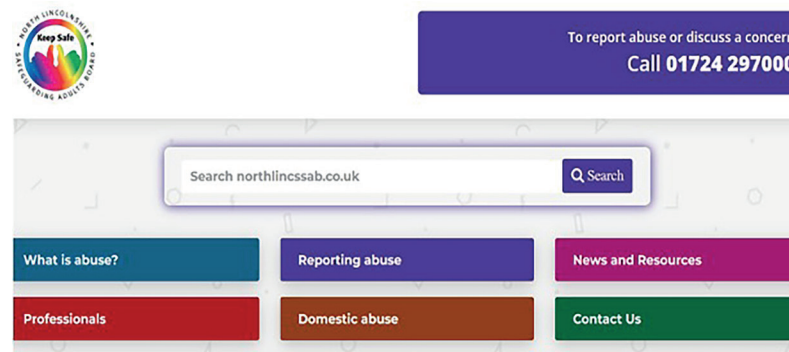
Following feedback from adults who have experienced the safeguarding journey, a number of easy read documents detailing categories of abuse have been developed. The documents have been designed by people with a lived experience, they combine short, jargon free sentences with simple and clear images to help explain the content.

The group recognise the importance of adults with care and support needs being provided with clear information to help them understand what safeguarding is, and what happens after abuse and neglect is reported – and as a result the group have developed the ‘your safeguarding leaflet’. The leaflet explains what abuse and neglect is, how safeguarding works and what a safeguarding enquiry is. The documents have been disseminated widely amongst partner agencies and have been published on the NLSAB website.

The group have worked in partnership with adults who have a lived experience and experts by experience to review and update the NLSAB website. Accessibility has been strengthened and a number of key areas have been added and enhanced such as –

- Information and guidance in relation to suicide prevention services.
- Additional information relating to the mental health support.
- Guidance on keeping safe online and information relating to e-safety.
- Information on Lasting Power of Attorney.
- Information on appropriate advocacy and links to local and national services.
- Information, advice and guidance in relation to domestic abuse has been added, and following feedback a ‘fast exit’ feature which allows the user to exit the website quickly if needed has been added.

The group will continue to ensure relevant information is shared, and the NLSAB website is regularly updated and continues to be a valuable source of information and guidance for partner agencies and people within the community.



## Prevention & Proportionality subgroup

The subgroup understands it is important that a proportionate response is given to any safeguarding situation, and that partner agencies work in the best interests of adults who have care and support needs within North Lincolnshire.

The subgroup consists of representatives from North Lincolnshire Council, Ongo, Cloverleaf Advocacy Services, Humberside Police, independent provider sector, Northern Lincolnshire & Goole Hospitals NHS Trust, North Lincolnshire Council and is chaired by Charlotte Morton, North Lincolnshire Clinical Commissioning Group.

### Mental Capacity Act 2005 – 5 principles

- 1. A presumption of capacity**
  - Start by thinking I can make a decision
- 2. Individuals supported to make their own decisions**
  - Do all you can to help me make a decision
- 3. Unwise decisions**
  - You must not say I lack capacity just because my decision seems unwise
- 4. Best interests**
  - Use a best interest checklist for me if I can't make a decision
- 5. Less restrictive option**
  - Check the decision made does not stop my freedom more than needed



The subgroup have been working with partner agencies to promote and enhance the understanding of the Mental Capacity Act 2005 and ensure the five key principles underpin all actions and decisions.

A mental capacity prompt been developed by the group, aimed at practitioners and provides a quick guide to undertaking capacity assessments.

Following the completion of a number of safeguarding audits, the group have also developed a short prompt in relation to Mental Capacity Act 2005 and Mental Health Act 1983, to highlight the differences in the two pieces of legislation.

## Prevention & Proportionality subgroup

The subgroup seeks to support partner agencies in keeping up to date with their safeguarding knowledge and skills, the information published on the NLSAB website is regularly reviewed and refreshed and includes a range of training and education tools such as –

- Safeguarding Adults Awareness Raising
- People in a Position of Trust (PiPoT)
- Honour Based Abuse
- Forced Marriage
- PREVENT Counter Terrorism Awareness
- Fraud Awareness
- Homelessness and Trauma Informed Approaches

The board has been assured by its partners that their workforce in North Lincolnshire have sufficient training at the right level to discharge its safeguarding responsibilities.

The following training courses were available to the workforce through partner agencies during the year:

- Safeguarding Adults Tier 1 (eLearning) – providing an overview of what is meant by abuse and neglect, the duty to safeguard adults with care and support needs, ensuring immediate safety, and how to report concerns.

- Safeguarding Children Tier 1 (eLearning) – providing an overview of what is meant by safeguarding children, the duty to protect children and how to report concerns.
- Safeguarding Adults Tier 2 – aimed at frontline practitioners. Providing an overview of safeguarding concerns and enquiries, making safeguarding personal, decision making in relation to safeguarding concerns and ensuring that staff can apply their own organisational procedures and processes for reporting and documenting safeguarding adult concerns.
- Safeguarding Adults Tier 3 – aimed at frontline practitioners and managers. Staff are trained in how to undertake effective safeguarding enquiries, ensuring that enquiries are person centred, and outcome focussed, in line with the Care Act 2014 and best practice.
- Mental Capacity Act & DOLs in Practice - Levels 1 and 2 – Staff are trained in the application of the Mental Capacity 2005 and have an understanding of the Deprivation of Liberty Safeguards.

## Prevention & Proportionality subgroup

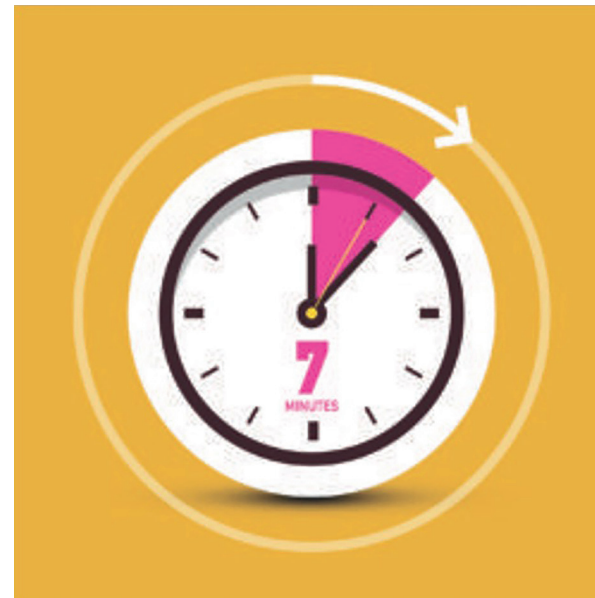
The group regularly review key messages from published regional and national reviews and investigations such as - Safeguarding Adult Reviews (SARs), Serious Case Reviews (SCRs) and Domestic Homicide Reviews (DHRs) ensuring that any learning relevant to North Lincolnshire is appropriately shared and implemented.

Focussed development sessions have taken place with board partners to share learning resulting from the Safeguarding Adult Review 'Joanna, Jon and Ben', information from 'local LeDeR reviews' and learning identified within Professor Michael Preston-Shoot's research - 'embedding knowledge and learning into practice'.

The group have created several seven-minute briefings – these briefings are based on research, which suggests that seven minutes is an ideal time span to concentrate and learn. The briefings have been designed as learning aids which can be used within team meetings, supervisions or as simple reminders of the key issues around key safeguarding themes and current issues including –

- Tackling domestic abuse
- Professional curiosity
- Safeguarding enquiries
- Advocacy

There continues to be close links across all the NLSAB subgroups, and other partnership boards (Community Safety Partnership, Children's Multi-agency Resilience and Safeguarding) ensuring that any relevant information and cross-cutting learning from practice is shared with all partners, enabling them to make changes or improvements that will keep adults with care and support needs in North Lincolnshire safer in the future.





## Protection & Accountability subgroup

The board is committed to ensuring that safeguarding arrangements, and partner agencies of the board act to help and protect adults who may be at risk in North Lincolnshire.

The Protection & Accountability subgroup consists of representatives from Humberside Police, North Lincolnshire Clinical Commissioning Group, Northern Lincolnshire & Goole NHS Trust, Humberside Fire & Rescue, independent provider sector, Rotherham, Doncaster and South Humber Mental Health Trust, Healthwatch, Ongo and is chaired by Victoria Lawrence, Head of Social Work and Assurance for North Lincolnshire Council.

The subgroup have developed, and are implementing a new Framework to enhance and strengthen safeguarding scrutiny and assurance. The framework has been approved by the Executive Group on behalf of the NLSAB.

Within the framework a number of mechanisms have been introduced which give opportunities to work in partnership to learn and to improve practice across the multi-agency safeguarding system.

The Scrutiny & Assurance Framework enables partners to –

- Talk with, and receive direct feedback from adults at risk, adults with lived experience and their families.
- Have assurance of whether partner agencies are fulfilling their responsibilities to safeguarding adults who are at risk of abuse or neglect.
- Have assurance of whether partner agencies are joined up and working together to safeguard and promote the wellbeing of adults at risk across the safeguarding system.
- Have a direct line of sight to frontline practice.
- Have live conversations with frontline practitioners.

## Protection & Accountability subgroup

The subgroup have undertaken two Line of Sight to Practice panel events in relation to the theme of self-neglect. The event was led and chaired by a nominated member of the subgroup who was independent. Panel members included representatives from SAB partner agencies as well as frontline practitioners and managers from agencies who worked with the people. The event enabled panel members to discuss how we supported two people in depth, engage in active challenge and identify a number of learning points from areas which worked well, and those which could be further developed. The experiences and views of the people involved were central to the event.

### **Good practice –**

- Person-centered practice was evident and the views and wishes of the people were taken into consideration throughout the safeguarding enquiry.
- Strengths-based practice was evident, the positive aspects of the people's circumstances and networks were recognised, and these were used in the development of care and support plans.
- Collaborative working was evident which led to the reduction of risk and positive outcomes for the people.

- Timely and appropriate information sharing took place between agencies.
- Decisions, where appropriate were made in Best Interests and recording / rationale was robust.
- Complexities of the situations were recognised, and periods of transition were put in place between agencies and teams.

### **Top actions -**

- Continuing to ensure the voice of the person with a lived experience is embedded in the design of policies & procedures, training and in the delivery of future services.
- Developing multi-agency guidance, and tools and raise awareness to support partner agencies and frontline practitioners in relation to self-neglect.
- Continuing to develop the tools and guidance available to partner agencies and practitioners in relation to safeguarding adults' legal literacy.

The group have developed a seven-minute briefing outlining the identified learning points and to sharing effective approaches to working with adults who self-neglect.

## Protection & Accountability subgroup

The Protection and Accountability Group act as a reference group and utilises the specialist knowledge of all partners to support with the updating of policies, procedures and guidance.

The group have developed and implemented a Vulnerable Adult Risk Management (VARM) Policy. The VARM process provides a framework for professionals to facilitate effective multi-agency working with adults at risk (adults with care and support needs, whether these are being met or not) 18 years or over, who are deemed to have mental capacity to make decisions and who are at risk of serious harm or risk of death through self-neglect, refusal of services and/or high levels of risk-taking activity.

The process and guidance can be used to discuss, identify, assess, plan, and review the management of risks, with a range of partner agencies and wherever possible in partnership with the adult at risk. The guidance is used flexibly and in a way that achieves best outcomes for adults at risk promoting a person-centred approach.

The NLSAB have received an initial evaluation report which gave assurance on the implementation of the VARM policy.

The group have refreshed and updated the NLSAB Organisational Abuse Policy.

The policy and procedures detail the response required to safeguarding concerns across health and social care whole services or provider organisations.

A whole service enquiry is a formal Care Act 2014 Section 42 enquiry, which forms part of the continuum of the multi-agency responses to allegations of abuse and/or neglect. It is intended to be used in the most serious of circumstances where there is a high level of risk of or actual harm to a number of individuals.

Partner agencies were requested to review their own internal safeguarding policies and practice guidance documents and were able to provide assurance that they were consistent with those of the NLSAB.

## Protection & Accountability subgroup

The NLSAB and its partners have continued to work together to prevent and reduce the risk of harm to people with care and support needs.

The subgroup continue to analyse and monitor the effectiveness of safeguarding activity, at each meeting they review and scrutinise available data and intelligence to identify themes and trends, informing areas for development, innovation and improvement.

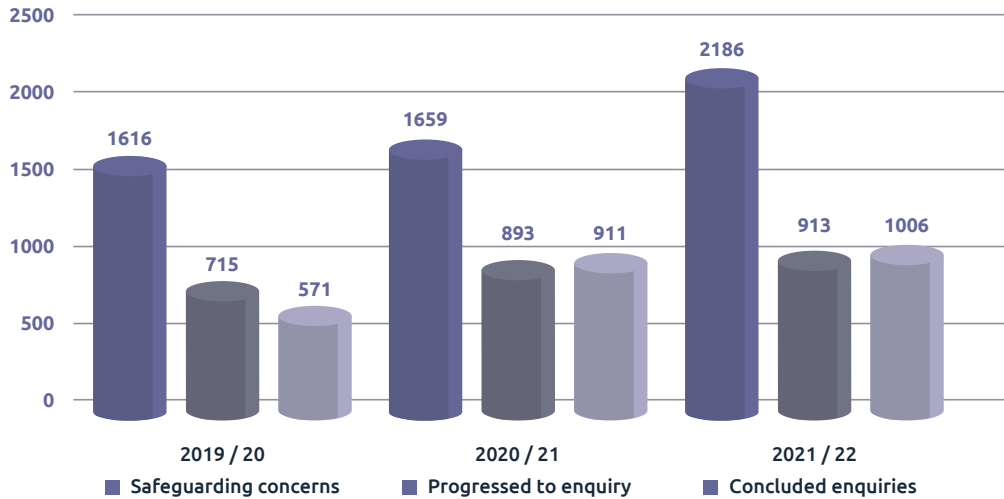
The available intelligence includes:

- NLSAB data dashboard
- CQC report information including analysis of the four domain levels.
- Information from reviews such as Safeguarding Adult Reviews (SARs), Learning Disability (LeDeR) Reviews, Domestic Homicide Reviews (DHRs)
- Relevant datasets from other agencies / organisations.
- Learning from mechanisms within the Scrutiny & Assurance Framework.



# Safeguarding adults data in 2021 / 22

Safeguarding Activity



Consistent with both regional and national trends over the last four years North Lincolnshire has continued to see an increase in both the number of safeguarding concerns and safeguarding enquiries. Further analysis of the data shows that increases for this period are partly due to lockdown restrictions easing, meaning more opportunities to interact with people, as well as an increase in knowledge and understanding of what constitutes a safeguarding concern, and greater awareness of how to report safeguarding issues to the council.

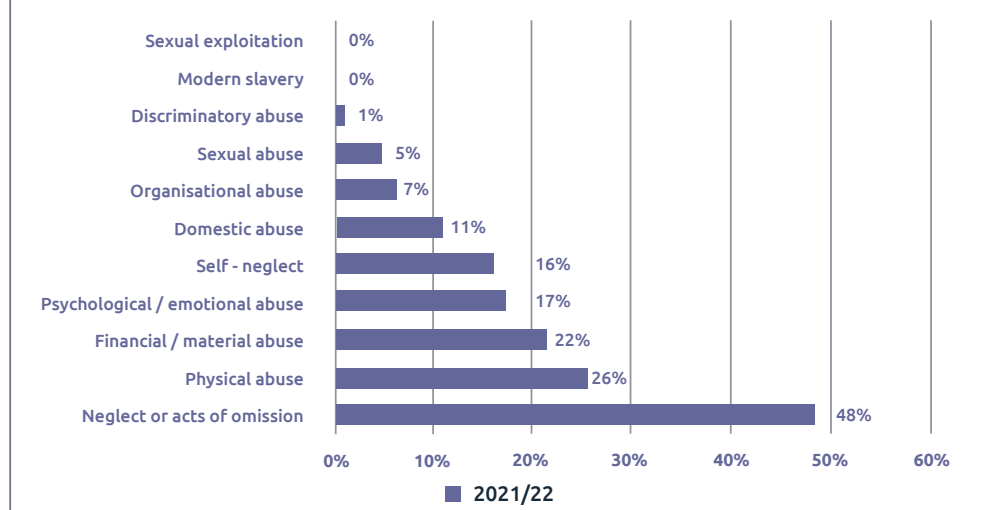
During 2021/22 a total 2,186 safeguarding concerns were received, which is an increase of 31% in comparison to the previous year.

Of those 2,186 safeguarding concerns, 913 became safeguarding enquiries and a total of 1006 safeguarding enquiries were completed during the year.

On occasions when a safeguarding enquiry was not required, other forms of support, advice and guidance, or other services will have been provided, dependent on the adults views, wishes and needs.

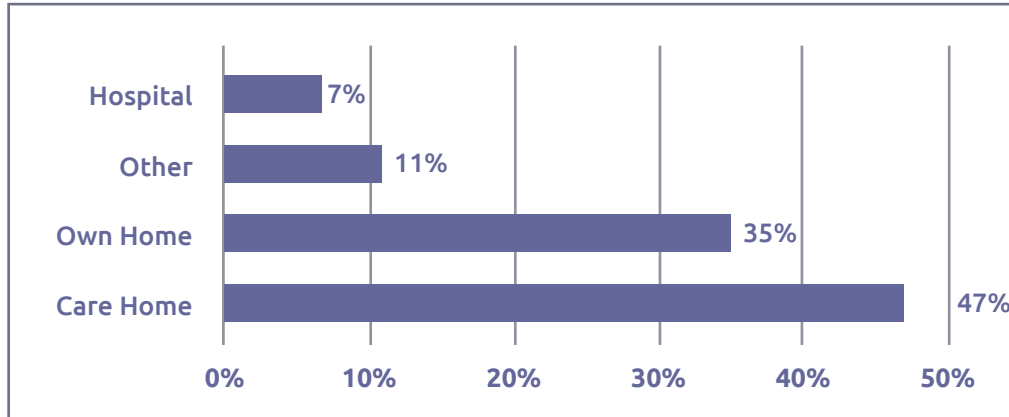
Neglect & acts of omission, financial and physical abuse continue to be the highest categories of abuse. It is important to note, however that a person may experience more than one type of abuse.

Categories of Abuse - Concluded Enquiries 2021/22



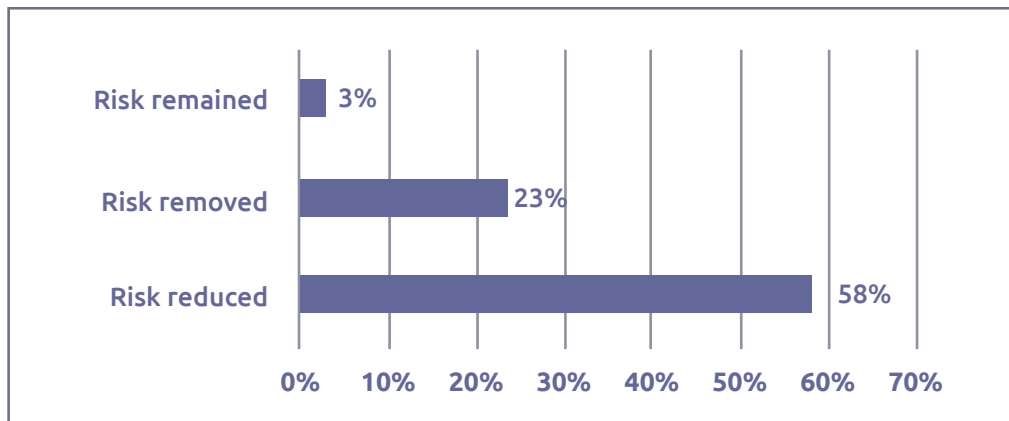
## Safeguarding adults data in 2021 / 22

### Location - concluded enquiries



Many of the safeguarding concerns received are from care homes, which is consistent with previous years dashboards, and also the data in relation to the location of concluded enquires. This is seen as a positive indicator of the high quality care sector within North Lincolnshire, and of providers' understanding of their safeguarding responsibilities.

### Concluded enquiries - risk outcome



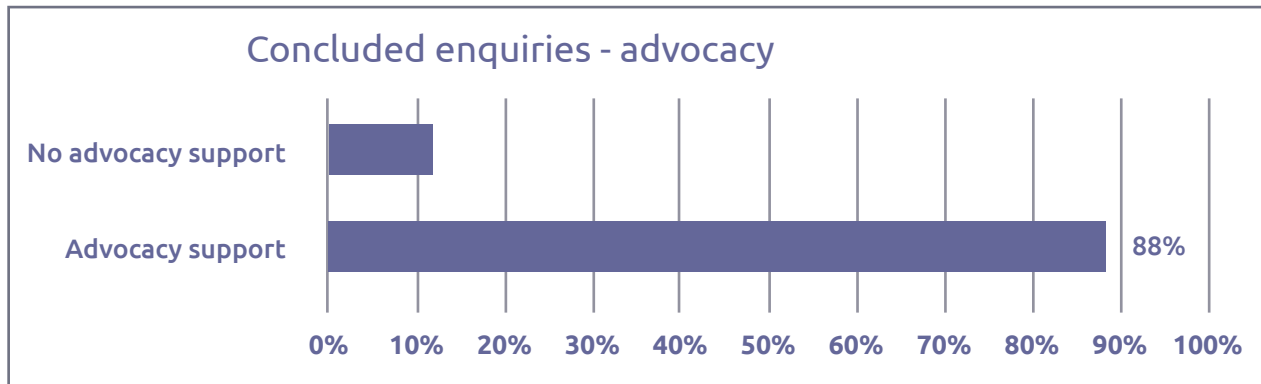
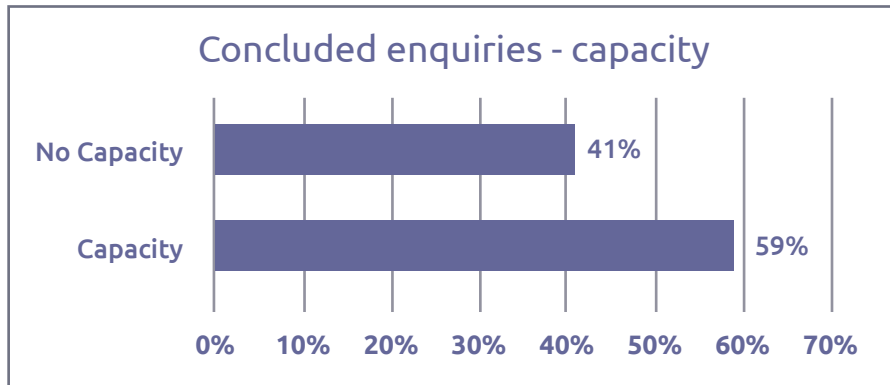
At 81% risk identified and action taken remains the highest outcome of concluded S42 enquiries, indicating that a correct threshold for S42 enquiries is in place.

In 97% of enquiries identified risks were either removed or reduced.

It is important to recognise, that sometimes people may choose to live with risk, or it may remain with safeguarding plans and strategies in place.

## Safeguarding adults data in 2021 / 22

### Mental capacity and advocacy - concluded enquiries



The number of individuals who lacked capacity in relation to the safeguarding concern was 41%.

88% of adults were supported by an advocate.

## Safeguarding adults data in 2021 / 22

### Making Safeguarding Personal (MSP)

MSP is about having conversations with people about how to respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, well-being, and safety.

The Care Act 2014 advocates a person-centred, rather than a process driven approach. MSP questions comply with the standards set by NHS digital, ensuring they are comparable with all other authorities across England.

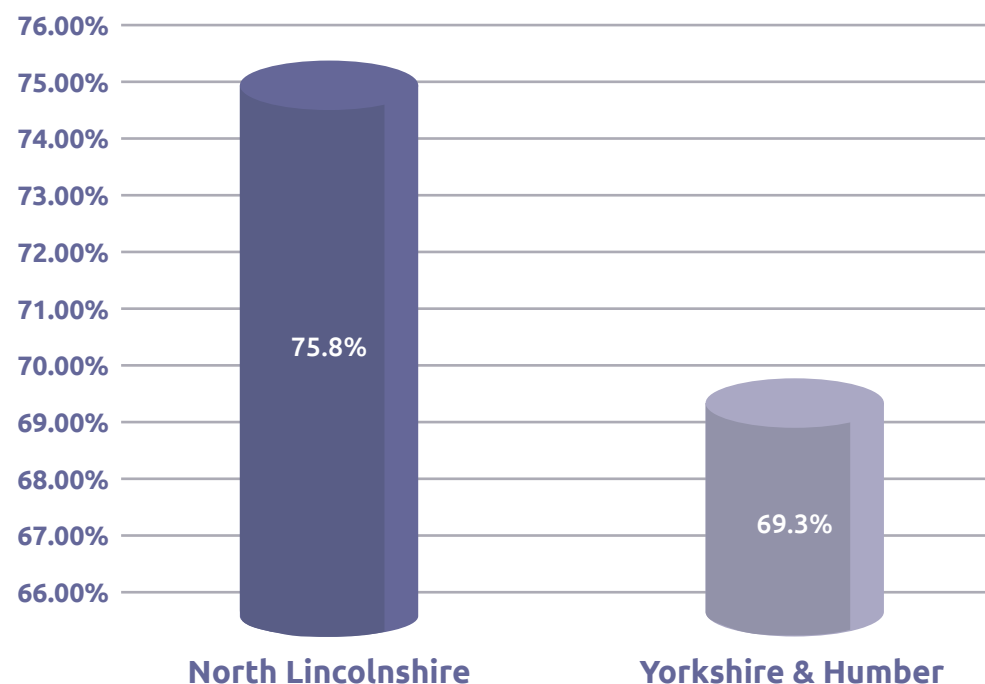
**80%**

of individuals and / or their representatives were asked their views and wishes in relation to the S42 enquiry

**95%**

of individuals and / or their representatives felt their views and wishes had either been partially or fully met.

### People Who Use Services Feeling Safe



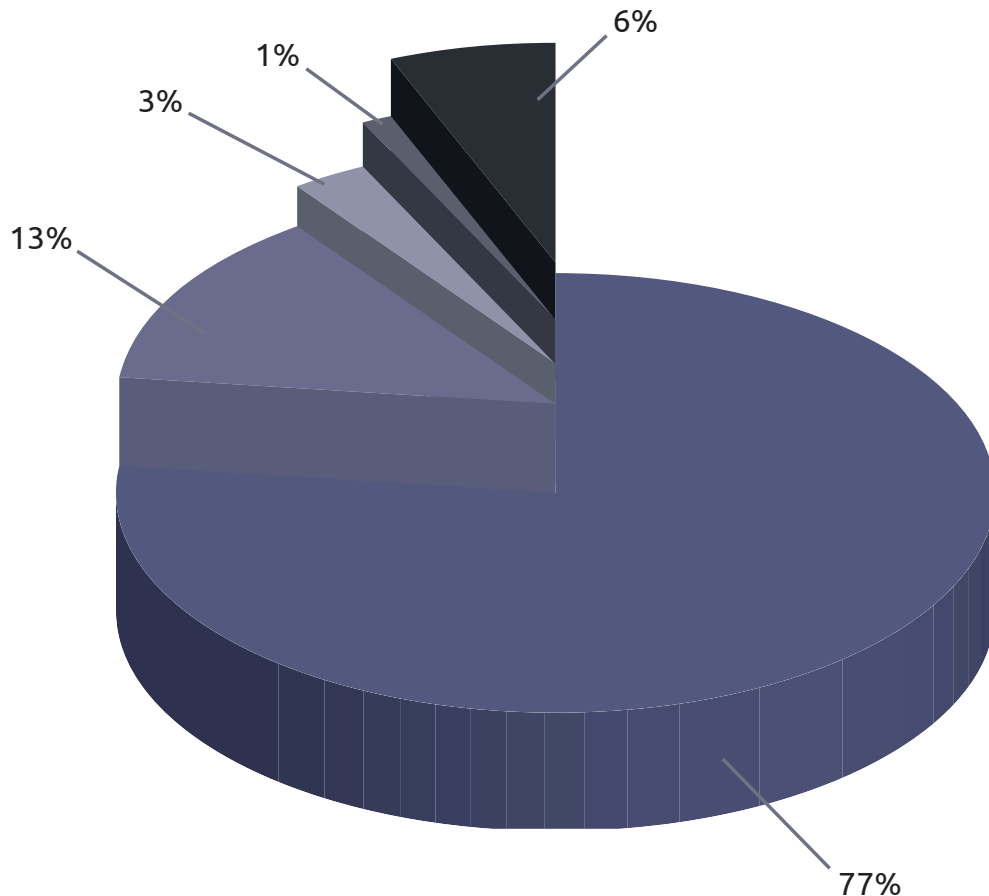
In North Lincolnshire 75.8% of people, using services reported they felt safe, this is 6.5% more than the regional average and a 0.4% increase on the previous year. This data was drawn from section 4A of the Adult Social Care Outcomes Framework (ASCOF) in England for the period 1 April 2021 to 31 March 2022. The data measures how well care and support services achieve the outcomes that matter most to people.



## Safeguarding adults data in 2021 / 22

### Care Quality Commission ratings North Lincolnshire Care Homes and Home Care

■ Outstanding ■ Good ■ Requires Improvement ■ Inadequate ■ Not Yet Inspected



This information relates to the quality assurance of providers quality assurance of registered care providers following Care Quality Commission following Care Quality Commission (CQC) inspections, indicating a high-quality care sector with 83% of providers being inspected as either good or outstanding.

Where a provider has been rated as inadequate, or requires improvement board partners work closely together with the provider to offer support and guidance and to seek assurances that people are safe.

## Safeguarding Adult Reviews

### What is a Safeguarding Adult Review (SAR)?

A SAR takes place when agencies who worked with an adult who suffered abuse or neglect, come together to find out and think about how they could have done things differently.

The aim of a SAR is to promote effective learning and improvement. SARs should be used to explore examples of good practice, as well as those not so good, and should identify learning which can be applied to future cases.

The law says Safeguarding Adults Boards must arrange a SAR when:

There is reasonable cause for concern about how NLSAB, its partners or others worked together to safeguard the adult

AND

The adult died and NLSAB suspects the death resulted from abuse or neglect

OR

The adult is alive and NLSAB suspects the adult has experienced abuse or neglect.

SARs are overseen by NLSAB Executive SAR Group, consisting of representatives from the board's statutory partners (North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and Humberside Police).

The group has been chaired by Chief Superintendent Darren Wildbore of Humberside Police.

During the year the group received no new SAR referrals, and one review was completed (Adult B).

The subgroup continues to track recommendations identified in previous SARs to ensure learning is embedded.

The subgroups have continued to share good practice and learning identified in regional and national SARS with practitioners and partner agencies.

Seven-minute briefings have been developed to help disseminate key messages from SARs amongst partner agencies.

The NLSAB has maintained links and reporting relationships with the Community Safety Partnership (CSP) who manage Domestic Homicide Reviews (where they involve adults with care and support needs).

## Safeguarding Adult Reviews

### Adult B SAR

Adult B is a 54-year adult who has a diagnosis of Autism Spectrum Disorder and Asperger's Syndrome. Adult B's needs were complex and there were multiple agencies involved with care and support.

Adult B raised concerns to multiple agencies that they had been neglected by services, feeling that no single organisation had taken a lead in providing care and had been passed between teams and agencies. Adult B felt that there was no consistency, and that practitioners supporting them did not have the required knowledge or skills in supporting adults who had autism.

Although Adult B had not died, and there was no suspicion or knowledge that Adult B had experienced abuse or neglect - there were suggestions that partner organisations could have worked more effectively together, and it was felt potential lessons could be learnt and applied to future cases.

The review was conducted in the form of a Multi-agency Reflective Workshop. The purpose of this type of review is for agencies involved to meet and share their perspectives as a self-assessment of the multi-agency safeguarding arrangements and practice to identify improvements.

The aim of the review was to make a positive impact on frontline practice. The focus of the workshop was to reflect on Adult B's journey and identify any opportunities for improved interface between the agencies.

## Safeguarding Adult Reviews

### Adult B SAR - Good Practice

- There was evidence of collaborative working between the advocate, practitioners within all agencies, Adult B and family members.
- There was evidence on many occasions as Adult B went into crisis situations, agencies came together and worked collaboratively around personalised care.
- There was evidence that Adult B was supported and encouraged to make their own choices regarding how they wanted their care to be delivered.
- Practitioners recognised the risks associated with Adult B's environment and timely referrals to the safeguarding team were made.
- Safeguarding Strategy Meetings were held, and robust Safeguarding Plans were implemented, there is evidence that Adult B was involved, and their views and wishes were listened to.
- There is evidence that practitioners understood the escalating complexities around the case, they articulated their concerns and were supported by senior managers within their organisations.

### Multi-agency Recommendations

- When working with adults who have autistic spectrum disorder, practitioners should be provided with training and education to ensure they have the relevant skills and knowledge required to effectively support those individual and their families.
- One identified professional should be the 'lead' in order to coordinate care and support when working with people presenting with complex needs, ensuring consistency and a joined up approach between multi-agencies.
- When a person with complex needs does not meet the threshold for services a multi-disciplinary meeting should be convened to establish which service or services would be the most appropriate service or services to provide support to the person.
- Organisations should ensure that there are processes in place for mechanisms to engage with adults who have Autism and their families in the production of policies and procedures.

## Areas of future focus

As evidenced within this Annual Report, the board have made considerable progress this year in relation to delivering the priorities and strategic objectives outlined within the Strategic Plan.

We recognise the importance of ensuring that our focus remains on the issues which are going to make the greatest difference to safeguarding people in North Lincolnshire. The following key themes have been identified by board partners as areas of future focus -

- In 2022 the board will review it's Strategic Plan - the plan will be developed in partnership with adults who have a lived experience, their carers and our partners.
- The board will continue to work with partners to prepare for the implementation of the Liberty Protection Safeguards (LPS) and will support partners to keep up to date with the evolving situation regarding the timeline and publication of the statutory guidance.
- The board will enhance engagement with local community groups and the voluntary sector to raise awareness and understanding of safeguarding adults, with a focus on diverse, isolated and under-represented communities.
- The board will continue to promote a positive learning culture where partners continually reflect on practice and learn from local, regional and national reviews and identify ways to prevent and reduce harm.
- The board will continue to analyse all available data and intelligence to help recognise emerging safeguarding themes and trends, including considering hidden harm and ensure action is taken when needed.
- The board will develop training and education particularly around professional curiosity, legal literacy and trauma informed responses.
- The board will continue to ensure that policies, procedures and guidance are effective, flexible and adapt in response to learning.