

NORTH LINCOLNSHIRE COUNCIL

HEALTH AND WELLBEING BOARD

Local Safeguarding Adults Board Annual Report 2019/20

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 Health and Wellbeing Board to note the publication of the Local Safeguarding Adults Board (LSAB) Annual Report outlining the work of the LSAB and its members to carry out and deliver the objectives of the strategic plan.
- 1.2 The contents of the report should be considered in relation to planning, commissioning and budget setting.
- 1.2 The report demonstrates that the LSAB:
- listens and responds to the voices of adults with care and support needs, and adults with the lived experience
 - is effective in providing help and protection to adults with care and support needs
 - effectively meets statutory obligations
 - benefits from strong and consistent leadership
 - has made good progress on delivering the strategic objectives laid out within the strategic plan

2. BACKGROUND INFORMATION

- 2.1 The Care Act places the council's duties in respect of safeguarding adults with care needs who are at risk of abuse or neglect on a statutory basis.
- 2.2 The LSAB has a statutory requirement to publish an annual report, which offers assurance that local safeguarding arrangements and partnerships help and protect adults with care and support needs in its area. The annual report details the work of the LSAB during the year to achieve its main objectives, and deliver the strategic plan priorities, as well as detailing the findings of any Safeguarding Adult Reviews (SARs) that may have been undertaken.
- 2.3 The 2019/20 annual report has been approved and will be published on the NLSAB website.

2.4 The annual report is required to be distributed through relevant governance routes across safeguarding partner organisations. The contents of the report should be considered in relation to planning, commissioning and budget setting. Organisations should fully consider the contents of the annual report how they can improve their contributions to both safeguarding throughout their own organisation, and to the joint work of the LSAB.

2.5 The Care Act 2014 also requires the report to be submitted to the Local Police and Crime Commissioner, Chief Constable, and Healthwatch via LSAB board members.

2.6 The annual report provides details of progress in relation to the boards strategic plan, and the six strategic priorities, which are:

- Prevention
- Proportionality
- Partnership
- Empowerment
- Protection
- Accountability

2.7.1 The key achievements, and the positive impacts for adults with care and support needs and their families highlighted within the report are:

- There is a clear demonstrable commitment to safeguard and support adults with care and support needs, and their families across the area, through representation at the board by senior managers of all organisations.
- There is a strong focus on engaging with and listening to adults, and their families to understand their views and experiences, these have been included within our strategic plan.
- Adults with care and support needs were supported to design materials to enable them to share the safeguarding message amongst their family and friends, through workshops held in care homes.
- Adults and their families are empowered to help them to recognise the signs of abuse, know how to report concerns and seek help to keep themselves and others safe - as a result several easy read documents have been co-produced and are now available on the website.
- Information available to adults and their families in relation to the Mental Capacity Act 2005 has been strengthened.
- There are strong relationships with the other key strategic partnerships – the Children’s Multi-agency and Resilience Safeguarding, Adults Voice Partnership, and the Community Safety Partnership.
- To ensure that young people and their families feel supported when transitioning from childhood to adulthood, a joint plan with children’s services has been developed.

- There is ongoing development and implementation of our scrutiny and assurance framework, thematic and agency specific assurance events and practice learning line of sight events leading to changes in practice where appropriate.
- In order to help partners make continued improvements in keeping adults safe, learning from reviews have been shared.
- To ensure that the voice of the adult is central to safeguarding, several 7-minute briefings have been produced to support professionals.
- To help empower adults and their families, making safeguarding personal training sessions have been delivered to the Cross Sector Provider Partnership.
- Communications through the LSAB website have been enhanced as a means of sharing information and communication and publicising key documents, tools, and resources with adults and their families, as well as partner agencies.
- The safeguarding data shows the voices of the adult and their families are being listened to, the data dashboard has also been updated.

Future priorities

The board will continue to raise awareness of safeguarding and ensure that safeguarding duties are embedded into partner practice. The board is committed to continuing to work in partnership to seek assurance and ensure that safeguarding practice within North Lincolnshire is continually reviewed and improved.

In 2020/21 the board will be reviewing policies and procedures, considering experiences as a partnership to continue to improve and develop safeguarding practice.

The board will be focusing on engaging with, listening to, and learning from adults and their families to ensure a greater awareness of their views and experiences of safeguarding.

A key priority for the board in 2020/21 is to gain assurance from partner agencies about how any impact of Covid-19 on local safeguarding arrangements is being managed, particularly looking at how the current situation is impacting on adults who have care and support needs and on the effectiveness of safeguarding arrangements within North Lincolnshire. We will ensure that safeguarding remains a priority.

3. OPTIONS FOR CONSIDERATION

- 3.1 To note the publication of the LSAB annual report outlining what the LSAB and its members have done to carry out and deliver the objectives of the strategic plan.
- 3.2 The contents of the report should be considered in relation to planning, commissioning and budget setting.

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 There has been a range of consultation with adults who have care and support needs, adults with lived experience, as well as safeguarding partners and relevant agencies in the work of the NLASB, and implementation of the strategic plan. There will be further engagement opportunities as we continue to listen, learn, adapt, and review.

8. RECOMMENDATIONS

8.1 To receive the LSAB Annual Report 2019/20 and consider this where relevant in relation to planning, commissioning and budgets setting processes.

8.2 To note submission of the report to the following via board members to 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 -

- Leader and Chief Executive of the Council
- Police & Crime Commissioner and Chief Constable of Humberside Police
- Healthwatch

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Date: 22 December 2020

North Lincolnshire
Safeguarding Adults Board
Annual Report
2019-2020



Foreword

It is my pleasure to introduce the 2019 / 20 annual report for North Lincolnshire Safeguarding Adults Board. We have had another busy and productive year as the report demonstrates. As Chair of the board I would like to thank members for their commitment and hard work throughout the year, particularly for their support in developing our new strategic plan and partnership agreement, and on the progress that has been made in meeting the Board's strategic priorities.

During the year, the board have been looking at strengthening existing processes which support the transition arrangements between childhood and adulthood, developing pathways to implement the transitional safeguarding arrangements. We continue to work positively with the new children's safeguarding partnership arrangements and the overarching North Lincolnshire community safety partnership to streamline our priorities and address areas of common concern.

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 carried out an independent Safeguarding Adults Review (SAR) in relation to Adult A. Significant work has been undertaken by partners to understand how agencies could work better together to safeguard adults at risk in such circumstances. The SAR has been published on our website and has provided us with important learning to take forward in the future. The board is grateful for the way in which the family and partner organisations engaged with and contributed to this review.

I look forward to building on our progress and meeting the objectives identified within our strategic plan. 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.



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 2019 – 31 March 2020) highlighting the board's progress and achievements in delivering the priorities and objectives identified in its agreed [Strategic Plan 2019-2022](#). The report includes how partners have contributed to the work of the board to promote effective adult safeguarding.

North Lincolnshire Safeguarding Adults Board – Key Achievements 2019 / 2020

- Adults with care and support needs, their carers and board members have worked together with board members to publish its new Strategic Plan for the next three years (2019 -2022).
- The board has aligned its overarching strategic priorities, objectives, and its subgroups to the six principles of safeguarding.
- The board has had a sustained level of attendance and participation from members. There is a clear commitment to safeguard adults across the area.
- Board partners refreshed the [North Lincolnshire LSAB Partnership Agreement](#), executive leads of our member organisations have signed the document to signal agreement to work together within North Lincolnshire to deliver the ambitions as set out within the strategic plan.
- The board has effective links with a number of strategic partnerships within North Lincolnshire, including Children's Multi-Agency and Resilience Safeguarding Board (CMARS), Community Safety Partnership (CSP) and Adults Partnership.
- The board has undertaken bespoke and participatory safeguarding workshops with local care homes, voluntary organisations and partner agencies.
- The board participated in a task and finish group to review all data dashboards across the Yorkshire & Humber region.
- The quality of the social care provider sector is higher than the national average in North Lincolnshire, with 87% of providers rated as either good or outstanding.
- More enquiries in North Lincolnshire than the England average led to risks being removed and making people be safe.
- The board have reviewed policies and procedures to help ensure effectiveness in our safeguarding practise.
- The board was part of a regional group which contributed to the completion of a national framework around safeguarding concern decision-making.

About the North Lincolnshire Safeguarding Adults Board

The NLSAB brings together partner organisations 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 co-ordination 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 member organisations 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.

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
- Public Health
- East Midlands Ambulance Service
- ONGO (housing provider)

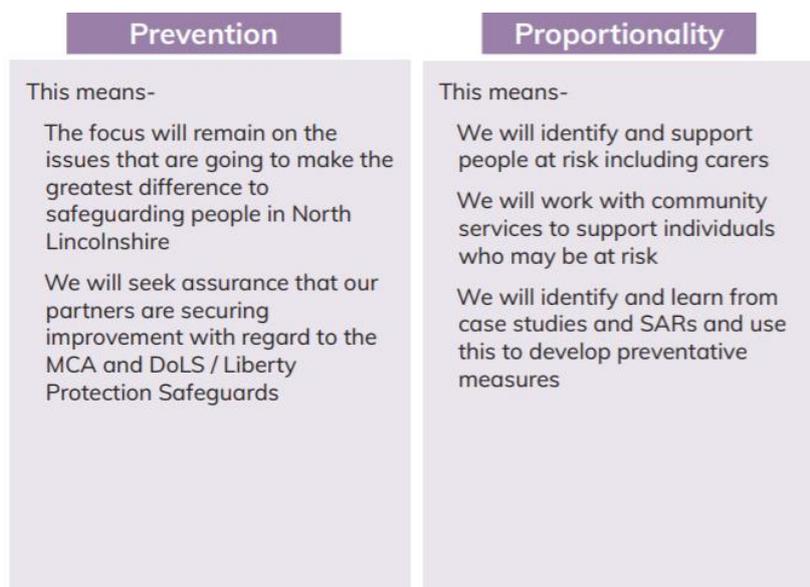
Advisory members:

- Care Quality Commission
- Healthwatch North Lincolnshire
- Cabinet Member for Adults and Health
- NHS England

Strategic Plan

In 2019, the board published its new strategic plan for 2019 - 2022, laying out the shared outcomes, goals and objectives for the next three years. The strategic plan was developed in partnership with adults with care and support needs, 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 organisations work together to keep people safe when abuse has occurred, giving people choice, control, and involvement.

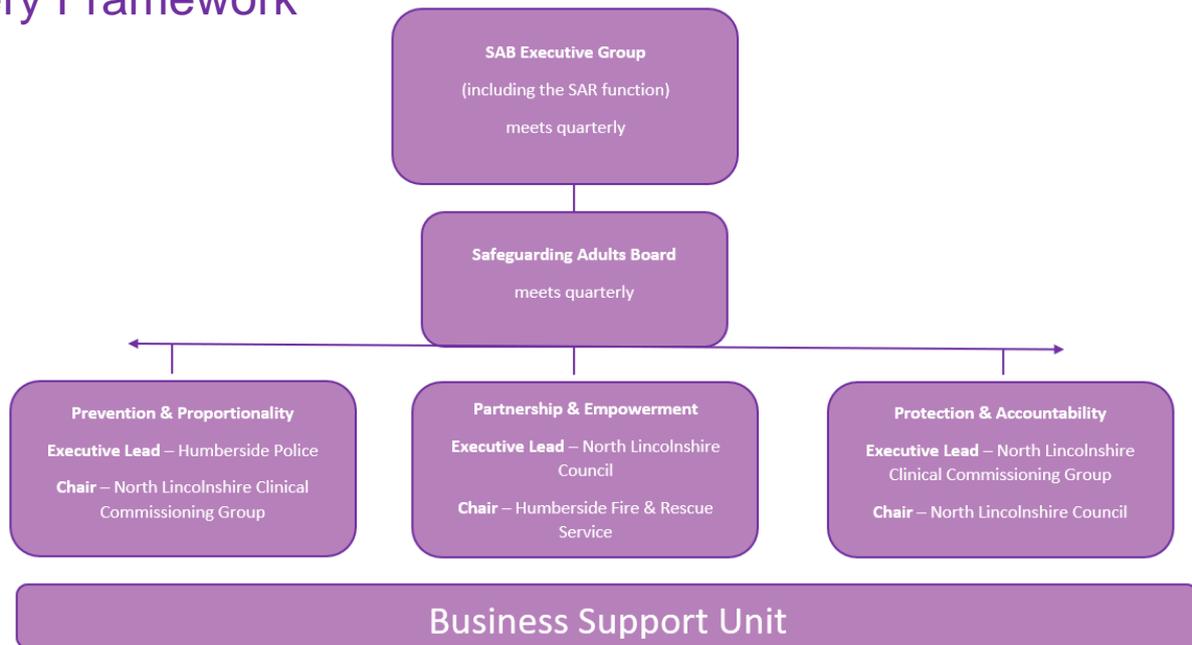
The board’s overarching strategic priorities and objectives are aligned to the six principles of safeguarding, which are underpinned by fourteen strategic objectives.



<p style="text-align: center;">Partnership</p> <p>This means-</p> <p>The needs and aspirations of the vulnerable adult will be fundamental to their safeguarding journey</p> <p>We will engage with vulnerable adult, groups and communities to contribute towards policy, practice and awareness raising</p>	<p style="text-align: center;">Empowerment</p> <p>This means-</p> <p>A joint and consistent approach to Safeguarding across all Boards and partnership arrangements</p> <p>We will explore a joint approach to safeguarding training and education</p> <p>Supporting the community to have an understanding of safeguarding, what support is available and how to access it</p>
<p style="text-align: center;">Protection</p> <p>This means-</p> <p>We will strengthen existing processes which support the transitions arrangements between childhood and adulthood</p> <p>People who are receiving health and social care services in North Lincolnshire are protected from abuse and harm</p>	<p style="text-align: center;">Accountability</p> <p>This means-</p> <p>Board partners are clear as to their roles, responsibilities and expectations</p> <p>The Board is assured that Safeguarding arrangements and partners act to help and protect adults who may be at risk in North Lincolnshire</p>

The NLSAB Executive Group (North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and Humberside police) and the full Safeguarding Adults Board monitors, and regularly reviews progress made against the strategic plan. In 2019 the board also reviewed the delivery framework to align it to the objectives within the strategic plan.

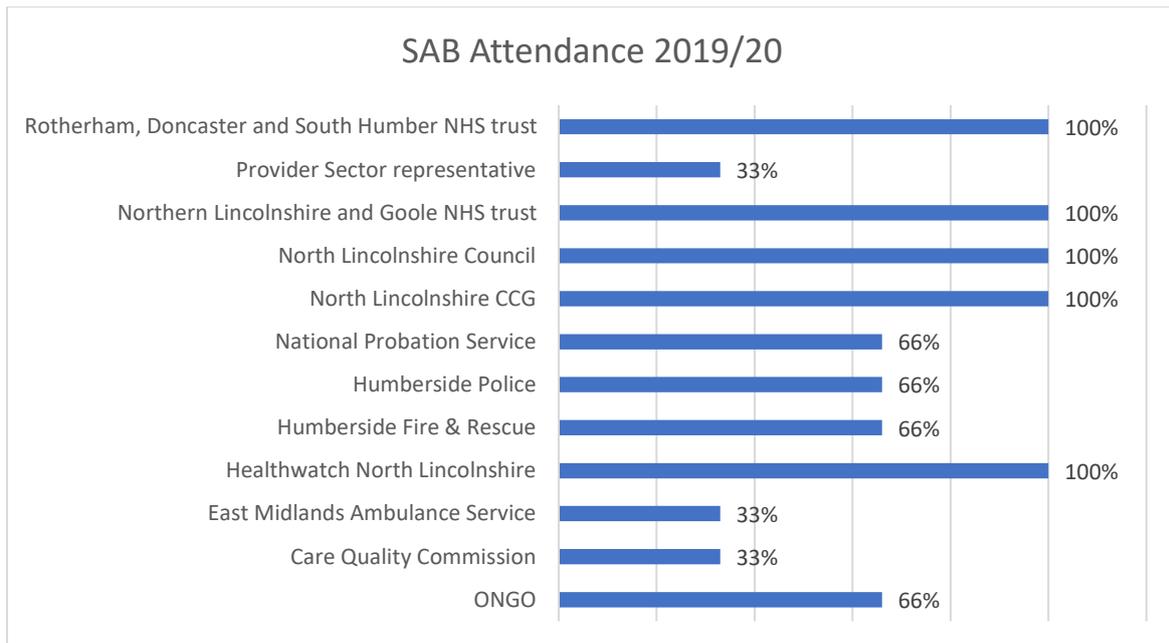
Delivery Framework



During 2019/20 the executive group met every six weeks, 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.

The NLSAB is able 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 organisations that have an investment in good safeguarding practice.

Due to the COVID-19 national emergency, the fourth board meeting of the year was postponed to a later date and subsequently this meeting is not covered within this annual reporting period.



Along with the updated priorities and the new delivery structure, in 2019/20 board partners also refreshed the [North Lincolnshire LSAB Partnership Agreement](#). The purpose of the partnership agreement is to provide all relevant partner agencies with a high-level description of the role and purpose of the NLSAB in relation to its statutory functions, local objectives, structure, operations, membership and the roles and expectations of its partner agency representatives.

Executive leads for each partner agency have signed the document to signal agreement to work together within North Lincolnshire to deliver the ambitions as set out within the strategic plan.

The partnership agreement also provides guidance for new board members, and agency representatives deputising for board members about the formal remit and operations of the NLSAB.

Links with other partnerships.

The board has effective links with a number of strategic partnerships within North Lincolnshire, including the Children’s Multi-Agency and Resilience Safeguarding Board (CMARS), Community Safety Partnership (CSP) and Adults Partnership. This co-operation has led to a stronger focus on collective learning, bringing together partnership working and stronger support for adults with care and support needs within North Lincolnshire.

Actions completed by the NLSAB subgroups to meet its objectives.

Partnership & Empowerment subgroup

The Partnership and Empowerment subgroup consists of representatives from Humberside Police, Humberside Fire and Rescue, Healthwatch, North Lincolnshire Council and ONGO, and is supported by several adults with care and support needs. The group is chaired by Jason Fray, Station Manager, Service Delivery for Humberside Fire and Rescue Services.

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, and their families who are at risk of abuse and neglect. The group also recognise the importance of ensuring that the voice of adults and their families is heard, and that this directly informs the work of the board.

The group have undertaken bespoke and participatory safeguarding workshops with local care homes, which resulted in posters and stickers being designed by a group of adults for use as promotional materials at local community events.



Throughout the year the group have promoted safeguarding awareness and have attended several community events. In July 2019, the board attended Rescue Day. Members of the public were invited to give their views on safeguarding adult issues and the information was then used help inform future practise. As a result of the feedback obtained the board worked with adults with care and support needs, self-advocates and local care homes, providing them with safeguarding adult education, resources, and, information and tools to enable them to disseminate the safeguarding messages amongst their family, friends and within the local community.

The group has facilitated a number of safeguarding training and education sessions with partner agencies and voluntary organisations, including Humberside Fire & Rescue Service community advocates; Healthwatch North Lincolnshire volunteers and The Forge Project who provide support to homeless people.



Prevention & Proportionality subgroup

The subgroup understands that to support adults who have care and support needs, is it important that they are given clear and simple information about what abuse is, how to recognise it and seek help. It is also important that a proportionate response is given to any safeguarding concerns, 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 Sarah Glossop, Designated Nurse and Head of Safeguarding for North Lincolnshire Clinical Commissioning Group.

The group regularly review key messages from local, regional, and national Safeguarding Adult Reviews (SARs) and investigations, ensuring that any learning relevant to North Lincolnshire is appropriately shared and implemented. The group has produced several 7-minute briefings which have been disseminated amongst

partner agencies. There are close links across all the subgroups, ensuring that information and learning from practice is shared with all organisations, enabling them to make changes or improvements that will keep adults with care and support needs in North Lincolnshire safer in the future.

It is important that all partner agencies have a good understanding around the Mental Capacity Act (MCA) 2005, and that the five key principles are used to underpin all actions and decisions. The group has shared and tools and identified good practice, as well as reviewing and publishing additional information in relation to the MCA 2005 on the NLSAB website.

A number of easy read documents have been developed and added to the website, including guides on how adults with care and support needs can stay safe online, keeping safe when using social media, and also raising awareness of fraud and scams within the community.

The subgroup regularly review the safeguarding resources available on the NLSAB website, which includes a range of e-learning training packages such as fraud awareness, forced marriage and domestic abuse, ensuring that any information is current and up to date. 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 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 operational 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 operational 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.

In addition to the courses above, a number of bespoke training packages were delivered in relation to; domestic abuse; fraud and financial abuse; cuckooing and best practice in recording.

The group has worked to promote a continued focus on the making safeguarding personal (MSP) agenda, delivering bespoke training to the cross-sector provider partnership, emphasising the importance of informed decision making and person-centred practice.



Making it personal



MSP is also included within the safeguarding data dashboard, and any trends are monitored and responded to across the year. Overall, this year's data evidences a positive trend of listening to the voice of the adult with care and support needs, and working with individuals to achieve their desired outcomes.

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.

During 2019/20 the group completed a number of line of sight to practise audits in relation to financial abuse enquiries. The audit identified some areas for improvement, alongside some areas of positive practise.

Learning

- Recognising the importance of considering potential coercion.
- Agencies being aware of their responsibilities in relation to information sharing.
- Language used by professionals reflecting views, wishes and feelings of the adult at risk.

Good Practice

- Evidence of effective multi-agency working, providing person-centred care and support in line with the adult at risk's views and wishes.
- Evidence that agencies interacted at the earliest opportunity, in the best interests of the adult.
- Evidence that professionals considered the needs of the adult, taking the time to ensure information was understood and retained following visits and meetings.
- Evidence that immediate risks were removed and / or reduced in a timely manner.
- Evidence that the adult was supported to meetings by professionals, who ensured views and wishes were heard and acted upon.

Results of the audits were fed back to the practitioners concerned, including where there was evidence of good practice. Several recommendations were made which will be taken forward and monitored by the Prevention & Proportionality subgroup, ensuring that all future learning is shared more widely, and is implemented by partners.

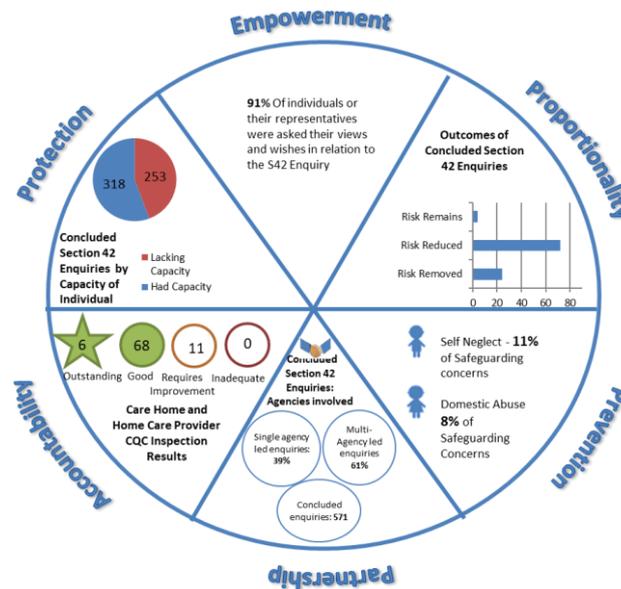
In 2019/20 the Protection & Accountability subgroup developed a plan in co-ordination with children's services to ensure that there is an improved quality of transition experience for young people. The aim of the plan is to ensure that young people and their families feel supported transitioning from childhood to adulthood.

In 2019/20 board members also completed a joint assurance focussed visit, in with the Children’s MARS Board to a partner agency. Dates for future joint visits have been identified for 2020/21.

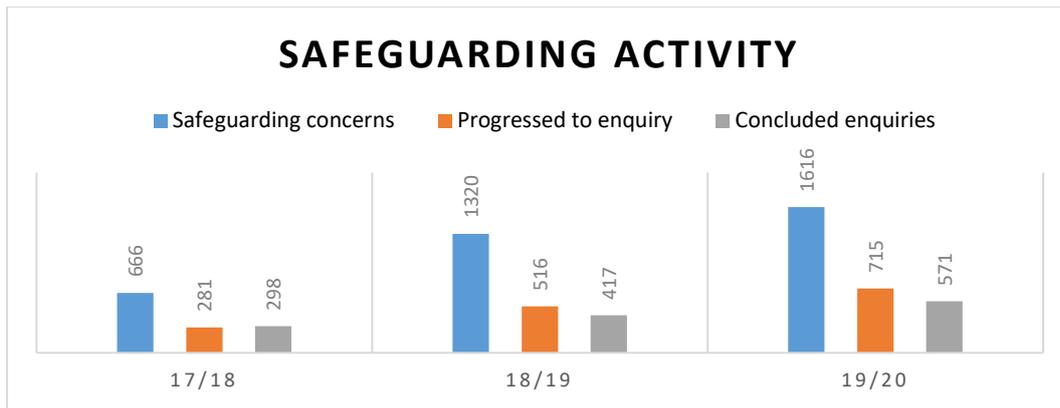
As a result of the ongoing commitment to improve the quality and consistency of safeguarding data, the group was part of a task and finish group facilitated by the Association of Directors of Adults Social Services (ADASS) to review all data dashboards across the Yorkshire & Humber region.

The group has since established an updated safeguarding data dashboard, which provides quarterly performance information. The data is then used to highlight any emerging themes in relation to safeguarding, and formulating any actions required to improve practice.

Safeguarding Adults Data in 2019/20

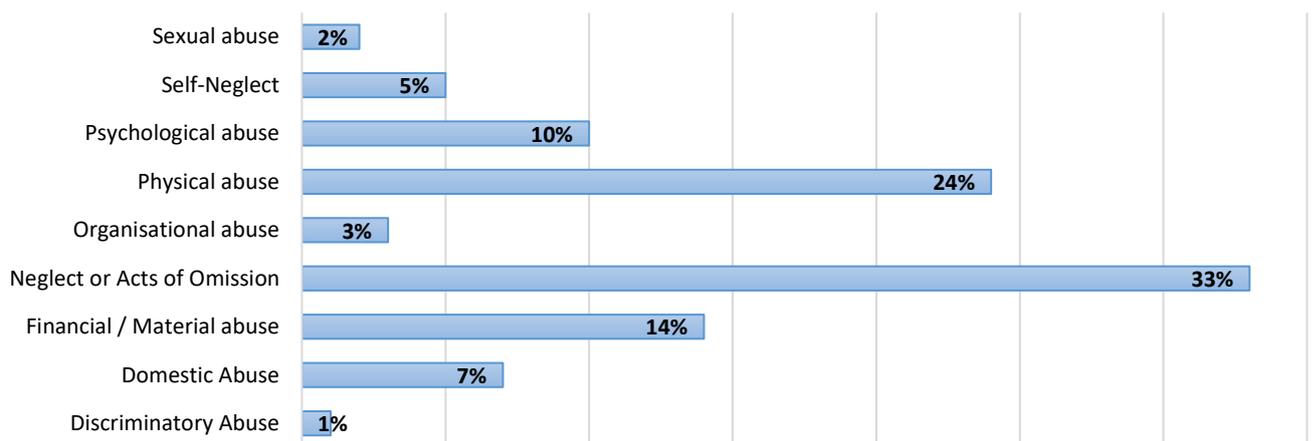


During 2019/20 **1616 safeguarding concerns** were received, **715 became safeguarding enquiries** and a total of **571 safeguarding enquiries were completed** during the year.

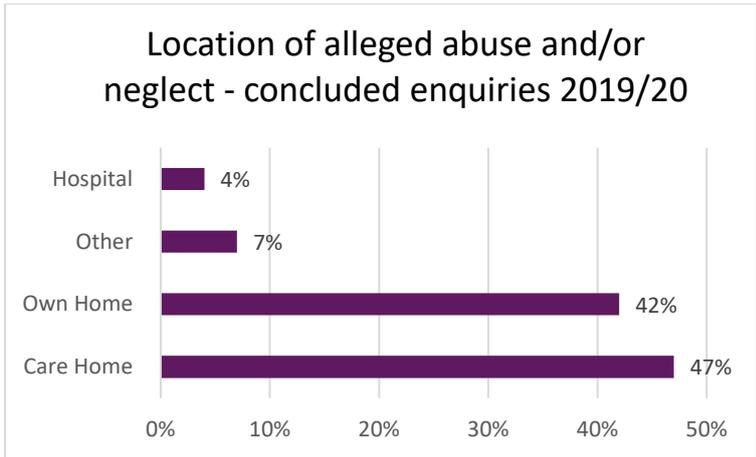


Over the last three years North Lincolnshire has continued to see an increase in both the number of safeguarding concerns and safeguarding enquiries, this is thought to be due to an increase in knowledge and understanding of what constitutes a safeguarding concern, as well as an increased awareness of how to report safeguarding issues to the council.

Categories of Abuse - Concluded Enquiries

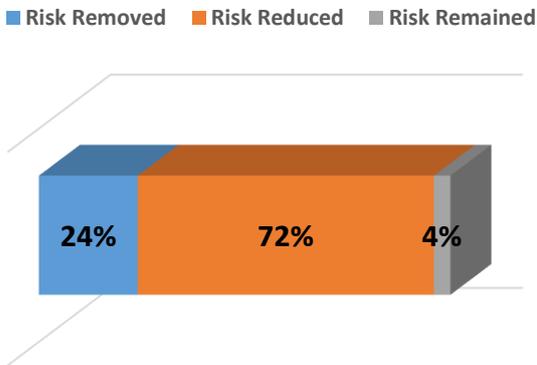


Neglect, physical abuse, and financial abuse continue to be the highest categories of abuse, consistent with both regional and national data trends.



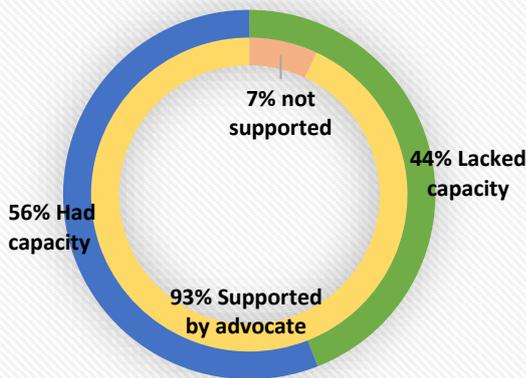
Care homes have consistently been the highest location of alleged abuse and/or neglect in concluded enquiries for the last three years. This is seen as a positive indicator of the high quality care sector within North Lincolnshire, and of providers' understanding of their safeguarding responsibilities.

CONCLUDED ENQUIRIES - RISK OUTCOME



At 79% risk identified and action taken remains the highest conclusion of concluded S42 enquiries, indicating that a correct threshold for S42 enquiries is in place. In 96% of enquiries the risk identified was either removed or reduced.

Mental Capacity and advocacy - concluded enquiries 2019/20



The number of individuals who lacked capacity in relation to the safeguarding concern and were supported by an appropriate advocate is 93%, a slight increase compared with the previous year when 92% of adults were supported.

Making Safeguarding Personal (MSP)

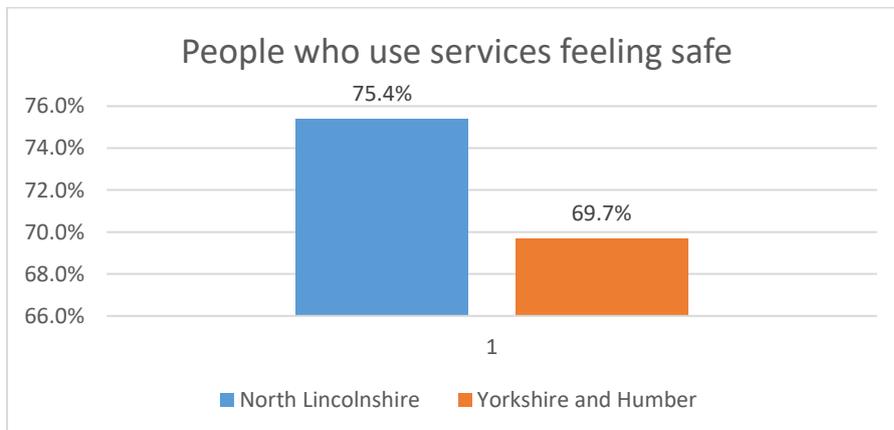
MSP is about having conversations with people about how to respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, well-being, and safety. The Care Act 2014 advocates a person-centred rather than a process driven approach. MSP questions comply with the standards set by NHS digital, ensuring they are comparable with all other authorities across England.

91% of individuals and / or their representatives were asked their views and wishes in relation to the S42 enquiry.

97% of individuals and / or their representatives felt their views and wishes had either been partially or fully met.

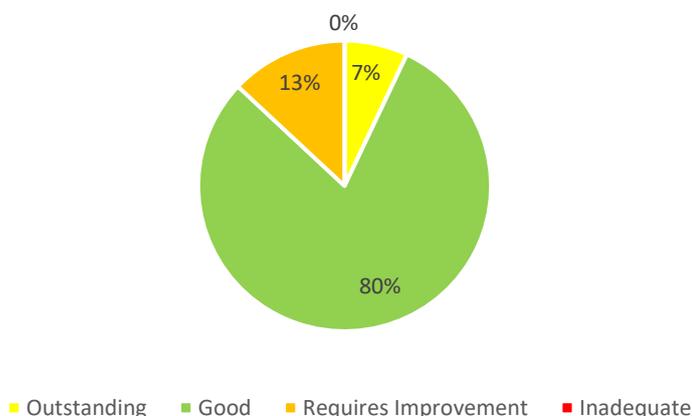
Adult Social Care Outcomes Framework (ASCOF)

People Who Use Services Feeling Safe.



In North Lincolnshire 75.4% of people, using services reported they felt safe, this is 5.7% higher than the regional average and a 1.2% increase on the previous year. This data was drawn from section 4A of the 2019/20 ASCOF which measures how well care and support services achieve the outcomes that matter most to people.

Care Quality Commission ratings North Lincolnshire 2019/20



This information relates to the quality assurance of providers in each quarter following Care Quality Commission (CQC) inspections, indicating a high-quality care sector with **87%** of providers being inspected as either good or outstanding, nationally this is 84% and 81% in the Yorkshire and Humber region.

Safeguarding Adults Reviews

What is a Safeguarding Adult Review (SAR)?

A Safeguarding Adult Review takes place when agencies who worked with an adult who suffered abuse or neglect, come together to find out 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 Safeguarding Adult Review Group, consisting of representatives from the board's statutory partners (North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and Humberside Police). The group is chaired by Chief Superintendent Darren Wildbore of Humberside Police.

Learning Review

In 2019/20 the board completed one learning review. The group concluded that although the referral did not meet the criteria for a SAR, there would be benefit to collaborative learning, and agreed that a learning review in the form of a multi-agency reflective workshop should take place.

The case was in relation to two individuals, one of whom lost their life and the other who sustained life changing injuries. The case had been investigated by the police, and mental health services as part of their serious incident policy. Although there was no evidence to suggest the incident was as a result of any abuse or neglect, the reflective workshop identified some areas for improvement, and also areas of positive practice.

Learning

- Organisations should be clear of their own duties to report safeguarding concerns, and not be reliant that other agencies will do this.
- Case notes should be clear and concise, particularly around decision making.

Good practice

- Evidence of a timely, and person-centred response by professionals involved.
- Evidence that referrals to partner agencies were made on the same day.
- Evidence that partner agencies worked together in a collaborative way.

Learning from the case was shared with partner agencies and assurances given that all recommendations had been appropriately implemented.

Adult A SAR

In 2019 the board commissioned an independent SAR for Adult A.

Adult A was an 87-year-old gentleman who suffered from Alzheimer's disease. Adult A also had prostate disease and type 2 diabetes.

Adult A had been cared for at home by his family until June 2018 when he was admitted to a care home by his family due to a deterioration in his Alzheimer's presentation. Adult A's placement was self-funded.

Adult A was taken to hospital twice in July following falls. On the second occasion, medical staff were concerned by multiple bruises and raised a safeguarding concern.

On the second admission Adult A was diagnosed with multiple secondaries from a cancer of an unknown primary source and died as a result of this seven weeks later.

Concerns were raised in relation to how agencies had worked together to conduct the Section 42 enquiry.

The SAR looked at the involvement of all organisations involved, and a number of learning points were identified in relation to the following themes:

- transition from home to a care setting
- managing falls and other behaviours in people with dementia
- the effectiveness of the multi-agency safeguarding system
- review of policies and procedures.

The review identified 12 multi-agency recommendations. These recommendations have been accepted by the board; implementation is being monitored to ensure the learning has been put into practice with each organisation having developed an improvement plan to ensure changes are achieved.

The Board is grateful for the way in which the family and partner organisations engaged with and contributed to this review.

NLSAB Development Sessions

It is a key function of the board to develop good safeguarding practice across the area and the board hold regular development sessions to keep members informed about significant safeguarding issues and provide updates on research and best practise. It is expected that each member will disseminate this knowledge within their individual organisations.

The following development sessions with board members took place during 2019/20:

- A presentation following the publication of the Learning Disability Mortality Reviews (LeDeR) Annual Report, giving members an overview of the statistical data in relation to reviews undertaken during the previous year, highlights of the key points, identified best practice and key recommendations.
- A development session following the exposure of the abuse which took place at Whorlton Hall.
- A briefing session in relation to Fraud and Scams, and the effects on adults who have care and support needs, facilitated by Humberside Police.
- A group session about cuckooing, the impacts this has on adults who have care and support needs and the key indicators to look for.

Conclusions and future priorities.

In 2019/20 the board has made considerable progress in relation to its main objectives and priorities outlined within the strategic plan. The board will continue to raise awareness of safeguarding and ensure that safeguarding duties are embedded into partner practice. The board is committed to continuing to work in partnership to seek assurance and ensure that safeguarding practice within North Lincolnshire is continually reviewed and improved.

In 2020/21 the board will review policies and procedures, considering experiences as a partnership, and in order to continue to improve and develop safeguarding practice.

The board will be holding a safeguarding conference in the winter of 2020, designed and facilitated in partnership with adults with a lived experience. The three key themes for the event have been identified by them as loneliness, fraud, and cuckooing.

Safeguarding during Covid-19 2020/21

During the Covid-19 pandemic, the goal is to ensure people continue to have their care and support needs met and are safe and well, and to ensure effective partnership working as far as possible, being alert to the pressures which health and social care providers continue to be under.

Duties and responsibilities to safeguarding adults remains a statutory duty and Sections 42-45 of the Care Act 2014 that relate to safeguarding adults have not changed or been 'eased'. Consequently, safeguarding adults continues to be the responsibility of local authorities and partner agencies – to keep everybody safe from abuse or neglect.

It is important that the board and its partner organisations continue to closely monitor safeguarding activity and use this intelligence to support flexible partnership responses to meet needs. The board will continue to review data to understand safeguarding trends locally and re-prioritise the strategic plan to support services to respond to any changes in the themes and trends of safeguarding activity within North Lincolnshire.

A key priority for the board in 2020/21 is to gain assurance from partner agencies about how any impact of Covid-19 on local safeguarding arrangements is being managed, particularly looking at how the current situation is impacting on adults who have care and support needs and on the effectiveness of safeguarding arrangements within North Lincolnshire.

North Lincolnshire Council

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process; these directly inform what happens.”

North Lincolnshire Council takes a progressive and enabling approach to achieving its three priorities of:

- Growing the economy
- Keeping people safe and well
- Enabling communities to flourish

Our council values underpin everything we do:

- Equality of opportunity so everyone can have a good quality of life.
- Striving for excellence and high standards.
- Using our resources wisely and with integrity.
- Self-responsibility and people having choice and control over their own lives.

The council has a strong focus on ensuring residents in receipt of longer-term services have maximum choice and control over their lives. All people in receipt of longer-term services have full knowledge of their level of subsidy and are able to choose the mechanisms for managing their personal budget. The national average is 89.0% and North Lincolnshire is only one of 30 Councils with an outturn of 100%. The number of people choosing to take this as a direct payment is also increasing and again, we are higher than the England average.

The positive outcomes in relation to choice and control is equally applicable for Carers. More carers than the England average have control and full knowledge of their personal budget.

Strengths based practice and making safeguarding personal is embedded into social work and safeguarding practise within Adult and Community Wellbeing. In 92% of enquiries in 2019/20 the person or their representative was asked their views and wishes for the outcome of the enquiry. There has also been an increase from the previous year in the persons' views and wishes being fully or partially achieved to 97%.

Prevention: It is better to take action before harm occurs.

"I receive clear and simple information about what abuse is, how to recognise it and seek help."

The North Lincolnshire Council training plan includes mandatory adult safeguarding awareness training for the whole workforce which is completed as part of a new employee's induction and then every three years. This provides increased knowledge and understanding supporting the wider early identification of potential abuse and neglect by our workforce both in their roles and communities. Safeguarding champions are being embedded throughout the council.

We have supported the wider social care sector through workshops on safeguarding, self-neglect and the Mental Capacity Act.

The wellbeing and safety of all council employees has remained paramount during the coronavirus emergency with the information and resources provided to the workforce including a focus on safeguarding.

The views of people who use adult services are gathered through an annual National Adult Social Care Survey. Most people (72%) told us that they found that information about services is easy to find.

We are committed to ensuring information is accessible to everyone and are developing with people who have care and support needs an 'easy read' information pack and referral form.

The Adult and Community Wellbeing offer continues to ensure people's needs are met early. More people than the England average can access rehabilitation and reablement services. Rehabilitation services continue to improve the outcomes for people to remain at home longer. We support more people than the England average to meet their needs early and regain their independence, 94.9% for North Lincolnshire compared to England average of 82.4%.

Services, working together with the hospital, are continuing to perform well to ensure that people can return home as soon as possible.

The Carers Survey supports the council to understand how services are enabling carers to be safe and well, have good health and wellbeing and improved quality of life. The survey identified more people in North Lincolnshire have said:

- they experience a good quality of life
- have as much social contact as they would like
- are happy with the care and support they receive
- are included in the plan for the person they care for and
- find it easy to find advice and information

All five Adult Social Care Outcome Framework indicators in relation to carers place North Lincolnshire above national, regional and comparator group outturns and in the top national quartile.

Early in the coronavirus pandemic we recognised that people including those with care and support needs were at increased risk of domestic abuse. We supported our workforce do obtain further knowledge and skills through the completion of a comprehensive online training package for domestic abuse, endorsed by Skills for Care.

Protection: Support and representation for those in greatest need

“I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process.”

The primary purpose of the council is to work with residents and partners to promote the safety and wellbeing of people living in North Lincolnshire. The councils’ role is to prevent harm and prioritise the most vulnerable. The council continues to work hard to keep people safe and leads partnership working across North Lincolnshire to promote wellbeing and improve health outcomes for everyone.

The views of people who use adult services are gathered through an annual National Adult Social Care Survey. The results are very encouraging for North Lincolnshire, with more people who use services reporting a good quality of life and telling us they feel safe as a result of the support they receive. Both measures are higher than the England average.

Within Adult and Community Wellbeing we have strengthened the leadership in relation to safeguarding and Deprivation of Liberty Safeguards with additional dedicated Service and Specialist Team Leader posts. Through this restructuring of our social work teams, we have also increased the number of specialist social worker posts including Approved Mental Health Professionals and Best Interest Assessors.

Where individuals lacked capacity to make decisions regarding safeguarding concerns, there has been an increase in 2019/20 from the previous year in the proportion of people who were supported by an advocate, family member or friend.

Risk management and reduction is a critical element of safeguarding enquiries. In relation to the outcomes of safeguarding enquiries 'risk identified, and action taken' continued to be the highest (79%) outcome in 2019/20. The risk was removed or reduced for the vast majority (95%) of people in 2019/20, an increase from the previous year.

Although the Coronavirus Act 2020 included some amendments to the Care Act, local authority safeguarding duties under section 42 of the Care Act remained unchanged throughout the pandemic. We continued to respond to all safeguarding concerns received and undertake safeguarding enquiries. We strengthened the resilience of the Safeguarding Adults Team by adopting a one social work team model where safeguarding enquires are prioritised by the whole service and rotating social workers into the team.

The social work teams have provided additional communication and welfare checks to those people who are most vulnerable throughout the coronavirus emergency.

The care sector plays a vital role in keeping some of the most vulnerable people safe and well in North Lincolnshire. The council has worked with partners across the health and social care system to ensure that people living and working in care homes are supported during the unprecedented challenges that COVID-19 presents. North Lincolnshire has a long history of working together with the care sector and we have built on existing partnership arrangements to design our care home support plan. The care home support plan has been developed to support sector resilience through an enhanced offer of support to enable the delivery of quality care and the safety of both residents and staff. The care home support plan includes how we manage and support the following key elements of leadership, infection prevention and control, testing, personal protective equipment, clinical support and workforce support.

Proportionality: The least intrusive response appropriate to the risk presented.

"I am sure professionals will work in my best interest, only getting involved as much as needed."

The council designs and delivers services based on an organisational model where people's needs are met at the earliest point delaying and preventing the need for specialist services. The council works with communities to enable them to flourish supported with universal and community enablement services. We offer targeted support and services to enable people to recover and regain independence and specialist services for those people with acute and chronic needs.

Strengths based practise and the changing conversations model is well embedded in Adult and Community Wellbeing recognising and building on the strengths and resilience of the person and their family to promote their wellbeing.

We extensively use digital solutions across the council including within Adult and Community Wellbeing. We offer modern solutions for example Alexa alongside more traditional telecare.

The council worked with volunteers and community groups to champion the groundswell of community spirit from the beginning of the coronavirus outbreak, promoting 'do one thing to help one person'.

The council rapidly established an offer of advice and support for people who were extremely clinically vulnerable and advised to shield. The shielding and community enablement offer worked with the voluntary and community sectors to keep people safe, well and connected.

Within Adult and Community Wellbeing we quickly identified the most vulnerable people and families at the start of the coronavirus pandemic to provide additional communication and wellbeing support.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

"I am confident professionals will work together to get the best result for me."

The role of the council is to lead the place of North Lincolnshire through engaging with communities and listening to residents.

We lead strong and effective partnerships which promote wellbeing and improve health outcomes and opportunities for everyone.

The voice of people with care and support needs continued to be strong across North Lincolnshire throughout 2019/20 including through the Learning Disability Partnership and Carers Partnership.

We have been creative and innovative including lending people smart devices and supporting them to safely use social media, to keep people connected to each other and us throughout the coronavirus outbreak.

We are actively working with Humberside Police and health partners to enhance partnership working in respect of safeguarding with a multi-agency safeguarding hub (MASH).

We have progressed work across the council and with wider partners to develop transitional safeguarding arrangements to improve the experience and outcomes of young people and their families as they become adults.

We have commenced a partnership approach to the implementation of Liberty Protection Safeguards in North Lincolnshire.

We participate fully in MAPPA, MARAC and MACE.

We have worked across the council and with partners and the care home sector to develop and implement a comprehensive offer of support to care homes to support them to care safely for their residents and maintain resilience during the coronavirus outbreak

Accountability: High challenge, high support and transparency in delivering safeguarding
"I understand the role of everyone in my life and so do they."

The North Lincolnshire Council training plan includes mandatory safeguarding awareness training for the whole workforce which is completed as part of a new employee's induction and then every three years. The completion of this training is monitored by the cross council Safe Organisation Group. Adult and Community Wellbeing front line staff complete level two safeguarding training and level three training is also provided for those social workers and managers who complete and oversee enquiries. We have commissioned additional bespoke level three training from a specialist national training provider EDGE for autumn 2020.

Reflective supervision and employee performance reviews are fully embedded within Adult and Community Wellbeing and monitored at a service and council level.

We have an effective line of sight to practise through case file audits and utilise the safeguarding audit tool developed by the Yorkshire and Humber ADASS Group and PSW Network. The tool is split into three sections: concerns, section 42 enquiries and outcomes and incorporates the six principles of adult safeguarding.

The Head of Social Work and Assurance is the chair of the Safeguarding Adult Board Protection and Accountability group.

We engaged fully in the Safeguarding Adult Review for Adult A including undertaking a comprehensive and self-reflective agency review of our involvement which informed the implementation of a robust action plan. We have positively supported members of our teams to reflect and learn from participation in the SAR.

We have reviewed and updated our internal Adult and Community Wellbeing Safeguarding Adults Practise Guidance in 2020. In addition, we have introduced a policy in respect of referrals for an autopsy for a person with an open safeguarding enquiry.

The council audit and assurance plan for 2019/20 included an audit of adult safeguarding which provides not only assurance but an opportunity for further learning and enhancing our safeguarding responses.

Following the Coronavirus Act 2020, which made amendments to the Care Act we developed a framework for implementation of the Care Act Easements which details the governance and operational arrangements if implementation required. Throughout the pandemic, we have been closely monitoring our own workforce capacity and care sector capacity. The measures we have put in place have prevented the need to seek to streamline assessment and support planning or prioritise the meeting of care and support needs.

We actively utilise and apply the range of guidance available from SCIE, ADASS, the Department of Health and Social Care to inform safeguarding and social work services and interventions.

We contribute to and utilise regional and national networks and forums to share and develop best practise.

'Without the help and support of my family I would find it very difficult to continue to care for my sister. Having a direct payment allows me to arrange carers to come into assist me and allows me time to attend events and appointments. The respite and day services this pays for allows me time to take a break which is much needed.'

A social worker from the Safeguarding Adult Team spoke to a man about the outcome of the safeguarding enquiries regarding cuckooing. As it was difficult to speak to him to a home, she went to find him on a bench where he often sat. He said 'that chat has helped. I didn't want any fuss, but I've appreciated the advice and any further problems I know where to come to for support.' He thanked them for locating him to discuss the outcome.

'The help I can tap into in this area of N Lincs is very good - all the relevant agencies i.e.: adult social care, Alzheimer's society, admiral nurse knows and respect each other and always point me in the right direction for the help I need. They are lovely people, so kind and caring, and though busy, always make me feel as if I am valued and my needs are as important as my husbands. I feel reassured by their attention even though caring is still hard!'

'I look after my mother who has Alzheimer's. I have contacted the adult care team to discuss an emergency plan if needed in the future. I have booked a place on the next understanding Dementia programme. I have also started to go to Dementia peer support group meetings, all of these things have made such a difference to me and are a great'

North Lincolnshire Clinical Commissioning Group



Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process, these directly inform what happens.”

North Lincolnshire CCG are core members of North Lincolnshire Safeguarding Adult Board, and also the key commissioners of health services provided to the North Lincolnshire population.

Providers of services commissioned by North Lincolnshire CCG are expected to work closely with all service users including adults with care and support needs to ensure they are able to influence the services they receive, including any assessment of safeguarding need, or activity to reduce risk. This expectation is set out in safeguarding standards which are included in all contracts.

Through participation in SAB and other multi-agency partnership activity, NLCCG has promoted a consistent and integrated approach to safeguarding individuals and combatting contextual risks, whilst ensuring service users are empowered to influence personal outcomes. This approach is also reflected in the direct work that the CCG's clinical assessment and safeguarding services provide.

Prevention: It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise it and seek help.”

Prevention is one of the 6 identified Delivery Programmes for NLCCG in 2019-2024, and whilst, as the key commissioner of health services in North Lincolnshire, the identified goal to “support our population to be as healthy as possible ...” may be perceived as preventing physical or mental ill-health, and thus reducing the demand on health and care services, this approach aligns closely with the NLSAB focus on issues which will make the greatest difference to safeguarding people in North Lincolnshire. NLCCG recognises that the prevention of safeguarding concerns, or early intervention to support adults with care and support needs is part of their approach to Prevention.,

The NLCCG Head of Safeguarding chairs the SAB's subgroup which focuses on Prevention and Proportionality.

Protection: Support and representation for those in greatest need

“I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process.”

NLCCG is committed to ensuring all individuals are protected from harm.

During 2019/20, NLCCG strengthened its safeguarding governance arrangements with the creation of a Safeguarding Assurance Group with membership from across all Directorates, including representation from commissioning and contracting staff.

CCG staff particularly those involved in commissioning individual packages of care, and those involved in incident management and complaints processes work alongside the safeguarding team to identify and where appropriate support individuals and families to report abuse and neglect. The CHC/case management and safeguarding team work closely with NLC Safeguarding Adult Team to support individuals and families to be part of safeguarding processes.

The NLCCG Director of Nursing and Quality (Executive Lead for Safeguarding) is the SAB Portfolio Lead for Protection and Accountability.

Proportionality: The least intrusive response appropriate to the risk presented.

“I am sure professionals will work in my best interest, only getting involved as much as needed.”

NLCCG Safeguarding and CHC teams (and where necessary other staff) work closely with the North Lincolnshire Council Safeguarding Adult Team, other health organisations, and partner organisations to ensure appropriate and proportionate information sharing, clinical and safeguarding assessments to inform plans to protect and support individuals.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

“I am confident professionals will work together to get the best result for me.”

North Lincolnshire CCG are core members of the NL Safeguarding Adult Board, represented on the Executive Group by the Director of Nursing and Quality, and on the full Board, and in the work of the SAB by the Head of Safeguarding, Named GP and other members of the CCG Safeguarding Team.

The CCG clinical teams work closely with the North Lincolnshire Council Safeguarding Adult Team, other health organisations, and partner organisations to ensure appropriate and proportionate decision making and planning with a focus on the most appropriate outcome for adults at risk.

Accountability: High challenge, high support and transparency in delivering safeguarding

"I understand the role of everyone in my life and so do they."

North Lincolnshire CCG has a Safeguarding Policy which is publicly available.

This outlines the roles and responsibilities of all staff and officers of the CCG, signposts to SAB procedures and provides specific single agency/ organisational guidance which complements the SAB procedures.

This policy also reflects the CCG's responsibility to ensure and assure themselves that organisations from which they commission have effective safeguarding arrangements in place. This is fulfilled via the inclusion of safeguarding standards in contracts of all commissioned services.

Humberside Police



Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process, these directly inform what happens.”

Humberside Police have a monthly audit regime to monitor outcomes for all victims to ensure they receive a good service. Lesson learnt are cascaded in the organisation.

Humberside Police also takes part in Multiagency audits on a regular basis and fully supports and engages with all types of safeguarding adult reviews and serious case reviews.

Prevention: It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise it and seek help.”

All Humberside Police staff are undergoing Vulnerability Training. Front line officers and staff understand that their responsibilities include taking action to safeguard individuals as well as referring to partner agencies. Guidance has been provided to staff in 2020 around when and how to make a referral. The Force uses technology to allow for prompt and accurate raising of concerns.

Humberside police are also engaged with the National Policing Vulnerability Knowledge and Practice Programme and self-assesses against the standards set as part of the programme.

Protection: Support and representation for those in greatest need

“I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process.”

There is a performance review structure in place especially across the Protecting Vulnerable Persons Unit which examines performance around safeguarding. This ensures that there is a qualitative as well as a quantitative assessment and informs local and force performance accountability meetings.

The Force is developing a Safeguarding Governance Unit which will enhance the ability to conduct targeted assessments of performance through the multi-agency audits and the internal audits.

Proportionality: The least intrusive response appropriate to the risk presented.

“I am sure professionals will work in my best interest, only getting involved as much as needed.”

The Police will support victims and vulnerable persons as a core part of our service ensuring we engage with victims to seek their wishes on the outcomes.

The views and concerns of the victims are at the heart of police processes. Assessments and investigations are taken with the views of the victim or the person at risk of abuse or neglect as an influential factor in progressing the case.

To enable inclusive engagement for all people investigators use the support networks to facilitate full engagement with the criminal justice system.

The police also engage in processes to obtain and consider the experiences that have come into contact with the service. This can be through specialist partner agencies such as domestic abuse support agencies and victim support.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

“I am confident professionals will work together to get the best result for me.”

Humberside Police aim to provide a consistent service across the Force. Services and partnership processes have been developed with the different agencies in mind. Humberside Police fully understands the importance of working in partnership with all agencies and has police representation in the Multi Agency Safeguarding Hub who understand the thresholds and is responsible for applying any local agreements.

There is also representation at senior level on the Safeguarding Adults Board and associated sub-groups.

Accountability: High challenge, high support and transparency in delivering safeguarding

“I understand the role of everyone in my life and so do they.”

The commitment to protecting the vulnerable is reinforced in publications including the Police and Crime Plan for Humberside (April 2017 to March 2021) and the Plan on a Page which highlights the key priorities for the Force including keeping people safe and protecting the Vulnerable.

The Police comply with our Victims Code of Practice to ensure victims of crime are informed of our role and receive regular updates on the matter concerned. This is audited on a monthly basis at local and Force level to identify best practice.

It has been recognised that new staff to the PVPU or MASH DDM role require an induction process and this is being developed and progress monitored through the Force Vulnerability Board.

Northern Lincolnshire and Goole NHS Trust



Empowerment: People being supported and encouraged to make their own decisions and informed consent.

"I am asked what outcomes I want from the safeguarding process, these directly inform what happens."

Patients receiving care within the Trust, and their families are involved in the development of plans regarding their care and discharge. They are consulted wherever possible when a safeguarding concern is identified. This will generally include reflection on the relative merits of making and not making a referral.

Prevention: It is better to take action before harm occurs.

"I receive clear and simple information about what abuse is, how to recognise it and seek help."

Safeguarding Adults (SA) training is delivered within the Trust.

Training figures

SA L1 – 92% up 1%

SA L2 - 86% up 1%

SA L3 – 54% down 1%

SA L4 – 86% down 2%

Training includes a clear request to provide all potential victims with contact details that could provide support services should they want to leave the situation they are living in.

Protection: Support and representation for those in greatest need

"I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process."

Vulnerability ward rounds take place and include the Named Nurse for Mental Capacity Act (MCA) /Deprivation of Liberty Safeguards (DoLS), Named Nurse for Adults as well as members of the wider vulnerability team. This gives patients and staff the opportunity to identify as well as discuss concerns and formulate action plans.

The Safeguarding Named professionals within NLaG work closely with each other and this will further develop as we ensure that the Trust is ready for Liberty Protection Safeguards (LPS) in 2022.

<p>Proportionality: The least intrusive response appropriate to the risk presented. <i>“I am sure professionals will work in my best interest, only getting involved as much as needed.”</i></p>
<p>The Trust Safeguarding professionals work closely with the vulnerability professionals to identify patients who require additional support and to ensure that appropriate action plans are developed for these patients.</p>
<p>Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect. <i>“I am confident professionals will work together to get the best result for me.”</i></p>
<p>The vulnerability team is moving to join the safeguarding team with NLaG, this will strengthen the already good working relationship between the two teams and help to ensure a smoother service for patients as required.</p>
<p>Accountability: High challenge, high support and transparency in delivering safeguarding <i>“I understand the role of everyone in my life and so do they.”</i></p>
<p>NLaG continues to work closely with partner agencies and have proactive representatives at both adult and children’s boards and subgroups.</p> <p>In line with the Boards objectives and priorities the Trust is investing in improving the organisations understanding of the principles of the Mental Capacity Act 2005 to improve outcomes for patients that have foundations in rights-based care. This is particularly important in light of the forthcoming Liberty Protection Safeguards and the challenges this will present for Acute Trusts such as ours.</p>

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process, these directly inform what happens.”

Staff working within RDaSH adopt a Making Safeguarding Personal approach to all aspects of the Safeguarding process. All patients or their representative are directly consulted at the point of any concern being submitted and are kept informed and updated throughout the process. Work has been completed by a group of patients in conjunction with the Safeguarding Team to create a user-friendly leaflet with regards to safeguarding and the processes involved within it.

All staff within the Trust receive Safeguarding training, which is commensurate to their post and all levels make reference to the 6 safeguarding principles and how these are applied in practice, in order to empower those who access our services.

Prevention: It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise it and seek help.”

All patients have access to the keeping safe the RDaSH way leaflet. Additional resources also include; videos for the signing community and all literature can be translated into a variety of languages. We routinely use translators to support face to face discussions when English is not the first language of the patient.

Protection: Support and representation for those in greatest need

“I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process.”

All staff within the Trust undertake safeguarding training which is commensurate to their post, and will ensure they are appropriately equipped to support patients to raise concerns.

The patients within the Trust have access to advocacy services who can support them through the various meetings and contacts in relation to the safeguarding process.

Proportionality: The least intrusive response appropriate to the risk presented.

“I am sure professionals will work in my best interest, only getting involved as much as needed.”

Our staff take the time to explain the purpose of safeguarding and the individuals involvement in the process. Attention is given to ensuring that the person is fully aware of how information will be shared and the purpose for this.

Safeguarding plans are routinely completed with the patient to ensure that they are agreeable to the suggestions being made in order to safeguard them in the least restrictive and proportionate manner, paying attention to their human rights and rights to autonomy.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

“I am confident professionals will work together to get the best result for me.”

Staff within the Trust continue to be committed to Multi-Agency working to ensure the most appropriate approach to safeguarding the patients they support.

Representatives from the Trust continue to attend the Safeguarding Adults Board, subgroups and task groups as and when required.

Accountability: High challenge, high support and transparency in delivering safeguarding

“I understand the role of everyone in my life and so do they.”

Anyone who accesses the Trust services will have a nominated key worker who will outline their role and responsibilities in respect of the care to be provided. All patients are made aware of their right to complain and will be supported to raise any issues or concerns.

We also encourage the completion of ‘Your Opinion Counts’ surveys - the content of which is used to inform the development of teams and services within the Trust.

Making Safeguarding Personal – “The patient as the Educator”.

Mary is a 43yr old lady who has accessed services for over 20 years – she has had a number of in- patient admissions and on- going support from MH services whilst residing in the community. Mary shared her story with a Safeguarding Lead and her named nurse over a number of visits to the ward. Mary expressed an interest in the role and function of the safeguarding team within RDaSH and during discussion “cited” a number of occasions and events during her life where she felt she had not been appropriately safeguarded or protected. Mary felt she wanted to summarise her life story which she did in the form of an extended essay, once completed time was taken to explore with Mary how such incidents would/should be managed now by adopting a Making Safeguarding Personal approach and utilising the Six Safeguarding principle. During this time Mary was involved, with the Safeguarding Lead ,in creating her own version of the six principles , making a video about her experience of safeguarding and contributed to staff awareness sessions. Mary`s video has been shared during Safeguarding Adult Boards events and her work has been included in the patient project “Keeping Safe the RDaSH way”. Finally Mary was involved in creating her own safeguarding protection plan which was effectively implemented when she made the transition from the ward into her first independent tenancy.

ONGO



Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process, these directly inform what happens.”

A conversation takes place with all tenants prior to any safeguarding concern being made. This conversation asks the tenant what it is that they hope to achieve in the future in relation to feeling safe. However difficult it may be – if a tenant does not want an alert to be made then their wishes are followed (unless others are at risk or a crime is being committed). However, internal support is still available to the tenant and they are advised that if they change their mind about action to be taken then they can always contact us again.

Within Ongo’s support service, our customer risk assessment / support plan template contains a question in relation to safeguarding. Our support staff are all fully trained to ask appropriate questions that may encourage customers to answer honestly.

Ongo has a Safeguarding Vulnerable Adults Policy. There are safeguarding guidance procedures in place to assist staff in recognising and reporting through their concerns.

Prevention: It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise it and seek help.”

Safeguarding articles are 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).

There is a section on Ongo’s website that provides information on safeguarding and also other relevant contact numbers.

Ongo has a dedicated person who deals with safeguarding and provides support and training to staff members and tenant groups.

Protection: Support and representation for those in greatest need

“I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process.”

All staff undertake mandatory safeguarding training as a new starter.

Customer facing staff receive refresher safeguarding awareness annually.

Ongo has a safeguarding vulnerable adults and children's policy and procedure.

Proportionality: The least intrusive response appropriate to the risk presented.

"I am sure professionals will work in my best interest, only getting involved as much as needed."

If a customer has capacity they are encouraged to make their own decisions in relation to actions being taken.

Ongo has a positive risk-taking policy/procedure.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

"I am confident professionals will work together to get the best result for me."

Joint working is a very important part of safeguarding. Our Support Services Manager represents Ongo at the safeguarding sub-groups. This allows us to influence decision making and keep up to date with joint working practices.

Where required, staff attend multi-agency meetings where the best interest of the tenant is always at the heart of the process.

Accountability: High challenge, high support and transparency in delivering safeguarding

"I understand the role of everyone in my life and so do they."

All staff are trained and aware of the importance of reporting their concerns and that safeguarding is everyone's business.

Ongo Case Study

Mr G was not receiving the care he required from an external care company. This meant that the family as well as neighbours were required to fill the gap and provide care to Mr G. Mr G did not have capacity and the family were finding it difficult to cope. Joint working between Ongo, the family and NLC resulted in a move to more suitable accommodation and a care package which fitted Mr G's needs.

Empowerment: People being supported and encouraged to make their own decisions and informed consent.

“I am asked what outcomes I want from the safeguarding process, these directly inform what happens.”

If safeguarding referrals are made, this is always discussed with the individual, considering their views and wishes.

Prevention: It is better to take action before harm occurs.

“I receive clear and simple information about what abuse is, how to recognise it and seek help.”

Staff and volunteers are all trained in safeguarding and can recognise different types of abuse. All safeguarding updates are shared with the team, who are able to convey this to service users when needed.

Protection: Support and representation for those in greatest need

“I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process.”

We have a robust process for volunteers to escalate any potential safeguarding issues that come through from the telephone buddy service and the staff team support the individual in the safeguarding process.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

“I am confident professionals will work together to get the best result for me.”

We liaise with other professionals involved in the individuals care to ensure the best outcome.

Accountability: High challenge, high support and transparency in delivering safeguarding

“I understand the role of everyone in my life and so do they.”

Where possible we support individuals to understand the role of professionals.

Healthwatch – case study

I have a mental health condition and was feeling very isolated and depressed. I was neglecting my self-care, had stopped eating properly and was struggling to continue living independently without support. My telephone buddy helped me understand that I needed help and supported me to access support from adult social services and mental health services. I now have a package in place and do not feel as scared and alone.

National Probation Service



Empowerment: People being supported and encouraged to make their own decisions and informed consent.
"I am asked what outcomes I want from the safeguarding process, these directly inform what happens."

The NPS is a criminal justice agency, responsible for managing those offenders in the community, and before their release from custody, who pose the highest risk of harm and have committed the most serious crimes. We engage with those individuals under our supervision, to support them to complete their orders/licences and give them the best opportunity to turn their lives around. We undertake an annual survey of our service users and a regional forum was well-embedded pre-Covid-19.

Under the statutory Victim Contact Scheme, the NPS ensures that victims of the most serious offending are provided with appropriate information and are offered the opportunity to make representations about licence conditions on release.

Prevention: It is better to take action before harm occurs.
"I receive clear and simple information about what abuse is, how to recognise it and seek help."

Service users receive an induction, which covers our information sharing agreement and requirements to work with the partnership to share information of concern. It also includes advice on how the individuals we work with can report concerns/seek support etc.

Protection: Support and representation for those in greatest need
"I get help and support to report abuse and neglect. I get help so I can take part in the safeguarding process."

The NPS protects the public through our assessment and management of those offenders who have committed the most serious offences. Our staff can make an important contribution to the early identification of care and support needs of offenders in the community, including offenders who are carers. We work collaboratively across agencies to reduce risk and ensure individuals are appropriately supported.

Proportionality: The least intrusive response appropriate to the risk presented.
"I am sure professionals will work in my best interest, only getting involved as much as needed."

We work with Safeguarding Adults Board members via the Humberside Multi-Agency Public Protection Arrangements (MAPPA). Together we have ensured the proportionate and necessary risk management of adult offenders, balanced with support for their

rehabilitation, to reduce longer-term risk.

Partnership: Local solutions through services working with communities. Communities have a part to play in preventing, detecting and reporting abuse and neglect.

“I am confident professionals will work together to get the best result for me.”

The NPS works in partnership with a range of agencies to achieve our aims of protecting the public, supporting victims and reducing reoffending, for example:

Working with CRCs and other service providers to motivate service users and support them to desist from offending.

Sharing information with domestic abuse agencies through MARAC and MATAC, to support the protection of victims and commissioning services from the CRC to enable offenders to change their behaviour; Contributing to Prevent and Channel processes.

Signposting female service users to domestic abuse services, which opens up access for them to a range of services, including a refuge.

Accountability: High challenge, high support and transparency in delivering safeguarding

“I understand the role of everyone in my life and so do they.”

See above re our induction process. We also work transparently with service users regarding our enforcement processes, whenever that can be done safely