

NORTH LINCOLNSHIRE COUNCIL

CABINET

LOCAL SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2020/21

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 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 2014 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 2020/21 annual report has been approved and will be published on the NLSAB website.

- 2.4 The annual report will be presented to Cabinet on 24 January 2022 and the Health and Wellbeing Board on 17 January 2022.
- 2.5 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.
- 2.6 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.
- 2.7 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
- 2.8 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. In May 2020 Adults with care and support needs and a lived experience wrote and produced a poem in recognition of the community spirit seen during the pandemic.
 - Adults with care and support needs and a lived experience were empowered to share their knowledge and expertise with the local community, partner organisations and frontline practitioners by planning and facilitating the safeguarding conference called '*Listen to me and hear my voice*'.
 - Following the conference, the adults who were involved were supported to design and produce several guidance documents. The documents were aimed at professionals, informing them how they can help adults who might be experiencing, or at risk of abuse and neglect in the future.
 - 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.

- 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.
- To help partners make continued improvements in keeping adults safe, key messages and learning from reviews have been shared.
- In partnership with adults who have a lived experience, communications on the LSAB website have been enhanced as a means of sharing information 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 is regularly scrutinised by the Protection & Accountability subgroup.

Future priorities

During 2020/21 the board have made considerable progress in relation delivering the priorities and strategic objectives outlined within the Strategic Plan. The board recognise the importance of ensuring that focus continues to remain 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 focus in 2021/22.

- Liberty Protection Safeguards (LPS) are due to replace the Deprivation of Liberty Safeguards (DoLS) in 2022. The board will continue to work with partners to prepare for the implementation and will support partners to keep up to date with the evolving situation regarding the timeline and publication of the statutory guidance.
- In line with the government change in legislation and the formal establishment of Integrated Care Systems (ICS), the board will focus on ensuring safeguarding arrangements continue to remain a priority locally, whilst also committing to strengthen our working arrangements with colleagues across the regional Humber Partnership and the Humber, Coast and Vale Integrated Care System.
- The board will continue to analyse safeguarding data, as well as the impact of the pandemic on adults with care and support needs and plan to address any additional safeguarding needs that emerge as a consequence.

- The board will continue ensure that appropriate training and education is offered to partner agencies, including the development of multi-agency training. We will remain committed to supporting our community, making sure they are equipped and empowered to play their part in preventing, detecting, and reporting abuse and neglect.
- The board and Executive Leads will evaluate the priorities within the 2019 - 2022 Strategic Plan, this will include reviewing both the system-wide assurance priorities and operational priorities.

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. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

- 5.1 None, for information only

6. OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)

- 6.1 None, for information only

7. OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)

- 7.1 Not applicable.

8. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED

- 8.1 There has been wide ranging 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.

9. RECOMMENDATIONS

- 9.1 To receive the LSAB Annual Report 2020/21 and consider this where relevant in relation to planning, commissioning and budgets setting processes.
- 9.2 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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30-40 High Street
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North Lincolnshire
DN15 6NL

Author: Helen Rose – Safeguarding Adults Board Manager
Date: 4 January 2022

Appendix –
Care Act 2014
LSAB Annual Report 2020/21

North Lincolnshire
**Safeguarding
Adults Board**
Annual Report



Foreword

I am very pleased to introduce the 2020/21 annual report for North Lincolnshire Safeguarding Adults Board. During the past year we have faced unprecedented challenges throughout the Covid pandemic. I would like to thank all Board members for their continuing commitment to keeping people in North Lincolnshire safe and well, while at the same time finding creative ways to maintaining the core business of the Board by moving online.

As the annual report demonstrates, we have had another busy and productive year. Each of the Board's subgroups has continued to work together to deliver the Board's strategic priorities. The report gives many examples of how these have been achieved:- updating and creating a range of information leaflets about safeguarding; a multi-agency pilot scheme aimed at preventing fraud and dealing with scam telephone calls; training and development courses; seven-minute briefings on a range of safeguarding issues; and updating the Multi Agency Safeguarding Policy and Procedures.

The Board continues to monitor safeguarding activity in North Lincolnshire, looking at how we compare regionally and with the national picture. During 2020/21 we have 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. This is consistent with both regional and national trends over the last three years. Board members remain fully committed to the principle that safeguarding adults is everyone's responsibility. We aim to ensure that all the communities in North Lincolnshire are equipped to play their part in preventing, detecting, and reporting neglect and abuse.

One of the highlights of the year was the November 2020 online safeguarding conference "Listen to me and hear my voice". The conference was planned and facilitated by adults with a lived experience of safeguarding. The aim was for professionals to learn from adults who had experienced safeguarding interventions. The conference, attended by over 200 people, was thought provoking, moving and a great testament to everyone involved. Presentations from the conference are available on the SAB website and via links in this report.

This is my final foreword as Independent Chair of the Board. It has been a pleasure and privilege to contribute to safeguarding in North Lincolnshire since 2012, and to listen to the voices of people with lived experience in improving safeguarding for everyone. I know that the commitment of all partners will ensure that the Board continues to strengthen and improve over the coming years. Thank you all for your support.



Moira Wilson

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 2020 – 31 March 2021) 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 Covid-19 pandemic. 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.

During this extremely challenging year we have made good progress in delivering the priorities and objectives laid out within our Strategic Plan for 2019 – 2022.

Key achievements

- Adults with care and support needs and the lived experience were empowered to share their knowledge and expertise with the local community, partner organisations and frontline practitioners through the 'Listen to me and hear my voice' Safeguarding Conference held in November 2020.
- There is a strong focus on engaging with and listening to adults with a lived experience, and their families to understand their views and experiences. A number of guidance documents have been produced by the adults aimed at professionals, telling them how they can help adults experiencing, or at risk of abuse and neglect in the future.
- 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.
- 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.
- Communications through the board 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.
- 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
- The board participated in a pilot scheme in relation to the prevention of fraud and telephone scams.
- The board has effective links with a number of strategic partnerships within North Lincolnshire, including the Children's Multi-agency and Resilience Safeguarding Board, Community Safety Partnership, Adults Partnership and Health and Wellbeing Board.
- More safeguarding enquiries in North Lincolnshire than the England average, led to risks being either reduced or removed.
- Following the publication of Adult A SAR in 2020, in the absence of a forensic service nationally and locally, North Lincolnshire Clinical Commissioning Group commenced a pilot scheme with NHS England and the Faculty of Forensic and Legal Medicine to develop a programme to train health professionals to undertake forensic examinations.
- Northern Lincolnshire & Goole Hospitals NHS Trust have reviewed and enhanced the safeguarding dashboard enabling key themes and trends to be identified at an earlier stage.
- Throughout 2020/21 Healthwatch North Lincolnshire continued to facilitate the 'Telephone Buddy Scheme' with over 130 people were supported by the scheme during that period.
- In response to national increases in domestic abuse safeguarding concerns, East Midlands Ambulance Service have commissioned bespoke training and have enhanced information available to frontline staff.

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.

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

Advisory members:

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

Strategic Plan

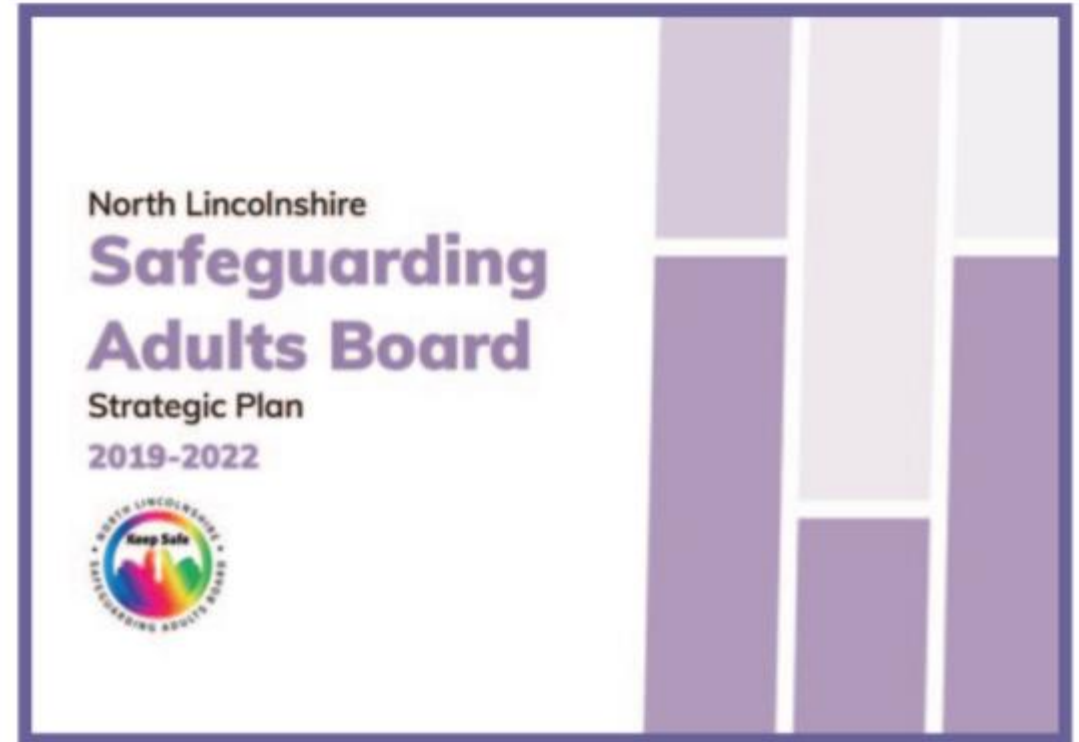
North Lincolnshire Safeguarding Adults Board seeks to empower and protect adults with care and support needs who are at risk of abuse and neglect, as defined in legislation and statutory guidance.

The NLSAB Strategic Plan 2019 - 2022 lays out the shared outcomes, goals and objectives for the board partnership.

The plan was developed in partnership 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 and objectives are aligned to the six principles of safeguarding, which are underpinned by fourteen strategic objectives.

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.



www.northlincssab.co.uk/wp-content/uploads/2019/11/SAB-Strategic-Plan-2019-22-D.pdf

Our Board Priorities

PREVENTION

This means:

The focus will remain on the issues that are going to make the greatest difference to safeguarding people in North Lincolnshire.

We will seek assurance that our partners are securing improvement with regard to the MCA and DoLS / Liberty Protection Safeguards.

PROPORTIONALITY

This means:

We will identify and support people at risk including carers.

We will work with community services to support individuals who may be at risk.

We will identify and learn from case studies and SARs and use this to develop preventative measures.

PROTECTION

This means:

We will strengthen existing processes which support the transitions arrangements between childhood and adulthood.

People who are receiving health and social care services in North Lincolnshire are protected from abuse and harm.

ACCOUNTABILITY

This means:

Board partners are clear as to expectations.

The Board is assured that Safeguarding arrangements and partners act to help and protect adult who may be at risk in North Lincolnshire.

PARTNERSHIP

This means:

The needs and aspirations of the vulnerable adult will be fundamental to their safeguarding journey.

We will engage with vulnerable adult, groups and communities to contribute towards policy, practice and awareness raising.

EMPOWERMENT

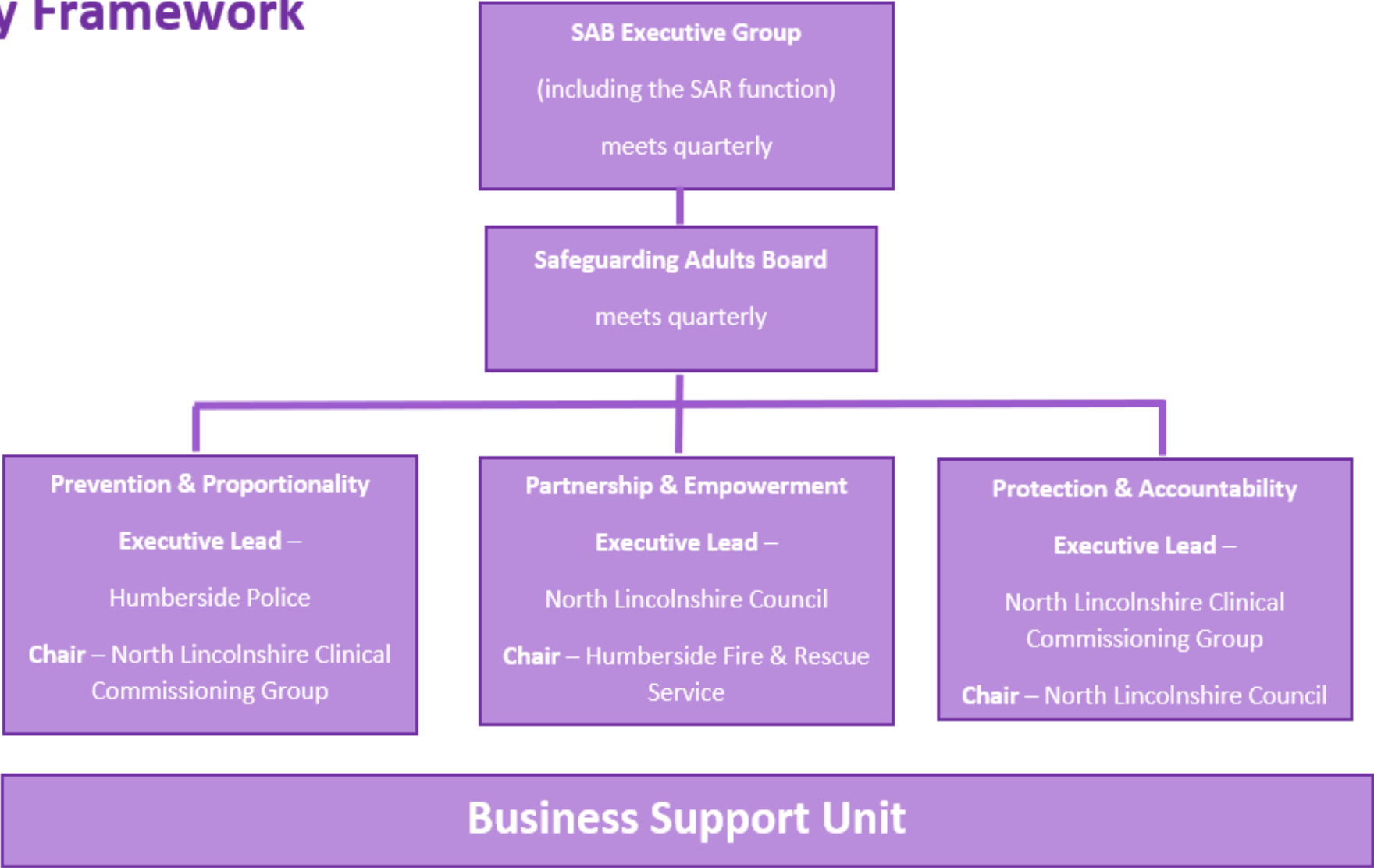
This means:

A joint and consistent approach to Safeguarding across all Boards and partnership arrangements.

We will explore a joint approach to safeguarding training and education.

Supporting the community to have an understanding of safeguarding, what support is available and how to access it.

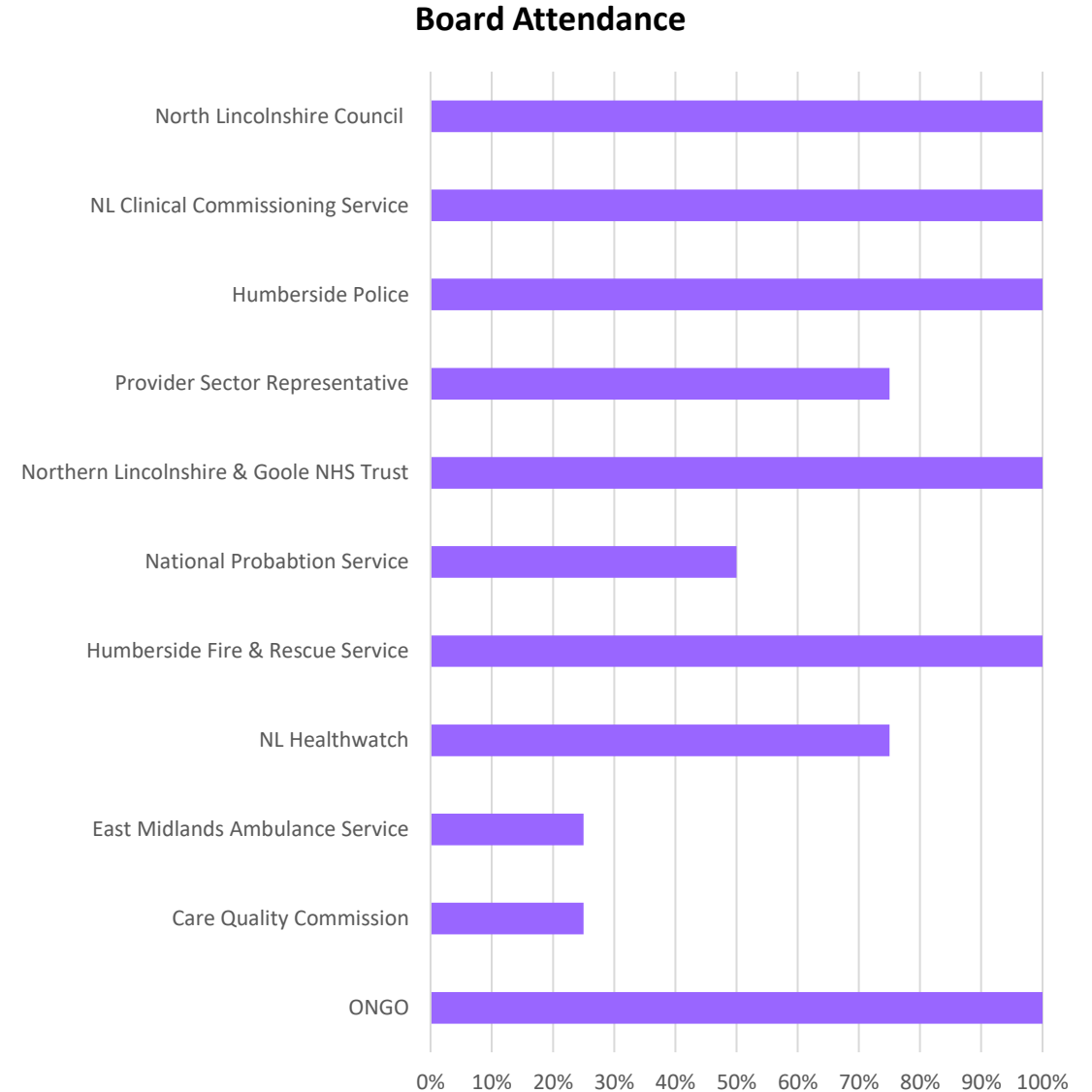
Delivery Framework



Board attendance

Throughout 2020 / 21 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.

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.



Actions completed by the subgroups to meet board 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 a lived experience. The group is chaired by Jason Frary, 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 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, and that this directly informs the work of the board.



Actions completed by the subgroups to meet board objectives

Partnership & Empowerment subgroup

“Our poem – thank you to North Lincolnshire”

In May 2020 a group of adults with a lived experience wrote and produced a poem in recognition of all the hard work and the community spirit seen during the pandemic. The poem was a collaborative effort with some adults writing the poem, others contributing words which were special to them. The poem highlighted the fantastic community spirit and wonderful acts of kindness which were seen throughout North Lincolnshire.

The adults produced the poem as a short video and is something they were extremely proud of.

<https://www.youtube.com/watch?v=MQrV40eHWG4>



Safeguarding conference 2020

“Listen to me and hear my voice”

In November 2020 the NLSAB held an online safeguarding conference. The conference was planned and facilitated by adults with a lived experience of safeguarding. The aim was for professionals to learn from the adults who had experienced safeguarding interventions. The adults decided they wanted the title to be ***‘listen to me and hear my voice’***.

The emphasis on this conference was very much about the voice of the adult, empowering them and recognising that they are the ‘experts’, and professionals should not only be listening to their voice, but learning from their knowledge.

Working within Covid-19 guidelines the subgroup worked with the adults, facilitating their involvement, meeting at local parks and outside spaces to agree the content and to film presentations in their own words. Participants were empowered and supported to be involved, their expertise was central to the delivery of the conference. The adults chose to be involved in several different ways, some were part of videos and photographs, whilst other adults chose to help with the design posters and IT aspects.

All of the adults were able to watch and take part in the conference on the day. The conference was recorded and the video is available to watch on the SAB website ([link in here](#)).



A guide for professionals about loneliness

By adults with the lived experience



A guide for professionals about fraud and financial abuse

By adults with the lived experience



A guide for professionals about cuckooing

By adults with the lived experience



Safeguarding conference 2020

“Listen to me and hear my voice”

The adults chose the three key themes, based on areas which were important to them, areas which they all had their own experiences of, and which they wanted professionals to know more about.

Loneliness, fraud and cuckooing.

The adults wanted the professionals to listen to them and learn from what they were saying. They were keen to give professionals some ‘tools’ for them to use when working with adults who might be at risk in the future.

The adults produced three guidance documents written in their own words, aimed at professionals, telling them what to look out for, and what they can do to help adults who might be experiencing these types of abuse.

<https://www.northlincssab.co.uk/news-and-resources/>

Safeguarding conference 2020

“Listen to me and hear my voice”

The conference took place online and was a great success with over 200 attendees from our partner agencies being invited to take part. Hearing the stories of the adults with lived experience helped professionals think about their practice in a different way. Feedback from some of the attendees included:

*The lived experiences were
impactive and thought
provoking, both on a personal,
and professional level –
combined with professional views
made for excellent learning*

*It was fantastic and lovely
to see the vulnerable adults
taking the lead. I liked that I
could join online*

*These messages will stay with me
throughout my career –*

**** Safeguarding is about the adult – not
me!***

**** The silence is deafening***

**** Just because I’ve been a victim doesn’t
mean I can’t look after myself!***

“Listen to me and hear my voice”

feedback from adults with the lived experience

“Taking part in the conference and offering my thoughts on loneliness filled me with a great deal of pride knowing that perhaps my words might help other people. I want to thank everyone who included me, it was an absolutely wonderful experience”

Esme

“I was over the moon, with the conference, really over the moon. I loved being part of it. I was happy that I was able to give the professionals information and leaflets about what they can do to help vulnerable adults like me. It was very important information”

Derek

“I really enjoyed being part of it, it was good to tell people about cuckooing and what to look out for so other people can be helped. I also learnt a lot of things about keeping myself safe too”

Lyndsey

“I have really enjoyed taking part in the conference, I liked doing the presentations and the filming”

Karen

Actions completed by the subgroups to meet board objectives

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 – as a result the following easy read guidance documents and leaflets have been co-produced and are now available on the SAB website.

- A safeguarding booklet designed for adults with care and support needs and their families explaining the safeguarding process.
- A leaflet explaining what mate crime is and how to seek help.
- Information in relation to the Mental Capacity Act 2005.
- Information and guidance on choosing a care home.
- Information about keeping safe online.

Easy Read Leaflet



Your safeguarding Leaflet

Easy Read Leaflet



Mate Crime



Actions completed by the subgroups to meet board objectives


Prevention & Proportionality subgroup






The subgroup understands that to support adults who have care and support needs, it is 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 subgroup share real life stories, experiences and information about priority areas to prevent vulnerable adults coming to harm. The group have worked with adults with a lived experience of safeguarding, together they identified the need to ensure adults who have care and support needs are able to easily seek help and report abuse.

As a result an easy read referral form has been developed so that adults at risk can be enabled and empowered to report abuse themselves. This form has been disseminated amongst our partner agencies and is now available on the SAB website.


TELL SOMEONE AND BE SAFE FORM
This form is for you to fill out if you are worried that someone is harming you, or someone else, and you would like some help with this and/or want it to stop
Your Name
Address
Home number
1

Are you OK if someone comes to see you to help?
(Please circle your answer)
  
Yes No
What do you want to happen about this?

If it is someone else you are worried about:
What is their name?

3

Actions completed by the subgroups to meet board objectives

Prevention & Proportionality subgroup

The subgroup have worked in partnership with Humberside Police on a multi-agency pilot scheme in relation to the prevention of fraud and scam telephone calls. The pilot involves supplying a TrueCall device to vulnerable adults who have been the victims of nuisance telephone calls, with the aim of preventing them from becoming repeat victims.

So far a total of 32 devices have been fitted. An average of 37 calls per month are captured on the device, of which an estimated 44% were nuisance or scam calls. The Truecall device was able to block 99% of those nuisance or scam calls.



37

nuisance and scam calls received per month



44%

of all calls received were nuisance or scam calls



99%

of nuisance and scam calls were blocked by trueCall call blocking technology

Here are some of the comments from adults and their families who were protected by the call blocker



This made a huge difference and enable my mother to live in her own home for longer



My mother no longer gets anxious and agitated. I cannot impress on you the positive impact this has made.



Thanks for making my phone my friend again!

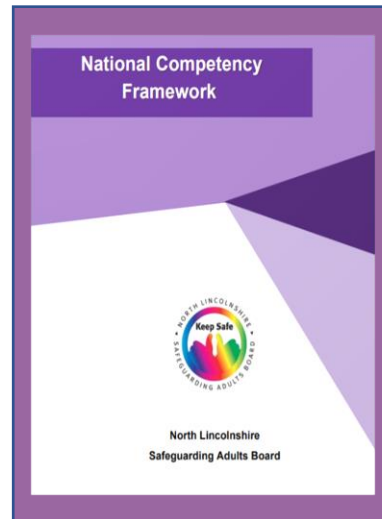
Actions completed by the subgroups to meet board objectives

Prevention & Proportionality subgroup

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

The subgroup have developed a competency framework for training which is aligned to both the Bournemouth University National Competency Framework for Safeguarding Adults and the NHS Intercollegiate Guidance Document on Safeguarding Training. The document outlines key competencies within the workforce to allow staff and volunteers to ensure the safety and protection of adults at risk of or experiencing abuse and/ or neglect. It offers a clear framework of these competencies within varied roles where people may work with an adult at risk.

The framework aids partner agencies to use identifiable standards to measure the competencies of staff, record appropriate evidence and have a framework which outlines achievable outcomes for the development of staff and volunteers.



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.

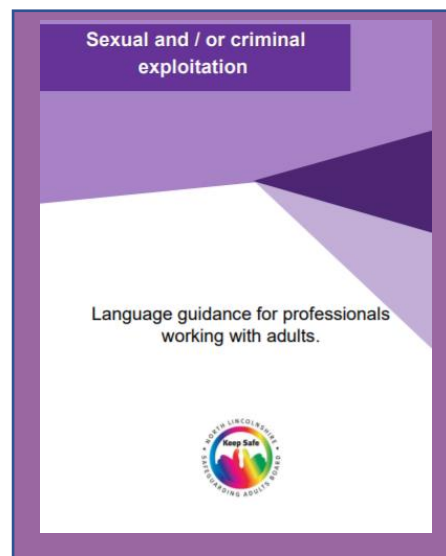
The following training courses were available to the workforce during the year:

- 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.

Actions completed by the subgroups to meet board objectives

Prevention & Proportionality subgroup

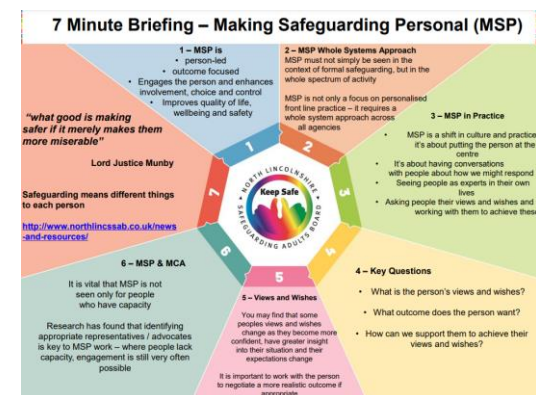
Ensuring that focus remains on the issues that are going to make the greatest difference to safeguarding people in North Lincolnshire is a priority for the subgroup. Following a 'Line of Sight to Practice' event the group developed an 'Appropriate Language' guidance document. The document was co-produced with adults who have a lived experience and is designed to be used by all professionals when talking to adults, sharing intelligence and in the delivery of training. It is crucial that practitioners understand how the tones, and the use of words and language can impact on adults and their families. The guidance details words and phrases which should not be used and offers alternative descriptors for practitioners to use.



The group continue to ensure that making safeguarding personal is embedded in practice and have 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.

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 partners, enabling them to make changes or improvements that will keep adults with care and support needs in North Lincolnshire safer in the future.



Actions completed by the subgroups to meet board objectives

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 been working in partnership with children's services and colleagues within partner agencies to develop a plan to ensure there is an improved quality of transition experience for young people. A child exploitation transition to adulthood partnership group has been implemented to strengthen the transitional safeguarding arrangements ensuring that young adults have access to, and receive support where appropriate.

The subgroup have worked in partnership with the Children's Multi-agency and Resilience Safeguarding (MARS) board to develop a joint safeguarding self-assessment process and tool. The joint tool reduces duplication and allows for a more joined up, and consistent approach to the assurance of safeguarding services across both adult and children's services. The joint self-assessment provides the NLSAB with a clear account of partner agencies' position in relation to their arrangements for safeguarding adults and children within North Lincolnshire, the assessment enables partners to identify their strengths and addresses areas for further development.

Actions completed by the subgroups to meet board objectives

Protection & Accountability subgroup

Board members completed their second joint assurance focussed visit, in partnership with the Children's MARS Board to a partner agency.

The assurance events provide an opportunity for our safeguarding adults partners, and relevant agency representatives to visit specific agencies to meet and talk to practitioners. The events also provides an opportunity to meet / speak to adults who have a lived experience, and enable the agencies to showcase good practice, indicate how they listen to adults with care and support needs and to talk about plans for further developments. This gives partners, and adults with a lived experience a sense of a specific agency contribution to the safeguarding system across North Lincolnshire.

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. During 2020 / 21 in light of our experiences as a partnership, and in order to improve and develop safeguarding practice the group refreshed and updated the Multi Agency Safeguarding Policy and Procedures.

The updated policy puts the adult at the centre of their own safeguarding experience. The policy aims to encourage the continuous development of best practice in order to better safeguard adults throughout North Lincolnshire. As a partnership committed to learning from local experience and national best practice, the group will keep the procedures under constant review, and will ensure they are updated regularly as both practice and policy develop.

The group have also updated the NLSAB Managing allegations against people who work in a position of trust (PiPoT) policy. In line with the requirements of the Care Act 2014 the purpose of the policy is to provide a framework for managing cases where allegations have been made against a person in a position of trust, and is focussed on the management of risk. The policy provides guidance to ensure appropriate actions are taken to manage allegations against people who work, either in a paid or unpaid capacity, with adults with care and support needs.

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.

Actions completed by the subgroups to meet board objectives

Protection & Accountability subgroup

Safeguarding during Covid-19

Safeguarding adults with care and support needs has remained an integral part of the every day work of our partner agencies during the pandemic. The NLSAB recognises the concern, that during this time people may be more vulnerable to abuse or neglect. This might be because of increased social isolation, additional stress on caring relationships, reduced face to face contact with people, the potential for an increase in criminal behaviour such as scams, as well as increase in domestic abuse.

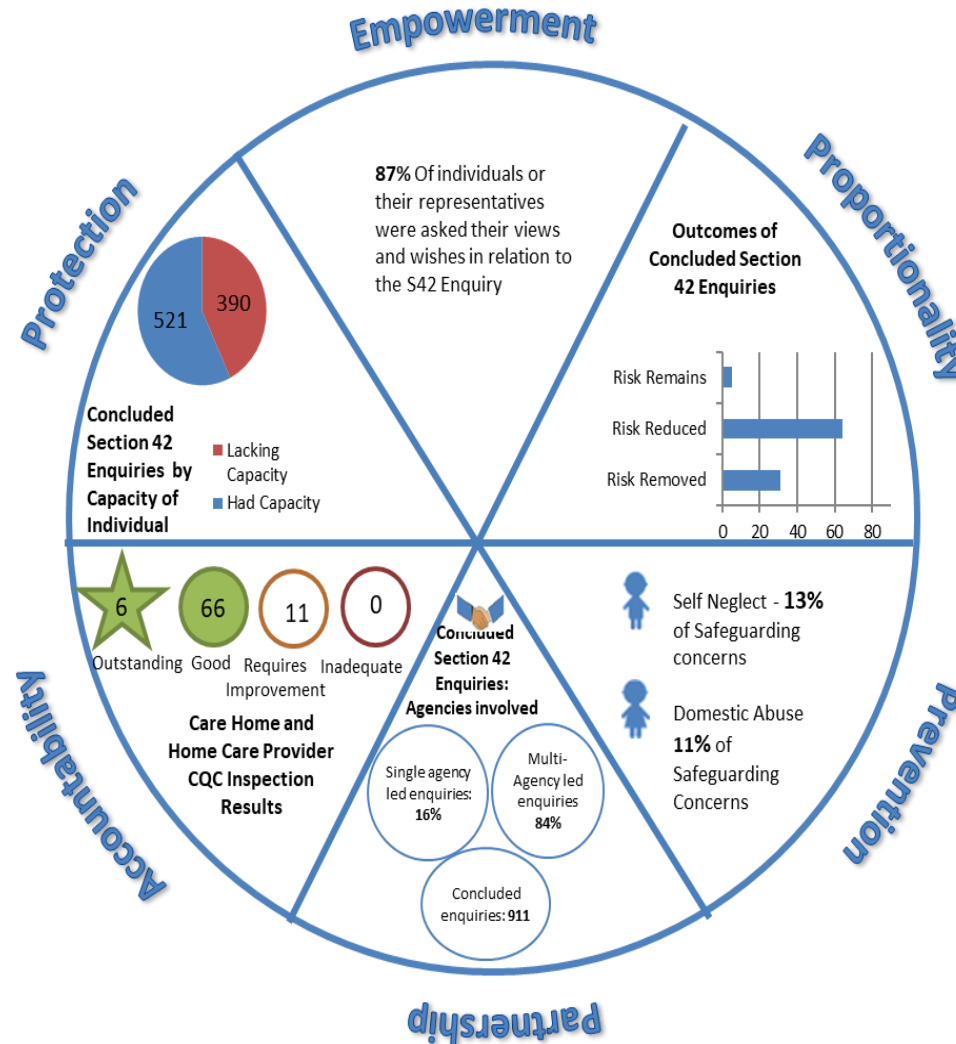
Duties and responsibilities in relation to safeguarding adults have remained a statutory duty and sections 42-45 of the Care Act 2014 have not changed or been eased.

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 safeguarding activity and available intelligence to identify themes and trends in safeguarding across North Lincolnshire, 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)
- Relevant datasets from other agencies / organisations

A key priority of the NLSAB is to gain assurance from partners about how any impact of Covid-19 on local safeguarding arrangements is being managed. The NLSAB data dashboard has enabled us to monitor the extent to which Covid-19 is impacting on people with care and support needs, and specifically on the effectiveness of safeguarding arrangements.

Safeguarding adults data in 2020 / 21

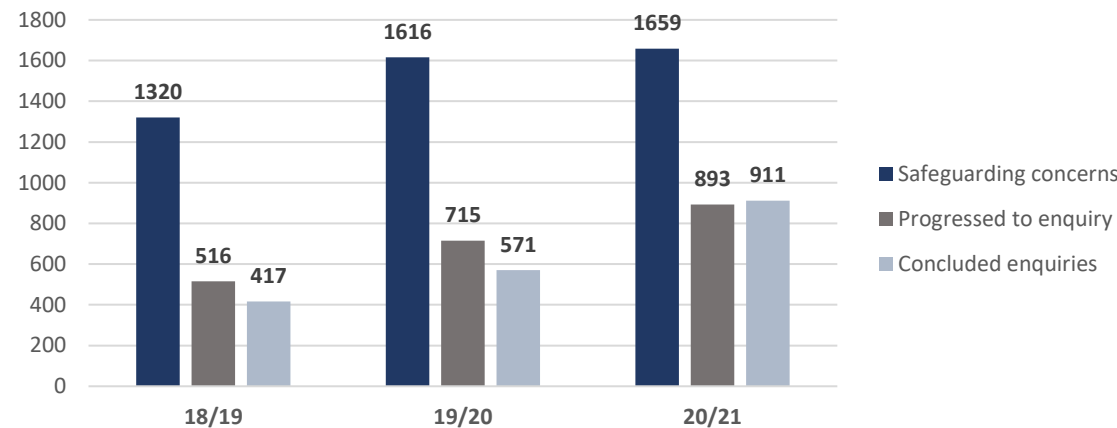


During 2020/21 a total 1659 safeguarding concerns were received, which is an increase of 3% in comparison to the previous year.

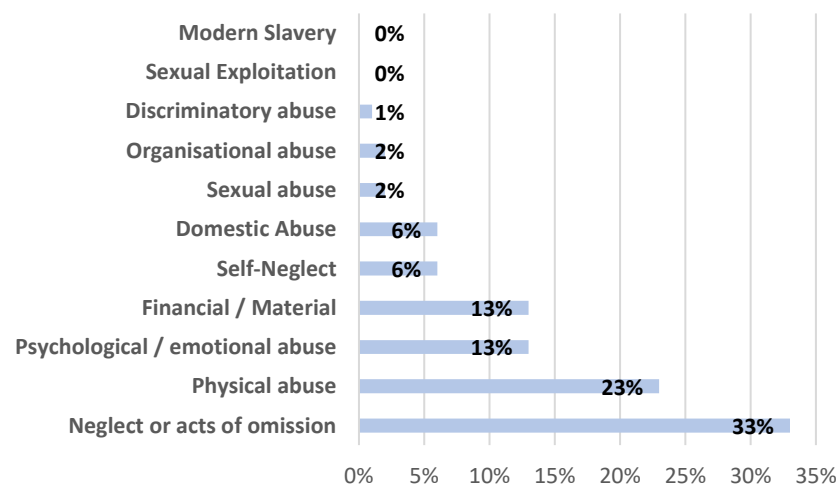
Of those 1659 safeguarding concerns, 893 became safeguarding enquiries and a total of 911 safeguarding enquiries were completed during the year.

Safeguarding adults data in 2020 / 21

Safeguarding Activity



Categories of Abuse - Concluded Enquiries

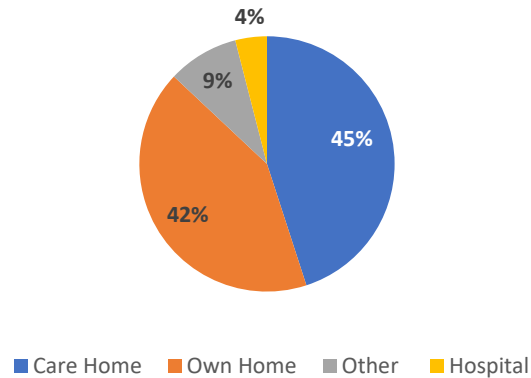


Consistent with both regional and national trends over the last three years North Lincolnshire has continued to see an increase in both the number of safeguarding concerns and safeguarding enquiries, this is thought to be due to an increase in knowledge and understanding of what constitutes a safeguarding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

Safeguarding adults data in 2020 / 21

Location of alleged abuse and/or neglect - concluded enquiries

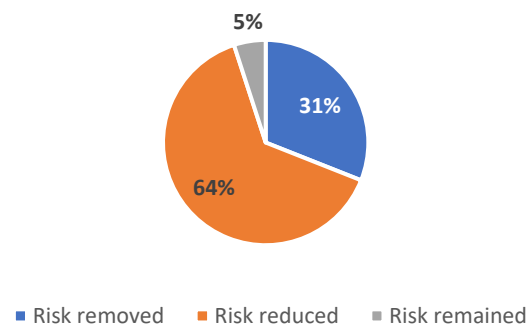
Location of risk – 2020 / 21



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

Outcome of risk



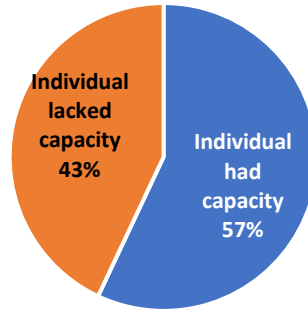
At 87% risk identified and action taken remains the highest outcome of concluded S42 enquiries, indicating that a correct threshold for S42 enquiries is in place.

In 96% of enquiries the risk identified was either removed or reduced.

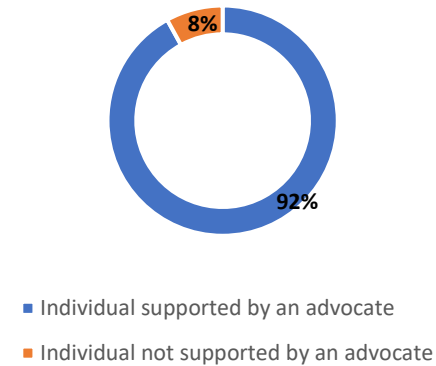
Safeguarding adults data in 2020 / 21

Mental Capacity and advocacy - concluded enquiries

Concluded enquiries - capacity



Concluded enquiries - advocacy



The number of individuals who lacked capacity in relation to the safeguarding concern and were supported by an appropriate advocate is 95%, an increase compared with the previous year when 93% of adults were supported.

Safeguarding adults data in 2020 / 21

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.



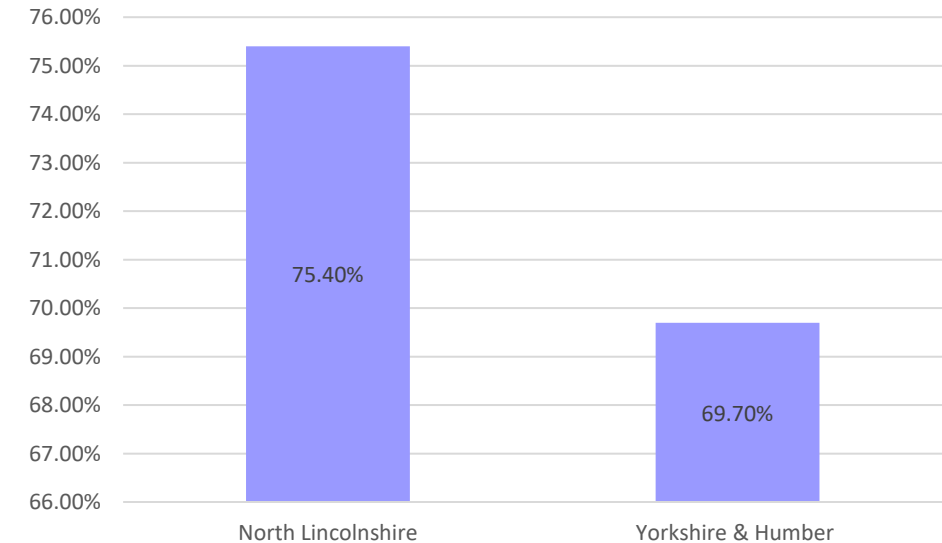
87%

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.

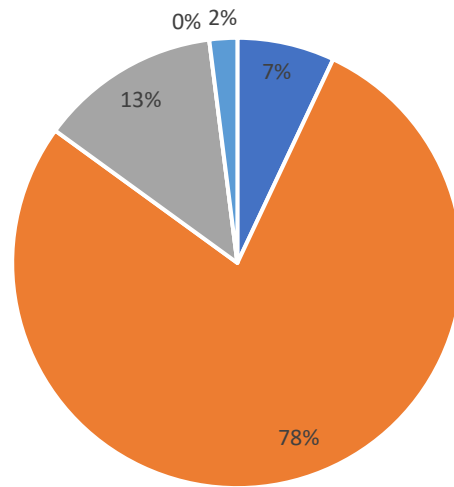
People Who Use Services Feeling Safe



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.

Safeguarding adults data in 2020 / 21

Care Quality Commission ratings North Lincolnshire



■ 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 85% of providers being inspected as either good or outstanding, nationally this is 84% and 81% in the Yorkshire and Humber region.

Safeguarding Adult 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 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 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.

During 2020/21 the group did not receive any referrals for a SAR.

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

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

The Executive Group reviewed the NLSAB SAR framework to ensure continuous improvement and consistency with regional and national SAR procedures.

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).

Conclusions and areas of future focus

In 2020/21 the board have made considerable progress in relation 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 focus in 2021/22.

- Liberty Protection Safeguards (LPS) are due to replace the Deprivation of Liberty Safeguards (DoLS) in 2022. This represents a significant change in the law concerning the care and treatment of people over the age of 16, who lack capacity to consent to care and treatment that deprives them of their liberty. The board will continue to work with partners to prepare for the implementation and will support partners to keep up to date with the evolving situation regarding the timeline and publication of the statutory guidance.

- In line with the government change in legislation and the formal establishment of Integrated Care Systems (ICS), the board will focus on ensuring safeguarding arrangements continue to remain a priority locally, whilst also committing to strengthen our working arrangements with colleagues across the regional Humber Partnership and the Humber, Coast and Vale Integrated Care System.
- The board and its partners will continue to analyse safeguarding data, as well as the impact of the pandemic on adults with care and support needs and plan to address any additional safeguarding needs that emerge as a consequence. This will include reference to the following specific groups:
 - People experiencing Domestic Abuse
 - People who are homeless
 - Family carers
- The board will ensure that appropriate training and education is offered to partner agencies, including the development of multi-agency training. We will remain committed to supporting our community and making sure they are equipped and empowered to play their part in preventing, detecting, and reporting abuse and neglect.

In 2021/22 the SAB and Executive Leads will evaluate the priorities within the Strategic Plan, this will include reviewing both the system-wide assurance priorities and operational priorities.