

Annual Report 2015-2016



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Foreword

I am delighted to present North Tyneside Safeguarding Adults Board annual report which will be my fourth and final one as retiring Chair. Reflecting on the last four year's and having witnessed the growth in profile of safeguarding adults, I am enormously proud to have been a part of the Boards development as it moved to statutory status in 2015.

It will be helpful to start by explaining a little about the purpose of the Safeguarding Adults Board, as set out in the Care Act 2014, which is to help and safeguard adults with care and support needs.

The Board does not directly protect the vulnerable but it plays the lead role in coordinating the efforts of those professionals from many disciplines who work to keep adults at risk of harm safe.

Whilst there are three Core Members specified by statute (Local Authority, Clinical Commissioning Group and Police), the Board is a strategic partnership of the wider local community including Health, Police, Emergency, Probation and Social Care services, Health Watch and the voluntary, Carer, and Independent sectors. I remain impressed by the consistent commitment shown to the work of the Board, particularly as this has been set against a backdrop of significant resource reductions and organisational restructure.

2015/16 has been the final year of a three year strategic plan and the strong partnership working in North Tyneside and our surrounding localities has been tremendous, particularly by members of the Boards sub committees who, despite resource restrictions have remained fully committed to delivering the Safeguarding agenda as set out in our annual plan.

Whilst the following pages will provide more detail about the achievements of the Safeguarding Adults Board, there have been several highlights that stand out for me which include some important pieces of infrastructure (in addition to the strategic plan) which have enabled the Board to carry out its role.

- The work undertaken in recent years to give vulnerable service users an understanding of abuse and a voice of their own.
- A new constitution for the Board setting out the responsibilities of partner organisations and their representatives on the Board, which has been agreed by all partner organisations.
- Strong links to the Health and Wellbeing Board.
- Joined up working with neighbouring Safeguarding Adult Boards, particularly in relation to policies and procedures to provide consistency for operational staff who work with the vulnerable, a shared Quality Assurance Framework that tests out standards provided by our partner organisations, and SAFE week (Safeguarding Adults for Everyone) which is the culmination of staff and volunteer efforts to raise awareness of safeguarding amongst our local communities.

- Working closely with the Chair of the Local Safeguarding Children's Board regarding sexual exploitation of the vulnerable regardless of age, and exploring shared training opportunities for staff and volunteers.
- Improved reports to regularly review the effectiveness of the Boards annual plan.
- Two major conferences during this last year in relation to sexual exploitation and self neglect.
- The broader provisions of the Care Act are based upon ensuring the wellbeing of Adults whether that is physical, mental or social wellbeing. That means that work to safeguard the needs of adults must take into account people's choices and enable them to weigh up and manage risks, working with them rather than imposing solutions. The underlying philosophy of this approach is part of a National Programme called Making Safeguarding Personal and the Board has been and continues to monitor progress on this significant change in practice.

A key part of the Chairs role is to ensure the continuous development of the Board and that local organisations work together closely and effectively. My role in this respect has been made so much easier by the people concerned and I offer my heartfelt thanks to everyone who has been involved in the work to safeguard adults at risk of harm in North Tyneside.

Pat Robinson
Independent Chair

1. Safeguarding Adults

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

2. The Care Act 2014

In April 2015 the implementation of The Care Act 2014 saw the biggest change to Safeguarding Adults since the No Secrets guidance was introduced in 2000. For the first time ever, Safeguarding Adults has legal recognition.

The Care Act 2014 sets out a new definition for an adult at risk of harm as being an adult who:

- a. has needs for care and support (whether or not the authority is meeting any of those needs),
- b. is experiencing, or at risk of, abuse or neglect, and
- c. as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The Act places responsibilities on the Local Authority and partner agencies in terms of responding to concerns about possible abuse or neglect.

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

3. Safeguarding Adults Boards SAB

The SAB is made up of representatives from a range of agencies. These include:

- North Tyneside Council – officers and councillors
- Northumbria Police
- North Tyneside Clinical Commissioning Group CCG
- Northumbria Health NHS Foundation Trust
- Northumberland, Tyne and Wear, Mental Health NHS Trust NTW
- Tyne and Wear Fire Service
- Northumbria Community Rehabilitation Company CRC
- National Probation Service NPS
- Voluntary organisations
- Carers services, and
- Care Quality Commission CQC.

4. SAB Priorities from 2015-16

In 2013 the SAB set out its priorities for the next 3 years. These are:

- **Outcomes** – for individuals who have been abused or harmed to feel safer
- **Leadership** – for all partner agencies to be effective in carrying out their roles and responsibilities for safeguarding adults
- **Service Delivery** – to have training for staff and learning from cases to improve services
- **Working Together** – for all agencies to work together and to raise awareness about Safeguarding Adults.

As in previous years, and in line with The Care Act 2014, the SAB agreed an Annual Plan setting out the work that would be carried out by the SAB and its Sub Groups for 2015-16 to meet these priorities. This report gives a summary of the work that has been done throughout the past year.

5. Outcomes

5.1 Improved Information

The SAB set out an action to ensure that people who experienced abuse or neglect have improved outcomes as a result of the Safeguarding Process. In order to achieve this, an information leaflet has been produced to ensure that individuals and their family members have a greater understanding of the safeguarding process. This has been developed and has been consulted on with a wide range of people. This is now being distributed and is on the North Tyneside website http://www.northtyneside.gov.uk/browse.shtml?p_subjectCategory=421

5.2 Making Safeguarding Personal

Making Safeguarding Personal is a key principle for Safeguarding under the Care Act 2014. North Tyneside has a robust system for recording individual's outcomes and wishes of the safeguarding process. This has been fully implemented from the very early stage of any safeguarding enquiry since April 15.

During 2015-16, 76% of individuals who went through the safeguarding process had individual outcomes recorded. Of these, 85% were recorded as having had their outcomes met at the end of the process.

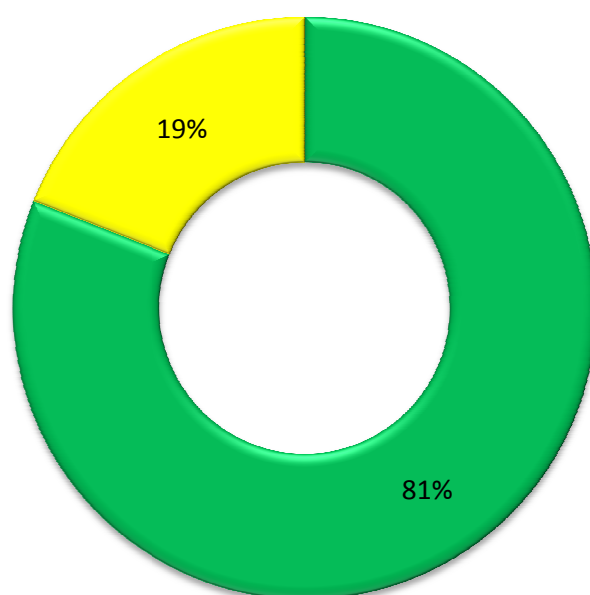
Analysis of the outcomes identified by those who have been through safeguarding has been carried out. This has been shared with the SAB and key professionals.

The main themes that individuals have identified as outcomes of the safeguarding process are:

- To feel safe following their experience
- Accommodation: both a change in accommodation or to remain where they are currently living
- To have a change of paid carer
- To have an explanation of what happened
- To be believed and for it not to happen again, and
- To be left alone.

An aim of the SAB is to constantly increase awareness and understanding about Safeguarding Adults. This is to ensure that people understand what the term means and know what to do if they are concerned that someone is at risk of harm or experiencing abuse.

Figure 1 Making Safeguarding Personal Desired Outcomes Recorded

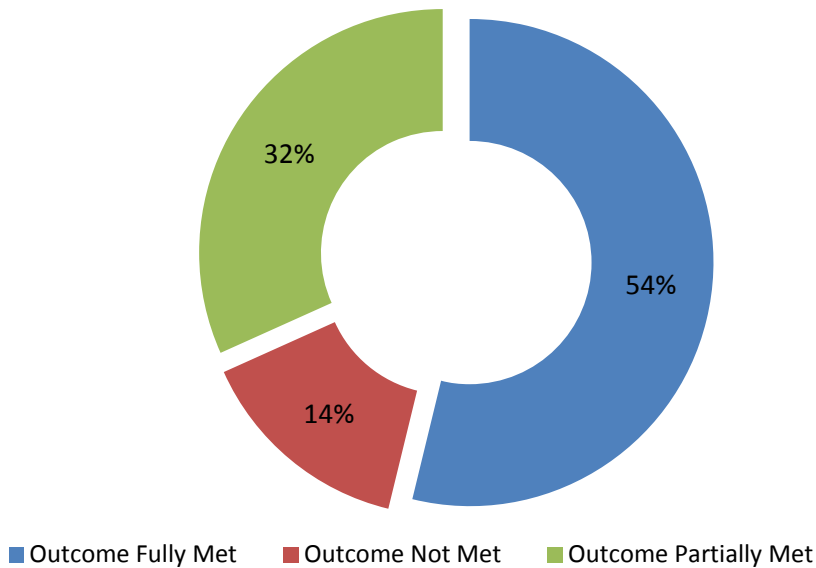


■ MSP Desired Outcomes recorded ■ MSP Desired outcome not recorded

The above shows 81% of concluded section 42 enquiries had desired personal outcomes recorded for the individual.

Where recorded, 86% of desired personal outcomes were met. Further investigations show the 14% of individuals whose outcomes were not met were likely to be unachievable, for example, the return of stolen money.

Figure 2 - MSP - Desired Outcomes



5.3 SAFE Week (Safeguarding Adults for Everyone)

SAFE Week (Safeguarding Adults for Everyone) was held from 1st to 6th November 2015. It is the second time North Tyneside has held such an event. This was held across the North of Tyne region (North Tyneside, Northumberland and Newcastle) to raise awareness about Safeguarding Adults

This year the event grew and there were a series of exciting events to raise money, raise awareness about Safeguarding Adults and get people involved in fun activities.

A charity zip slide from the Tyne Bridge was the launch event with 60 people taking part.



Image 1 and 2 - Representatives from Action on Elder Abuse



Image 3 and 4 – Zip Line Express

A Yarn Bombing event saw many individuals, service users, community groups and members of the public get involved to decorate socks and gloves representing a Helping Hand or a Day in my Shoes. Over 700 socks and gloves were then hung up in the early hours of the morning in Northumberland Square, North Shields.



Image 5 and 6 – Yarn Bombing

Groups of people who were involved in decorating the socks and gloves came along to see their work on display in Northumberland Square, North Shields. This received a lot of media attention with TV coverage on Made In Tyne and Wear, as well as front page of The Journal, and articles in The Chronicle and News Guardian.

This proved to be an excellent way to get the message about Safeguarding Adults to a much wider audience.

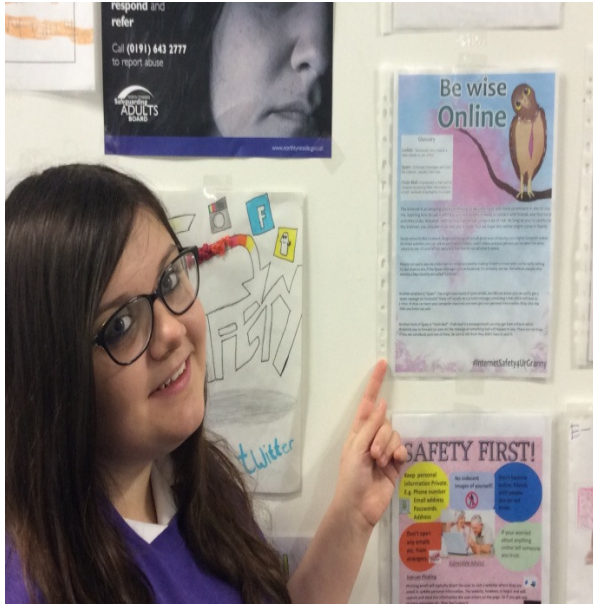


Image 7 and 8 – It's All About the Socks and Gloves



Image 9 and 10 – Competitions

Socks and Gloves were also on display in the Customer Service Centre in North Shields There was a school competition for pupils across the region to design posters, leaflets or videos to help adults at risk of harm to keep themselves safe on the internet. There were over 200 entries from many schools in North Tyneside and Northumberland.



The posters were displayed in the local library and the overall winner has been printed and displayed throughout the area.



Image 11 and 12 – Winners

Four Seasons Healthcare sponsored the school competition donating the prizes and printing the winning poster. Emily Muir from King’s Priory School Tynemouth was the overall winner with her Be Wise Online Poster.



Coffee mornings were held in care homes and offices across North Tyneside and were supported by the North Tyneside Chair of the Council for 2015-16, Councillor Gary Bell.

Image 13 – Chair of the Council Gary Bell

There is a short film on You Tube highlighting the events of the week

<https://www.youtube.com/watch?v=J4-CGeRRmO4&feature=youtu.be>

The week received a lot of media attention through TV, Local radio and newspapers as well as social media on Twitter and Facebook. Across the week over **£4,500 was raised for the chosen charity Action On Elder Abuse.**

6. Leadership

6.1 SAB constitution

During the course of the last year, the SAB constitution has been updated to include more information on the roles and responsibilities of the SAB members.

http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=541444&p_subjectCategory=421

There has also been a development session and Care Act training for SAB members and to ensure that the SAB is effective as possible.

6.2 Quality Assurance Framework, QAF

The SAB hold all of the partner agencies to account by asking all organisations to complete the Quality Assurance Framework, QAF. This asks for assurance regarding their internal processes for safeguarding including leadership, policies and procedures, training, supervision and safe recruitment etc. This was completed in conjunction with Northumberland and Newcastle, in an attempt to increase efficiency for partner agencies, particularly those working across more than one Local Authority boundary area.

North Tyneside and Northumberland SAB's held a joint workshop to offer a level of scrutiny and challenge to the completion of the QAF. Agencies were paired with representatives from other organisations to ask questions and provide a greater level of detail about their internal systems and processes for safeguarding.

6.3 Role and Responsibilities of the SAB

All agencies who are represented at the SAB have signed a Memorandum of Understanding regarding their role on the SAB. The SAB has also monitored the attendance of each partner agency at SAB and SAB Sub Group meetings, to ensure all agencies are involved at the appropriate level.

To ensure that the SAB fulfils its legal requirements under the Care Act, the SAB has published an Annual Plan and Annual Report. The SAB has a sub group, Safeguarding Adults Review Committee, SARC, which meets to consider any cases which may meet the criteria for a Safeguarding Adults Review.

During 2015-16 no cases were felt to have met the criteria for a SAR in North Tyneside. However, three cases were taken to an Appreciative Enquiry. These were cases where, despite not meeting the legal criteria, it was felt there was wider learning which could influence practice.

The SARC has adopted a new story board model as a way of improving how learning is shared with staff from all agencies. This is a simplified model which clearly sets out the issue of concern, actions taken, learning and impact of any changes.

7. Service Delivery

7.1 Safeguarding Policies and Procedures

North Tyneside's multi agency Policies and Procedures were reviewed and revised to ensure they were compliant with The Care Act, prior to April 2015. During the past year these policies have been embedded into practice with high quality training available to ensure social care staff, from a wide range of agencies, has increasing understanding of the changes brought about by The Care Act 2014.

7.2 Escalation policy

North Tyneside is in the process of drafting an Escalation policy which will give clearer guidance regarding wider organisational concerns within any agency. This will include guidance for commissioned providers regarding their role in safeguarding enquiries. The CCG have also been developing an information leaflet on "What Good Care Looks Like," which will be included in this policy.

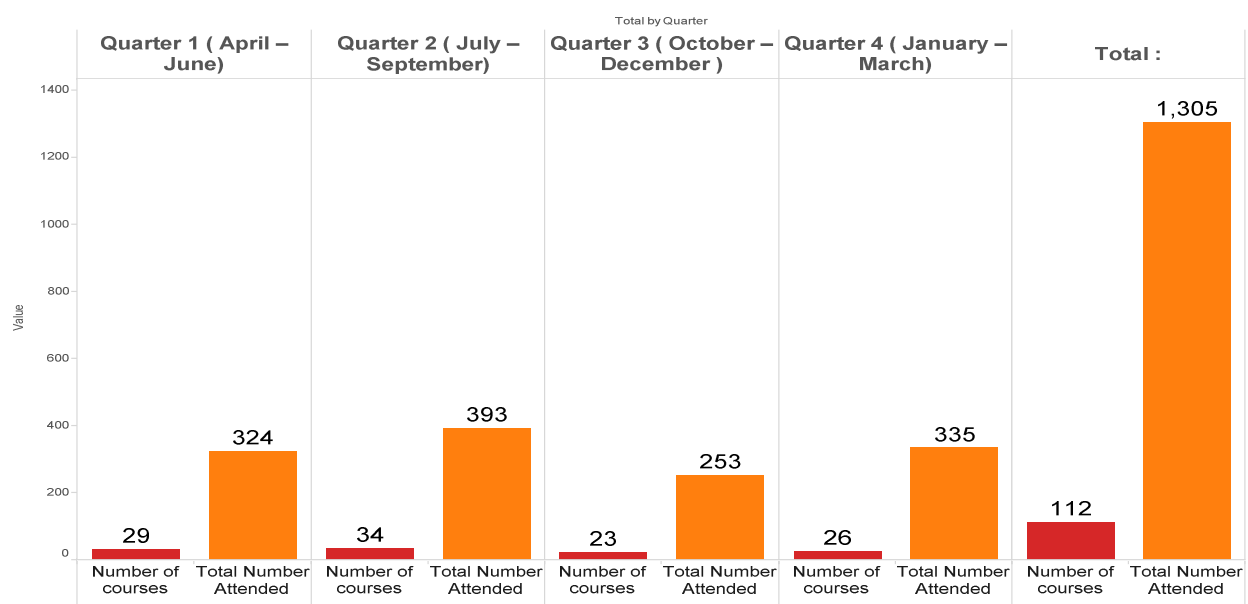
7.3 Training

The SAB is committed to provide high quality training on a multi agency basis to ensure that staff at all levels and in all organisations are suitably equipped to support adults at risk of harm who have been abused or neglected.

A variety of multi-agency training has been offered throughout the last financial year from courses raising basic awareness on safeguarding, mental capacity and Deprivation of liberty, through to more advanced courses ensuring service managers, senior social workers, providers and partners also have the right skills to lead a safeguarding enquiry within their own organisations.

The largest attendance has been on the basic safeguarding awareness and we have seen an increase both with private providers and the voluntary sector. This has been offered on a multi-agency basis and also within specific service areas if staff numbers have been sufficient.

Figure 3 – Course Attendance



7.4 Partner Agencies Information

- **North Tyneside Council**

During the past year, North Tyneside Council Adult Social Care has merged with Children's Services to form one department, Health, Education, Care and Safeguarding, HECS. This is under the Director for Children's and Adults services, Jacqui Old. This has resulted in increased joint working between children's and adults, in particular on cross cutting issues e.g. sexual exploitation and FGM. For example North Tyneside Council has identified two workers, one from children's and one from adults to be the single point of contact for sexual exploitation. This has involved working very closely with the police in addressing these issues across the borough.

North Tyneside Council has a clear process for carrying out audits of all safeguarding work undertaken with the area. The audits are scored on a red, amber and green basis to highlight areas of good practice and also to identify any gaps in practice and knowledge. During 2015-16 77% of safeguarding cases that were audited were scored as green. The audits found that in 86% of referrals workers took immediate action to make the person safe, with 87% evidencing an immediate protection plan being implemented. 92% of case file audits show evidence of follow up after the safeguarding incident to ensure the client now feels safe. 88% of case files audits show evidence of sharing information and consultation during the safeguarding process.

- **North Tyneside CCG**

North Tyneside CCG has restructured its safeguarding team during the past year, to ensure a more robust approach to service provision. This has included an additional post of a Quality Review and Monitoring Manager within the quality and safety team to support care homes in regard to safe quality care.

The CCG have developed a Hydration App, which is currently being piloted. The aim of this is to improve hydration for those most vulnerable people and to reduce hospital admissions for dehydration.

The CCG have provided increased training to primary care staff in 2015-16. A survey was carried out across GP surgeries regarding their safeguarding training. 86% of practices responded. Of those who responded it was confirmed that 92% of their staff had received safeguarding adults training within the last three years.

- **Northumbria Police**

The Policing Crime Commissioner Vera Baird and the Chief Constable Steve Ashman have a strong commitment to Safeguarding the vulnerable. Assistant Chief Constable Darren Best is the lead for Safeguarding with responsibility for oversight and scrutiny.

The Safeguarding department is split into three locations; one south covering South Tyneside and Sunderland, one central covering Gateshead and Newcastle and one north of the River Tyne covering North Tyneside and Northumberland.

Each location has specialist officers working within Child Abuse Investigation, Vulnerable Adult Abuse investigation, Rape, Domestic Violence and Multi Agency Public Protection Arrangements. The co-location of these areas of public protection ensures that information, resources and specialism's are shared thereby further meeting the needs of Children, Young People and families. In addition to this, two multi agency co located hubs are in place providing an enhanced victim focussed approach to sexual exploitation, trafficking and modern day slavery.

In 2015 Northumbria Police submitted:

- 10, 812 Adult concern notifications
- 30, 278 Child concern referrals/notifications
- 29, 141 Domestic abuse incidents.

Work is underway to improve data capture and the quality of Adult Concern Notifications and Child Concern Notifications.

Northumbria Police commission support for victims from Victims First Northumbria. This is the main referral and co-ordination service for victims of crime and therefore receives referrals for medium/standard risk victims who have experienced domestic abuse and violence. VFN work closely with a wide range of specialist victim services across Northumbria to ensure they fully understand all support available for victims and work closely to ensure, where needed, that the relevant referral is made.

Northumbria Police make a financial contribution to all Safeguarding Boards.

- **Northumbria Healthcare NHS Foundation Trust**

A CQC inspection of Northumbria Healthcare Trust was conducted in October 2015. The overall rating received for Northumbria Healthcare trust was 'Outstanding'

The trust had appropriate safeguarding policies and procedures in place for both adult and children. The policies and procedures were supported by staff training. The trust's director of nursing was the executive lead for safeguarding adults and children.

The CQC inspection report highlighted the following:

There was a very clear vision of delivering the highest standards of patient care with quality and safety as a key focus. Staff from all areas we visited were aware of the vision of promoting safe and effective care to improve patient experience. This was reflected in the 2014 NHS staff survey results as 84% of staff said that care of patients is my organisations top priority: the national average for this is 70%

There is a safety culture across the organisation which puts the patient first and patient experience is given the highest priority with the implementation of real time patient feedback through the development of patient feedback questionnaires. The trust has appointed a Director of Patient Experience. There was exceptional innovative practice and development of sustainable services across services in both acute and community settings

There was safeguarding lead nurses and robust referral systems in place. Mandatory training records indicated staff received safeguarding adults level one training and completed workbooks. In addition, staff had face-to-face level two training.

- **Northumbria CRC**

Although the focus of Northumbria Community Rehabilitation Company is on those who may cause harm, it is also in a position to identify service users who are themselves at risk from abuse. If a service user is suspected of perpetrating abuse towards a vulnerable adult, the Responsible Officer will liaise as appropriate with the SGA team and/or relevant partnership agency.

- **Northumberland, Tyne & Wear NHS Foundation Trust**

The Trust safeguarding policies have undergone an external audit process in 2015 and assurance given. All clinical staff are trained in the Mental Capacity Act and apply the Act when deemed necessary to assist the safeguarding process. Learning from Safeguarding Adult Reviews work has strengthened clinicians understanding of self-neglect and the use of MCA in such cases.

NTW safeguarding training has been updated to include My Personal Safeguarding Report ensuring the adult is at the centre of the process ensuring the adults wishes and the desired outcome is achieved wherever possible. All trust volunteers have a safeguarding handbook to raise awareness to help keep adults accessing services safe. Any local and national safeguarding campaigns are communicated across services via the trust intranet.

All service users are defined as adults at risk under the care act, staff work with the adults regarding proportionate referrals, whilst considering capacity and consent. Staff are encouraged to make low level referrals to assist the preventative agenda and to consider any public interest issues as part of any referrals made.

- **National Probation Service NPS**

As an organisation, NPS has effective ways of assessing and managing risk. NPS will ensure that local arrangements for complaints and reporting arrangements for abuse and suspected criminal offences are robust.

NPS are proactive in sharing information and have multi agency partnership arrangements in place which involve NPS staff at all levels. NPS fosters a “one team” approach which places the welfare of the individual before the needs of the systems.

- **VODA**

VODA provide training in conjunction with North Tyneside Council for voluntary organisations across North Tyneside. These are made accessible for volunteers by holding them in accessible community buildings and at times that suit people who work. VODA also put articles regarding Safeguarding adults in their newsletter which has a circulation in the region of 1200 recipients.

Image 14 – Regional Conference

8. Working Together

8.1 Self Neglect

The Care Act brought self neglect under The Care Act for the first time. As a result of this, operational guidance for staff has been developed on a North of Tyne basis to provide clear advice regarding how best to respond to issues of self neglect. It is recognised within this guidance that self neglect can take many forms, including hoarding, substance misuse, and personal care.

The guidance was launched at a Regional Conference in March 2016 with over 100 people attending. Self neglect guidance -

http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=533408&p_subjectCategory=421



8.2 Sexual Exploitation

Sexual Exploitation has become an area of increasing concern during the past few years. In response to this the SAB has joined up with the Safeguarding Children's Board and Safer North Tyneside Partnership to form a joint sub group reporting to all three boards. The purpose of this is to ensure a joined up strategic approach to tackling concerns regarding sexual exploitation towards children, young people, adults at risk of harm. It also looks at wider community factors for example licensed premises and services e.g. taxis. The aim is to be able to identify locations where exploitation may be an increased risk in our area.

To date the group have agreed terms of reference, been developing a strategic plan and agreed reporting routes to offer assurance to all three boards. This has been a positive example of a joined up approach in terms of addressing complex cross cutting issues.

In June 2015, the SAB and LSCB hosted a joint conference highlighting issues of sexual exploitation and demonstrating good practice across the area

Image 15 – SAB and LSCB Conference



Topics covered included the Police response to sexual exploitation and Voluntary sector agencies supporting individuals involved with sex work and supporting those at risk of sexual exploitation.

Image 16 – CSE Awareness Day

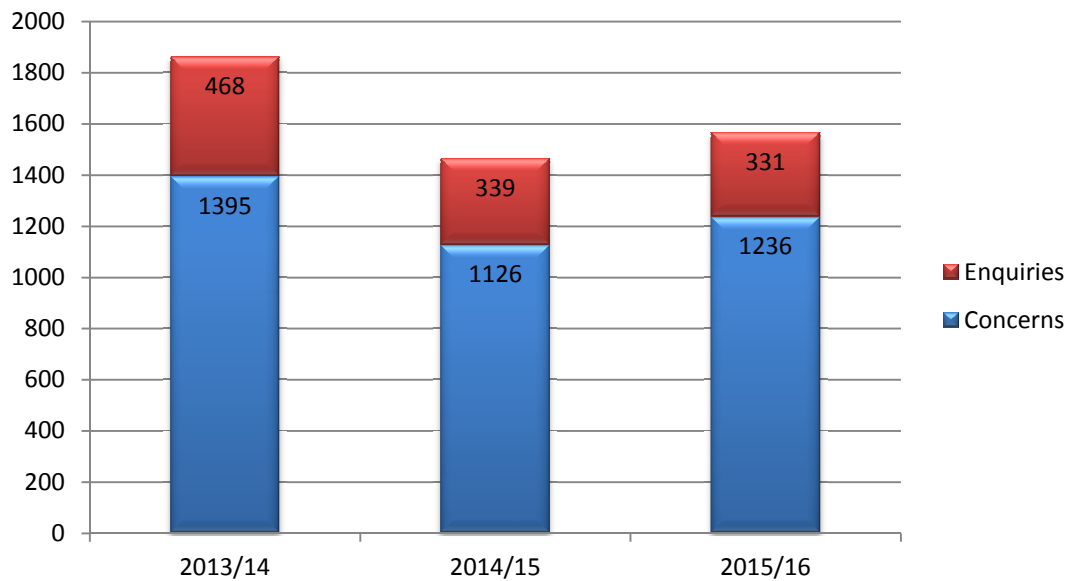


Members of the Joint Sexual Exploitation sub group supported the National Child Sexual Exploitation awareness day on March 18th 2016. This included supporting the National Twitter campaign

8.3 Performance Data

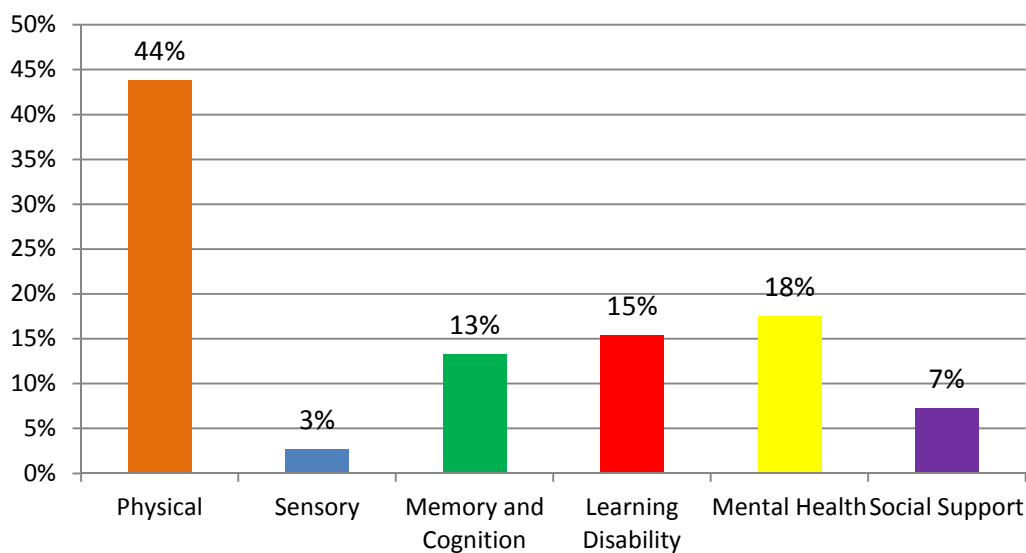
Throughout the year, there has been close working between partner agencies to improve the data provided to the SAB from different agencies. This includes information from police and CCG.

Figure 4 - Safeguarding Concerns/Enquiries year on year



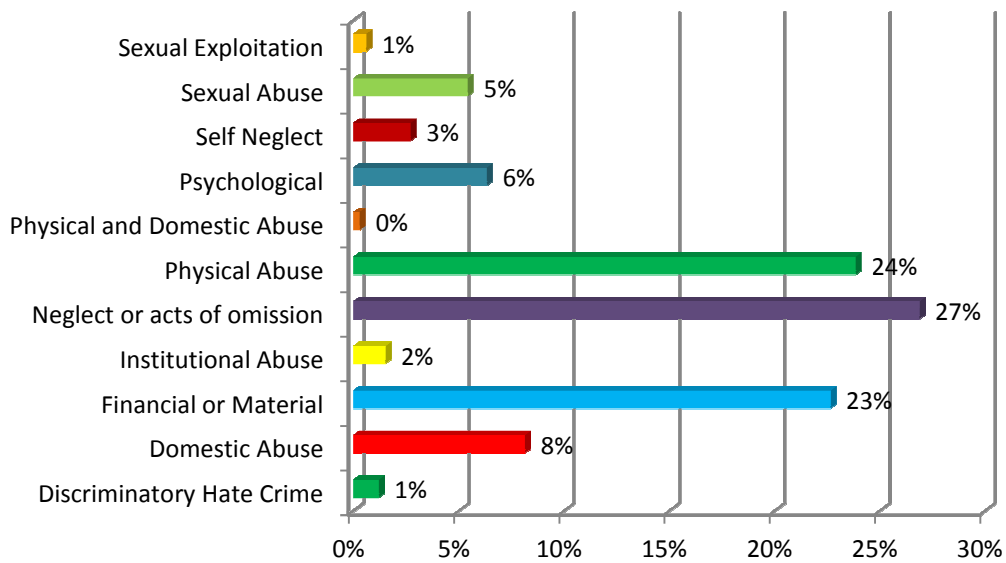
The above shows the number of Safeguarding concerns and enquiries received for individuals' year on year. Data is reflective of individuals, not all concerns.

Figure 5 - Main Client category of 2015/16 Section 42 enquiries



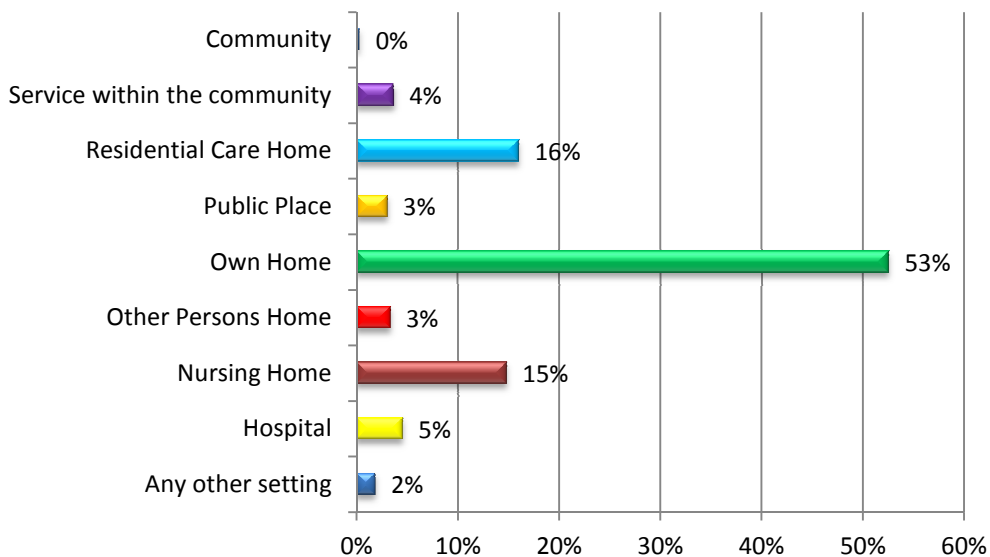
The above shows the main client category of those individuals involved in Section 42 Enquiry during 2015/16. A high proportion of clients have a physical support need.

Figure 6 - 2015/16 Abuse Type of Section 42 Enquiries

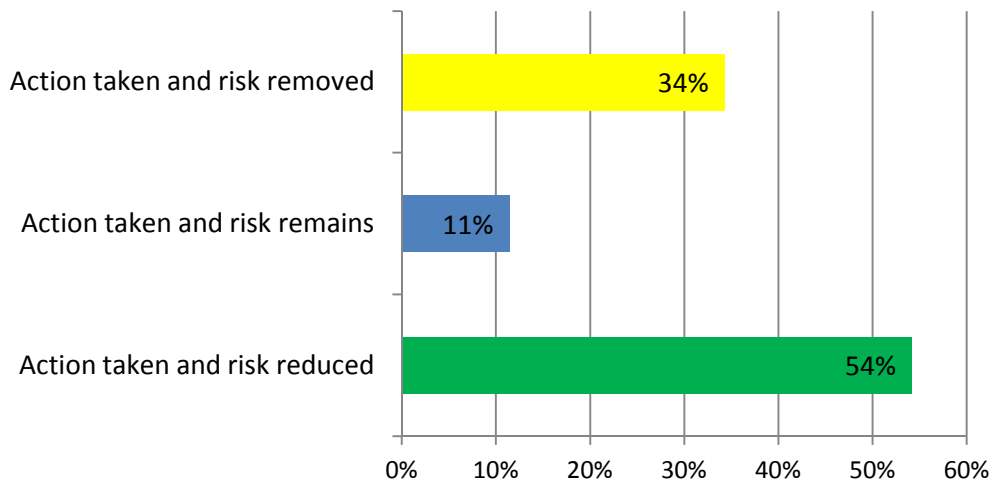


The above shows the main abuse type of the individuals involved in section 42 enquiries during 2015/16. The main abuse types being physical, neglect or financial abuse.

Figure 7 - Location of abuse for Section 42 Enquiries 2015/16



The above shows the location of abuse for the individuals involved in section 42 enquiries during 2015/16. The main location being own home or within a placement setting.

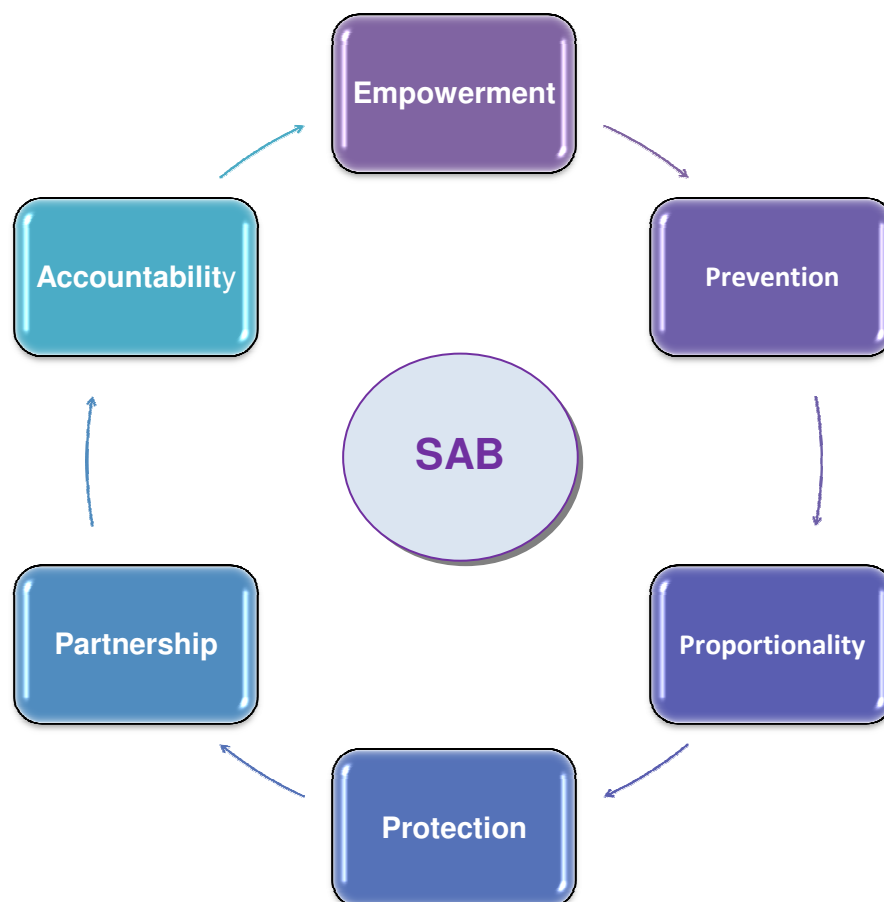
Figure 8 - Outcomes of concluded Section 42 Enquiries

The above shows the actions taken for the individuals involved in concluded section 42 enquiries during 2015/16. The above shows 88% of concluded cases have a action taken and risk is reduced or removed.

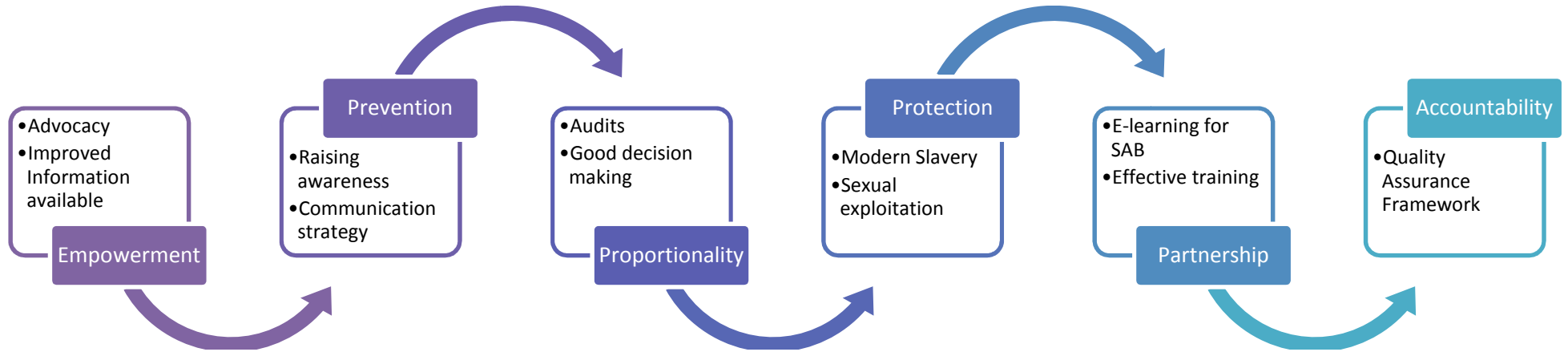
9. Business Plan 2016-19

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

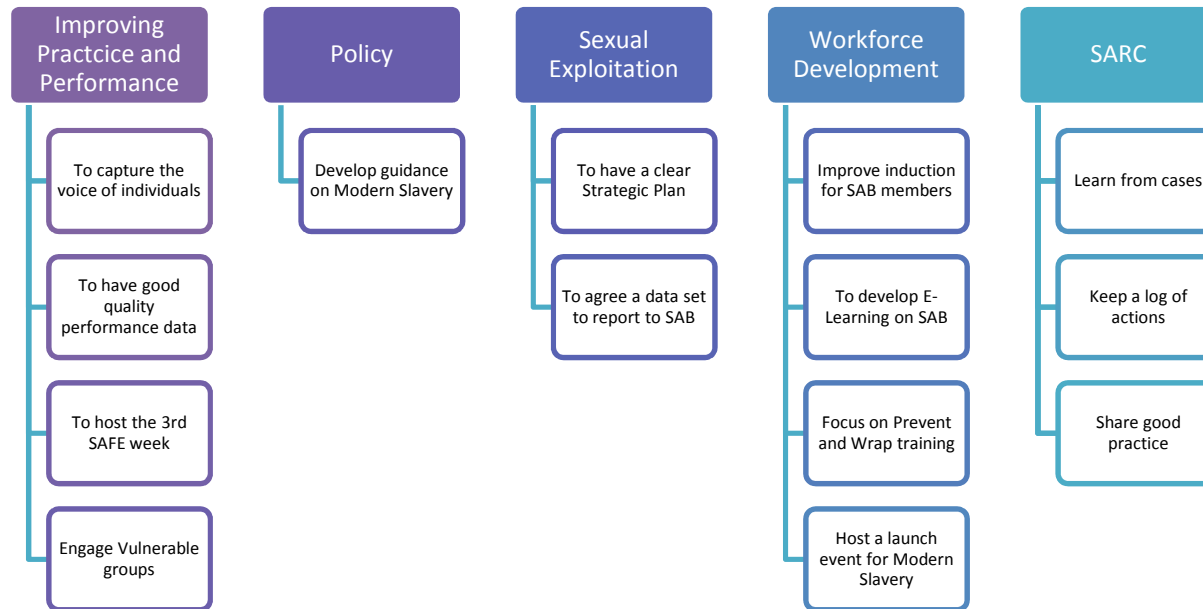
- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**- Accountability and transparency in delivering Safeguarding.



10. SAB Annual Plan 2016-17



10.1 Sub Groups



For more details and the full Annual Plan see: http://www.northtyneside.gov.uk/browse-display.shtml?p_ID=541444&p_subjectCategory=421