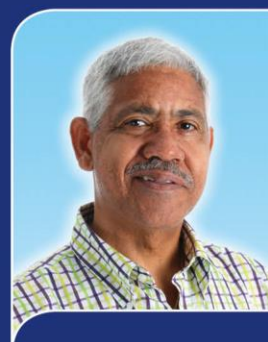
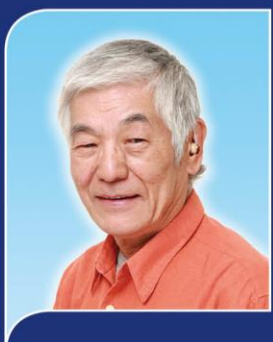


Local Safeguarding Adults Board Annual Report 2018/19



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Message from the Chair

I am delighted to present this annual report for April 2018 to March 2019 as chair of the County Durham Local Safeguarding Adults Board (LSAB), having taken up the position in April 2018. The role of the Board and the work of the partners to support safeguarding adults in County Durham is increasingly vital with continuing challenges, not least the continued pressures faced by our communities as well as an unchanged climate of financial constraint across partner agencies. The Board continues year on year to promote and raise awareness of abuse and neglect and this year is no exception, with an increase in reported concerns evident this year.

The year has seen significant progress as the Board has developed its action plan building on the positive peer review in the previous year, responding to actions identified including a full review of governance arrangements, and strengthening the voice of adults, carers and practitioners in the work of the Board. A number of key events were held throughout the year. Raising awareness of how to recognise Modern Slavery received emphasis, not least as it is a growing issue nationally. The LSAB is pleased to be supporting Durham County Council with their Modern Slavery Charter and wider partners such as Durham Constabulary in understanding this issue locally. The launch of a refreshed LSAB website made advice and information more accessible to our communities; this work continues with an additional policy review as part of the continued day to day business of the Board and its related working groups.



Lesley Jeavons
LSAB Chair

The commitment of partners to safeguarding adults is as strong as ever, and I am pleased to report that the aim of keeping the person central to the safeguarding process is demonstrated by our performance in ensuring adults or their representatives are given a voice and asked about the outcomes that they want from the safeguarding process.

As the new Chair I have taken an active role in shaping and steering the content of the Board's development as well as ensuring that the Board continues to scrutinise its own arrangements, and that challenge exists to ensure the Board continues with a cycle of improvement year on year.

I have been pleased to highlight the positive learning that has taken place within multi agency working arrangements which will strengthen good practice and recognise that work needs to continue to maintain effective arrangements locally.

I'd like to thank all those who took part in the Board's development opportunities, and for the adults and carers, professionals and practitioners who served to inform where we need to grow as Board. The input of our partners and wider stakeholders and their voice is invaluable to the work of the wider partnership arrangements in Durham.

I salute the service user who shared his experiences and told us of his own safeguarding story and journey and thank him for his permission to share his story with a wider audience through an animated video with a very clear message to 'think' and 'report'. His contribution will I am sure support a deeper understanding of the effects of abuse and the positive impact an effective safeguarding response can have when supporting adults.

Lesley Jeavons (Local Safeguarding Adults Board Chair)

MY STORY



Introduction

County Durham Local Safeguarding Adults Board (LSAB) has a statutory duty under the Care Act 2014 to publish an annual report outlining the achievements of the Board and its partners against its strategic priorities. The LSAB annual report will be publicised on each core member's website and will be available to other agencies. The Care and Support Statutory Guidance tells us that our annual reports should consider what the LSAB has done locally and draw conclusions from the following areas:

- evidence of community awareness of adult abuse and neglect and how to respond;
- analysis of safeguarding data to better understand the reasons that lie behind local data returns and use the information to improve the strategic plan and operational arrangements;
- what adults who have experienced the process say and the extent to which the outcomes they wanted (their wishes) have been realised;
- what front line practitioners say about outcomes for adults and about their ability to work in a personalised way with those adults;
- better reporting of abuse and neglect;
- evidence of success of strategies to prevent abuse or neglect;
- feedback from local Healthwatch, adults who use care and support services, and carers, community groups, advocates, service providers, and other partners;
- how successful adult safeguarding is at linking with other parts of the system, for example children's safeguarding, domestic violence, community safety;
- the impact of training carried out in this area and analysis of future need; and
- how well agencies are co-operating and collaborating.

This annual report outlines what the LSAB has done in County Durham to meet the above, drawing upon a range of data and information from agencies to illustrate the effectiveness of safeguarding arrangements in County Durham.

A Local Picture

In 2018, there were approximately 526,980* people of all ages living in County Durham covering 862 square miles.

There are 425,940 people over the age of 18 living in County Durham.

There are 317,350 adults aged between 18 – 64 years living in County Durham.

There are 108,590 adults aged over 65 years living in County Durham of whom 12,311 are over 85.

By March 2018 2,665 people had home care and 2,583 were people living in a Care Home paid for or arranged by Durham County Council.

*Data source ONS 2018 mid-year estimate

** DCC LD factsheet using national estimates

Data sources: www.pansi.org.uk www.poppi.org.uk



Projected figures for adults over 65 years living in care homes will rise to 6,561 by 2035.

In 2018, there were approximately 9,943 adults with a learning disability, and 6,492 adults with dementia living in County Durham.



Our Work

Adults have a right to live in safety, free from abuse and neglect. As a statutory partnership the Local Safeguarding Adults Board (LSAB) has a duty to assure itself that partners are working together to safeguard adults and support communities to prevent abuse in County Durham. Partners have agreed a shared vision for the LSAB:

Our vision: We will support adults at risk of harm to prevent abuse happening; when it does occur, we will act swiftly to achieve good outcomes.

What adults want to happen to keep them safe is the central objective of the safeguarding process. The Board takes steps to hear the voice of adults who may be at risk of abuse or neglect to ensure it is well informed, and to engage with the practitioners who work directly with adults to support good practice.

The Board hears the stories of adults supported through safeguarding at its meetings.

The Board gains assurance from partners, for example that the rate of conversion of a safeguarding concern to enquiry is in line with national reporting; and that the number of adults reporting that their outcomes were fully or partially met is 96.2%, above the national average and higher than last year.

To support continual improvement and address actions from previous development days and an external peer review held in March 2018, the Board developed a joint action plan which included key tasks to complete:

- the Strategic plan was revised;
- there was further focus on Making Safeguarding Personal;
- safeguarding adults review workshops were held;

- performance indicators, the LSAB scorecard and escalation reporting path were improved;
- streamlined governance arrangements were approved by the Board;
- LSAB Sub group performance report templates were designed to focus on exception reporting, 'at a glance' infographics, and a narrative explanation.

A focus on raising community awareness is a key part of encouraging reports of abuse and neglect and in strengthening community resilience, such as tackling isolation. The LSAB has developed an ongoing programme of events, bite sized sessions, and talks.

The Board revised its Information Sharing Agreement to meet the Data Protection Act 2018 and GDPR.

Modern Slavery and Human Trafficking – At a Glance

The LSAB takes an active role in keeping abreast of national updates and emerging agendas, such as Modern Slavery and Criminal Exploitation.

Early in the year a practitioner's toolkit was developed setting out what Modern Slavery and Human Trafficking is, who the victims are, and what to do. The LSAB further supported the messages of Durham County Council and its Modern Slavery Charter (October 2018).

Modern Slavery and Human Trafficking – At a Glance

What is Modern Slavery and Human Trafficking?

These are often very complex and hidden crimes.

The Modern Slavery Act 2015 introduced provision about slavery, servitude and forced or compulsory labour and about human trafficking, including provision for the protection of victims; to make provision for an Independent Anti-slavery Commissioner, and for connected purpose.

The MSA places statutory duties upon a range of agencies to report any suspicions or concerns that modern slavery or human trafficking is occurring to the Home Office, National Referral Mechanism (NRM)

[Modern Slavery Act 2015](#)

Who is a victim?

Human Trafficking is a form of modern slavery, it can include a range of exploitation including sexual exploitation. For a person to have been a victim of human trafficking there must have been:

1. Action (recruitment, transfer, harbouring, transportation, or receipt, which can include either domestic or cross-border movement)
2. Means (threat or use of force, coercion, abduction, fraud, deception, abuse of power or vulnerability) There does not need to be a means used for children as they are not able to give informed consent
3. Purpose of exploitation (e.g. sexual exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs)

What is the duty to notify?

Specified public authorities are required to notify the Home Office about any potential victims of modern slavery they encounter in England and Wales. Completing the National Referral Mechanism form is sufficient to satisfy this duty to notify (if completed appropriately).

“ Useful to listen to the voice of the practitioner to understand what it feels like from their perspective and what the barriers may be ”

(Source: Development Session Survey)

September's half day development session themes were Performance, Practitioner Voice, looking at Policy; Working with Adults and Carers (on prevention and making safeguarding personal); Information sharing; and Interagency working – Safeguarding is everyone's business.

One of the points identified in the session was a need for practical guidance on sharing information. A good practice toolkit on collaborative working and information sharing for practitioners was developed and consulted on with partners following the session, to be launched the following year.

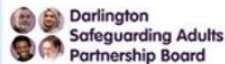
A practitioner survey was developed as an outcome of the development session to enable the Chair to hear their voice. Practitioners told us they would like more workshops, LSAB events, legal briefings and Board Bulletins to help to support them in their safeguarding practice. In one comment the Board was challenged to proactively cascade information beyond posting on the website. Throughout the year the LSAB sought the views of practitioners and during Safeguarding Week a practitioner informed the LSAB they would like:

“ More advice and guidance for frontline practitioners around capacitated adults “unwise decisions” and neglect, abuse, DV and promoting independence and autonomy ”



In response to the practitioner survey and event feedback, the LSAB held a development session in January 2019 open to practitioners from a range of disciplines with opportunity to receive a key legal literacy update. The feedback from the development session told us that it was well received with all delegates (100%) sharing it was excellent or very good.

“Enhanced awareness of when to apply to Court of Protection and need for evidence of when capacity can be assumed (survey response)”



Her Majesty's Coroner

**Durham and Darlington Conference
'Working Together to Reduce Harm'**

28th January 2019

The LSAB also supported an event focussed upon Working Together to Reduce Harm, hosted by Her Majesty's Coroner in January 2019.

This event helped to inform the development of a Coroner's Protocol and the interface with a range of agencies in relation to safeguarding practice. The Protocol will be agreed in the next reporting period.

Messages from Service Users, Carers and Advocates



Service user story

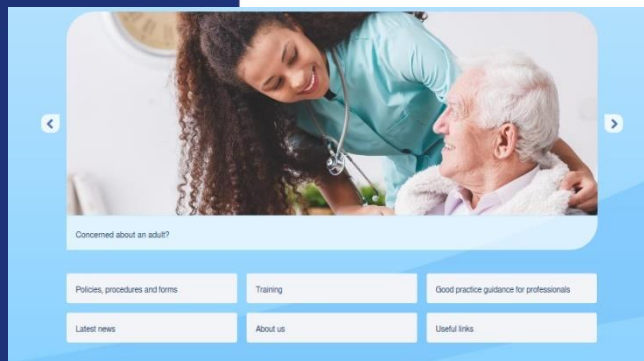
In 2018 Durham Safeguarding Adults Board was privileged to have a service user share his safeguarding experience with partners. The service user story was made into a video and showcased at Safeguarding week in November 2018.

Carers

It is key for the LSAB to know how well adults are supported in a wide range of settings. A service user survey was sent jointly with Durham County Council during the year. A response by family carers told us:

“Care home staff reacted immediately and made sure Dad was ok”

The LSAB Engagement and Communication Sub group is chaired by a Lay Member and its reach was extended during the year with a new member bringing a link to faith networks.



A communication plan was agreed by the Board in October 2018 to support the work of the Engagement and Communication Sub group in engaging with users, carers, and communities. Engagement opportunities were taken up by Board partners to increase awareness in communities and to be the public face of safeguarding. Stronger links were developed with the Area Action Partnerships across County Durham. The LSAB website was reviewed with feedback and re-launched in November.

The Board and Healthwatch Durham together established a route to enable people who have experienced safeguarding services to have the assurance of an independent voice for their concerns and comments.



Adult Views

“ Can I please thank you again for all the support you have been, through what has been the most difficult period of mine and my family's life. Your approach has been one of empathy and professionalism and we have been kept up to date with everything that has gone on. ”

Advocates

“The Care Act came into force in April 2015, creating a new statutory advocacy role. Advocacy under the Care Act is for those who have a substantial difficulty in understanding and making decisions about their care and support, including safeguarding processes, and whom have no other appropriate person to help or assist them with such. A Care Act advocate works with individuals to make sure their feelings and wishes are heard and that they are actively involved in processes and decisions pertaining to their care and support.”

Wider stakeholders

The views of wider stakeholders are important to the work of the board and support the measurement of the effectiveness of safeguarding practice and systems, with one provider informing us that:

“ We use Social Care Direct not only to report concerns but for guidance, help and advice too. They always respond quickly and keep us informed where necessary. Having professionals on the other end of the phone to support us ensures we are keeping vulnerable people safe, this service is truly invaluable ”

Source: Adult Specialist Service Provider for Adults with Disabilities

LSAB Working Arrangements

The LSAB consists of three statutory partners and a number of other partners, all committed to joint arrangements to safeguard adults in County Durham. Durham Community Action became a new member to the Board in 2018. Attendance at the Board meeting was 100% for statutory partners and 61% for wider relevant partners.


Partners have agreed to hold a Safeguarding Adults Board meeting three times a year, and to hold two development sessions each year focussed on themes. In 2018/19 these were Performance and Practitioner Voice, and Legal Literacy.

There are four Board Sub committees, each of which have their own workplan and report to the Board; these were re-branded in April 2018:

- Performance and Governance
- Learning and Improvement
- Engagement and Communications
- Practice and Implementation.

In response to the peer review:

- The LSAB Chair, Lesley Jeavons, held meetings with partners to strengthen risk assessment;
- The LSAB Strategic Plan was refreshed following a governance review;



Listening to practitioner voice is absolutely essential. When things go wrong in terms of safeguarding, we need to understand it, so we can correct it

(Source: Development Session Survey)

- The LSAB Chair received high praise from a 360° appraisal (an action from the peer review in March 2018). With the change in Chaining arrangements some partners had felt that there may be a potential bias due to the Chair's professional role working across the local health and social care system. Following appraisal, it was shared that those concerns had been allayed by the new LSAB Chair and her approach.

Following the recommendations from the September 2018 Development Session, every year the Performance and Governance group will produce and ratify a final year-end summary of Performance and Audits for presentation to the LSAB.

Partnership

The work of the LSAB can only be achieved through partnership working as tackling many areas of abuse



overlaps with the work of others, for instance the LSAB works to tackle Modern Slavery with the Safe Durham Partnership. Preventing abuse and neglect from happening at all is a key priority for the Board; promoting the welfare of adults falls within the remit of the Health and Wellbeing Board. In the same way, shared effective work to support families which may inform our work and safeguard adults, falls under the remit of the Children and Families Partnership. The LSAB has continued to work closely with the Durham Safeguarding Children Partnership (formerly Local Safeguarding Children Board) where cross connectivity exists for example, Modern Slavery, Criminal Exploitation and County Lines, a growing agenda locally.

Membership

In response to the peer review recommendations, the LSAB Chair proactively sought to meet with board members individually to seek their views and to ensure continuity of board scrutiny and challenge following her appointment.

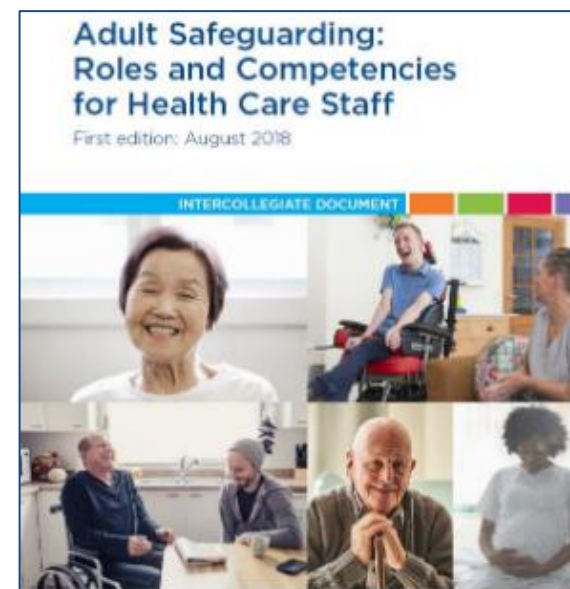
Chair engagement with partners

11
Meetings

National and Local Updates

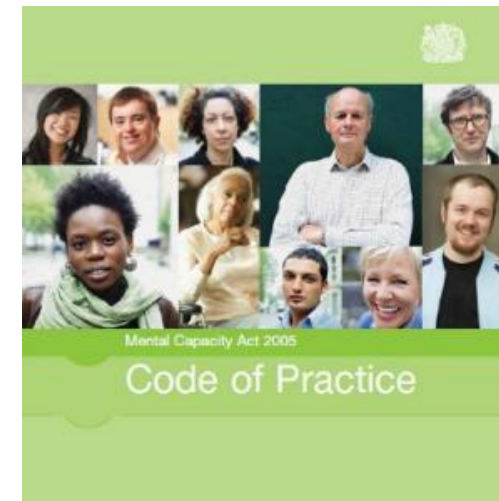
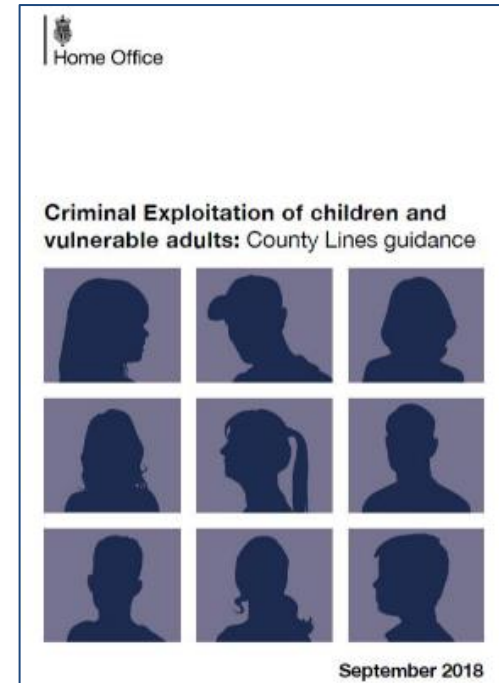
The LSAB ensures it receives local and national developments in relation to safeguarding to inform itself and partners. In 2018 to 2019 these included:

- The Data Protection Act 2018, giving agencies and individuals the legal basis to report abuse and neglect enacted in April 2018;
- National Institute for Health and Care Excellence published guidance April 2018 *People growing older with learning disabilities – our advice about good support*;
- Mental Capacity Act and Deprivation of Liberty Safeguards progress of Law Commission Consultation and future independent review of the Mental Health Act, to LSAB in April 2018;
- The Home Office and Ministry of Justice draft domestic abuse bill for consultation – (closing May 2018) – to LSAB in April 2018;
- Office of Public Guardian Spring Update and progress on safeguarding strategy, to LSAB in April 2019.
- Adult Safeguarding: Roles and Competencies for Health Care Staff, the Intercollegiate Document was published by the Royal College of Nursing in August 2018;



CHARITY COMMISSION
FOR ENGLAND AND WALES

- Modern Slavery Charter produced by Durham County Council in October 2018, an initiative to tackle modern slavery;
- Charity Commission guidance "Safeguarding and protecting people for charities and trustees" replaced Annex 1 to the Charity Commission's safeguarding strategy in October 2018;
- National Referral Mechanism Reforms, the government consultation in 2018 on changes to support for victims of modern slavery included minimum standards of care – October 2018;
- The Home Office published updated guidance (September 2018) to help frontline workers identify and protect victims of County Lines gangs – October 2018;
- The consultation on the revision of the Mental Capacity Act 2005 Code of Practice, on changes to reflect case law and lessons learned through practice ran from January to March 2019;
- The LSAB and DSCP jointly hosted an update event on the Disclosure and Barring Service (DBS) in March 2019 to raise awareness of the DBS role in safer recruitment;
- The national network of SAB Managers agreed a National Safeguarding Adults Week to run each year with the LSAB agreeing to participate in the first week to take place November 2019.



Board Assurance 2018-2019



The LSAB has continued to strengthen its assurance arrangements following on from the positive feedback of the peer review in March 2018. Over the last year the LSAB received updates including:

- In October 2018, Ron Hogg (Police and Crime Commissioner) gave recognition at a regional event to Durham County Council for their work in relation to Modern Slavery.
- The Board continued to receive six monthly updates and a regional overview of national Learning Disabilities Mortality Review (LeDeR) programme, which is run by the national Healthcare Quality Improvement Partnership, to identify improvements in the hospital care of people with learning disabilities.
- The LSAB agreed an audit cycle in 2018-2019 moving forward over a 3-year period, first wave of audits included a single agency audit by North East Ambulance Service with DCC input for Safeguarding Concerns and a LSAB joint audit of safeguarding enquiries with a focus on self-neglect. Both audits will be reported in the next financial year with the self-neglect findings to inform further work to compliment a planned self-neglect event in 2019.
- A report to the LSAB on the joint LSAB and Durham Constabulary training programme delivered for all practitioners to highlight Sexual Exploitation and the related referral pathways.
- A Risk Remains Task and Finish group explored instances where adults choose to live with chaotic lifestyles and reported to the LSAB to provide a further level of assurance.
- The Board has received wider agency assurance in 2018-2019 with reports from Durham Community Action (new member), County Durham and Darlington Fire and Rescue Service, Age UK, Durham Tees Valley Community Rehabilitation Company, and North East Ambulance Service.
- The Seriously Vulnerable Individual Protocol has been in place since 2010 and is a joint LSAB and DCC agreement to facilitate multiagency working where an individual adult is at risk of serious harm or death. The Board and chair of the Board requested that the Seriously Vulnerable Individual Protocol receive review in consultation with partner agencies. The review ensured the protocol fits with other structures such as Multi-Agency Public Protection Arrangements (MAPPA), Multi-Agency Risk Assessment Conference (MARAC), and Channel / Prevent, and is in line with the relevant legislative frameworks.



What we have Achieved in 2018-2019

The Board agreed four priorities at the start of the year as it streamlined governance:

- Prevention and early intervention
- User carer voice and awareness raising
- Governance performance and quality
- Safeguarding Adult Reviews and learning lessons and improvements

Some of the achievements and impact in relation to the priorities are set out below.

We ask you to pledge your support
by taking a moment to share our
message.

#TellSomeone

 **County Durham**
SAFEGUARDING ADULTS
INTER-AGENCY PARTNERSHIP

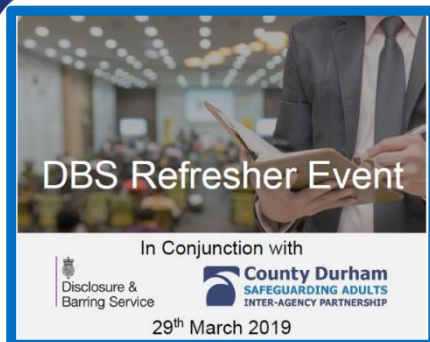
 **Durham**
Local Safeguarding Children Board

This year the LSAB and DSCP held a joint **Safeguarding Week** in November 2018. The event was open to partner agencies, wider stakeholders and the voluntary sector. Key stakeholders supporting the event included Durham Constabulary, Government Agency Intelligence Network, North East Special Operations Unit (police led), Durham County Carers Support, the Halo Project in conjunction with Durham PCVC, East Durham Trust, T-ASC Training, Advice, Solutions and Consultancy. **Impact:** Key aims of the week included a joint

social media campaign **#TellSomeone**, an event for practitioners and providers, and a two-day marketplace event with **16** stall holders hosting information stands.

Throughout the practitioner event a video telling a service user's story was displayed. **146 delegates attending the practitioner events during the week with 95% of attendees informing they received relevant and useful information.**

“Presentations were excellent, the Halo Project presentations ... was so interesting & I learnt a lot & will be able to share with colleagues”



A joint event was hosted by the LSAB and DSCP in conjunction with the Disclosure and Barring Service (DBS) in March 2019 aiming to raise awareness of the DBS and their role in making safer recruitment decisions. **Impact:** A total of **100 delegates** from **59** statutory and voluntary agencies attended the event.

Partner Events

The LSAB is committed to raising the profile of adult safeguarding through its presence at community events which in 2018 included the Healthwatch annual conference, Fire and Rescue Service open days at a number of fire stations, the Durham Constabulary and Her Majesty's Coroner Event in January 2019, a presence at the World Social Worker Day led by Durham County Council, and at Fulfilling Lives and People's Parliament events. The LSAB continually supports a range of General Practitioners learning events for safeguarding specific topics. In the last year, the LSAB Engagement and Communication Group has been working towards improved collation of evidence of the impact of engagement activities and partner support. **Impact:** An estimated footfall across the events of **1,888** (a rise of 300 on 2017-2018 figure).

Anti-Slavery Day

LSAB promoted Twitter, Facebook and Instagram messages to raise awareness of Modern Slavery on Anti-Slavery Day on 18 October. Briefings for practitioners were cascaded to partner agencies and included in Safeguarding Week.



Better governance and performance

The LSAB continued to build on the peer review, with actions undertaken including: a 360° appraisal of the Chair; an improved Performance escalation/exception route; and working with Durham Community Action and Durham Voice supporting the LSAB to disseminate its information to wider communities. The LSAB revisited its performance reporting in line with peer review recommendations and it is interrogated at each

LSAB meeting. **Impact:** improvements have been to include Modern Slavery and Sexual Exploitation reporting, along with developing linkage to the 14 Area Action Partnerships (AAPs) which will inform the LSAB of issues of prevalence and prevention priorities in County Durham.



Website Updates – In November 2018, following a review the LSAB launched its new look website, making it up to date and more accessible to users.

Impact: There were a total of **38,752** page views this year in comparison to 2017-2018 figure of 34,420, this is a **12.6 per cent increase**. Similarly, there was an increase in unique page views: **25,357** compared to 22,551 in 2017-2018, a **12.4 per cent increase**.



Training Programmes – A wide variety of training is accessible to staff and volunteers across the wider workforce, including face to face training, workbooks, and e-learning packages. **Impact:** Training figures submitted to LSAB show that **30,828** of the wider workforce received some form of safeguarding training over the last year, in comparison to 20,359 on the previous year. This is an **increase of 51.4 per cent** supporting prevention and early intervention, and continual update of staff/volunteer skills and knowledge.

13

SAB E-bulletins

SAB E-Bulletins – The LSAB cascades a range of information across partners and the provider network. Over the last year briefings have been cascaded about Modern Slavery and the launch of national Safe Car Wash mobile app, County Line guidance, consultations, and LSAB events and related activities. **Impact:** The SAB E-Bulletins are cascaded to all **15** partner agencies of the LSAB and shared more widely through commissioning networks.

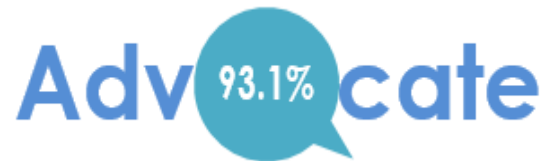
At a Glance 2018-2019



Training

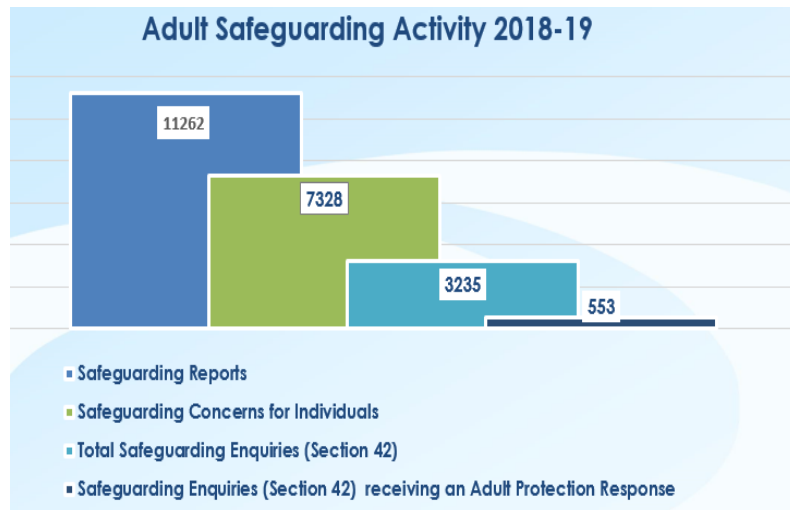
There is an increase of 51.4 per cent from last year in the amount of learning activity as notified to the Board. This in part reflects the increase in partnership working and extended reach of the Board, as more agencies are reporting their training data than previously.





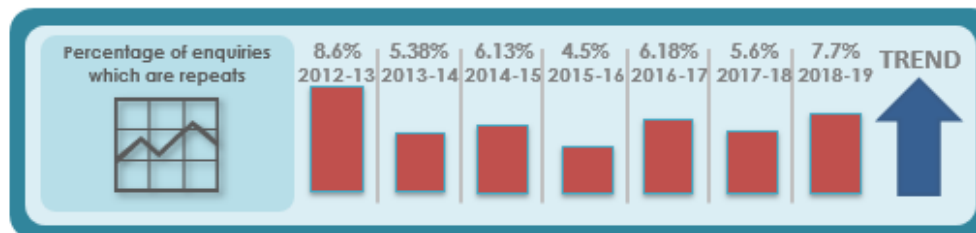
Advocates

The Care Act tells us that when safeguarding enquiries are carried out, whether there are family and friends offering support should be asked about, and advocacy support should be offered to adults when needed. An adult's ability to contribute to decisions about their protection should always be recorded. In County Durham **93.1 per cent** of adults who lacked capacity were supported by family, friends, or advocates during safeguarding enquiries, an increase on the 90.3 per cent figure last year.



In the last year Durham County Council Social Care Direct received 11,262 reports; of those reports **7,328** were identified as safeguarding concerns for individuals, with **3,235 Section 42 enquiries** being actioned. Of those 3,235 safeguarding enquiries, **553 people** received a multi-agency adult protection response. This illustrates a local conversion rate of 44 per cent for enquiries completed. It is reassuring to note that of completed enquiries related to individuals, the conversion rate is 32 per cent which continues to be in keeping with national return data of 38 per cent (2017-2018).

To put this into context, the population of adults and older people in County Durham is **425,940**; the **7,328** safeguarding concerns for individuals could equate to **1.72 per cent** of the adult population.



Repeat Section 42 enquires

Concerted efforts are made to ensure repeat instances of abuse are maintained at the lowest possible levels. This is an indicator

of the effectiveness of safeguarding interventions, of person-centred practice and of achieving good outcomes. Since 2012-2013 the level of repeat instances of section 42 enquiries has fluctuated between 4.5 per cent and 8.6 per cent; being **7.7 per cent** in 2018-2019. The SAB receives audit information annually of all repeat instances.



of Section 42 safeguarding adult enquiries risk was removed or reduced

Risk removed or reduced

For 1,940 or **85.6 per cent** of the 3,235 Section 42 safeguarding enquiries, when action was taken the risk was either reduced or removed. The national average for 2017-2018 was not available for comparison at the time of publication; in 2016-2017 the national average was 87 per cent.

Publicity Materials

During the 2018-2019 period, there were five events where our leaflets and posters were available on display. Over that period 231 posters, leaflets, cards and brochures were handed to attendees at those events.





Safeguarding Adult Reviews

Within its annual report the LSAB must provide details of any Safeguarding Adult Reviews (SARs) undertaken, the lessons learned and actions to be taken as a result of a SAR. This means the LSAB must identify whether or not cases where someone has died or suffered significant harm would require a Safeguarding Adult Review. The main purpose of reviews is to learn lessons that will help to prevent any risks happening again for adults at risk.

During this year, there were two ongoing cases. As the cases are ongoing the learning and any actions taken will be publicised within the 2019-2020 annual report.

Work took place during the latter part of the year to revise the Safeguarding Adults Review policy and develop a Coroner Annex to the SAR policy. These will be taken to the Board and signed off next year.



Looking Ahead and Summary

The LSAB has expanded its reach, developing closer working links during the year with The Fire and Rescue Service, HMP Durham, and Durham Tees Valley Community Rehabilitation Company, and welcomed new partner Durham Community Action who joined the Board in April 2018.

The LSAB has continued its focus on the service user voice to inform good practice and a deeper understanding of abuse and neglect; it anticipates the publication of the Service User Story as a booklet with a DVD for adults at risk, using a peer on peer education approach. The Board will continue its focus on the priorities of raising awareness and improving practice particularly in relation to sexual exploitation, self-neglect, financial abuse, and modern slavery.

The LSAB Business Unit is busy planning for the LSAB annual event with a focus upon self-neglect in April 2019, working with the Fire and Rescue Service, RSPCA, Northumbria University, Durham County Council and others.

The Information Sharing Agreement was revised, and practitioner guidance developed, which will be taken to the Board to be ratified in April 2019. The guidance includes myth busting about information sharing, and proactively using the Data Protection Act 2018 and General Data Protection Regulations to support practitioners to respond and report abuse and neglect appropriately.

Following great feedback from the development session on Legal Literacy and use of the Mental Capacity Act, the Board has commissioned further Legal Literacy training, planned for June 2019.

The LSAB will build upon its work to hear the practitioner voice into all that it undertakes, with a consultation early in 2019-2020 to inform a wider workforce practitioner survey to understand how safeguarding work feels

“ Incredibly interesting & informative presentation, thank you! Practitioners' event 2018 ”

for front-line staff. The LSAB will continue through its Communication and Engagement Strategy to work with wider agencies, stakeholders and partnerships to hear the voice of adults and communities.

The LSAB monitors information shared in partner updates and is pleased to see the development of new roles within DCC Adult and Health Services Commissioning to support the provider market. The LSAB looks forward to taking part in an event for providers later in 2019.

In 2019-2020 the LSAB will receive updates from its audit activities and identify any areas it will take forward as part of its continued cycle of improvement.

In County Durham 'Rethink' provide a range of advocacy services which includes advocacy provision for those adults who have experienced abuse or neglect and whom are currently open to, and involved in, safeguarding processes. In the year ahead the LSAB will strengthen its links with Rethink and draw upon their feedback to inform the LSAB improvement cycle.

In May 2019, a BBC Panorama Programme exposed concerns for the safety of adults placed within an Independent Private Hospital in Barnard Castle. Since the programme, the LSAB has sought assurance from agencies, and identified areas of work it will take forward in the year ahead, including any legislative requirements. It should be noted that work is ongoing with DCC and NHS commissioners in respect of addressing the requirements of the national programmes, Transforming Care and Building the Right Support.

“ [Members will hold] more in-depth discussion of front-line practitioners' work and understanding of safeguarding. Development session 2018 ”

DURHAM LSCB & LSAB Safeguarding Week 26 – 30 November 2018

Media Campaign on Instagram, Facebook and Twitter [#TellSomeone](#)

Safeguarding is everyone's responsibility.....

Partner Statements

Durham County Council – Adult and Health Services



The procurement process to replace the current adult care IT system is complete. Several working groups involving representatives from across the adult service have been established. We continue to work in partnership with the new Provider in ensuring the new IT system supports streamlined methods of collecting and collating intelligence relating to adult safeguarding.

Adult and Health Services have seen the introduction of two new roles based within the commissioning service – a Provider Development Project Manager and a Practice and Commissioning Project Officer. Introduction of these two roles has supported valuable work and initiatives in supporting the provider market. Just a few of these initiatives involve:

- working with the NHS Foundation Trust to target areas of hydration in care homes; providing training linked to reducing admissions to hospital
- production of a 'GAP Bulletin' – a practice guide for providers with the aim of bridging the gap between guidance and practice
- domiciliary care consultation – a number of consultations have taken place to discuss regular issues arising in practice
- introduction of a 'Care Academy' with plans to work with Job Centre Plus, supporting recruitment in the care sector with a 6 week training course in care skills, and promoting careers in care.

The Principal Social Worker for Adults has and helped plan and develop, in conjunction with Durham Children and Families Service, a range of information stalls and workshops in celebrating World Social Work Day 2019. A number of partner agencies hosted information stalls, which included representation from Harbour, Durham County Council Fraud Team, LSCB, and LSAB.

The Principal Social Worker continues to support and work alongside the Probation Service and MAPPA Lead in the production of a clear pathway for ex-offenders with care and support needs accessing appropriate support services on release. A task and finish group involving providers of residential and domiciliary was organised in working together to produce an information guide for providers and to determine what support they feel they would need in providing care and support for ex-offenders.

Within the Safeguarding and Access Service, colleagues have been working on a range of projects including a S42 audit, the outcome of this leading to an alert system to ensure the S42 has been concluded. Guidance has been produced for Mental Health Teams to support non-DCC Managers in gaining a greater understanding safeguarding and adult care processes and practice.

Durham County Council - Housing Solutions

Housing Solutions perform a strategic housing and enabling role. The service helps clients to access a home, assesses entitlement to housing for people who are homeless or threatened with homelessness, assists clients to stay at home and live independently and assists with property improvement, empty properties and housing management standards.

Key achievements:

Homelessness Strategy an update and overview of the Homelessness Review and Strategy 2018 – 2021 was provided to the Learning and Improvement Group. The draft strategy was circulated to partner agencies as part of post consultation development. The strategy considers impact on vulnerable adults

Rough Sleeper Strategy Group an overview of the Rough Sleeper Strategy Group and outreach project was given at Learning and Improvement Group. Links have been strengthened with Safeguarding Adults in line with Government guidance on Rough Sleepers and rough sleeper deaths. No deaths have been reported or recorded however Housing Solutions will continue to update on this regularly.

Safeguarding Leads Safeguarding Leads from Housing Solutions and believe housing attend quarterly development days and discuss a range of safeguarding topics. Actions and key information from SAB are communicated to all Housing Providers via the Housing Provider Safeguarding Partnership. Safeguarding Leads raised concerns around how to manage threats of suicide from tenants and how to safeguard vulnerable people. A development day in November took place with training from IFUCARESHARE.

Safeguarding Week Housing Solutions had a stall for two days at November's Safeguarding week. The service provided information around the Rough Sleeper outreach project (as well as volunteers and outreach worker with lived street homeless experience in attendance); the private rented sector team and how to access housing advice and assistance. A number of people visited the stall and feedback was positive with many stating they did not realise the service delivered so much.

Workforce safeguarding briefings Housing Solutions delivered a number of short briefings around safeguarding sights and sounds/what to do if there is a safeguarding concern in a housing context to contractors within DCC Direct Services and believe housing. As part of this briefing adults with care and support needs were discussed and what to do if contractors suspect abuse or neglect. Often contractors/maintenance have access to rooms that no other agency has and so are in a unique position to identify abuse or neglect in vulnerable adults.

Areas of good practice identified:

As a result of the Homelessness Review and Strategy the service has identified a need to provide support and accommodation for adults with complex needs who are experiencing homelessness. Work to deliver a range of models which will address this need began in 2018/19.

The Rough Sleeper Strategy Group was established and co-ordinated by Housing Solutions and an outreach worker who is managed by Changing Lives has been funded. The Multi Agency group consists of key partners (Police, Probation, Drug and Alcohol services, voluntary sector etc). working together to deliver a Rough Sleeper Action Plan, identify and reduce rough sleeping in Durham City.

What are the areas of challenge for your agency moving forward into 2019/2020?

- Delivering the Homelessness Strategy
- Understanding support needs of clients and providing appropriate provision to meet these needs
- Overseeing the Regional Rough Sleeper Initiative (following successful Government bid end of March)
- Continued safeguarding development in Housing Solutions and Housing Providers throughout County Durham

NHS Clinical Commissioning Groups

The Clinical Commissioning Groups (CCGs) are statutorily responsible for ensuring that the organisations from which they commission services provide a safe system that safeguard

adults at risk of or experiencing abuse or neglect. North Durham (ND) and Durham, Dales, Easington and Sedgefield (DDES) CCGs are committed to the safeguarding agenda and work closely with provider organisations to ensure that assurance is sought regarding robust systems and processes.



The CCGs support the work of the SAB in working towards achieving its strategic plan by active contribution and participation in the work of the board and associated subgroups. It has further supported the SAB by means of contributions for staffing resources for the period 2018/2019. The Designated Nurse also acts via a Memorandum of Understanding as a conduit between the North East Ambulance Service and the Local Safeguarding Adults Board.

Over the last year the CCGs have worked with the local authority safeguarding staff in relation to the executive strategy process, Section 42 enquiries, Safeguarding Adult Reviews and adult protection investigations. In addition, the Designated Nurse continues to work with NHS England to ensure commissioned providers are compliant with the requirements of the Prevent agenda.

The CCGs continue to work with primary care colleagues to raise awareness through primary care practice development sessions, including Safeguarding Leads which have been held throughout 2018/2019. Topics included:

- Modern Day Slavery
- Beating the Scammers
- Court of Protection
- MCA/Best Interest decisions
- Door stop crime
- Power of Attorney
- Domestic Violence
- Financial Abuse
- Dementia
- GMC Updates

Areas of good practice identified:

An independent audit of NDCCG safeguarding activity was carried out by Audit One in September 2018. This concluded that governance, risk management and control arrangements provide a good level of assurance. The audit also acknowledged that since joint work plans, and programmes are in place across North Durham, DDES and Darlington CCGs it also provided some assurance to those partner CCGs.

Areas of challenge moving forward into 2019/2020:

- Effective implementation and monitoring of the training requirements for staff working in a healthcare “Adult Safeguarding: Roles and Competencies for Health Care Staff” RCN 2018
- Implementation of the new Liberty Protection Safeguards system
- Ensuring the “NHSE Best Practice Guidance – Health Responses to Modern Slavery” is implemented

Durham Constabulary

Durham Constabulary is a Service that continues to deliver excellent Policing to the Communities of Durham and Darlington. The Force has been praised for the way it inspires confidence in Victims and communities by protecting neighbourhoods, tackling criminals and solving problems.



Durham Constabulary have a designated Detective Superintendent heading the Safeguarding department.

There continues to be two dedicated Detective Chief Inspectors allowing for management of active investigations and also the Strategic direction of the Organisation.

Staff from Durham Constabulary understand that Safeguarding is ‘Everybody’s business’ and to support this all members of staff receive regular structured and ad-hoc inputs as part of continuous development to ensure we deliver an excellent service to the Public.

During 2018/19 every member of staff has undergone a full days input on Safeguarding which was designed by a DCI from the Department and covers areas including Domestic abuse, MSHT, sexual abuse child abuse and adult abuse.

Detectives that have a dedicated role in the Safeguarding Department are ‘Omni-competent’ in all types of investigations requiring specialist knowledge.

Durham Constabulary has been praised in the way that it 'Problem Solves' issues and there is a true understanding with staff around the need to work with partners with prevention being a key focus.

In conjunction with PCVC Office we continue to carry out Victim surveys to understand ways to improve our response to victims.

We have held multi-agency and partner focus and open days around Modern Slavery and Human Trafficking.

Durham Constabulary have been awarded 'Outstanding' for the fourth year in a row by HMICFRS.

Areas of good practice identified:

- Our victim-focussed investigations continue to gain praise. We listen to victims, identify their vulnerabilities early and supported them through the process.
- Good practice and highlighted by HMIC as excellent, is the victim and ASB 7 day ring-backs we conduct with service users, enabling us to identify good practice or areas for improvement and implement change at an early stage.
- Our response to vulnerable adult missing from homes that ensures we identify early vulnerability and identify support agencies to reduce likelihood of going missing in the future (Herbert Protocol / ERASE)
- Our organisation has been graded as 'Outstanding' for the Fourth year in a row.

Areas of challenge moving forward into 2019/2020:

- Managing increasing demands in times of austerity.
- The ever changing face of Policing, especially around the Digital enabler element.
- MSHT

County Durham and Darlington NHS Foundation Trust (CDDFT) is the largest provider of integrated acute and community health services across the North East. We have a talented workforce of over 7,000 colleagues, making us a major employer in the North East region.

CDDFT work in partnership with the Local Authority and partner agencies, to safeguard adults. We embrace the principle that any adult at risk of abuse or neglect should be able to access advice, support and appropriate individualised protection and care interventions, which enable them to live without fear and in safety.

CDDFT support the work of the SAB and participate in each of the four sub groups in order to work constructively to support strategic objectives, ensuring patient and client focussed outcomes in line with Making Safeguarding Personal.

In 2018, resource was restructured to increase capacity within the CDDFT Safeguarding Team allowing for more targeted support for the most vulnerable people. The CDDFT Safeguarding Team continue to liaise closely with Local Authority colleagues to investigate Section 42 and adult protection enquiries, ensuring a robust investigation, timely actions, and lessons are learnt for future vulnerable people within our community.

CDDFT aspire to ensure all staff acquire up to date knowledge and confidence in the safeguarding adult process. Quarterly point prevalence audits and assurance rounds have been completed across wards and departments within the Trust. Recommendations and actions are reported via our governance arrangements at our Safeguarding Adult Group and shared with stakeholders and Trust Board members.

CDDFT continue to provide training support with the SAB, as well as delivering a suite of training sessions for CDDFT staff, including Prevent training (Basic and Wrap), MCA/DoLS training, safeguarding adults essential annual training, awareness level training, L1, L2, L3. Further training is offered for domestic abuse, modern day slavery and Mental Health Act.

We have introduced a Safeguarding Adults newsletter – SOAP Box – Safeguarding On A Page, which is shared three times throughout the year to all Trust staff with the latest updates and contacts. We continue to monitor the website “hits” and have developed a number of leaflets which have been disseminated across the Trust.

The year ahead:

We will continue to monitor and update our services in line with statutory implementation and national recommendations. We continue to work closely with partnership colleagues to deliver the requirements of the intercollegiate document to offer a robust training package fit for purpose.

We are currently preparing for the introduction of the revised DoLS process to the Liberty Protection Safeguards (LPS) and acknowledge the challenges ahead whilst awaiting the code of practice – guidance document.

We as a Trust benefit from our partnership arrangements and will continue to work closely with all partners and vulnerable people to promote a safe 2019-20.

Tees, Esk and Wear Valleys NHS Foundation Trust

Tees Esk and Wear Valleys NHS Foundation Trust (TEWV) is one of the largest specialist Mental Health and Learning Disability Trusts in the country and provides a range of community and in patient specialist services across a large geographical area.



The Trust works in partnership with eight Local Authorities and Clinical Commissioning Groups, a wide range of voluntary organisations as well as service users, their carers and the public.

Our vision is to be a recognised centre of excellence with high quality staff providing high quality services that exceed people's expectations. Providing excellent services working with the individual users of our services and their carers to promote recovery and wellbeing.

Key achievements:

2018/19 training compliance: Safeguarding Adults Level 1 = 95% and Level 2 = 94%.

Level 1 training package has been revised and now incorporates both adult and children material to embed the Think Family approach.

The Trust Safeguarding Adults training portfolio is currently under review in light of the changes required for the Safeguarding Adults Intercollegiate guidance recommendations.

Compliant with NHS England requirement for Basic Prevent Awareness training = 98% and WRAP = 94.4%.

Domestic Abuse Awareness training is now incorporated into Safeguarding Children mandatory training.

Mental Capacity Act Training is now mandatory for Trust staff.

MCA champions are now in place across the Trust who have been trained at a higher level on MCA/DoLS and attend regular MCA forums.

The Trusts public facing website now includes a safeguarding section that is open to the public for reference and supports the work of the SAB through ongoing campaigns.

The Trusts Prevent procedure has been reviewed and now reflects the guidance for mental health services produced by NHS England.

The Trust has attended and actively participated in the work of the Safeguarding Adults Board and associated sub groups. The Trust has supported campaigns and events throughout the year and actively promoted safeguarding adults alongside the Local Authority.

Trust safeguarding activity is monitored internally by the Safeguarding and Public Protection Sub group of the Quality Assurance Committee which reports to the Trust Board.

The Trust is also monitored by the Clinical Commissioning Groups via the Clinical Quality Review Group in relation to safeguarding.

The Trust has an annual audit programme in place to monitor compliance with safeguarding adult procedures including Making Safeguarding Personal.

The Trusts workforce understands their roles and responsibilities around the safeguarding agenda through the Trusts Internal Safeguarding adult protocol and learning and development requirements applicable to each role. Safeguarding training is mandated through this process and compliance is monitored through both internal and external arrangements highlighted above. The Trust works collectively with our SAB partners and contributes to the performance and quality through multi agency audits and self-assessment quality framework and Safeguarding Adult Reviews. Learning lessons as a result strengthens and supports improvements to service provision and practice.

Areas of good practice identified:

The mandated safeguarding training compliance remains consistently high. Mental Capacity Act training is now mandatory, and MCA Champions are now in place across the Trust.

The safeguarding and public protection modules on the Trusts Electronic care record has been further refined this year and clinical recording processes amended to fully integrate safeguarding and public protection into everyday clinical practice. This has improved communication and early intervention of reported concerns as well as providing prompts to practitioners regarding safeguarding decision making and making safeguarding personal ensuring the user / carer's voice is heard through the adult protection processes and widens the workforce's knowledge in relation to Prevent, Domestic Abuse and MAPPA / MARAC arrangements.

Safeguarding Adult Supervision protocol has been approved which describes roles and responsibilities, the various types of supervision and methods of delivery and recording. This has been communicated across Trust services.

Areas of challenge moving forward into 2019/2020:

To implement the recent Intercollegiate Guidance, a full review of the current safeguarding adult training programme is underway to understand the implications for the Trust and plan how best to deliver the requirements in the most effective and efficient way.

Work to further embed the Safeguarding Adult Supervision Protocol into everyday practice and set up robust reporting and monitoring systems to capture compliance.

County Durham and Darlington Fire and Rescue Service

As a fire and rescue service we have a statutory responsibility to proactively reduce risk in the community and provide an emergency response service. To ensure we are effective in making people safer, we use a range of information to identify residents who may be vulnerable or at greater risk and target our resources to support them. We also work with businesses, providing support, advice and enforcement if necessary, to ensure they comply with their duty under the Fire Safety Order. This work can result in our crews interacting with people who have social care and safeguarding needs and helps to deliver against our vision to have the "safest people, safest places" wherever people live, work or visit within County Durham and Darlington.

County Durham and Darlington
Fire and Rescue Service



Key achievements:

- Training to staff – All employees across the Service have completed Level 1 training via an e-learning training package. A number of employees (particularly middle management) also received face to face level 2 training where it was deemed appropriate to their role.
- Refresher training has been delivered to all operational staff in relation to the safeguarding referral pathway and signs to look out for whilst interacting with the public.
- Reviewed and updated our safeguarding policy, procedures and information on our website
- All safeguarding documentation including the reporting process is available on front line fire appliances via a Mobile Data Terminal (electronically) as well as in hard copy format.

- Particular focus on promoting issues around modern day slavery and human trafficking, internal information on bulletins, presentation to staff from Steve Thubron.
- FRS provided an invite to the SAB to attend station open days to promote safeguarding, attended by Heidi Gibson. (Strategic plan – 'Practise and Implementation' and 'Engagement and Communication')
- Attended safeguarding adults' annual event at Ramside, event opened by Keith Wanley and presentation provided by Rob Cherrie (Strategic plan – Learning and improvement)
- Keith Wanley attended several SAR meetings (Strategic plan - Learning and Improvement)
- FRS continue to deliver over 18,000 Safe and Wellbeing visits focusing on residents who are vulnerable or at risk and making safeguarding referrals were required (Strategic plan – Practise and Implementation)
- Attendance at a national Safeguarding conference in London earlier this year by Safeguarding leads within the Service.

Areas of good practice identified:

Since reviewing and refreshing the awareness of the safeguarding referral process and what may constitute a referral through the use of the threshold tool the total number has increased significantly. The figures below show that 16 referrals have already been made since the beginning of 2019, whereas we only made a total of 10 throughout the whole of the previous two years.

- Jan 2017 – Dec 2018 10 referrals made in total
- Since Jan 2019 16 referrals made so far

Areas of challenge moving forward into 2019/20:

- Ensuring all new employees complete the level 1 training as part of their induction and all existing employees revalidate their training on a 24 month basis.
- Ensuring operational crews remain comfortable with and aware of the signs that may constitute a safeguarding referral and the process by which to refer.

Age UK County Durham

Age UK County Durham is an independent local charity working in the local community to help older people. We have 22 dedicated staff and over 100 volunteers (including our Board of Trustees) helping us to deliver services and activities for older people in County Durham.



Our mission statement is 'To promote the wellbeing of all older people and help make later life a fulfilling and enjoyable experience'.

Key achievements:

Safeguarding Adults Board meetings have been attended by our Chief Executive Officer, Development Manager and now our Information and Advice Service Manager attends the meetings, feeding back to the Senior Management Team on a regular basis.

Areas of good practice identified:

All staff and volunteers are required to complete DCC's Safeguarding Adults – Alert Training (Level 1) as part of their induction to AUKCD. To date, 100 volunteers and 22 staff members have completed this training. Three senior managers have also completed the Managing the Alert (Level 2) training provided by DCC. As a result of SAB training in January 2019, provided by Edge (case law update), we are planning tailored training with Edge for our Information and Advice staff team.

Areas of challenge moving forward into 2019/2020:

Staying abreast of current legislation and ensuring all staff are aware of good practice.

Durham Community Action

Durham Community Action (DCA) is a VCS Infrastructure support organisation (registered charity & Ltd. Company).

Working primarily with the VCSE in County Durham, providing training, Information, Advice & Guidance, and developmental support for volunteer led groups.

We also provide leadership for VCS networks and partnership working in the County (Advice in County Durham, Share & Learn, Better Together, Volunteer Coordinators etc).

DCA manages a Centre for Volunteering for the County, brokering volunteer placements, supporting volunteer involving organisations and promoting good practice.

DCA provides training and mentorship for good practice kitemarks for service providers (Volunteering and community led services).

Key achievements:

DCA has been able to broker access and engagement to a spectrum of VCS service providers in the County, both specialist and generic community and social support organisations and groups.

Training: Access to, and dissemination of training about Safeguarding and risk for volunteer trustees and groups in the sector.

Information share and briefings for sector representatives via network meetings, bulletins and training events.

Detailed briefings for VCS colleagues about new safeguarding governance arrangements and brokering contacts.

DCA has developed a programme of internal awareness raising and access to training amongst its Community and Volunteering Teams who deliver information, advice, guidance and training to frontline groups providing services in communities which has enabled these staff teams to make connections into County Durham LSAB.



Areas of good practice identified:

Access to good practice examples and contacts (as a bank, for support and resources) which will help volunteer leaders in the VCS to build their knowledge, confidence and experience. Opportunities for networking and/or training which is cross sector, so that statutory service providers can meet and familiarise with VCS/community based providers.

Opportunities to consult and engage with seldom heard communities of interest via Healthwatch and other VCS networks which are thriving in County Durham.

Areas of challenge moving forward into 2019/2020:

Increasingly limited levels of resources and capacity to provide consistent level of support, guidance and opportunities for engagement for VCS groups and organisations.

Fragile Infrastructure of community based VCS organisations in the county with diminishing capacity to network and be responsive.

Increasing weight of referrals from statutory sector into VCS, for support to be provided for more vulnerable people with complex needs.

Durham Tees Valley Community Rehabilitation Company

Key achievements:

- Taking part in multi-agency audits
- Review of domestic abuse policy and guidance
- Review of safeguarding policy and guidance
- Mandatory safeguarding training
- Case study training – lessons learned SCR's
- Lessons learned – 7 minute briefings on serious further offences
- Risk training
- Case file audits
- Quality Assurance Framework developed that looks specifically at all aspects of safeguarding.

Areas of good practice identified:

- Recent HMIP – engagement with service users identified as a strength
- Management identified in HMIP as strength.

Areas of challenge moving forward into 2019/2020:

- Raising the standard of risk assessment and management across all grades in the organisation
- Raising the quality of work to excellent across all grades in the organisation.

National Probation Service

National Probation Service (NPS) as a directly managed delivery function within HMPPS, will carry out the critical roles of providing advice to court, assessing the risk an offender poses to the public and directly managing those who pose the highest risk to the public, who have committed the most serious crimes.

Durham Tees Valley
Community Rehabilitation Company



**National
Probation
Service**



Key achievements:

The NPS has chaired a multi-agency group looking at the pathways from Prison to Community for elderly complex offenders. The work is now reaching completion and has involved working with Prisons, Health, local authorities and NPS.

Areas of good practice identified:

NPS Durham has an active Service User Forum and Service User Involvement is one of the NPS NE priority areas.

Areas of challenge moving forward into 2019/2020:

The NPS is facing further organisational structure change in 2019/20 with the introduction of Offender Management in Custody and the creation of new regions.

North East Ambulance Service

Throughout the year 2018/19, the North East Ambulance Service (NEAS) has continued to make significant improvements in how we work to protect Adults at Risk. Some of our key achievements have listed below;

Our Audit programme covered themed audits for Domestic Violence, Self-Neglect and Mental Capacity Assessments, as well as referral quality. Learning from the MCA audit highlighted a need for an improved design of our MCA Assessment form and practice guidance for our staff. The forms have been developed and staff are being trained on how to complete a better quality mental capacity assessment.

We have reviewed and updated several of our policy documents to ensure they capture the ever-changing duties and responsibilities or Safeguarding Adults at risk. New policies for Safeguarding Adults at Risk, Capacity to Consent, Allegations Against Staff and our Chaperone Policy have all been approved and implemented. Our Modern Slavery statement has been updated in line with legal requirements.



We have worked hard to improve the quality of referrals made by NEAS. Once more, referral rates have continued to rise, though this year at a slower rate than previous years (3% increase). In the last five years, the number of safeguarding referrals has increased by 35%. Many of these referrals are welfare concerns. In order to make this clear at the outset of the referrals, we have redesigned our referral forms and altered our training to re-enforce the difference.

In terms of training, the NHS England Intercollegiate Training Competencies Framework has had massive ramifications for NEAS. We have devised a training plan and new level three safeguarding materials to roll out in 2019/20. We have also arranged a series of Safeguarding CPD events with partner agencies such as Northumbria and Durham Police, Newcastle Council and regional Special Branch services to provide expert, multi-agency training session for our staff.

We have identified a concern about referral pathways for adults at risk who are experiencing a mental health crisis. Work is now underway to develop alternative pathways to the current approach of making a safeguarding welfare referral.

Training and development work is also raising the focus of 'Making Safeguarding Personal' by ensuring staff seek consent for welfare referrals and where possible, safeguarding referrals. We have amended our referral forms to ensure our staff identify early in the process what our Patients want as an outcome when a concern is raised.

The Safeguarding Team have worked closely with our workforce development team to devise a series of training programmes around Safeguarding, Mental Capacity, Dementia and Mental Health. We have commissioned independent mental health facilitation and provided train the trainer sessions to upskill our training team. We continue to report PREVENT training figure which are amongst the highest in the NHS in the North East.

Our CQC Well-led inspection highlighted how well safeguarding referral processes and Statutory and Mandatory Safeguarding training are embedded in practice. Further improvements are needed in terms of the Safeguarding training given to our Emergency Operations Centre staff which will be developed and rolled out next year. Once again, NEAS attained an overall rating of 'Good'.

OUR VISION

“We will support adults at risk of harm to prevent abuse happening; and when it does occur we will act swiftly to achieve good outcomes”

Sub-Group

**Practice and
Implementation**

**Engagement and
Communication**

**Performance and
Governance**

**Learning and
Improvement**

Priorities

**Prevention and Early
Intervention**

**User/Carer Voice and
Awareness Raising**

**Performance, Quality
and Governance**

**SAR Learning and
Training**

Key Objectives Development Areas

1. Identify opportunities to prevent abuse, neglect or exploitation through links to commissioners and organisations.
2. Reduce opportunities for abuse, neglect or exploitation and promote resilience and empowerment across communities.
3. Strengthen working with Area Action Partnerships and wider partnerships on prevention agenda.

- 1) Increase opportunities to engage with adults and carers and wider communities.
- 2) Include measures of impact of effective outcomes in board reporting.
- 3) Increase opportunities to build a culture across all organisations that places adults with care and support needs at the centre of safeguarding intervention.

- 1) Streamlining governance arrangements mindful of SAB direction.
- 2) Explore and improve the performance monitoring with partner inputs for both quantitative data and qualitative information.
- 3) Review performance reporting and thresholds for quarterly escalation to board.

- 1) Identify learning from local, regional and national Safeguarding Adult Reviews (SARs) to inform improved practice.
- 2) Development of innovative approaches to training across the partnership.
- 3) Devise processes to effectively capture and evaluate training.

Suggested Outputs

- Provide information and advice in accessible ways for communities.
- Full review of policies and procedures (incl. commissioners)
- Improved monitoring of types of abuse to inform prevention strategies.
- Wider partnership engagement.
- Website development.

- Consultation/engagement across wider and diverse communities.
- Survey activities and case studies.
- Increased involvement with Healthwatch.
- Performance measures for engagement events.
- Rebrand Making Safeguarding Personal information for adult's carers and wider communities.

- Governance/Terms of Reference signed off by board.
- Cycle of audits agreed by SAB.
- Performance data that fits with priorities includes partnership data in existence and partner data.
- Board attendance and contributions to the board captured through compliance.

- Evidence of compliance with the Care Act 2014 requirements.
- Learning and development events.
- Agreed training strategy.
- Improved training evaluation.
- Emerging themes identified.
- Training Needs Analysis (themed)

Example Indicators

Examples:
Monitoring reported concerns, types of abuse (analysis, including organisational concerns)

Examples:
Survey data, website data, and qualitative information illustrating voice of adults and carers.

Examples:
Compliance reporting, risk logs, completed audits, outcomes data.

Examples:
Training & Learning Event attendances, TNA data, Training Impact and Evaluation measures.