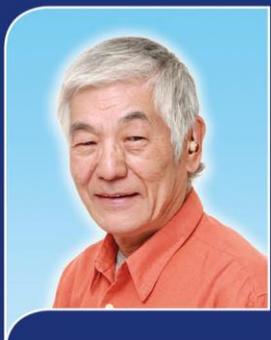


# Safeguarding Adults Annual Report 2019-20



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# Message from the Chair

I am delighted to present this annual report for April 2019 to March 2020 as chair of the County Durham Local Safeguarding Adults Board (SAB). The role of the Board and the work of the partners to support safeguarding adults in County Durham is increasingly vital with ongoing challenges, in particular the last two weeks of the year the Covid-19 pandemic and nationwide lockdown. Covid-19 has exacerbated the continued pressures faced by our communities, with reports nationally of increased financial abuse, scams, and domestic violence.

In May 2019, a BBC Panorama programme exposed concerns for the safety of adults placed within an Independent Private Hospital in Barnard Castle. The Board was assured that by the time of transmission the people living there had been accommodated safely elsewhere. Throughout the year since the programme the SAB has sought assurance from agencies, identified work it will take forward, and begun a Safeguarding Adults Review. Work continued with our NHS commissioners to address the requirements of the national programmes: Transforming Care and Building the Right Support. 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 both reported safeguarding adult concerns and safeguarding adult enquiries. The year has seen significant progress as the Board has proactively developed its audit mechanism and responded to actions identified. Listening to the voice of front-line staff and practitioners has been a focus through events, practitioners' briefings, and surveys. A number of key events were held, on self-neglect, legal literacy, and during safeguarding week, on coercive control and domestic abuse. Raising awareness of how to recognise Modern Slavery continues to be a key focus as it is a growing issue nationally. A number of partner e-bulletins, the re-establishment of the SAB newsletter, and the continual update of the SAB website made advice and information more accessible to our communities; this work continues along with a policy review as part of the continued day to day business of the Board and its working groups. Although times remain challenging the commitment of the SAB and its partners to protecting the vulnerable has been unwavering and we look forward to productive partnership working over the forthcoming year.



**Lesley Jeavons**  
**SAB Chair**



# Introduction

County Durham Local Safeguarding Adults Board 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 Care and support statutory guidance tells us that our annual reports should consider what the SAB 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, 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 SAB 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. The SAB Annual Report will be publicised on each core member's website, the SAB website, and will be available to other agencies.

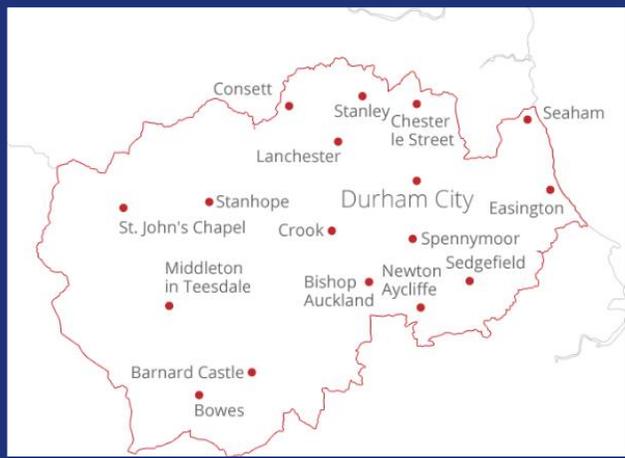
# A Local Picture

In 2019, there were approximately **530,094\*** people living in County Durham

There are **428,626** people aged 18 and over living in County Durham

There are **318,174** adults aged between 18 to 64 years in County Durham

**110,452** adults aged over 65 years live in Durham of whom **12,675** are over 85



On 31 March 2020 Durham County Council were paying for or had arranged Home Care for **2,654** people over 65 and Care Home places for **2,808** people over 65

The number of adults over 65 in County Durham is projected to rise by 31% to **144,000** by 2035, with **23,100** over 85\*\*

There are **8,500 to 10,034** \*\*\* adults with a learning disability, and **6,492** adults with dementia living in County Durham



\*Data source ONS 2019 mid-year estimate released June 2020 \*\*\*Data source DCC LD factsheet using national estimates \*\*Data sources: [www.pansi.org.uk](http://www.pansi.org.uk) [www.poppi.org.uk](http://www.poppi.org.uk)

# Our Work

Adults have a right to live in safety, free from abuse and neglect. As a statutory partnership County Durham Local Safeguarding Adults Board (SAB) has a duty to assure itself that partners are working together to safeguard adults from abuse and neglect or the risk of abuse and neglect, and to support communities to prevent abuse and neglect in County Durham. SAB Partners have agreed 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 any safeguarding intervention. 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 including My Story, available as an online film for Board partners to use for ongoing learning.

The SAB gains assurance from partners, for example that the rate of conversion of a safeguarding concern to a Section 42 enquiry under the Care Act is in line with national reporting; and that out of those adults who expressed wishes, the number reporting that their outcomes were fully or partially met was **97.5 per cent**, above the national average and higher than last year.

## Spotlight on self-neglect

Durham SAB has developed support for practitioners on self-neglect issues throughout the year including events and courses, briefings, audits and the development of a self-neglect tool. A task and finish group began meeting to inform policy and procedures. The group will be informed by ongoing work in relation to the Government's Rough Sleepers Strategy, to address homelessness, complex cases, and to create pathways when the criteria for a Safeguarding Adults Review (SAR) is met in relation to a death of an adult who was rough sleeping.



### **Development days: provider assurance**

Each year the SAB holds a half day development session in September or October followed by a full day development session in January, to consider a theme and to review the SAB three-year strategic plan and its implementation.

This year the SAB development theme was provider assurance. In October the development day included a scenario addressing concerns about a provider setting, which resulted in the dismissal of several layers of management due to inadequate care and a lack of Care Quality Commission notifications. The case led to the development of a tiered problem-solving approach, with Durham Constabulary and the Care Quality Commission working collaboratively.

The Durham County Council project, supporting the provider market, focuses on quality assurance and raising standards in care homes, and offers accessible training through Durham Care Academy for care staff and unpaid family carers. The SAB sought ways to gain quality assurance, including about the new NHS England (NHSE) assurance processes put in place during the year which include a visit for every person living within a Learning Disabilities setting every six weeks for children and eight weeks for adults.

The half day laid the foundations for the development of a proposed provider assurance framework, which SAB partners discussed and developed further at the January Development day, along with assurance about commissioning, assessment of provision, and the risks of some models of care.

### **Hearing the voice of people, professionals and practitioners**

Surveys form an important part of gauging how well the SAB is raising awareness of safeguarding adults and finding out about improvements to be made. During the year we carried out four surveys:

- Public
- Training needs
- Practitioners survey
- Training evaluation follow on impact survey



# Adult, Carer, and Practitioner Messages

## Community groups

Local voices and feedback from community groups, both directly and indirectly, are brought to the Board through several routes. Durham Community Action (DCA), the voluntary sector infrastructure support organisation is a member of the Board and proactively takes part in events, as well as encouraging other voluntary organisations to take part in SAB activity. DCA is a partner in the recently launched NCVO national voluntary and community safeguarding initiative. An added strength is brought to the SAB through its lay members.

**The work Home Group do is all about being person centred and promoting the voice of those we support. Working with the SAB to empower Darren to tell his story was the epitome of this. Sharing this resource with our customers, and with the wider community has given a real voice around the signs of abuse in a way that is easy to understand and truly personalised.**

## The voice of adults who use services

The Board continues to improve hearing the voice of adults and carers. Healthwatch County Durham, the organisation to give people a voice about health and social care services, is a member of the Board. And following the co-production of My Story as a film the SAB has supported its co-production as a booklet with Home Group,



and initial work has begun for a drama production to be developed with New College Durham.

## Carers

Discussion at the SAB Practice and Implementation Sub-group and liaison with County Durham Carers Support led to a clearer focus on carers and changes to SAB training content to more fully reflect the Care and support statutory guidance.

## Putting adults at the centre

To enhance the assurance of the SAB about the way that safeguarding is practiced in a personalised way, a SAB briefing on Making Safeguarding Personal (MSP) is under development with a request for Board partners to provide a case study of its interpretation within their services.

**Hi. Thanks very much for the support, Dad and I appreciate it. It's made life much easier and better for us both. We are actually enjoying (strange?) isolation. Again, thanks for all you've done.**

## Practitioner voice

The SAB and its Chair are committed to using practitioner voices to inform improvements and ensure connectivity. Routes for two-way discussion with practitioners include surveys, events, SAB Business Unit presentations and facilitation at provider forums, Clinical Commissioning Group (CCG) Protected Learning Time (PLT) events for primary care, events such as the Durham County Council Commitment to Care conference, and other multi-agency events.

Between September and November Durham SAB carried out its first practitioner voice survey.

## Practitioner Survey

### Key headline messages



269 surveys were completed.



Highest submissions: Residential and Nursing Providers (38) and Local Authority Adult and Health Services (36).



50 Registered Managers completed the survey.



The LSAB website is accessed for information on a monthly basis by 76 people.



87 people feel the Risk Threshold Tool was very useful.



50.7% feel that balancing the wishes of the adult or their representative with the risk posed is quite challenging.



119 people feel that understanding when and how to escalate issues is very important.

These survey findings led to a Board discussion on complex cases brought to the Board by Housing Solutions. A task and finish group was established by the Chair to explore multi agency responses where people do not fall within Care Act safeguarding adults duties, but who are at high risk.

Practitioners said:

**My experience with safeguarding in Durham is very positive, staff do a great job**

**Hoarding Conference was excellent - more events like this please or multi-agency training. We want to be as involved as we can**

**I find the SAB very robust whilst at the same time being realistic and supportive. An initial approach of fact-finding and discussion as opposed to suspicion and blame goes a long way in working together to protect vulnerable adults**

When asked 'what might improve multi-agency practice', suggestions included:

**Housing is often forgotten - however it has the biggest impact on stability - Housing needs to be involved in multi-agency meetings**

**A more coordinated approach to complex clients who don't always meet the threshold, they require intensive and multiagency support**

# SAB Working Arrangements

## About the SAB

County Durham Safeguarding Adults Board includes the three statutory partners as set out in the Care Act: the local authority, the Clinical Commissioning Groups, and Durham Constabulary. In Durham we are fortunate to have a number of other statutory and voluntary sector partners relevant to our community who commit to membership of the Board and take part in its work.

Compliance and attendance by the three statutory partners are monitored by the SAB.

The partners hold three Board meetings each year, subject the strategic plan priorities to continual review, and action them through four sub-groups which meet quarterly. Each year there are two development sessions with a single theme. A conference to support practitioners is held every two years. Focused task and finish groups take place as authorised by the Chair.

## Independent Chair engagement

During the year the SAB Independent Chair held 11 meetings with the relevant partners of the Board including the Clinical Commissioning Groups, Durham County Council, and Durham Constabulary. The Chair meets partners on a one to one basis and takes part in Board activities.



### Linking with other parts of system: Partnerships

The work of the SAB can only be achieved by partnership working as tackling many areas of abuse and neglect overlaps with the work of others. For instance, the SAB 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 and 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 be a part of safeguarding adults falls under the remit of the Children's Integration Board, for instance embedding DCC children's services Signs of Safety approaches into multi agency practice.

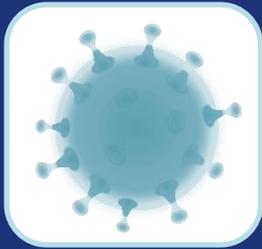
And there is increasing recognition of the need for collaboration and shared practice in safeguarding adults and safeguarding children, linking with Durham Safeguarding Children Partnership (DSCP). Work to prevent vulnerable people being drawn into terrorism, led by Safe Durham Partnership, is part of safeguarding and links closely to the SAB and DSCP. This partnership working is put into practice in many areas, as detailed elsewhere in this report such as:

- Safeguarding Week;
- linking to children's services and the whole family/think family approach for SAB briefings;
- ensuring new training development on domestic abuse and safeguarding adults takes account of the work of partners, the Domestic Violence and Sexual Exploitation Executive Group (DASVEG), Safe Durham Partnership, and children's services.



# National and Local Updates

County Durham Safeguarding Adults Board ensures it receives local and national developments in relation to safeguarding to inform itself and partners. In 2019 to 2020 these included:



- **Covid-19**

County Durham SAB responded to the Covid-19 emergency with Partner assurance, business continuity plans, financial abuse and scams information, website updates, the updated training workbook particularly for re-deployed staff, and eleven e-bulletins during the last two weeks of March.

- **The Coronavirus Act 2020** had its first reading and received Royal Assent on 25 March 2020. The Coronavirus Act enables the Government to respond to an emergency situation and manage the effects of a covid-19 pandemic. It makes provision for Care Act easements of local authorities' care and support duties. Guidance issued on 1 April 2020 stated that the Coronavirus Act 2020 does not affect the safeguarding protections in the Care Act, particularly at Section 42 of the Care Act.

- **Covid-19 advice for social care**

SCIE, the Social Care Institute for Excellence, brought together government advice for councils and care providers and resources into one website, as the government worked to delay the spread of Covid-19. There was advice for residential care, supported living, and home care providers, and an item on social distancing for vulnerable people.

- **The Office of the Public Guardian launched its Safeguarding Strategy** 2019 to 2025 in April 2019, which enhances closer working with other agencies to support safeguarding adults and develops its 'no wrong door' approach.
- **Care Quality Commission Interim Report Publication: Review of restraint, prolonged seclusion and segregation for people with a mental health problem, a learning disability and or autism.** The CQC



Office of the  
Public Guardian





published the interim findings of their review of the use of restrictive interventions in places that provide care for people with mental health problems, a learning disability and/or autism in May 2019.

- **The Charity Commission** improved its guidance on reporting serious incidents including safeguarding and launched a pilot whistleblowing helpline in June 2019 and updated its guidance "**Safeguarding and protecting people for charities and trustees**" in October 2019.
- **The Home Office** published a policy paper in response to recommendations made in the review of the Modern Slavery Act 2015 in July 2019. The Government launched the **Policy and Evidence Centre for Modern Slavery and Human Rights** and agreed to roll out Independent Child Trafficking Guardians across England and Wales.
- Within the lead up to and during **National Safeguarding Adults Week** which was 18 to 24 November 2019, briefings and resources were circulated widely by the SAB.
- County Durham SAB, Durham Safeguarding Children Partnership, and Safe Durham Partnership held a joint **Safeguarding Week practitioner event** on 18 November with a range of speakers, drama, and a marketplace.
- **A disruption toolkit** to tackle the perpetrators of child and adult exploitation was developed by the NWG Exploitation Response Unit and Barnardo's National Counter Trafficking Service. It provides guidance to support combatting exploitation with a menu of options to consider in developing disruption and safeguarding plans.
- In January 2020 the Government launched an online portal with step by step guidance to strengthen its support for the charity sector, **Guidance on handling safeguarding allegations in a charity**.
- **Safer Culture North East**, a voluntary and community sector partnership was also launched in January to champion safeguarding and help embed best practice; SAB member Durham Community Action is one of the partners.

# Board Assurance 2019-2020

During the year the partners and other agencies brought a range of presentations and reports to the Board to enable robust discussion and to provide assurance about safeguarding adults activity in County Durham. Presentations made for the Board include:

- Prevention and Early Intervention – learning from a case. Durham County Council (DCC) gave a presentation about a complex case which highlighted challenges in commissioning supported accommodation and the need for trauma informed care.
- Homelessness and the links to safeguarding were explored by the Board meeting with a presentation by DCC about the local context, complex themes, and the Homelessness and Rough Sleeper Strategy.
- SAB Development Days on provider assurance also reviewed the strategic plan and progress during 2019-20.
- The SAB supported the development of a regional scorecard to have comparable safeguarding data.



## **Partner assurance reports**

Partners provide reports on a range of safeguarding activity to the Board. The openness and transparency of partners allow meaningful dialogue and challenge by partners about each agency's contribution to safeguarding adults.

- An extraordinary meeting of the Board sought and gained assurance in respect of the immediate response for residents following the BBC Panorama programme about abuse at the private hospital Whorlton Hall in County Durham. Assurance was given about previous reports to the Board on the Transforming Care agenda. Multi agency response and assurance was also sought in relation to out-of-area placements and closed settings, and longer-term action plans developed.

- DCC held an internal review which concluded in January 2020 and resulted in a number of actions. Much of the work required is feeding into a comprehensive review of the Safeguarding Adult procedures. This includes a dedicated strand of work to address standardised operating procedures. It is hoped that this work will support the wider workforce with improved accessibility and application of policy and procedures.
- Further assurance was provided of work by DCC and the NHS Clinical Commissioning Groups about 24-hour Learning Disability residential provision including detailed focus on the care of people in Out of Area Placements.
- The chair of the Domestic Abuse and Sexual Violence Executive Group (DASVEG) provided assurance about the multi-agency DASVEG Plan on a Page to tackle domestic violence and abuse.
- HMP Durham provided assurance about the development of in-house safeguarding training with the support of the SAB Business Unit, the review of safeguarding policy and procedures, and gave a case study of good practice.
- DCC provided assurance about the work of Safe Durham Partnership in relation to the Prevent duty to safeguard individuals who are vulnerable to being radicalised and to prevent people from being drawn into terrorism.
- Durham Constabulary provided assurance about the functioning of Durham's Herbert Protocol which supports people in their own home and in care homes at high risk of going missing, provides safeguards if people do go missing, and results in people being found much more quickly.
- A single agency audit and a multi-agency audit on self-neglect were reported to the Board which gained assurance through an action plan and the establishment of the task and finish group focused on self-neglect.

**THE HERBERT PROTOCOL**  
Safe & Found

**Do you care for, or are you the family of an elderly or vulnerable adult who is at risk of going missing?**  
Have you heard of the Herbert Protocol? Sign up and work closely with the police and their partners to ensure their safety.

**What is it?**  
The Herbert Protocol is a scheme which will see family, friends, and care providers working together not only to prevent vulnerable adults going missing but to improve ways of searching for them if they do.

**Why do we need it?**  
A initiative that protects the vulnerable and the elderly whilst respecting and understanding their need for independence - that can only be good news!

**How will it work?**  
The protocol will be running throughout County Durham and Darlington. When they sign up, we will contact you to discuss the process, suggesting steps to prevent particularly vulnerable people going missing, as well as contingencies for a swift response should the individual fail to return.

Darlington Safeguarding Adults Partnership Board  
County Durham International Adults Multi-Agency Partnership

**THE HERBERT PROTOCOL**  
The Response

**Pre-planning is essential...**

- Carers, family, friends, care providers and agencies can identify any vulnerable adult who is at risk of going missing
- They will be contacted and issued with a standardised document to fill in and return to police if a person goes missing, giving the police the right information, quickly, such as which bus routes they use, local shops, cafes and areas they are likely to frequent.
- Carers, friends and families will be encouraged to keep a recent photograph, an up-to-date list of medications and any other specific information which can be accessed quickly if needed.
- Support will also be offered from organisations and charities around safe and wellbeing.

**When someone goes missing...**

- On discovering a person has gone missing contact should be made to police on 101 or 999 whichever is appropriate. This will trigger the plan allowing us to help each other and work in unison.
- The police will manage and conduct the missing person enquiry based on the information provided to locate the individual as quickly as possible.

**When the person is found...**

- An officer will visit the person on their return and check their welfare. Advice and support will be offered to prevent this from happening again.

DURHAM CONSTABULARY  
101  
To sign up contact Tel: 101 or e-mail: [Herbertprotocol@durham.pnn.police.uk](mailto:Herbertprotocol@durham.pnn.police.uk)

# What we have Achieved in 2019-2020

The Board continued to work to and report on its agreed four strategic priorities:

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

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

## Response to Covid-19

County Durham SAB responded to the Covid-19 pandemic during the last two weeks of March with Partner assurance, business continuity plans, financial abuse and scams information, website updates, updated training workbook, and eleven e-bulletins.

There were swift responses and information circulated including from Durham County Council (DCC), NHS CCGs, Care Quality Commission (CQC), Durham Constabulary, and Durham Community Action. The use of NHS England Safeguarding App was promoted for all staff, volunteers and the public. **Impact:** assurance provided that safeguarding responses to concerns about adult abuse or neglect continued to apply, and to highlight emerging fraud.

## SAB support for front line practitioners

Support for front line practitioners falls within both prevention and early intervention, and awareness raising priorities.

**Watch out for Covid-19 or Coronavirus fraud**

There have been 105 reports relating to Coronavirus, or COVID-19 to Action Fraud since 9th February, with total losses reaching nearly £976,000. And it is increasing:

- 20 reports between 9<sup>th</sup> and 28<sup>th</sup> February
- 46 reports between 1<sup>st</sup> and 13<sup>th</sup> March
- 38 reports in just four days, 14<sup>th</sup> – 18<sup>th</sup> March

**What scams are Action Fraud seeing?**

- Phishing emails
- Online shopping Scams
- Fake 'Compassion' Coronavirus testing
- Generic looking to try to trick people and steal their information like
- Trying protective equipment
- Loan loan Fraud
- Logins and passwords
- Banking details
- Total Fraud
- Romance Fraud
- Charity Fraud
- Providers impersonating health and council officials
- See Local Government Association's Article

**Protect yourself**

- Watch out for scam messages**  
Don't click on the links or attachments in suspicious emails, and never respond to unsolicited messages and calls that ask for your personal or financial details.
- Shopping online**  
If you're making a purchase from a company or person you don't know and trust, carry out some research first. Where possible use a credit card as most credit cards insure online purchases.  
See Action Fraud's Website
- Protect your devices from the latest threats**  
Always install the latest software and app updates to protect your devices from the latest threats.  
See NCSC Website guidance on securing your devices
- Be a good neighbour**  
People over 70, those with underlying health conditions or those self-isolating may need extra support. Where possible, use your trusted network of friends and family for help.  
See DCC Website about support for our communities

County Durham SAFEGUARDING ADULTS WITH ADULT PROTECTION



## Safeguarding Adults Review (SAR) Policy and Coroner Annex

As part of the ongoing review of the SAB multi agency policy, the SAR policy, processes and checklists were reviewed, amended, and agreed by the Board. The SAR Policy now includes its relationship with the Premature Deaths of People with Learning Disabilities process, known as the LeDeR process, set out in a flowchart. The SAR Panel processes were also separated out from the Policy to form a SAR Practice Toolkit, and the updated SAR referral form was published on the SAB website in July 2019. A Coroner Annex to the revised SAR Policy has been produced and agreed with HM Coroner, to provide a guide to staff that outlines steps to take when an unexpected death occurs within local safeguarding, including a notification route between those involved in adult safeguarding procedures and HM Coroner County Durham. **Impact:** user friendly tools in challenging areas of practice.

## Safeguarding Week

In July 2019 Durham SAB agreed to take part in the first National Safeguarding Adults Week, held from 18 to 24 November. County Durham Safeguarding Week was delivered jointly with Durham Safeguarding Children Partnership, Safe Durham Partnership, and through working with local voluntary and statutory agencies. The SAB held a one-day Marketplace and briefing event for practitioners. The briefing event included the Open Clasp Theatre Company Rattle Snake drama, bringing the voices of those who have survived coercive controlling domestic abuse. Facebook messages were promoted throughout the week. 28 stallholders from the statutory and voluntary sectors took part in the Marketplace.

120 people attended the briefing event. There were presentations on:

- County Lines
- Social Cohesion and protecting against vulnerability/Prevent
- Illegal Money Lending (Loan sharks)
- Working together to support children with mental health needs
- Domestic abuse and coercive control



**Durham Safeguarding Children Partnership &  
County Durham Safeguarding Adults Board  
Safeguarding Week 18—24 November 2019**

Safeguarding is **everyone's** responsibility...



Raise the awareness of our clients about loan sharks and signs of coercive control

**Impact:** of 47 completed evaluations, 100 per cent agreed they received 'specific information that can assist me in my workplace and has improved my knowledge'. A key highlight of the event, the drama Rattle Snake, was rated very highly. Over **30 pledges** were made by people at the event about their safeguarding practice. These give a flavour:

Very powerful and emotive content

Please take a moment to consider what you will pledge to do in your safeguarding practice

.....  
.....  
.....



As a VCS service we will pledge to promote and support as many organisations that were involved today and the frontline practitioner working with families

Be sure to empower our staff with the knowledge of what and how to recognise abuse in the many forms that they present

### HMP Durham

Bespoke Train the Trainer training was delivered for HMP Durham staff to enable them to deliver a basic Level 1 Raising a Safeguarding Adult Concerns session, to comply with the Prison Service Instruction (PSI) 16 adult safeguarding in prison. A comprehensive Training Pack was developed with a Safeguarding Adults resource list. **Impact:** HMP Durham began to deliver Level 1 Safeguarding Adults Raising a Concern training from August 2019.

### Awareness raising

Raising awareness of safeguarding adults and the role that everyone has to keep people safe takes place through much of the work of the SAB. Some direct examples were:

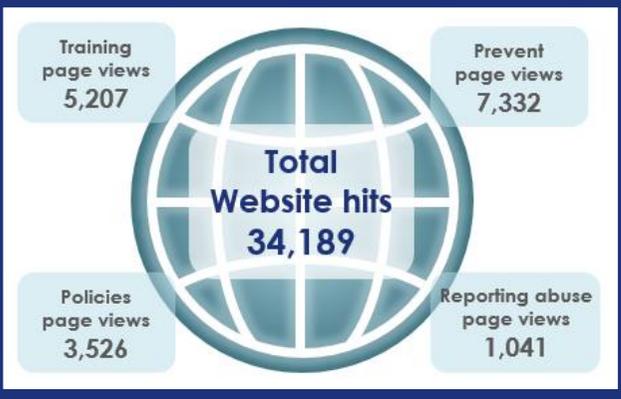
- Talks and briefings for: 80 volunteers at one talk; Trustees at the Share and Learn Network Durham Community Action; Probus Business Club members; Newton Aycliffe and Crook Rotary Clubs members; and Sedgefield Memory Café volunteers.
- The promotion of SAB posters and cards, given out during training for participants to display in community centres, local shops, and their place of work. The posters and cards offer for community events and stalls was promoted through the SAB website.

The World Social Worker Day event due to be held by DCC was postponed due to Covid-19.



## Website, e-bulletins, and newsletters

Communication is key to raising awareness and included the continual update of website resources, and the re-launch of the SAB newsletter cascaded by partners to their services, providers, and community and voluntary organisations. The SAB worked with Durham Community Action and Durham Voice to cascade safeguarding adults information to County Durham communities. Single topic e-bulletins were regularly sent. **Impact:** increased awareness of what abuse and neglect is, what to do, and that safeguarding adults is everyone's business.



## Improvement and learning

Enabling continual improvement and learning for partners and practitioners is very important to the SAB. A highlight of the year was the self-neglect event as above. There was support for the CCG Protected Learning Time (PLT) and Time Out sessions with GPs, primary care staff, and GP safeguarding leads focusing on information sharing and the use of the Mental Capacity Act.

Key themes have been added to SAB multi agency training tailored to the relevant levels, including: information sharing and the Good Practice Toolkit; new descriptions of abuse for example Mate Crime, County Lines, and cuckooing; the role of the Office of the Public Guardian when there is abuse by attorneys; learning from SARs; trauma informed approach to self-neglect; support for carers; safeguarding and homelessness; and fraud and scams awareness. A follow up evaluation of the impact of training has been established. **Impact:** increased confidence and skills.

## Better governance and performance

The SAB continued to develop its governance and performance interrogating the scorecard compiled from partners' data at each meeting. The Learning and Improvement Sub-group is developing meaningful use of the varied methods of reporting training data by different partners. Quality assurance was sought through audit and a SAB development day focused on building a provider assurance framework. **Impact:** SAB multi agency assurance.

**Subgroup Achievements  
(in line with Strategic Plan)**



### Practice and Implementation Subgroup: Prevention and Early Intervention

Policies/protocols and good practice toolkits/guides/briefings for practitioners updated:

- Ongoing review of LSAB policy and procedures with robust Project Initiation document in place
- Seriously Vulnerable Individuals Protocol and referral process
- Information Sharing Agreement
- Collaborative Working and Information Sharing between Professionals to protect Adults toolkit
- SAR Policy
- Coroner Annex created with the Coroner's Office to develop two-way communication for SARs
- SAR Practice Toolkit with decision making flowcharts to support practitioners
- Clutter rating tool 'isolated'
- Self-neglect SAB briefing
- Covid-19 fraud factsheet

### Engagement and Communications Subgroup: User/Carer Voice and Awareness Raising

- My Story booklet finalised in co-production with an adult
- Drama production agreed with New College Durham
- Practitioner Survey received 269 responses
- SAB newsletter re-established; 3 editions issued
- Self-Neglect Event
- Safeguarding Week 2019
- 24 SAB e-bulletins circulated in 2019-20; topics included:
  - NRM Modern Slavery, National Safeguarding Resources Third Sector
  - NICE/SCIE guidance for covert medication in care homes
  - Financial Conduct Authority Consultation
  - Toolkit: Criminal, civil and partnership disruption options for perpetrators of child and adult victims of exploitation
  - Sexual Exploitation and Human Trafficking posters in 9 languages.
  - World Mental Health day bulletin 2019
  - Enabling Positive Lives for Autistic Adults guide.
- 11 Covid-19 related e-bulletins in the last 2 weeks of March





### **Improvement Subgroup: SAR Learning and Training**

- A SAR or other case report reviewed at each meeting; learning shared as necessary
- Experts' meeting convened to support practice on Alcohol Related SARs
- Mental Capacity Act and Safeguarding Adults training course rolled out
- Succession Planning – Job Shadowing Opportunities collated
- Follow up impact evaluation in place 3 months after training course
- Certificates include competencies and aims and objectives of the course, to support evidence base for professionals
- Safeguarding Adults training Level 1 Raising a Concern workbook updated

### **Performance and Governance Subgroup: Performance, Quality and Governance**

- Self-neglect focus: audits and related actions; task and finish group
- Performance reporting timeline updated; Sub-group Chairs' meeting 1 month before Sub-groups
- Each Sub-group interrogates their performance data and provides narrative and recommendations
- County Durham Area Action Partnership (AAP) map shared to identify and act on areas of concern
- Self-assessment revised to include Modern Slavery and Sexual Exploitation. Peer Challenge Clinics held October 2019 and January 2020 (final March meeting postponed)
- New indicators agreed with DCC Housing Solutions in December 2019 to include in the SAB Scorecard to provide further partner assurance



# At a Glance 2019-2020

## Comparator statistics

National Safeguarding Adults annual data is published each December for the previous March to April; this means that the national data available for comparison with County Durham data is, at the time of writing, from 2018-19 which is a year behind.

### Adult Safeguarding Activity 2019-20



## Safeguarding adults in County Durham

### Section 42 enquires and adult protection

During 2019 to 2020 there were **12,708** safeguarding adult concerns raised with Durham County Council (DCC) Social Care Direct; **an increase of 12.8 per cent** on last year. The 2018-19 national increase was 5.2 per cent. These reports related to safeguarding concerns for **7,426** individuals. Social Care Direct triages safeguarding concerns and assesses next steps. Of the 12,708 reported concerns **4,364 Section 42 enquiries** were actioned; this is **an increase of 34.9 per cent** on last year, which involved **2,986** individuals. The 2018-19 national increase was 8.7 per cent. This illustrates a local conversion rate of **34 per cent** for concerns to Section 42 enquiries completed, an increase on last year and which compares to national return data of 39 per cent in 2018-2019.

Section 42 enquiries were carried out by Social Care Direct themselves, by a DCC Adult and Health Services Locality Team, or by the DCC Adult Protection Team. Of the Section 42 enquiries, **608** required a multi-agency response led by the Adult Protection team, to address the complexity of the safeguarding issues presented; **an increase of 9.9 per cent** on last year.

The most common types of risk in County Durham Section 42 enquiries during the year were:

**Physical abuse 39.53 per cent**

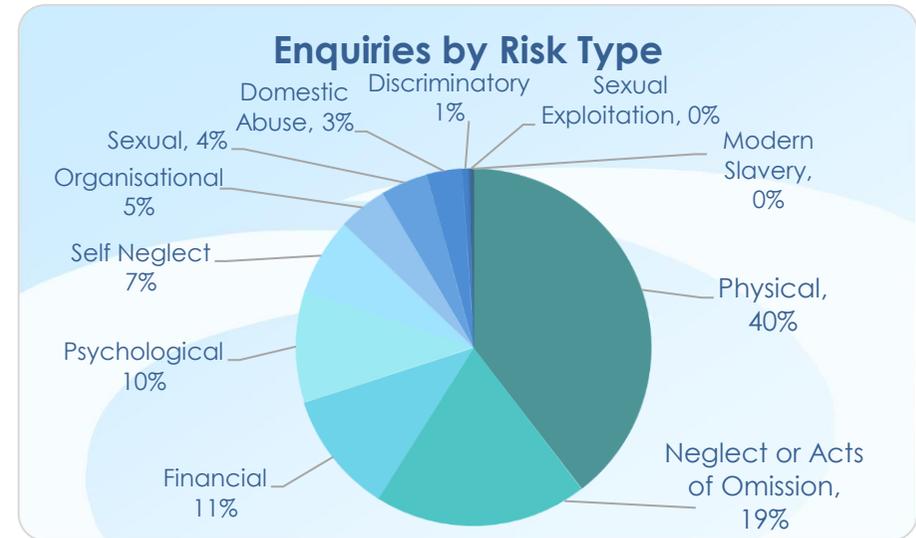
**Neglect and Acts of Omission 19.46 per cent**

**Financial abuse 11.05 per cent**

**Psychological 10 per cent**

Last year self-neglect was the fourth most common; the decline may reflect the increased focus on self-neglect. In the national figures for 2018-2019 the most common type of risk in Section 42 enquiries finished during the year was Neglect and Acts of Omission, which accounted for 31.4 per cent of risks. Physical Abuse and Financial Abuse were the next two most common types of abuse.

The most common location of the risk in County Durham was the **person's care home at 41.2 per cent**, followed by the **person's own home at 34.3 per cent**. Many concerns are about unintentional harm caused by poor quality care, with medicine errors recorded as physical abuse; these have often been addressed by the care provider at the time of reporting.



**Advocate** 90.3%

Adults supported by family, friends or advocates during Safeguarding

### Advocacy and capacity

Enquiries made under Safeguarding should always consider the mental capacity of adults in relation to the safeguarding decisions to be made. The Care and support statutory guidance tells us that when safeguarding enquiries are carried out, it should be asked if there are family or friends offering support, and advocacy support should be offered when needed. An adult's ability to contribute to decisions about their protection should always be recorded. Of the

4,364 Section 42 enquiries, **16.8 per cent** involved an adult assessed as lacking capacity to make decisions in relation to safeguarding support. Most adults, **90.3 per cent**, were supported by family, friends, or advocates during safeguarding; **78.4 per cent** by family or a friend, and **11.9 per cent** by an advocate. This compares well with the national and northeast rate for 2018-2019 which was 83.7 and 85.3 per cent respectively.

### Adults voices and the outcomes they want

For each Section 42 enquiry all adults are asked about what they want to happen next, their outcomes, or wishes. An adult's advocate or family member speaks for them if they are unable to. For the **77.1 per cent** of adults or their representatives who expressed a view, **97.5 per cent** of outcomes were fully or partially met, an increase on last year's 95.4 per cent. **85.5 per cent** of the outcomes were fully met and **12 per cent** were partially met.



### Risk Removed or Reduced

In **87.3 per cent** of the concluded Section 42 enquiries, in which a risk was identified, and action was taken, the reported outcome was that the risk was either reduced or removed. This is an increase on last year's figure of 84.4 per cent and is in keeping with the 2018-2019 national average of 89 per cent.





### Safeguarding Adults Training The Mental Capacity Act 2005 and safeguarding adults



Mental Capacity Act; and the implications of self-neglect, homelessness, and substance misuse for safeguarding practice.

Course certificates now include the competencies covered, based on both the Safeguarding Adults: Professional Competency (Bournemouth University) document and Adult Safeguarding: Roles and Competencies for Health Care Staff (RCN Intercollegiate document).

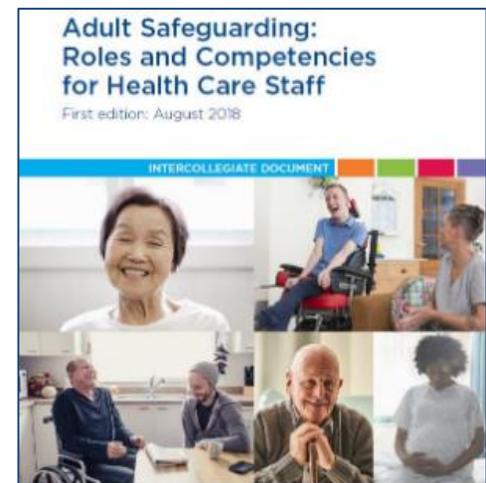
The Safeguarding Adults workbook and documents were updated by the end of March 2020, in particular adding a section on Making Safeguarding Personal, to put the adult at the centre of safeguarding practice. There were **1,123** Level 1 Safeguarding Adults workbooks completed during the year.

There were no safeguarding adults online sessions during the year due to the ending of the online contract with Virtual College in March 2019. Work began to develop a Durham safeguarding adults online training offer.

## Training and learning

The SAB multi agency training programme was delivered by both the SAB Business Unit and County Durham and Darlington NHS Foundation Trust. Over the year 54 face to face courses were delivered. In March four courses had to be cancelled due to the Covid-19 pandemic.

During the year training has expanded and has been updated, by changing the language to better reflect the Care and support statutory guidance and to include the key learning from SARs as appropriate. These include working collaboratively and information sharing; use of



## SAB Training Evaluation

At the end of SAB training delivery participants were asked about their learning from the course. **Ninety-nine per cent** of attendees rated the course content and pace, supporting materials, and the trainer's performance as excellent, very good, or good. Participants said their key learning included:

Changes in practice that participants said they would make included: being more vigilant, having more confidence, and using open questioning approaches. Participants also said:

**"Office of the Public Guardian - ensure documentation is stamped & activated"**

**"Be more mindful of the issues around Best Interest decisions, MCA"**

**"Discuss more low risk concerns with line manager not just high-risk ones"**

When asked what participants would change about the course

**'Nothing'** was the most frequent comment by far. Other comment included requests for more case studies and more advanced training.

**"It was very compact and robust with information to provide a good understanding how to safeguard adults and what you must and must not do"**

A two-day SAB Train the Trainer course to enable Trainees to deliver Level 1 Safeguarding Adults Raising a Concern was delivered. A trainers' pack was developed and sent to participants to support their delivery. Nine bespoke and specialist sessions have been delivered during the year including to a supported living provider, a care provider, and specific service teams.

### We said we did

We said we would ensure practitioners have confidence to share information and use the provisions of the Data Protection Act 2018. The SAB Information Sharing Agreement was published in October 2019 along with the Good Practice Toolkit, Collaborative Working and Information Sharing between Professionals to protect Adults.

Using the risk threshold tool, provokes thinking therefore useful to refer to it for guidance

Number of different types of abuse and to report even if not 100% sure

- believe your own gut instinct

The importance of capacity tests as capacity can fluctuate depending on situations or circumstances



# Safeguarding Adult Reviews



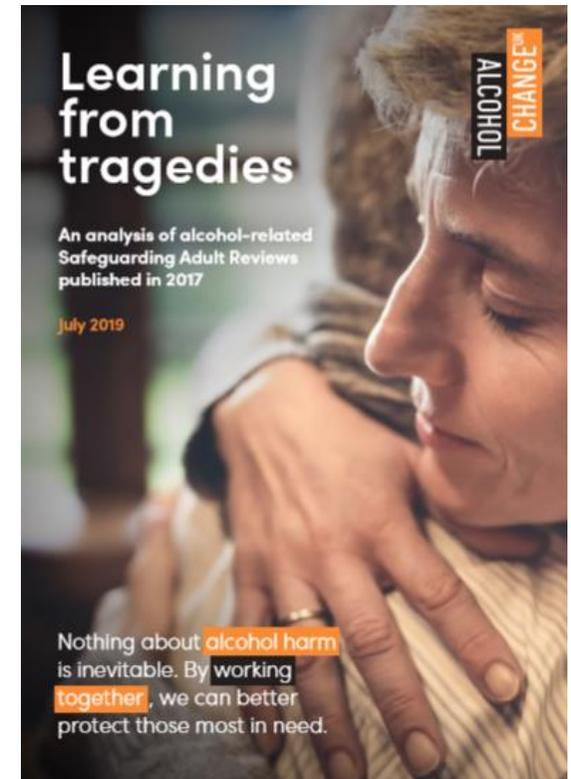
## Definition of a Safeguarding Adult Review

Under the Care Act, Safeguarding Adult Reviews take place when an adult has died as a result of abuse or neglect, or would have died without intervention or has suffered permanent harm due to abuse or neglect, to find out what can be learned about improving practice and about cooperation between organisations.

## Learning from Safeguarding Adult Reviews

Nationally, key areas of practice improvement coming from Safeguarding Adult Reviews (SARs) include:

- Better use of the **Mental Capacity Act 2005**, in particular: capacity assessments, best interest decisions, and (respectful) challenge of decisions. Durham SAB has rolled out updated multi-agency Mental Capacity Act and Safeguarding Adults training and plans to develop advanced MCA workshops next year.
- **Information sharing.** Durham SAB supports this through the Good Practice Toolkit, on Collaborative Working and Information Sharing between Professionals to protect Adults.
- **Homelessness.** Safeguarding enquiries should be considered and may be the appropriate response when an adult is homeless. There is a need for recognition of the associated issues of self-neglect, capacity, substance misuse, an adult's agency or lack of agency, and frequent attendance at emergency services. Durham SAB has included messages about responding to homelessness in training, has an ongoing workstream about self



neglect which links with a homelessness fatalities review, and a task and finish group to consider the learning from SARs relating to alcohol abuse.

- Poor care, serious harm and neglect of care home residents in one SAR was a result of the acceptance and tolerance of poor standards, both by those delivering the care and by those who witnessed the care giving. Messages about **raising standards** and **no toleration for dehumanising language** are inbuilt to SAB training.

### **Learning together from Safeguarding Adult Reviews briefing**

The SAB Business Unit has developed a briefing template to make the findings from SARs accessible for practitioners and to enable learning and reflection for practice, which will be put into use moving forward.

### **Safeguarding Adult Reviews in County Durham**

During the year there were two ongoing SARs which were previously agreed in 2018-19 and nearing completion at year end. Due to the Covid-19 emergency, some SAR activity was stood down to support front-line agencies with their immediate response to the pandemic, work has since re-started with learning to be shared for any completed reviews in and throughout 2020-2021.

A further five SARs were endorsed in 2019-20 with the authors agreed.

One of the ongoing SARs is in relation to the concerns raised by the BBC Panorama programme in May 2019 about Whorlton Hall in Barnard Castle, a private hospital providing services for NHS patients. An extraordinary Board meeting in June sought and gained assurance about the current safety of the people who had been living at Whorlton Hall with an agreement to proceed to a SAR. In September the SAB agreed the commissioned SAR authors/reviewers, with a timely start date of January 2020. That date was agreed to ensure the SAB included any early and relevant learning that has emerged nationally as part of that SAR.

The County Durham SAB is keen to ensure that the SAR remains impartial and that the voice of adults is heard throughout; it has appointed an expert panel to bring additional independency to that review.

# Looking Ahead and Summary

County Durham Local Safeguarding Adults Board begins the year 2020-2021 with the challenge of responding to the Covid-19 pandemic and of ensuring that safeguarding adults remains a focus for all organisations.

The SAB will highlight with partners that while the Care Act social care duty can be eased under the Coronavirus Act 2020, Annex D safeguarding guidance, published on 1 April 2020, sets out that the Coronavirus Act does not remove the Care Act Section 42 safeguarding duty, nor the need for safeguarding training on recognising abuse and neglect, knowing how to report abuse and neglect, and knowing where to go for help and advice.

Following the May BBC Panorama Programme which exposed concerns for the safety of adults placed within a private hospital in Barnard Castle, work began on a Safeguarding Adults Review involving all NHS Clinical Commissioning Groups as the placing authorities to enable lessons to be learned and implemented. The new template Learning Together from SARs will aid in this.

The SAB welcomes increased support from the Chair from June onwards dedicated to Board business.

The Board will continue to have a focus on supporting practitioners to work with self-neglect through its task and finish group, the completion of a tool kit and by linking to the work on the review of deaths among homeless people.

Support for providers will be enhanced through working with the DCC Support the Provider Market project and jointly developing a Safeguarding Champions network. The Board will continue the development of a provider assurance framework and the review of the multi-agency policies and procedures.

The new series of SAB briefings will be continued; briefings on domestic abuse and on Making Safeguarding Personal are in progress, and a briefing on using the Mental Capacity Act is planned.

The Board has continued its focus on listening to adults to inform good practice and a deeper understanding of abuse and neglect and anticipates the publication of My Story as a story book and a drama with New College.

The SAB online offer of training and workshops using new platforms is to be developed, galvanised in response to the Covid-19 pandemic, and the trainers and facilitators network will be continued. Domestic abuse training is in development with a strong emphasis on coercion and control, threading back to Safeguarding Week themes. Findings from the SAB surveys will be acted on, including analysing the training needs survey to inform an update of the SAB training strategy.

A People in a Position of Trust (PIPOT) policy as recommended by the ADASS and NE Region Safeguarding Network was considered by the Practice and Implementation Sub-group and will be taken to SAB partners for consultation.

This will address the gap created by differing legislation; safeguarding children legislation creates a Local Authority Designated Officer (LADO) role to receive allegations that staff or volunteers have caused harm, but safeguarding adults legislation does not.

The Mental Capacity (Amendment) Act 2019 is still to be implemented, and a new Code of Practice is due to be issued to reflect the new Liberty Protection Safeguards. A timeline of April 2022 is expected; once the new guidance is issued SAB related information and training will be duly amended and updated.

The Board will continue its focus on priorities of raising awareness and improving practice particularly in relation to learning from SARs, use of the Mental Capacity Act, and addressing Covid-19 related spikes in abuse.

The SAB will review its Strategic Plan 2018-2021 to encompass Covid-19 Recovery plans.



# Safeguarding Adults Board – Strategic Plan on a Page 2018-2021

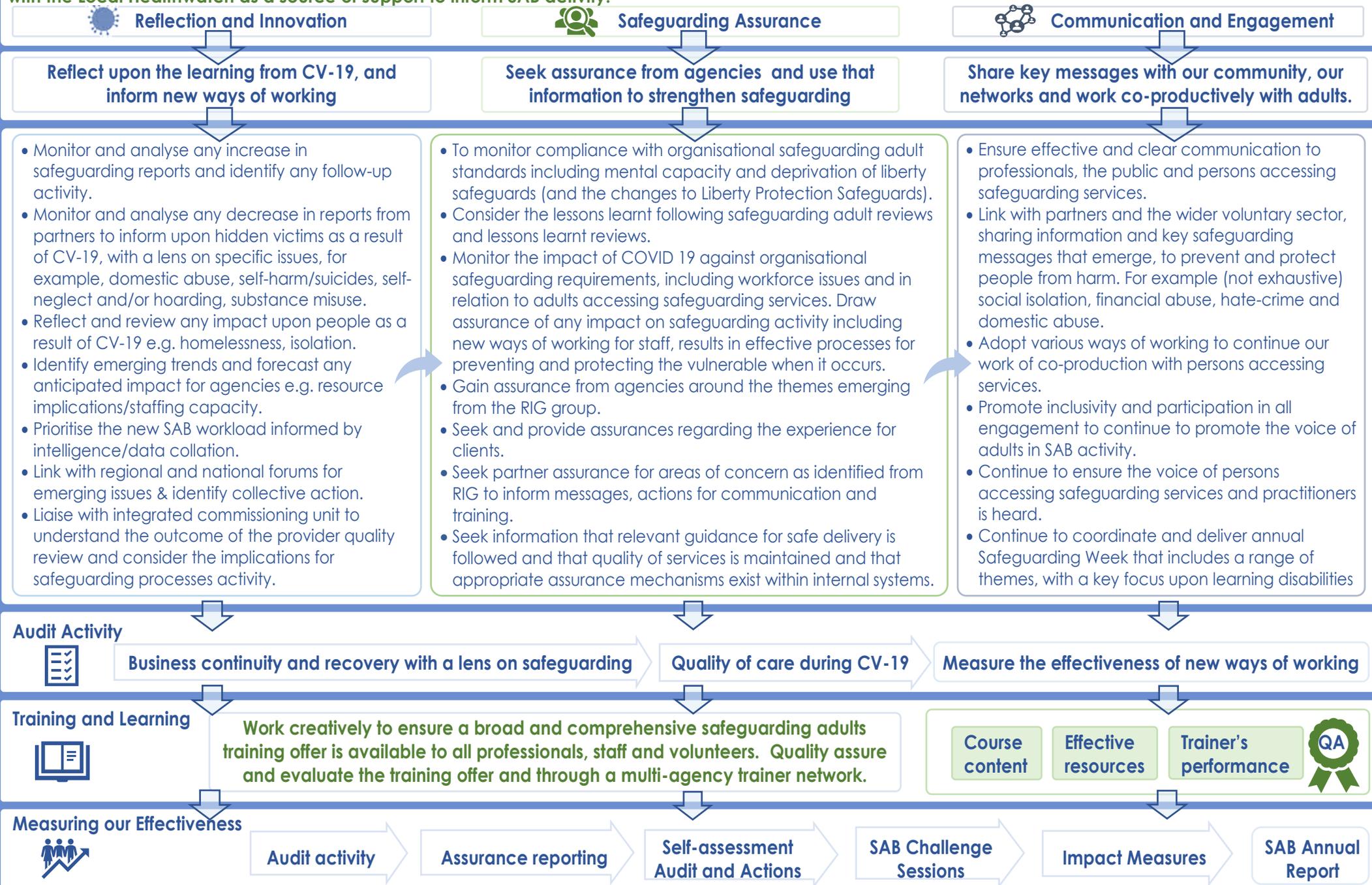
## OUR VISION

“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	<ol style="list-style-type: none"> <li>1) Identify opportunities to prevent abuse, neglect or exploitation through links to commissioners and organisations.</li> <li>2) Reduce opportunities for abuse, neglect or exploitation and promote resilience and empowerment across communities.</li> <li>3) Strengthen working with Area Action Partnerships and wider partnerships on prevention agenda.</li> </ol>	<ol style="list-style-type: none"> <li>1) Increase opportunities to engage with adults and carers and wider communities.</li> <li>2) Include measures of impact of effective outcomes in board reporting.</li> <li>3) Increase opportunities to build a culture across all organisations that places adults with care and support needs at the centre of safeguarding intervention.</li> </ol>	<ol style="list-style-type: none"> <li>1) Streamlining governance arrangements mindful of SAB direction.</li> <li>2) Explore and improve the performance monitoring with partner inputs for both quantitative data and qualitative information.</li> <li>3) Review performance reporting and thresholds for quarterly escalation to board.</li> </ol>	<ol style="list-style-type: none"> <li>1) Identify learning from local, regional and national Safeguarding Adult Reviews (SARs) to inform improved practice.</li> <li>2) Development of innovative approaches to training across the partnership.</li> <li>3) Devise processes to effectively capture and evaluate training.</li> </ol>
Suggested Outputs	<ul style="list-style-type: none"> <li>• Governance/Terms of Reference signed off by board.</li> <li>• Cycle of audits agreed by SAB.</li> <li>• Performance data that fits with priorities includes partnership data in existence and partner data.</li> <li>• Board attendance and contributions to the board captured through compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Consultation/engagement across wider and diverse communities.</li> <li>• Survey activities and case studies.</li> <li>• Increased involvement with Healthwatch.</li> <li>• Performance measures for engagement events.</li> <li>• Rebrand Making Safeguarding Personal information for adult's carers and wider communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information and advice in accessible ways for communities.</li> <li>• Full review of policies and procedures (incl. commissioners)</li> <li>• Improved monitoring of types of abuse to inform prevention strategies.</li> <li>• Wider partnership engagement.</li> <li>• Website development.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of compliance with the Care Act 2014 requirements.</li> <li>• Learning and development events.</li> <li>• Agreed training strategy.</li> <li>• Improved training evaluation.</li> <li>• Emerging themes identified.</li> <li>• Training Needs Analysis (themed)</li> </ul>
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.

# Strategic Plan on a Page - September 2020 to March 2022

**SAB 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 and we will consult with the Local Healthwatch as a source of support to inform SAB activity.**



## Reflection and Innovation

**Reflect upon the learning from CV-19, and inform new ways of working**

- Monitor and analyse any increase in safeguarding reports and identify any follow-up activity.
- Monitor and analyse any decrease in reports from partners to inform upon hidden victims as a result of CV-19, with a lens on specific issues, for example, domestic abuse, self-harm/suicides, self-neglect and/or hoarding, substance misuse.
- Reflect and review any impact upon people as a result of CV-19 e.g. homelessness, isolation.
- Identify emerging trends and forecast any anticipated impact for agencies e.g. resource implications/staffing capacity.
- Prioritise the new SAB workload informed by intelligence/data collation.
- Link with regional and national forums for emerging issues & identify collective action.
- Liaise with integrated commissioning unit to understand the outcome of the provider quality review and consider the implications for safeguarding processes activity.



## Safeguarding Assurance

**Seek assurance from agencies and use that information to strengthen safeguarding**

- To monitor compliance with organisational safeguarding adult standards including mental capacity and deprivation of liberty safeguards (and the changes to Liberty Protection Safeguards).
- Consider the lessons learnt following safeguarding adult reviews and lessons learnt reviews.
- Monitor the impact of COVID 19 against organisational safeguarding requirements, including workforce issues and in relation to adults accessing safeguarding services. Draw assurance of any impact on safeguarding activity including new ways of working for staff, results in effective processes for preventing and protecting the vulnerable when it occurs.
- Gain assurance from agencies around the themes emerging from the RIG group.
- Seek and provide assurances regarding the experience for clients.
- Seek partner assurance for areas of concern as identified from RIG to inform messages, actions for communication and training.
- Seek information that relevant guidance for safe delivery is followed and that quality of services is maintained and that appropriate assurance mechanisms exist within internal systems.



## Communication and Engagement

**Share key messages with our community, our networks and work co-productively with adults.**

- Ensure effective and clear communication to professionals, the public and persons accessing safeguarding services.
- Link with partners and the wider voluntary sector, sharing information and key safeguarding messages that emerge, to prevent and protect people from harm. For example (not exhaustive) social isolation, financial abuse, hate-crime and domestic abuse.
- Adopt various ways of working to continue our work of co-production with persons accessing services.
- Promote inclusivity and participation in all engagement to continue to promote the voice of adults in SAB activity.
- Continue to ensure the voice of persons accessing safeguarding services and practitioners is heard.
- Continue to coordinate and deliver annual Safeguarding Week that includes a range of themes, with a key focus upon learning disabilities

### Audit Activity



**Business continuity and recovery with a lens on safeguarding**

**Quality of care during CV-19**

**Measure the effectiveness of new ways of working**

### Training and Learning



**Work creatively to ensure a broad and comprehensive safeguarding adults training offer is available to all professionals, staff and volunteers. Quality assure and evaluate the training offer and through a multi-agency trainer network.**

Course content

Effective resources

Trainer's performance



### Measuring our Effectiveness



Audit activity

Assurance reporting

Self-assessment Audit and Actions

SAB Challenge Sessions

Impact Measures

SAB Annual Report

# Partner Statements

## Durham County Council Adult and Health Services

Durham County Council Adult and Health Services (AHS) work closely with partners to respond to safeguarding concerns under the legislative framework. Social Care Direct screen all referrals made to the Council assessing levels of risk to decide the most appropriate response. Safeguarding enquiries are either managed by Social Workers at Social Care Direct, passed through to Social Workers in specialist or Locality teams or escalated to AHS's Adult Protection Team depending on the response required. AHS staff will often co-ordinate the safeguarding response with partner agencies. AHS teams provide support to independent care providers to promote best practice and a preventative approach to safeguarding as well as responding to concerns about establishments.



### **Key achievements:**

The Supporting the Provider Market Project continues to share good practice guidance with Providers on a regular basis via their Guidance and Practice (GAP) electronic Bulletin. This includes signposting to latest developments, updates and training. DCC safeguarding staff also gave a presentation and provided information to the provider forum.

AHS and DCC Commissioning contributed to the board development day focussed on provider assurance.

DCC safeguarding staff engaged in a service away day with guest speakers covering safeguarding in relation to the Office of the Public Guardian, the Intermediary Service, Department of Work and Pensions, self-neglect and mental capacity. Managers have also held sessions across teams in the service for staff to develop relationships and develop understanding of roles.

Integrated Mental Health services have a planned move towards screening all safeguarding enquiries passed to them via the new Access Hub. There will be the one central point to provide a consistent response to triage referrals for new and existing service users.

Durham has appointed a lead for the implementation of Liberty Protection Safeguards.

The new Adult Care recording system, Azeus Care, is planned to be in place in 2021 and has been designed to capture more data in relation to safeguarding allowing the service to better understand, through reports, the nature of the safeguarding issues present in the county.

The service has responded to the concerns raised by the abuse uncovered at Whorlton Hall by:

- Reviewing the way that we manage safeguarding concerns raised about people from outside of County Durham who are placed in care establishments in our county;
- Having a dedicated project team review the care and support arrangements made for some of our most vulnerable service users with learning disabilities including those who are now living outside of the county;
- Commissioning an independent report into DCC's safeguarding activity.

**Areas of good practice identified:**

DCC's Principal Social Worker for Adults continues to maintain close links with Durham County Carers Support and co-ordinated an information session, provided guidance and a follow up session in relation to Safeguarding which addressed specific issues raised and was well received.

**Areas of challenge moving forward into 2019/2020**

In 2020/21 the service will:

- carry out a complete review of agency safeguarding procedures
- fully embed the recommendations of the independent report through transformational change in the service
- Adapt to new ways of working in response to Covid-19 including the challenge of ensuring that service users' voices continue to be heard

## Durham County Council Housing Solutions



Housing Solutions have responsibility for delivery the statutory homelessness duty for County Durham under the Homelessness Reduction Act 2017. Housing Solutions aims to:

Provide advice on a range of housing issues, from landlord disputes to homelessness

- ✓ Assist with improving properties, empty properties and housing management standards
- ✓ Help clients to access a home
- ✓ Enable clients to stay at home and live independently

Housing Solutions work with a range of partners both internally (within DCC) and external agencies to deliver the service aims as well as the Homelessness and Housing strategies for County Durham.

### Key achievements:

- **Performance, Quality and Governance.** Provided a Housing Solutions specific assurance report to members of SAB Performance and Governance subgroup and agreed Housing specific performance indicators to be included in the SAB performance scorecard.
- **User/Carer Voice and Awareness Raising** Housing Solutions held a stall at safeguarding week to showcase work undertaken by the service in supporting some of the most vulnerable in society into accommodation. Housing Solutions consider views of service users and regular feedback from frontline officers regarding best practice and barriers in a safeguarding context are fed back to our Strategic Support team.
- **Learning and Improvement** Various networking was undertaken with adult social care teams to improve joint working within frontline homelessness teams and adults – a number of presentations were delivered and opportunities to shadow teams explored. The potential of a review into Homeless Fatalities in partnership with SAB business unit was also explored.
- **Prevention and Early Intervention** Housing Provider Safeguarding Partnership and Safeguarding Leads (within Housing Solutions) continue to meet and share best practice, ensuring safeguarding is embedded consistently throughout housing in County Durham. Peer challenge and self-assessment audits are explored at these meetings and reported on to Housing Solutions management team to provide assurance that staff are aware of their responsibilities and acting in accordance to these.

### **Areas of good practice identified:**

Following the Q1 assurance report from Housing Solutions to SAB there has been a greater focus on how the service are recording safeguarding concerns as well as where there are gaps in provision and partnership working. The report and subsequent PIs have allowed for the service to greater examine the quality of identification/referrals as well as any training need.

### **Areas of challenge moving forward into 2019/2020**

- To further strengthen working relationships between Housing and partner agencies.
- Improve joint working between adults and housing where adults working with Housing Solutions display complex needs and require multi agency response but do not meet adult safeguarding criteria.
- To introduce a review process for homeless fatalities and learn lessons from previous (where not rough sleeping/subject of SAR.)

### **NHS Clinical Commissioning Groups\***



The 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. NHS North Durham (ND) and NHS Durham, Dales, Easington and Sedgefield (DDES) CCGs (\*merged to become NHS County Durham CCG from April 2020) are committed to the safeguarding agenda and work closely with provider organisations to ensure that assurance is sought regarding robust systems and processes.

### **Key achievements:**

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 2019/2020. 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. Specified authorities; North East Ambulance Service, Tees, Esk and Wear Valley Mental Health NHS Foundation Trust and County Durham and Darlington NHS Foundation Trust report information to the CCG on a quarterly basis.

The CCGs continue to work primary care colleagues to raise awareness through primary care practice development sessions, including safeguarding lead sessions which have been held throughout 2019/2020. Topics included;

- General Safeguarding updates
- Guidance from the General Medical Council on Mental Capacity Assessments/Best Interest Decision making
- The role of the Safeguarding Adults Board
- Preparations for CQC visits to GP Surgeries
- Risk Threshold Tool for referrals
- GP input into the Multi Agency Public Protection Arrangements process
- Case Scenario discussions around Mental Capacity Assessments, Best Interest Decisions, Court of Protection and Sharing of Information
- Modern Day Slavery updates
- Self-Neglect

**Areas of good practice identified:**

The CCG has continued to work with key partner agencies to ensure effective implementation of the RCN “Adult Safeguarding: Roles and Competencies for Healthcare Staff”. This will ensure continual effective, up to date training is available across health services.

**Areas of challenge moving forward into 2019/2020**

- Developing robust processes for the CCG in relation to the Liberty Protection Safeguards system for the CCGs
- Effective implementation of the “Safeguarding children, young people and adults at risk in the NHS: Safeguarding accountability and assurance framework” NHS England 2019
- Ensuring that the CCG safeguarding function is adaptive in response to the Covid-19 pandemic and that virtual working is taken forward in an effective manner.

## 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.

The ethos of Durham Constabulary is that 'Safeguarding is Everybody's Business' and not just the sole responsibility of Safeguarding teams.

The constabulary has a strong commitment to work with partner agencies to protect vulnerable people. This allows it to:

- Give vulnerable people a service that meets their specific needs;
- Manage offenders who pose the greatest risk and threat; and
- Provide diversionary schemes to reduce re-offending.

### **Key achievements:**

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.

The force has been conducting rolling programmes of training activity for the last 18 months entitled 'Do it Right, Do it Well', and 'Do it Well, Do it Better' and 'Safeguarding First.' This training which focuses on high quality investigation, and the principle of 'getting it right first time' also incorporates key safeguarding messages.

Durham Constabulary understand the importance of joint working and continue to work with partners to protect neighbourhoods.

Initiatives such as Familiar faces have ensured we work together to understand how best to deal with some of our most vulnerable adults.

Durham Constabulary continues to work with the street triage team ensuring robust pathways are in place to ensure early access to appropriate support for vulnerable people with mental health and complex needs.

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.

Durham Constabulary has been awarded 'Outstanding' by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

**Areas of good practice identified:**

The force recognises that effective management of risk around repeat vulnerable victims is key and we are proud of our culture of problem solving and continuous improvement in this area.

- Our victim-focussed investigations continue to gain praise. We listen to victims, identify their vulnerabilities early and supported them through the process.
- A focus around vulnerable adults who are often repeat victims and/or repeatedly call for service by using the Vulnerability Intervention Pathway (VIP) which is a dynamic service working with adults with needs that require multi-agency support.
- 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)
- The Peer Mentor Scheme is an innovative approach to providing peer support to vulnerable people to assist in keeping them safe.
- Our organisation has been graded as 'Outstanding' by HMICFRS.

**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.
- Modern Slavery and Human Trafficking (MSHT) and Child Sexual Exploitation and Abuse (CSEA)
- In recent weeks, Durham Constabulary has linked with wider statutory partners in response to the Coronavirus (CV-19) pandemic, this has included offering assurance of business continuity with safeguarding adults as a priority. In the coming months, we will be exploring and supporting the LSAB with its recovery phase as a result of CV-19.

## Tees, Esk and Wear Valleys NHS Foundation Trust



Tees Esk and Wear Valleys NHS Foundation Trust 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:**

The Trust has maintained a high level of compliance over 2019/2020, training compliance: Safeguarding Adults Level 1 = 95% and Level 2 = 94%. The Level 1 training package has continued to incorporate both adult and children material to embed the Think Family approach. The future model will be in line with the intercollegiate guidance.

Domestic Abuse Training has not been mandatory in the Trust however the Safeguarding team have been advertising and promoting the Domestic Abuse training to increase compliance. Level 3 for safeguarding children which requires a yearly update focused over the past year on domestic abuse inclusive of the whole family. It has been agreed however going forward that the joint training package will incorporate Domestic Abuse training and will be required every 3 years. This will provide a minimum level of awareness in order for clinicians to have competency to refer into MARAC when required. The Safeguarding team are still able to deliver bespoke training in teams when required.

### **Areas of good practice identified:**

The Trust has held its first Carers Conference which was very well received. This will now be an annual event and it will continue to collate and report monthly data via the Family and friends test to NHS England and local reporting arrangements.

The Trust has been awarded 2 gold stars from the Carers trust in recognition that Carers are an equal partner along with professionals in their relative's recovery process.

The Trust refocused on the delivery of Domestic Abuse training by incorporating it into the level 3 Safeguarding Children's module and has seen a significant increase in compliance.

#### **Areas of challenge moving forward into 2019/2020**

The Trust has agreed a model for safeguarding training in line with the Intercollegiate Guidance. The challenge is to agree how best to deliver the requirements in the most effective and efficient way.

## **County Durham and Darlington NHS Foundation Trust**

County Durham and Darlington NHS Foundation Trust (CDDFT) continue to be the largest provider of integrated acute and community health services across the North East, we have a talented workforce of over 8000 colleagues, making us a major employer in the North East region.

#### **Key achievements:**

CDDFT maintain close working relationships with the Local Authority and with partner agencies to safeguard adults. In recent months with the challenges facing the Trust and in response to the Coronavirus pandemic those relationships have been pivotal. We have continued to work effectively to provide advice and support to adults at risk, evidenced by our ability to maintain a safeguarding adult lead and mental capacity act lead within the service despite unprecedented circumstances as a result of the pandemic. We have continued with our engagement and participation with wider risk partnerships that cover domestic abuse and public protection arrangements.

CDDFT are committed to providing individualised protection and care interventions in line with making safeguarding personal principles.

#### **Areas of good practice identified:**

CDDFT support the work of the SAB and participate in each of the working groups as well as its wider task group activity. Working to support and deliver the SAB strategic priorities.

Throughout the year CDDFT have looked to improve several safeguarding related areas which included improving our responses to any patient incidents and ensuring our workforce embed the learning from those incidents. We ensured additional resources were in place for adults at risk through Independent Domestic Violence Advocacy and gained funding from the Domestic Violence and Sexual Exploitation Executive Group (DASVEG) to maintain these services for another year. This year saw our first 'safeguarding annual conference' and the focus was on domestic violence and the effect on individuals and the wider family. The event was attended by 145 candidates and evaluated very well highlighted by comments below:

- "Particularly benefitted from session by Zoe helping to raise self-awareness around personal perspective on victims helping me to understand why they are unable to leave"
- "Informative Conference relevant and useful to my job role."

We have always aimed to ensure that all our staff are competent, knowledgeable and skilled in meeting our expected standards for safeguarding adult practice. We have identified a 3-year training plan which focusses upon safeguarding and achievement of the training target that we projected by the end of 19-20. That plan encompasses the competencies needed by our staff to deliver effective safeguarding, and it remains a key focus of our staff supervision to help us to support our workforce in meeting those standards

We work closely with the local SAB to deliver those plans and continue to liaise with our Local Authority colleagues in undertaking and supporting safeguarding enquiries. Guiding our staff with policy and procedures to ensure safeguarding responses are robust. This year we were pleased to achieve outstanding practice for end of life care and Good overall from our recent CQC inspection. As a Trust we continually aim to meet good levels of care for all our patients.

### **Areas of challenge moving forward into 2019/2020**

Looking ahead we will continue to support the SAB accessible training whilst delivering our own in-house high-level training in new ways given the limitations that Covid-19 presents.

We will continue to monitor and update our services in line with statutory implementation and national recommendations, and key policies have been reviewed this year such as Adult Safeguarding arrangements. A key component has been review of Safeguarding Adults Supervision arrangements. We have maintained an active programme throughout the year to monitor compliance with key policies. What the results indicate

is that staff have a good understanding of the key principles. However, the results show that there are sometimes inconsistencies with applications and nuances of the legislation. Therefore, this remains an area of continued concentration, so a key area of focus next year is the move to Liberty Protection Safeguards. We will continue to embrace innovative practice and further develop new ways of working as we address and emerge from the Coronavirus pandemic and in line with the SAB vision.

We continue to benefit from our relationship with the SAB and from working collaboratively to ensure adults and those most vulnerable remain safe and are prevented and protected from abuse and neglect in line our standard ways of working into 2020-2021.

## County Durham and Darlington Fire and Rescue Service

County Durham and Darlington Fire and Rescue Service (CDDFRS) have the statutory responsibility to target resources on individuals or households who are at the greatest risk of fire in the home, those most likely to engage in arson or deliberate fire setting and on those non-domestic premises where the life safety risk is greatest.



The Service is also expected to develop partnerships to support risk reduction services to those identified as vulnerable, including from exploitation or abuse, and wherever possible to share intelligence and relevant risk data. Partnerships support the delivery of the Service vision to have the 'safest people, safest places, wherever people live, work or visit County Durham and Darlington.

### Key achievements:

- All staff have completed the level one training through an electronic learning package, and a number of middle managers have completed the level two training.
- All safeguarding information and materials are available to each appliance through an electronic mobile data terminal and each flexible duty officer has the same access to hard copy information through a safeguarding pack provided by the community safety team.
- Internal service documentation on safeguarding (policy and supporting procedures have been reviewed)
- Access to information through the Service website has also been reviewed and is available at this link:  
<https://www.ddfire.gov.uk/safeguarding>

- Tablets to support the delivery of safe and wellbeing visits were introduced during 2020. Each tablet has the NHS safeguarding app (<https://www.england.nhs.uk/safeguarding/nhs-england-safeguarding-app/>) available to ensure that crews have access to all safeguarding information at the point of service delivery. All appliance mobile phones also have access to the NHS safeguarding app.
- In the 2018/19 reporting year CDDFRS made 27 safeguarding referrals and in 2019/20, 17 referrals were made.

#### **Areas of good practice identified:**

In 2019, Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspected County Durham and Darlington Fire and Rescue Service, including an assessment of how effective the fire and rescue service is at keeping people safe and secure from fire and other risks? In response to this area of the inspection, HMICFRS awarded CDDFRS a 'good' outcome and made the following comments in the Services' outcome report:

- The service is good at preventing fires and other risks. It is clear about how it prioritises its work, and its community safety strategy focuses on prevention activity. Both specialist prevention and operational staff understand safeguarding practices well. It is particularly good at making considerable numbers of safe and well visits
- Both specialist prevention and operational staff have a good knowledge of safeguarding practices. Staff we spoke to had completed their annual online training and were confident about identifying safeguarding concerns and making referrals.
- Staff were confident at recognising and dealing with safeguarding concerns, both at operational incidents and during day-to-day activities. They were able to explain how they would refer people to other organisations, such as social services, if needed.

#### **Areas of challenge moving forward into 2019/2020**

Challenges through the 2020/21 year include:

- 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.

- Ensuring that the awareness of safeguarding policies and procedures remains at a high standard for staff at all levels of the Service and is recognised by HMICFRS during future inspections.

## Durham Tees Valley Community Rehabilitation Company

Durham Tees Valley Community Rehabilitation Company is a not for profit provider of Probation Services.



The organisational span covers the following localities:

- Redcar and Cleveland
- Middlesbrough
- Stockton
- Hartlepool
- Durham
- Darlington

Currently we supervise around 4,000 service users who are identified as low and medium risk of harm to the public. We work in partnership with key statutory and third sector organisations to assess, protect and change the behaviour of those we supervise.

### Key achievements:

**Prevention and early intervention** – we engage with two diversion schemes to identify those suitable for early intervention and **diversionary activity. This avoids further criminalisation of vulnerable people wherever possible.**

**Engagement and communication** – we regularly use a self-assessment tool in our working assessments of service users and take this into account when producing a sentence plan. We have undertaken work to build an intervention for females utilising their views and opinions to inform the programme. We have a number of service user groups that also help to inform practice and engagement around keeping people safe.

**Performance and Governance** – over the last financial year we have been inspected twice by HMIP – a full inspection and a thematic around accommodation. There have been considerable improvements in our practice and performance. One of the catalysts for this has been the creation of our quality assurance team and quality assurance framework (QAF) who undertakes case audits every quarter (75 cases). Key to the work of the QAF is 'keeping people safe,' and we have undertaken considerable training and development events with the operational staff group. These include, domestic abuse training, safeguarding, trauma informed interventions and promoting resilience to deal with difficult situations.

**Learning and improvements** – focus has been on upskilling and refreshing all operational staff on risk management, multi-agency working, learning from serious reviews.

We have produced a lessons learned 7-minute briefing from these reviews which are discussed at team meetings and placed in our intranet. We have planned, in the latter half of the financial year specific training that outlines key issues from serious reviews. We also have training associated with dealing with disguised compliance, resistance and undertaking purposeful work – all areas that consistently appear factors in our serious reviews.

**Areas of good practice identified:**

As aforementioned, we have been inspected twice over this financial year. Once as a full agency inspection and most recently as part of a thematic. Both inspection results are not at the point of being public knowledge, however our full inspection feedback notes considerable improvements with our practice overall. Specifically, in relation to risk and safeguarding there has been significant increases in scoring, however there is still much work to do and DTV CRC remain committed to upskilling and refreshing all operational staff in risk management and safeguarding. This is planned over the coming 12 months with a number of events:

- Working with domestic abuse
- Domestic abuse 121 intervention for survivors and perpetrators
- Motivational interviewing training
- Cognitive behavioural training
- Trauma and traumatic bonding
- ACES

### **Areas of challenge moving forward into 2019/2020**

- Reintegration of all probation services into the National Probation Service – June 2021. This is a significant operational and organisational change. CRC staff will become Civil Servants.
- Ensuring staff are well prepared, trained, confident and enthusiastic in and amongst massive organisational change. Delivery of intervention remains and continues to build on the improvements noted at the most recent HMIP, whilst working with significant organisational change.

### **Durham Community Action**



Durham Community Action (DCA) is a well-established charity that has been providing support to communities across County Durham since 1935. With a long history of delivering successful projects, our work includes giving advice, support and training to individuals and community/voluntary groups county-wide. A significant area of our work is supporting volunteers and the activities and community buildings that they run.

#### **Key achievements:**

DCA had developed a VCS Safeguarding Group which meets on a bi-monthly basis sharing safeguarding issues relevant to the voluntary sector and also learning and training from the Board.

Durham Community Action have also recently been successfully received funding as part of a regional partnership- "Safer Culture North East" offering free safeguarding training and support to voluntary and community groups through resources available nationally at NCVO and an online toolkit.

#### **Areas of good practice identified:**

VCS Safeguarding Group provides a platform for those voluntary organisations delivering support and services to vulnerable client groups and unpaid carers to raise issues and share experiences around safeguarding.

### **Areas of challenge moving forward into 2019/2020**

- Reach out to smaller voluntary groups
- Make safeguarding resources and information accessible across the voluntary and community sector



## 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.

### **Key achievements:**

NPS has worked closely with Safeguarding Adults throughout the year. A particular example of this is within the Multi Agency Public Protection Arrangements (MAPPA). Both the Board and adult services are represented on the Senior Management Board and Adult Services also sit on the panels. The safety of any vulnerable adults is always considered in MAPPA meetings and adult services are encouraged to contribute to quality assurance exercises.

### **Areas of good practice identified:**

Service User Involvement has been a key priority for the NPS this year. A regional Service User Forum has been established. In addition, local Service User Groups have been developed. This has helped to inform practice and as a direct result of local feedback the use of Citizenship Cards has been introduced and funded by the NPS in the region. These assist Service Users to apply for benefits and open bank accounts.