

Safeguarding Adults Annual Report 2016/2017



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Working with The Safe Durham Partnership *Altogether safer*

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Message from the Chair



As Independent Chair of the Durham Safeguarding Adults Inter-Agency Partnership Board I would like to thank you for taking an interest in our work and this annual report. As Chair, I have continued to review the work of the Board with independence, ensuring that all partners are able to evidence their progress against our vision.

This report, I hope will offer an insight into the work undertaken over the last year and the progress made since our last report in 2015 – 2016. I hope it demonstrates the openness and transparency with which our Safeguarding Adults Board (SAB) operates.

Each year as part of our continual review we undertake a stocktake of our achievements and challenges. Partners of the SAB are continually working within a challenging climate, so this year, the SAB took the time to consider its direction. We gave particular emphasis to how we can further support individuals and wider communities to keep themselves safe. Empowering and supporting individuals when they may need access to safeguarding services is a vital element of partnership working, and ensuring 'proportionate and good outcomes' for people is what we should do in line with our vision.

Prevention and early intervention are key areas that the SAB wish to take forward into 2017 – 2018. Our partners, councillors and wider communities all have a part to play in achieving that and in continuing to ensure people remain safe from abuse and neglect in Durham.

Over the last year we have strengthened our consultation and involvement with the local Healthwatch, and have improved our quality assurance processes to measure the effectiveness of what we do, and identify improvements. We will continue to monitor and question instances of poor service provision and service quality through our board reporting arrangements. This annual report should have prominence on each core member's website and be made readily available to other agencies. As Chair, I wish to thank everyone involved for their continued commitment this year and into the year ahead.

Jane Geraghty, Independent Chair

Messages from service users, carers and advocates

Effective safeguarding should always place the adult at the heart of what we do. Ensuring adults are empowered and supported to make their own decisions is essential whenever a safeguarding concern is raised. This should be our primary goal. In 2016 – 2017, we continued to explore the views of adults at risk and carers who received safeguarding responses, we also asked the advocates acting on their behalf what they thought of safeguarding practice.

“The Adult Protection Officer and Case Worker were professional throughout, we felt what had happened to our father was taken seriously and investigated thoroughly”

“Individuals were met on a one to one basis within their own home or familiar surroundings taking into account their needs”

“We always felt that the process focussed on the needs of the clients and they were involved as much as possible in the process”

Making Safeguarding Personal was a key area of focus in 2016 – 2017, strengthening engagement and participation with adults and carers. Over the latter part of the year, a user/carers engagement forum led by our lay members has begun to take shape.

Our local Healthwatch is supporting the work of the SAB in 2017 – 2018, by undertaking independent consultation activities with specific groups Gypsy Roma Traveller (GRT) and Carers. The SAB is keen to seek the views of wider communities on its future work plans.

Our work

Since moving to a statutory footing, the SAB has a key role to assure itself that our partners and our local safeguarding arrangements are working harmoniously to protect adults in our area. We do this through our Board activity. The SAB continues to be supportive of the County Durham Sustainable Community Strategy for an **Altogether Better Durham** by 2030.



Our strategic plan for 2015-2018 outlined our priorities and how we aimed to achieve them and encompassed:

The promotion of health and wellbeing for adults with needs for care and support, and carers.

Communicating and engaging with wider agencies and communities of interest to help to make adults safer, and ensure the 'voice' of adults is heard.

Complying with local policy, monitoring that compliance and measuring its effectiveness.

Reviewing and analysing safeguarding activity across our partnership to identify and action improvements.

We also ensure that we:

- Monitor the impact **safeguarding training provision**;
- **Maintain and strengthen our links and reporting to relevant forums**, such as, the Local Safeguarding Children Board, Safe Durham Partnership, Health and Wellbeing Board and Overview and Scrutiny Committees;
- Work in cohesive and collaborative ways with statutory and non-statutory partners;
- Regularly **review** our **governance arrangements** and check we are meeting our statutory obligations.

Adults we support

Any adult with needs for care and support, who is experiencing, or is at risk of abuse or neglect, and as a result of those care and support needs is unable to protect themselves from either the risk of or experience of abuse or neglect.

The local authority has a statutory duty to undertake safeguarding enquiries for all adults who meet the criteria shown above. The SAB by working together in collaboration with partners supports the local authority to achieve that duty.

Why we do it

The SAB aims to support all partners to keep adults at risk safe, and to meet statutory obligations. We promote collective accountability in all that we do, working together to prevent and stop all forms of abuse or neglect happening wherever possible.

Self neglect DISCRIMINATORY Modern slavery
PHYSICAL Domestic Violence/Abuse FINANCIAL
Organisational Sexual Neglect/Acts of omission
PSYCHOLOGICAL

SAB working arrangements

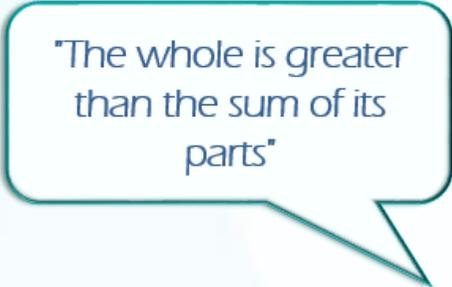
The [Care and Support Statutory Guidance](#) describes the main objective of the SAB as “to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area” who meet the safeguarding criteria as set out in the Care Act 2014.

Following a review of its governance arrangements in 2015-2016 the SAB agreed a set of actions to take forward to strengthen its arrangements. A number of actions were completed which included:

- Improved connectivity with sub-group chairs by meeting with the Independent Chair on a quarterly basis;
- Held ‘peer challenge clinics’ in September 2016, following self-assessment by partners;
- Revised multi-agency performance data that is reflective of partnership working on a quarterly basis;
- Partner submissions of ‘impact measures’ during a regional radio campaign reported to SAB in January 2017;
- The SAB held an annual event in September 2016 commissioned by the Association of Directors of Adult Social Services, North East (ADASS, NE). Following an evaluation of the event, ADASS NE made some recommendations to the SAB. A full update was provided to the SAB in January 2017.
- Strengthened links with the local Healthwatch bringing independence to user/carer survey feedback activities.

SAB membership

The Care Act 2014 specifies that each SAB should have three core members, the local authority, clinical commissioning groups (CCGs) and the police. The SAB is made up of a wider membership, individual partner statements are outlined at the end of this report.



“The whole is greater
than the sum of its
parts”

SAB meetings

SAB meets on a quarterly basis, and continues to report upon the attendance of partners on a six monthly basis to the SAB providing evidence of the commitment of its members.

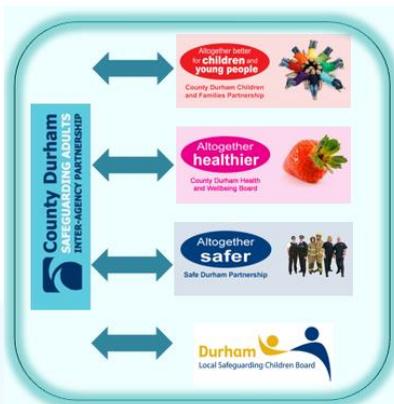
Independent chair engagement

The Independent Chair continues to meet regularly with the County Council's Chief Executive, Corporate Director of Adult and Health Services, and Chief Officers of the Clinical Commissioning Groups, NHS Foundation Trusts and Police. This forum offers further opportunities for challenge at the most senior level.

The Chair takes an active role in meeting partners of the SAB individually and engaging in a variety of board activities. In 2016 – 2017 the Chair attended a focus group of Her Majesty's Inspectorate of Constabulary, as well as Safeguarding, Care Act You and Mental Capacity Act training.

Agency	Number of Meetings
Durham County Council – Director of Adult & Health Service	1
Durham County Council Adult & Health Services Board Representatives	1
Durham County Council Adult Protection Lead Officer	2
Durham Constabulary	2
Lay Member	3
Healthwatch	1
Durham County Council – Housing	1
Durham County Council Chief Executive and Chief Officers (See opposite)	2
County Durham & Darlington Fire and Rescue Service	1
Her Majesty's Prison Service Board Representative	1
Named GP	1

SAB relationships

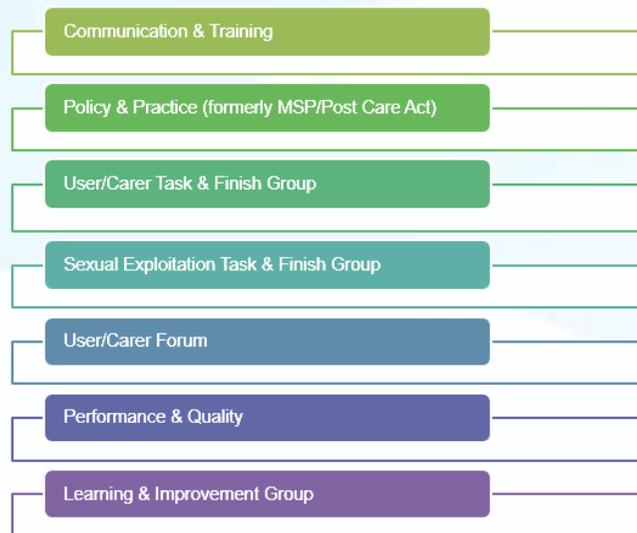


The SAB continues to build and strengthen its linkage with other partnership boards. Not only is this key to ensuring effective safeguarding arrangements are in place, it is also essential in establishing efficient and collaborative arrangements, to meet our shared aims of prevention and early intervention.

Key 'safeguarding adult' messages and raising the profile of the SAB were delivered as part of 'learning lessons' events coordinated by the Local Safeguarding Children Board (LSCB) in October 2016 through joint working between the two boards following the learning and key actions related to adults from a serious case review.

Sub-groups

Our sub-groups continue to play a pivotal role in driving forward the work of SAB and its functions. For 2016-2017 the sub-groups were as shown below.



Notably, during this reporting period, the Making Safeguarding Personal (MSP) and Post Care Act task and finish group disbanded. Following significant progress, it was agreed that MSP should be embedded across all work streams of the SAB. A policy and practice group was reformed to take forward any outstanding actions. This year has also seen the formation of a user/carer forum, led and chaired by a lay member. The group is making progress in developing ways to consult and engage with users/carers in the work of the SAB. Demonstrating and evidencing that 'user/carer' voice is at the heart of everything we do, is a priority for the SAB. In addition, our last report noted that we would take forward an adult sexual exploitation task and finish group, its remit is to establish the nature of the problem in our locality and to identify the most appropriate pathways for support. The SAB in 2016 – 2017 had seven working groups in place inclusive of short life working groups. All groups working towards action plans to support the SAB in meeting its objectives. All of these groups were represented by a variety of key stakeholders. Contributions from partner organisations and public representation has continued to enhance the quality of the work undertaken.

National and local updates

Since the implementation of the Care Act 2014, an increase in safeguarding reports has been evident across many local authority areas. This may be as a direct result of the new statutory duties for safeguarding adults imposed by the Care Act. Within its remit the SAB must assure itself that it continues to remain informed of changes to practice, national and local developments and legislative updates.

- ADASS continues to strengthen and champion a personalised approach to the safeguarding of adults. Making Safeguarding Personal (MSP) was first introduced in 2010, and since then a number of key reports and guidance have been published. Research in Practice for Adults (RiPfA) published an evaluation report in 2015 for MSP. ADASS commissioned a temperature check as a result and published its findings in 2016. The Durham SAB will continue to review progress on its recommendations to inform its future plans and activities.
- Ensuring the wider multi-agency workforce is equipped with the necessary skills and knowledge plays a key part in ensuring safeguarding arrangements are effective. In the year ahead, the SAB will address a number of training requirements highlighted from its training needs analysis. Self-neglect in the context of safeguarding will be one such programme in order to ensure that the wider multi-agency workforce is competent in addressing and supporting adults who self-neglect. It will explore and inform the wider workforce of the legal frameworks that can be accessed, the links to safeguarding adults, and will draw upon the learning from Safeguarding Adult Reviews nationally.
- In March 2017, a [press release](#) highlighted the rise in financial fraud in particular scams being carried out, and groups targeted. The article informs of future training activities for staff working in banks/building societies. The [Care and Support Statutory Guidance \(2016\)](#) makes clear that SABs must understand the different concerns of the various groups that make up their local communities. In the year ahead, the SAB have agreed to place focus upon financial abuse as part of its preventative work, for example by hosting a multi-agency event aimed at a range of professionals including financial services staff, police, trading standards and service providers.
- The [Law Commission](#) undertook a review of the Deprivation of Liberty Safeguards (DoLS) and the Mental Capacity Act published its findings together with new draft legislation in March 2017.

Board assurance 2016-2017

In 2015 – 2016 we reported that the SAB would strengthen its reporting and assurance arrangements. Over the last year the SAB has received a range of reports and presentations from partners in relation to adults and the potential links to safeguarding, below are some examples:

- Durham Constabulary delivered a presentation on child sexual exploitation and how this links to adults with care and support needs. Research data was provided and suggested next steps for the SAB. A working group is in place to explore sexual exploitation of adults.
- NHS England Learning Disability Network (Cumbria and North East) provided information on the work of a steering group in understanding premature mortality.
- Durham County Council Consumer Protection told us about their work in relation to doorstep crime and scams. This will be an area of focus for the SAB given the links to financial abuse.
- Durham County Council Public Health updated about of the work being undertaken in relation to suicide prevention in Durham. A number of training events for suicide prevention in 2016 – 2017 were planned.
- North Durham, and Durham, Dales, Easington and Sedgefield Clinical Commissioning Groups provided an update of the local policy for the Management of General Practitioner Professional Performance and links to local safeguarding arrangements.
- County Durham Partnership Board gave a presentation highlighting the positive impact of partnership working in Durham. It highlighted the opportunities for improved working across all partnerships.

As part of its agreed reporting mechanisms the SAB receives partner activity reports which offer a level of assurance of the safeguarding activity of partner agencies. These arrangements encourage working with openness and transparency and offer all partners the opportunity to engage in meaningful dialogue and challenge about each agency's contribution to the work of the SAB. In this reporting period, the SAB received service assurance updates from the following partners:

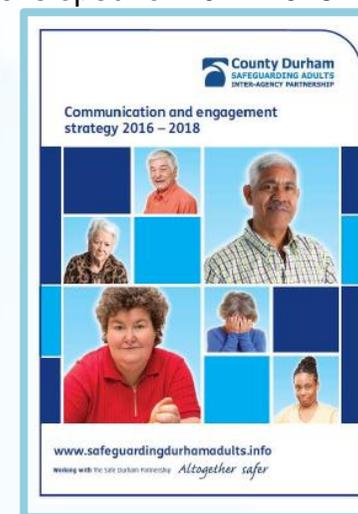
- Her Majesty's Prison Service
- North Durham and Durham, Dales, Easington and Sedgefield Clinical Commissioning Groups
- Tees, Esk and Wear Valleys NHS Foundation Trust
- County Durham and Darlington NHS Foundation Trust
- Durham Constabulary

What we have achieved in 2016 – 2017

Each year the SAB reviews its strategic priorities against a 3 year plan. In 2015 – 2016 we reported upon the actions to be taken forward by our sub-groups as part of our refreshed strategic plan in line with our seven priorities (see opposite). In March 2017, the SAB held a development session delivered by an external facilitator. Recognition was given to the SAB for the significant progress that has been made since March 2016. A snapshot of our key achievements are outlined below.

We said we would...

- Revisit and revise the format of the performance report and incorporate partner data. We submitted the first revision to our scorecard in January 2017.
- Refresh the annual self-assessment tool to include MSP for partners to complete. Partners completed their self-assessments in August 2016.
- Plan inter-agency challenge events on an annual basis to peer review self-assessment tools. We held our peer clinic in September 2016.
- Distribute and analyse a Training Needs Survey (over 400 responses received) to establish a baseline for development of the multi-agency training strategy. A Training Strategy has been developed for 2017-2018.
- Expand upon the success of a previous national award winning regional radio campaign to reinforce key messages for safeguarding adults. Raising awareness of how to report abuse and neglect. There were 1,333 website page views compared to 129 for the same period in 2015. The SAB coordinated and submitted a regional report to ADASS NE with evidence of its impact.
- Launch a Communication and Engagement Strategy and recently issued a second edition.
- Complete a range of actions identified from our governance review in July 2016.
- Hold a SAB annual event. An event commissioned by ADASS NE, with a focus upon Care Act 2014 responsibilities for the SAB took place in September 2016. An evaluation and recommendations were produced and presented to SAB in January 2017.
- Monitor outcomes in line with national changes specifically in relation to whether risk is reduced, removed, or remains as a result of a safeguarding enquiry. This is to ensure the analysis of qualitative information captures the autonomy of individuals/choice and control in line



with MSP and the Care Act 2014. We undertook an audit of cases for 'risk remains' and 'self-neglect' and have highlighted some key learning points for future audits.

- Monitoring and evaluation of the impact of training to be included in an annual Training Report that illustrates and evidences wider workforce knowledge. The SAB agreed that report in July 2016.
- Rollout of an Advocacy survey to establish an illustration of advocacy views on safeguarding processes and achieving outcomes. The SAB received the findings of the survey in January 2017.
- Work with commissioners to develop safeguarding elements for provider self-audits. Safeguarding standards have been completed, and future updates of progress and findings are scheduled for 2017-2018 from commissioners.

We need to continue our work...

- In developing and improving upon our performance reporting to ensure it is fully reflective of multi-agency working and incorporates prevention and early intervention.
- In gaining the 'voice' of user/carers to inform our work and identify improvements. We will do this by building upon the work progressed in 2016-2017 to develop a user/carer forum. The forum will encompass the voice of adults and carers to inform future practice. We will continue to maintain our links with Healthwatch who will act independently to support our survey activities.
- In seeking feedback on our strategic plans and priorities by consulting with Healthwatch, the wider workforce and communities of interest.
- In continuing to work closely with the police in the development of performance reporting requirements to measure how well we are doing in relation to access to justice for adults and carers who have experienced abuse or neglect.
- In further developing bespoke audit activities, inclusive of thematic audits that can support preventative strategies.
- In identifying the prevalence and need of adults who may be sexually exploited and to develop the most appropriate pathways to support adults at risk of sexual exploitation or trafficking.
- To commission a 'peer review' of the SAB within this reporting period as outlined in our 2015-2018 strategic plan.

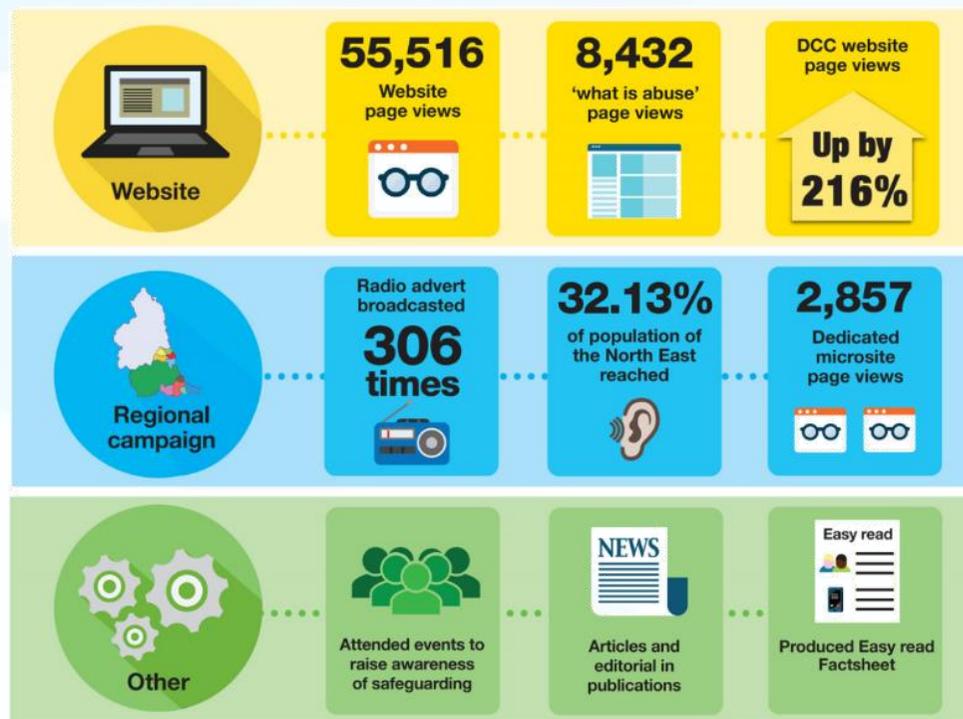
How we made a difference in 2016 - 2017

Raising awareness

The SAB has promoted safeguarding of adults through a range of activities over the last year. The illustration opposite notes some key successes.

Raising awareness of safeguarding adults has taken place at a number of events over the last year, coordinated by our partners or partnerships this included:

- Cyber-crime events
- CCG Patient Reference Groups
- Public Awareness Events
- Fulfilling Lives Event
- Big Tent Event
- Holocaust Memorial Event
- International Women's Day



The SAB issued its first newsletter in Spring 2016, publishing each quarter since. We have raised awareness of a range of key issues, including the Prevent Agenda, aimed at preventing adults being drawn into terrorist activities, Access to Advocacy, Be Fraud Aware and Beat the Scammers (Age UK). Partners of the SAB have a dedicated space in the newsletter each quarter to raise the profile of their own organisation work and key initiatives. To date, County Durham and Darlington NHS Foundation Trust, and Tees, Esk and Wear Valleys NHS Foundation Trust, Durham County Council Housing Solutions have included updates.

The following case studies illustrate how safeguarding processes in County Durham have made a real difference.



Mr D is an older man who lives alone with no family support. As a result of a Trading Standards initiative it was identified that Mr D had possibly been a victim of a postal scam. This happened over a 12 month period and resulted in excess of £1000 being taken from his bank account.

A capacity assessment was undertaken for Mr D who was reluctant to believe he was a victim of scams. The assessment determined Mr D was unable to manage his finances without some support. An interim order was put in place to support Mr D with management of his finances and reduce further risk.

Information was shared with the police to help them to investigate. There were a number of agencies involved in safeguarding Mr D and his financial situation, including access to an advocate to support his best interests. Mr D continues to be supported by agencies and the positive outcome was the significantly reduced risk of further money being fraudulently taken from his bank account by working in partnership with the bank.

Mrs M is a woman with mental health care and support needs. Mrs M was receiving support from a volunteer working for an organisation that helps people overcome their mental health problems. Following a report of a domestic dispute a concern was raised with the local authority.



The local authority undertook a safeguarding enquiry with the consent of Mrs M. Information was shared across agencies to establish the facts. There was a known history relating to the volunteer and concerns for Mrs M and her finances. It was found that Mrs M had given up her tenancy and had moved in with the volunteer. Working with Mrs M and with agencies actions were identified to safeguard Mrs M. As a result of the enquiries made the organisation reviewed its procedures for the safe recruitment of volunteers and standards of practice. The volunteer was referred to the Disclosure and barring service to prevent this happening again. Mrs M has since been supported to live independently again.

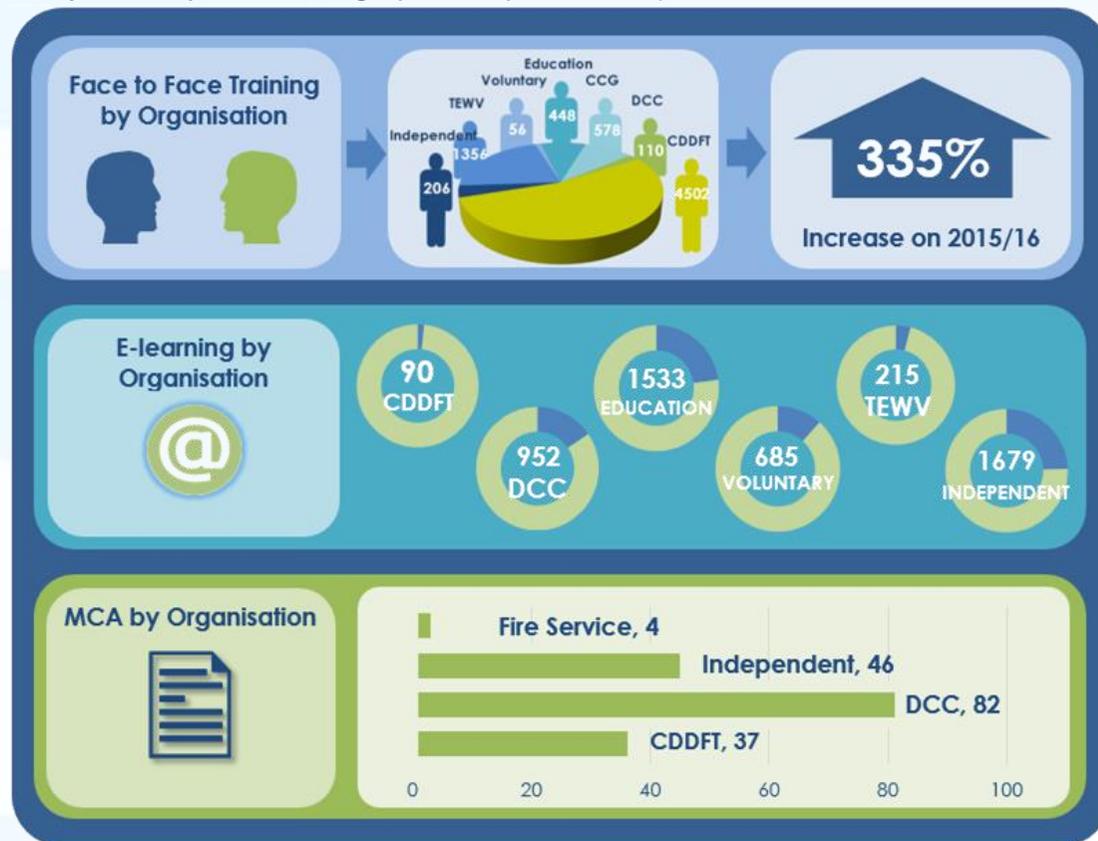
Training accessed (year-end data may be subject to change prior to publication)

2 specialist sessions on the Mental Capacity Act (MCA) delivered in 2016-2017 supported by NHS England funding. 2 additional dates for 2017-2018.

169 staff and volunteers from the wider workforce including service providers attended the MCA sessions.

7,256 attended face to face training across the partnership for safeguarding adults related programmes, in comparison to 2,161 in 2015 – 2016. An increase of 335 per cent.

350 DCC adult and health service staff and multi-disciplinary team staff attended 'Risk Factor' training. Staff from partner agencies were able to access a range of e-learning training which included, Sexual Exploitation, Human Trafficking, MCA and DoLS.



To support strengthened links with the local Healthwatch, an overview of the SAB and of safeguarding adults from abuse and neglect was delivered to 14 local Healthwatch Board Members, friends and volunteers in March 2017.

"The information given on adult safeguarding was excellent and I hadn't realised the implications of what this involved"

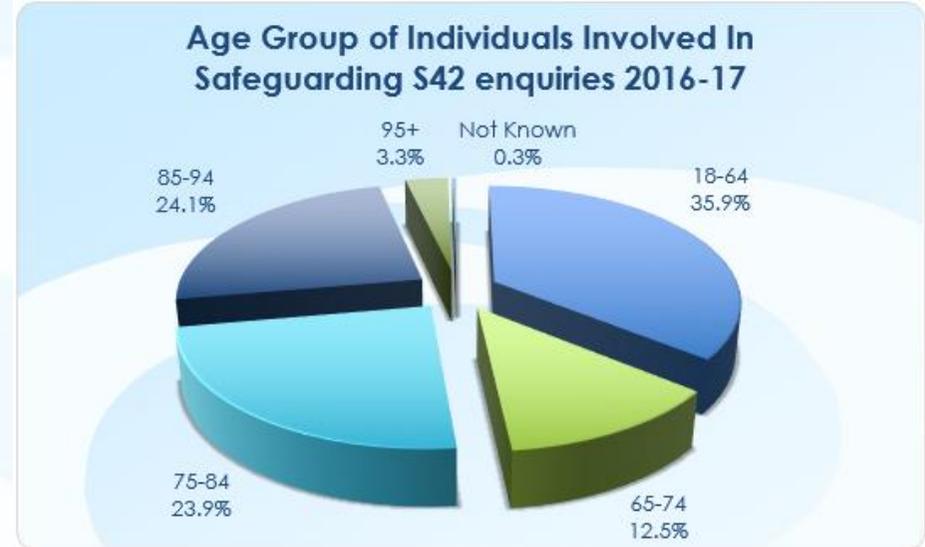
"Learning about the different types of abuse which I have not considered before."

Safeguarding Activity 2016 – 2017 (year-end data may be subject to change prior to publication)

7,018 concerns were reported and screened by Social Care Direct.

3,020 Section 42 enquiries undertaken.

64 per cent of S42 enquiries related to people over the age of 65 as shown opposite.

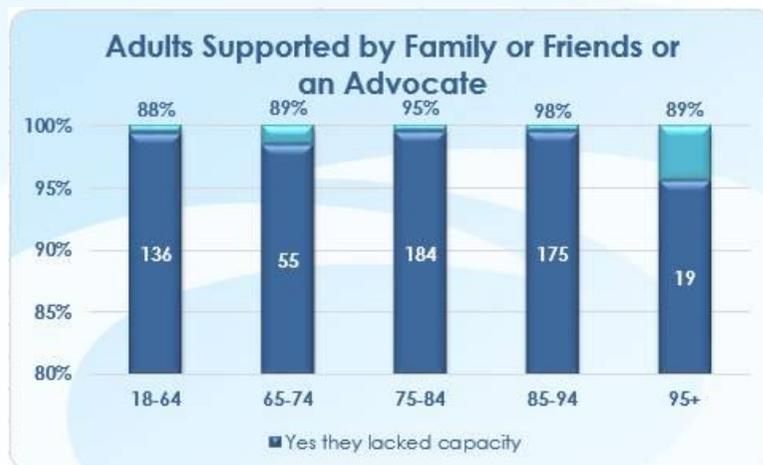
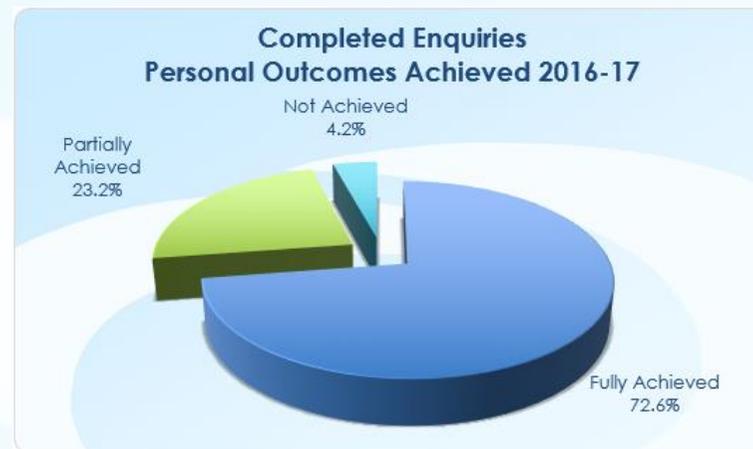


1,388 (67.5 per cent) safeguarding enquiries action was taken and risk was either reduced or removed. This is slightly higher than the national average of 67 per cent for 2015 – 2016.

435 (21.2 per cent) safeguarding enquiries no action was taken, 3.8 per cent lower than the reported national figure of 25 per cent for 2015 – 2016.

Making Safeguarding Personal (MSP) should take place when working with adults at risk and carers, the SAB is keen to ensure that this happens as a matter of course. Adults should be empowered to express what they would like to happen and the outcomes they would like to achieve.

1,522 (95.8 per cent) of adults 'desired outcomes' were fully achieved or partially achieved in 2016 – 2017.



Safeguarding enquiries should always consider the mental capacity of adults. The Care Act tells us that when safeguarding enquiries are undertaken, advocacy support should be offered to adults when needed. An adult's ability to contribute to decisions about their protection should always be recorded. The table opposite illustrates for all age groups and in the majority of instances adults are supported by family, friends or advocates.



Safeguarding adults should aim to prevent further risk to adults. Since 2011-2012 a concerted effort has been made to ensure repeat instances of abuse are maintained at the lowest possible levels. This is an indicator of the effectiveness of safeguarding interventions.

For 2016 – 2017, repeat instances accounted for 6.18 per cent of invoked referrals. The SAB receives audit information annually of all repeat instances.

Safeguarding Adult Reviews

The Care Act 2014 places statutory requirements upon Safeguarding Adult Boards in relation to Safeguarding Adults Review (SARs). The Act instructs SABs to undertake reviews when an adult in its area has died as a result of abuse or neglect, whether known or suspected, or is alive and suffered serious abuse or neglect, and there is concern for how the partner agencies have worked together to protect the adult.

The SAB must within its annual report provide details of any SAR's undertaken, the lessons learned and actions to be taken as a result of a SAR.

The Care and Support statutory guidance informs that wherever possible consideration should be given to parallel review processes,

and also the exploration of joint reviews to prevent duplication. In our 2015-2016 report we informed of a case that had been considered against the local SAR protocol, taken forward by NHS England via the commissioning of a Mental Health Homicide Review. The review was published in November 2016, and a number of single agency actions were identified and taken forward. Durham County Council has reported about the progress made against recommendations of the review in relation to training provision, risk assessment and management and the revision to supporting tools.

Specific to the SAB there were two key recommendations. The first recommendation was to ensure that there was an escalation policy in place to deal with disputes and disagreements between agencies. This would address difficulties that had been encountered in relation to the cooperation, involvement and information sharing between agencies when working with vulnerable adults or children. It should be noted that there were no children identified within the review undertaken. The local Safeguarding Children Board and Safeguarding Adult Board have a collaborative information sharing protocol which was revised to meet this recommendation and endorsed by both the LSCB and SAB in October 2016.

A second recommendation related to communication of specific risk situations between agencies. It was suggested that the health and social care community in County Durham should consider how it could achieve a more robust approach to cross-agency communications. This work is being taken forward by a focus group, with support from NHS England. A pilot is planned for 2017-2018 for a common framework. The pilot will run for 6 months, with an evaluation of its impact at 4, 8 and 12 week intervals. A full report is to be made to NHS England before wider rollout with a further evaluation following the wider launch of the framework.

A challenge was raised at SAB in relation to the lack of SARs being undertaken and as a result the profile of SARs was raised through the SAB newsletter. Since that date, 3 SAR referrals have been received with a SAR Panel convened June 2017 to consider the requests (**note there will be additional update prior to final publication**). Initial decisions of the panel will be shared with the Chair for further consideration.

National SAR data for 2015 – 2016 tells us that there were five SARs reported for the North East region. This figure relates to 12 local authority areas for the North East region. It is illustrative that not all SABs have undertaken SARs within the region, this is reflective of the national picture.

Looking ahead 2017-2018

The SAB Development Session in March 2017 provided an opportunity to reflect on our 3 year strategic 'plan on a page' and related priorities.

The SAB agreed its current strategic plan in October 2015, adopting a plan on a page format, for the period 2015-2018. Key areas to take forward into the next reporting period have been identified earlier within this report.

A strong emphasis on the day was to use it as an opportunity to reflect and take stock of the progress made to date, and consider the direction of travel and to be ambitious in our approach.

As a collective the SAB considered what it had done well, areas requiring further development, and the personal contribution made by members.

"Engaged with users
and carers at events."

"Work on
performance
scorecard done well,
but always room to
make better"

"Encouraged links
with Healthwatch."

There was an opportunity to reflect upon areas of significant progress with a view to considering future priorities.

Making Safeguarding Personal – a user and carer task and finish group undertook a range of actions within a limited timescale. A user/carer forum was developed to ensure that the voice of the adult at risk is heard during the safeguarding process, it is supportive of empowerment and prevention, two key principles of safeguarding practice. This forum will continue to lead on the future development of surveys and user/carer voice. MSP is embedded as 'core' business in the work of the SAB as a common thread in all working groups. Future national developments will continue to inform any actions moving forward.

Compliance with the Care Act/Legislation – a post implementation stocktake was undertaken of safeguarding adults' compliance with the Care Act. It included the SAB arrangements, and has evidenced there is a good level of compliance. Any future legislative changes will be addressed by the policy and practice group.

Partnership engagement – the work of the SAB is reliant upon partner engagement and attendance at meetings. To that end, SAB receives monitoring reports about attendance at board meetings and sub-groups. Partner activity reporting and self-assessment processes are in place and feed into an annual governance review. Subsequent action plans are monitored through the performance and quality group. Peer review and challenge of a range of audit activities will continue to take place through the performance and quality group, with reports to SAB.

The SAB considered areas for future development and its priorities looking ahead into next three years and explored:

- Review of work streams and related groups including Communication and lessons learned led by the local authority.
- Prevention and early intervention with a focus upon hard to reach groups.
- Raising awareness of financial abuse through a multi-agency learning event, led by the police.
- Adults with capacity who remain in risky situations to be taken forward and led by the CCGs.
- Exploration of the transition arrangements across the partnership that are in place and that they are understood across all partners.

It was agreed that a new refreshed plan be devised outlining the priorities. The plan includes how the SAB will meet statutory responsibilities (See Appendix).

This report offers an illustration of the work undertaken during 2016-2017 for Safeguarding Adults. Our Board partners continue to remain committed to promoting the prevention of abuse or neglect of adults at risk and carers.

Partner statements

The following are statements provided by partners of the SAB outlining some of their key contributions to the work of the SAB and areas to take forward into 2017 – 2018.



Durham County Council Adult and Health Service and Housing Solutions

The Care Act 2014 and its guidance instruct the Council of its responsibilities for safeguarding adults with care and support needs. We have a duty to make enquiries or cause others to make them. All services within the Council have a responsibility to protect adults at risk of abuse and neglect.

The Adult and Health service takes the lead for safeguarding and supporting adults. A dedicated Safeguarding and Access service responds to instances that require a multi-agency adult protection response. Across the whole service an ethos of supporting adults to maintain choice and control over their lives is adopted which in turn should support adults in maintaining their own wellbeing.

The Safeguarding and Access Service continues to develop the knowledge and skills through ongoing training and team development.

Our Principal Social Worker has continued to deliver key messages to front line staff through a range of briefings and practitioner forums, for example;

- Sharing key messages from the Chief Social Worker for adult's annual report.
- World Social Worker Day e-magazine.
- Following the learning from a recent Mental Health Homicide Review, staff have accessed 'Risk Factor' training across the service. The purpose was to ensure a greater awareness of proportionate actions in relation to the reduction or prevention of risk in particularly complex cases. This was highlighted as part of the Mental Health Homicide Review but was also identified from wider learning instances within supported housing, multiple failings within a care establishment, and a carer breakdown resulting in serious assault.

Over the last year work has taken place for a new monitoring and review framework for commissioned services, soft intelligence collections and shaping escalations via an information sharing group. This work is pivotal in ensuring a high quality of service provision to adults with care and support needs and the outcomes that will be achieved. It further embeds fundamental principles of 'dignity in care', and 'safeguarding standards', two elements of that framework.

Adult and health service staff and service providers have been updated of recent legal changes to DoLS with regards to coroners rules relating to adults who die whilst subject to a DoLS authorisation.

Housing Solutions

Housing solutions have continued to move forward with improving safeguarding adults understanding and responses within the service. Strengthened links with SAB and Housing Provider forums are in place. The SAB Training & Development Officer has delivered briefing sessions to Housing Solution meetings in 2016-2017. Following the learning from a case a near miss procedure has been developed, its aim is to support front line staff to look at any incidents that have not been considered against safeguarding and to identify any significant events that may impact for an adult. The procedure was reviewed in the SAB learning and improvement group.

An audit of safeguarding information was undertaken by Housing Solutions and a number of key actions for improvement were identified, these were shared with the SAB performance and quality group and will be our progress will be reported. A survey was issued to all Housing Solutions staff, with 100% of responses achieved. A training need in relation to Mental Capacity Act was identified from the survey and is being addressed.



North Durham and Durham, Dales, Easington & Sedgefield Clinical Commissioning Groups

CCGs are statutorily responsible for ensuring that the organisations from which they commission services provide a safe system that safeguards adults at risk of or experiencing abuse or neglect. North Durham (ND) and Durham, Dales, Easington and Sedgefield (DDES) CCGs are committed to the safeguarding agenda and work closely with provider organisations to ensure that robust systems and processes are in place.

Key Achievements - The CCGs support the work of the SAB in working towards achieving its strategic plan by active contribution and participation. It has further supported the SAB by means of contributions for staffing resources for the period 2016/2017. Over the last year the CCGs have worked with the local authority safeguarding staff in relation to Section 42 and adult protection investigations.

The CCGs actively participated and contributed to a user/carer task and finish group with a strong focus upon user/carer feedback.

The Director of Nursing supported by the Designated Nurse continues to take the strategic lead for safeguarding adults. As part of their statutory responsibilities the CCGs continue to play a key role in core board business, with the Designated Nurse actively participating in the working groups of the SAB, and taking on a role as Chair for the Communication and Training subgroup. Thus, supporting a clear commitment to continued partnership engagement. In line with the expectations of the Local Safeguarding Adults Board (LSAB) the CCGs are a key partner. The Durham executive LSAB representative is the Named GP for safeguarding adults.

The CCGs, through the contractual clinical quality review process and commissioner assurance visits, looks for assurance that providers are meeting their contractual requirements, safeguarding referrals are being received and acted upon and those without capacity are being care for in their best interest. Failure to comply with such standards is measured and acted upon through the quality requirements of the NHS contract schedule. Themed safeguarding reports, reflecting associated quality requirements are received into the quality review process as requested by the CCGs.

The CCGs continue to work with primary care colleagues to raise awareness through primary care practice development sessions which have been held throughout 2016/2017. Topics included;

- Mental Capacity Act update
- Workshop to Raise Awareness of Prevent (WRAP/PREVENT) training
- Care Act Update
- Self-neglect
- LSAB role and responsibilities
- Sexual Assault Referral Centre Update – forensic examinations
- HARBOUR – domestic abuse support service
- Multi-agency public protection arrangements

In 2017 – 2018 CCGs will:

- continue to work with the Continuing Health Care Team in North East Commissioning Support Unit to ensure delivery in relation to the Judicial DoLS agenda;
- continue to support primary care to strengthen their safeguarding practices and provide advice and guidance on training requirements;

- continue to work with the Local Safeguarding Adult Board Training and Development Officer and related working groups to inform multi-agency training programmes;
- continue to work with key providers to ensure information in relation to channel referrals is included in Quality Review Group reports;
- monitor and deliver the requirements of the Intercollegiate document once published.
- further promote the Designated Nurses role in relation to the commissioning of services within the CCGs.
- work with the local authority and Continuing Health Care team to ensure CCG funded individuals who are potentially subject to MCA DoLS are addressed in a timely manner.



Tees, Esk and Wear Valleys NHS Foundation Trust

Tees Esk and Wear Valleys NHS Foundation Trust provides a range of community and in patient specialist Mental Health and Learning Disability services across a large geographical area.

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

Over the last year areas of good practice identified within the Trust in relation to users and carers are:

- CQC inspection of Adult Mental Health services highlighted that all in-patients said they felt safe.
- MSP questionnaire offered to all patients willing to feedback their experience of the safeguarding adults' procedures (SGA). Audit findings indicated 100% of patients who completed the questionnaire felt they received a good experience in using the SGA procedure.
- TEWV staff contributed to public Safeguarding awareness work with partner agencies across the Trusts catchment area.

Key Achievements - The Trust's safeguarding activity continues to be monitored internally by the Safeguarding and Public Protection Sub Group chaired by the Executive Director of Nursing and Governance which reports to the Trust's Quality Assurance Group, which in turn reports to the Trust Board. The Trust's safeguarding adults performance is regularly monitored by Clinical Commissioning Groups via the Clinical Quality Review Group meetings and by the Board.

The Trust attends and actively participates in the work of the Safeguarding Adults Board and associated sub groups.

The Trust Safeguarding Adults' team is made up of; 1x Associate Director of Safeguarding, 2x Named Nurses for SGA, 2x SGA Senior Nurses and 2x SGA Advisors as well as 2x MARAC Advisors who provide specialist safeguarding and Domestic Abuse support, advice, supervision and training to all Trust staff.

At the end of 2016/17 compliance rates of Trust Staff meeting the mandatory training requirements for Level 1 training was 97% and Level 2 training compliance was 91%.

Introduction of new SGA electronic recording which in turn provides more comprehensive and accurate SGA activity/ performance reports.

Our challenges into 2017 – 2018 include:

- Ensuring the Trust is able to implement safeguarding adult priorities of all 5 Safeguarding Adult Boards within its geographical boundaries.
- Review of the current specialist SGA supervision system to evidence compliance and effective outcomes Further embed Making Safeguarding Personal by emphasising in SGA training, improved information on Trust website and Intranet and posters in all clinical and reception areas. Routine monitoring via patient feedback systems.
- Undertake revision of SGA mandatory training to integrate SGA & SGC training at Level 1 and to develop SGA Level 2 refresher training programme. Incorporate changes to all the training programmes in response to feedback from staff evaluations of current training programme.
- Improve SGA communications through the use of social media.



County Durham and Darlington NHS Foundation Trust

Who we are;

- 8,000 dedicated staff
- 8 Hospital Sites
- A foundation trust since 2007
- Serving a population of 650,000

Our Mission: With you all the way (this means)

- a warm welcome from staff
- Treating patients and relatives and carers as they would like to be treated
- Respecting privacy, dignity and confidentiality
- Being looked after by staff who inspire confidence
- Always striving for excellent standard of service
- Always revolving around patient and carer needs

Our vision: to be right first time every time

What we do each year:

- **2,034,389 patient contacts**
- 129,670 A&E attendances
- 662,467 district nurse appointments
- 578,646 out-patient appointments
- 42,810 operations
- 5,275 births
- 67,524 emergency admissions
- 387 radiology scans

How we do it:

An overarching clinical services strategy unpinned by our improvement strategies including;

- Quality Matters
- Staff Matters
- Health Informatics

Areas of Good Practice:

Making Safeguarding Personal

- Following the self-assessment review earlier in the year one of the areas for development highlighted staff understanding of making Safeguarding Personal. This prompted a review of the training programme and presentations were change to highlight what this actually means for staff on the front line.

Quality Matters

- On a monthly basis the ward and departments undertake audits in relation to Safeguarding Adults and vulnerable patient groups. Compliance with the audits is consistently high and has been validated by Commissioner Visits. However, where areas have lower than expected compliance they produce improvement plans to demonstrate how they will achieve compliance with the required standards.

Audit Findings/ Policy Implementation

- As an organisation we recognise that staff still struggle with the complexities of the Mental Capacity Act, so in December the team presented some of the initial findings from audits and concerns to key groups within the organisation such as executive and clinical leads, senior nurse & midwifery group and sisters and department managers. The sessions covered mental capacity, Deprivation of Liberty Safeguarding and Restraint. The aim was to improve understanding and advocate the need for staff to seek advice and support and also take the opportunity for additional training that will be supported from the safeguarding boards later this year.

Key Achievements:

- The Trust supports campaigns and events throughout the year and actively promotes safeguarding adults in line with Local Authority.
- The Trust actively participates in SAB. The Safeguarding Adult Lead has supported the sub groups of the board and actively promotes safeguarding within the culture of the organisation providing support to staff and patients.
- The Associate Director of Nursing has taken an active role as chair of Policy & Practice Group.

Our challenges into 2017 – 2018 include:

Resources

- This has been a challenging year and work is underway to anticipate the impact of the implementation of intercollegiate document on the Trust. Work is already underway to see if we can augment existing arrangements within the Trust but this will be a challenge. Although, we have recognised a need for change and have started to look at adult safeguarding supervision model to support staff and the process within the trust.

Training

- Training compliance remains a challenge however; we can't detract from the work and effort that has been put in to achieve the improvements made this year. Although we need to ensure that staff achieve the relevant level of training to safeguard vulnerable patient groups.

Mental Capacity Act

- Mental Capacity awareness and the complexities of the act remain a challenge and from discussion with other colleagues it is clear that it is not just within CDDFT, how as an economy, we can support staff to use this in their working practice. However, we will aim to ensure the appropriate staff are released to attend the series of training around MCA in the next year.



Durham Constabulary

Durham Constabulary is a leading force which delivers excellent policing to the people of County Durham and Darlington, inspiring confidence in victims and our communities, by: Protecting Neighbourhoods, Tackling Criminals and Solving Problems. Durham Constabulary continues to meet a growing demand in the safeguarding arena through dedicated Safeguarding Adult Teams staffed by qualified and experienced detectives.

Key Achievements:

The force continues to have a designated D/Supt and DCI for safeguarding. The force has increased its number of investigative safeguarding officers and Detective Inspectors to manage demand effectively and efficiently. In addition, the force has moved to investigative teams that cover all safeguarding issues to ensure investigations are timely.

In conjunction with the PCC Durham Constabulary has commissioned a piece of work to understand exploited adults, in part adults exploited through the sex trade. The profile of Durham and Darlington is complete and looks towards multi-agency processes to safeguard these individuals. As a starting point the force has agreed the ERASE team will work with adults who have just crossed over into adulthood until the risk is reduced. This work is continuing and we now have a dedicated PC to conduct this work.

The force continues to use Leicestershire police to carry out victim satisfaction surveys in regard to sexual/domestic assaults and feedback from these surveys is used to improve our response to victims.

Durham now have a top 10 complainants address list that is looked at and issued to localities for vulnerability issues in those calling for a service, in order for NPT to use Problem Orientated Policing. This will identify vulnerable adults that are calling police on numerous occasions or where others are calling regarding them and are intended to establish a safety net to prevent serious harm to those individuals.

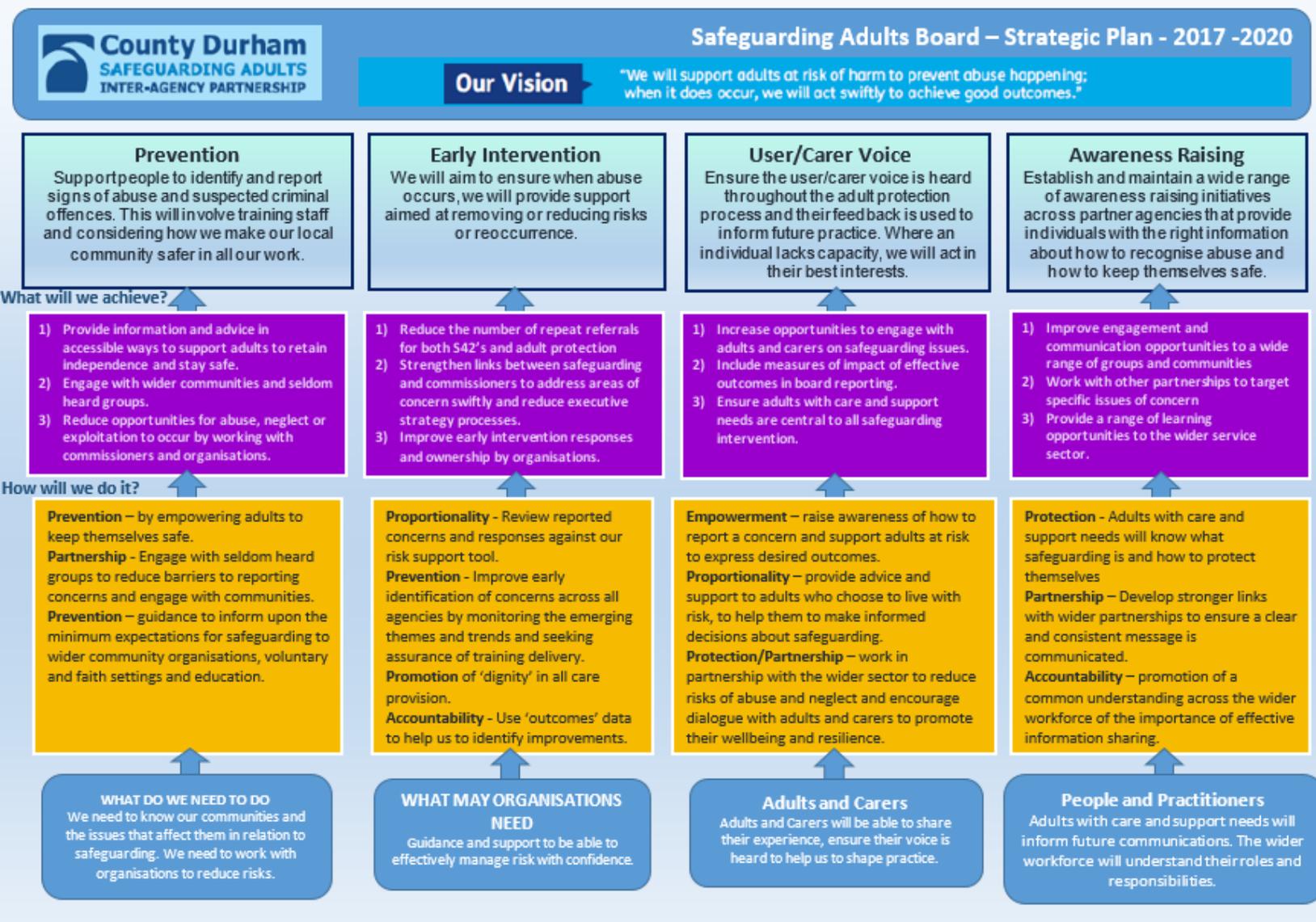
Our challenges into 2017 – 2018 include:

- Managing increasing demand in times of austerity – it is likely further financial cuts will be made and looking for further innovative and collaborative approaches to how we conduct business and safeguard the communities will be important.
- Implementation of the Child Advocacy bid – we are in the final year of this project and are looking to secure premises to enable this project to become a reality to deal therapeutically with children and adults who have been victims in the most acute abusive/violent cases.

Areas of Good Practice:

- Our victim-focussed investigations continue to gain praise from our HMIC inspections ensuring we listen to the victim, identify their vulnerabilities early so they can be supported through the process.
- Good practice and highlighted by HMIC as excellent is the victim and ASB 7 day ring-backs we conduct with service users, enabling us to identify good practice or areas for improvement and implement change at an early stage.
- Our response to vulnerable adult missing from homes that ensures we identify early vulnerability and identify support agencies to reduce likelihood of going missing in the future.

Appendix – Refreshed Plan on a Page 2017-2020





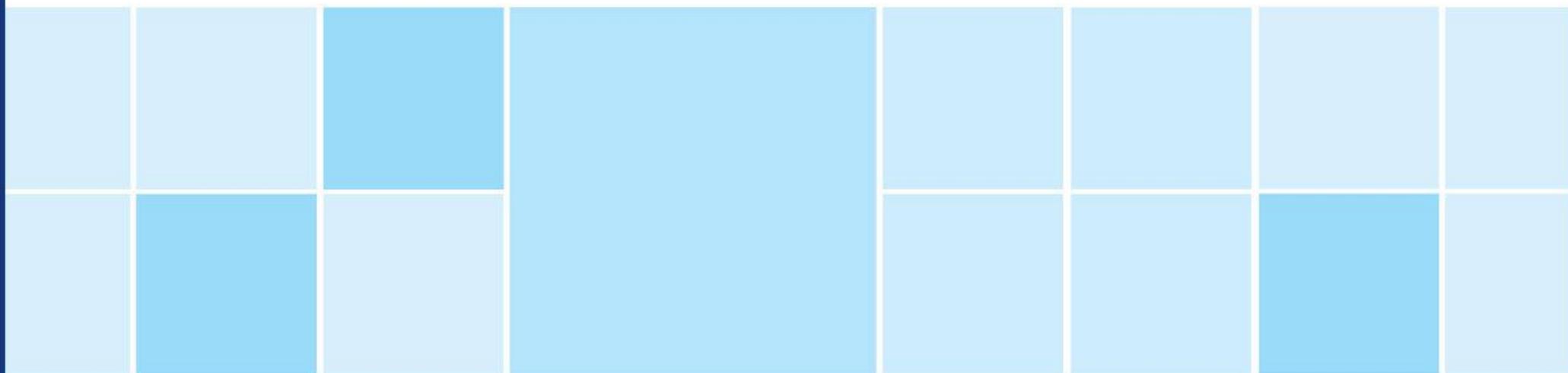
Safeguarding Adults Board – Statutory Responsibilities Plan - 2017 -2020

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."



Safeguarding Adults Annual Report 2016/17



Please ask us if you would like this document summarised in another language or format.

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