

### **Durham Local Safeguarding Adults Board Annual Report 2017-2018**

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### **Report of Lesley Jeavons, Local Safeguarding Adults Board Chair, Director of Integration**

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#### **Purpose of the Report**

- 1 To present to the Local Safeguarding Adults Board (LSAB) Annual Report 2017-2018 (Appendix 2) to the Health and Wellbeing Board.

#### **Background**

- 2 The Care and Support statutory guidance outlines that the LSAB should aim to publicise its Annual Report as near to the financial year end as is feasible. It is a statutory requirement placed upon the LSAB to produce and publicise an Annual Report.
- 3 The format of the report is in keeping with the Care and Support Statutory Guidance, and includes evidence (both quantitative and qualitative) and key messages or impact that relate to:
  - Safeguarding in the national and local context
  - Achievements and challenges during 2017-2018
  - Community awareness
  - Looking ahead, future actions and the refreshed Strategic Plan for the period 2018-2021
  - Perspectives of the key partners
  - Consultation activities (including local Healthwatch)
  - Key data on safeguarding activity and analysis in County Durham, which is throughout the report
- 4 The LSAB is expected to evidence the progress of the LSAB during the financial year as outlined in that guidance.
- 5 The LSAB agreed the annual report in July 2018.

#### **LSAB Achievements during 2017/18**

- 6 The LSAB annual report (Appendix 2) is expected to evidence the progress of the LSAB during the financial year as outlined in the Care and Support Statutory guidance and includes (not exhaustive):
- 7 Heightening awareness and building community resilience to keep people safe is a key area of focus for the LSAB, and in continuing to empower individuals and communities alike in being able protect themselves. In October 2017, the LSAB in partnership with the Safe Durham Partnership

(SDP) hosted a successful event with focus upon financial abuse and related issues. The event raised awareness across wider stakeholders, providers, as well as adults and carers in receipt of services. With over 60 agencies accessing the event. It has contributed to a strengthened working relationship with wider partnerships, and services. It is supporting the prevention agenda in the promotion of community resilience, and wider linkage with the 14 Area Action Partnerships (AAPs).

- 8 Following an invite from the Local Safeguarding Children Board, the LSAB raised awareness of safeguarding adults and related issues through the LSCB safeguarding week. Over 860 staff (including partner agencies) attended events during that week, with a clear message shared that 'Safeguarding is Everyone's Responsibility'. Coupled with the success of the financial abuse event, it demonstrates the increased connectivity between partnerships under the umbrella of the Transformation and Partnerships Service.
- 9 Other awareness raising events throughout the year included the Holocaust Memorial Day, Fulfilling Lives (led by Learning Disabilities People's Parliament), World Social Work Day and International Nurses Day. Over 300 professionals, volunteers and service users and carers attended the events.
- 10 In 2017-2018, the LSAB worked towards improving collation of data to support evidencing its impact. During this period, 20,359 of the wider workforce received some form of safeguarding training supportive of the board priorities of prevention and early intervention. It demonstrates a continued commitment to update staff and volunteers skills and knowledge across the wider workforce.
- 11 The LSAB undertook a Training Needs Survey across all partners of the board, and wider organisations for a second year. It included impact measures for understanding person centred outcomes in safeguarding. With 514 responses received, an increase of over 25 per cent on the previous year, it has helped the LSAB identify the support needed for wider agencies in the promotion of person centred safeguarding and training.
- 12 The LSAB continues to raise the profile of safeguarding adults across the wider communities, and of how to report concerns. Durham County Council website page views for safeguarding adults reached 34,420 in 2017-18, with 22,551 unique page views of the SAB website. Visits to the LSAB website included reporting a concern.
- 13 Achieving good outcomes is at the centre of the LSAB vision. In 88 per cent of reported cases for financial abuse, the risk was either removed or reduced. Effective safeguarding placing the person at centre and this means working towards achieving their desired outcomes. In 97 per cent of cases, the desired outcomes expressed by adults involved in safeguarding fully or partially achieved.
- 14 A statutory requirement placed upon the local authority when undertaking any safeguarding enquiry is to consider the mental capacity of adults or carers and to ensure that appropriate representatives and/or advocacy is sought to support adults when needed. For over 90 per cent of safeguarding enquiries the adult was supported by family, friends or by advocates.

- 15 We consulted with adults who told us we could improve our surveys and we completed this work in 2017-2018. Social Care Staff told us how we could support them to gather the views of adults and carers who had accessed safeguarding services. As a result, we have developed an information pack to share information about safeguarding and other services with adults who have experienced abuse or neglect.
- 16 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, of person centred practice and of achieving good outcomes. For 2017-2018, repeat instances accounted for 5.6 per cent of invoked referrals and has continued on a downward trend for a number of years and in keeping with national statistics.
- 17 The board agreed to undertake an external peer review as part of its performance framework to gain a measure of the board progress and its effectiveness. The LSAB commissioned the Local Government Association (LGA) to undertake the review in March 2018. The peer review was a positive experience, it illustrated a number of key and varied strengths of the LSAB including (not exhaustive):
- (a) *Leadership and Governance*
- i. Positive partnership working & engagement.
  - ii. Partners being prepared to lead and contribute to sub-groups.
  - iii. Partners see the Board as inclusive.
  - iv. Area Action Partnerships (AAPs) pick up the prevention agenda and are engaged and supported by the Board.
  - v. Assurance through multi-agency audits and other measures.
- (b) *Making Safeguarding Personal*
- i. Partner agencies are generally embedding Making Safeguarding Personal into practice.
  - ii. Pro-active links with providers, advocates and practitioners.
  - iii. Targeted work on self-neglect around hoarding with Environmental Health.
  - iv. Comprehensive training programme around safeguarding for all partner agencies, which includes Making Safeguarding Personal.
  - v. Training offered to Voluntary and Community Sector and good attendance from a range of these providers.
- (c) *User/Carer Voice*
- i. User and Carer Sub-Group is making progress and has come a long way.
  - ii. Website, DVDs and publications developed with users and carers.
- 18 The peer team concluded, “from what was read, heard and seen that the LSAB is in a strong position with positive working relationships and professional and respectful challenge when needed. Since the Care Act in 2014 there have been really positive changes in the way the LSAB works and there is a clear sense that everyone is there to make a difference”.

## Challenges

- 19 Working within a climate of financial restraint will remain a continual challenge for all partners of the LSAB with the former Chair Jane Geraghty recognising the commitment of partners has remained strong.
- 20 A continued challenge for the LSAB is the exploration and strengthening of performance reporting across all agency data. This year, the LSAB revisited its performance reporting, identifying a number of areas to take forward, including developing further enhanced narrative and analysis of data. Echoed in findings from the peer review and reaffirmed for the LSAB that it is on the right track.
- 21 The LSAB needs to continue its exploration and strengthen the evaluation and impact of training provision across all partners.
- 22 Challenge also exists across the partnership working arrangements with the LSAB operating with openness and transparency to challenge partners of board and document responses through its challenge log. The peer team recognising that challenge is undertaken professionally and respectfully.

## Future work of the Local Safeguarding Adults Board

- 23 Collectively, the LSAB will continue its journey of working innovatively and with creativity in support of its vision, and working with the wider thematic partnerships. This includes working in smarter ways across partnerships and reducing duplication of effort.
- 24 The LSAB through its development sessions in October 2017 and January 2018 have formulated a composite plan, it encompasses actions from those sessions and peer review recommendations. The LSAB have agreed to quarterly scrutiny of the plan to monitor progress.
- 25 The LSAB have agreed a 'plan on a page' for 2018-2021. The LSAB agreed to revise its priorities for the period 2018 to 2021, and to adopt a streamlined approach by reducing the priorities from eight to four. This plan forms the basis of the activities of the LSAB working groups, with each group agreeing a set of objectives to take forward to meet board priorities.
- 26 A key piece of work over the next year is a full review of the locally agreed policy and procedures to coincide with a relaunch of the LSAB website.
- 27 A range of Safeguarding Adult Review workshops will continue to be available to LSAB members and broader professionals.
- 28 The LSAB will continue its work for ongoing Safeguarding Adult Reviews.

## Recommendations

- 29 Members of the Health and Wellbeing Board are recommended to note the content of the LSAB Annual Report 2017-2018 for information.

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## Appendix 1: Implications

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**Finance** – Continuing financial pressures on public services remains a challenge for agencies of the Board, particularly in relation to how responses to the safeguarding agenda are agreed. The Board monitors risks and challenges through its governance arrangements; Durham County Council ensures it includes any such areas in those arrangements. The board recently agreed to redesign its governance arrangements coinciding with new chairing arrangements. The peer review highlighted this as an area of development.

**Staffing** – The sustaining of adult safeguarding activities requires continued priority to staffing to ensure adequate resource is maintained. The continued contribution to staffing from partner agencies supports the sustainability of dedicated safeguarding adults posts/ functions.

**Risk** – The risks associated with not appropriately managing responses to safeguarding are extremely high and include risks of ongoing abuse and neglect and the risk of serious organisational damage to statutory and non-statutory agencies in County Durham. The Safeguarding Adults Board puts considerable effort into training and awareness raising to ensure that abuse and neglect is recognised and reported. Screening of all reported concerns takes place and directed appropriately to ensure the most appropriate response. Any risks identified under the umbrella of the Board are recorded in a risk log, reviewed quarterly. The impact of training is regularly explored and is reported annually. This is an area that the peer review team highlighted as a potential area for development.

**Equality and Diversity** – Adult safeguarding is intrinsically linked and this is covered in the SAB policies and procedures with equalities impact assessments undertaken where appropriate.

**Accommodation** – N/A

**Crime and disorder** - Adult safeguarding is intrinsically linked, and this is covered in the SAB policies and procedures. There is a close working relationship to the Safe Durham Partnership, and annual review of the Safeguarding Framework outlining working arrangements across a range of partnerships. Durham Constabulary is a statutory partner of the SAB.

**Human rights** - Adult safeguarding is intrinsically linked and this is covered in the SAB policies and procedures. Human rights is fundamental to the work of the SAB and its related partners in the context of safeguarding and adult protection.

**Consultation** – Report available for all partner agencies.

**Procurement** – The adoption of safeguarding principles in the procurement of health and social care services is essential.

**Disability issues** – Safeguarding Adults procedures apply to ‘adults at risk’, who are adults with needs for care and support, whether or not the local authority is meeting those needs.

**Legal implications** – Statutory requirement to publicise Annual Reports and publication of an Annual Report from 1<sup>st</sup> April 2015 in line with the Care Act 2014 and any Safeguarding Adult Reviews in that period, lessons learnt and any actions incomplete. The SAB is exploring changes relating to the Data Protection Bill and the new GDPR guidelines for partnership working. Seeking assurance from partners forms part of that work.

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**Appendix 2: LSAB Annual Report**

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Attached as a separate document