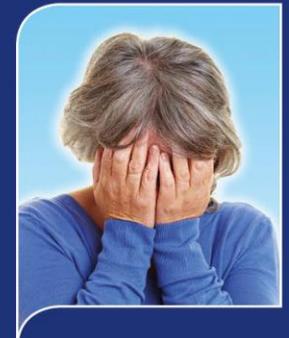
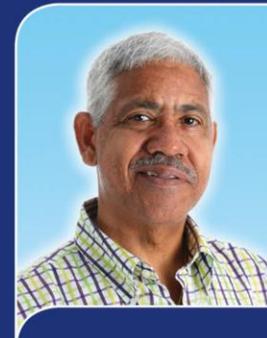
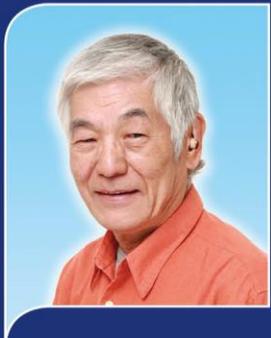




# Safeguarding Adults Annual Report 2017/18



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# Message from the Chair

As Independent Chair of the Durham Safeguarding Adults Board (SAB), I am pleased to present the annual report for 2017-2018, and in recognising the contribution of partners and wider partnership working that has taken place over the last year.

In 2018-2019, Lesley Jeavons, Director of Integrated Care will take up the role of Safeguarding Adults Board Chair, and we extend a warm welcome to her as the work of the board continues.

As with each year in my role as Chair, I hope that this report provides a picture of the work undertaken as a board and the progress made since our last report in 2016-2017. The Durham Safeguarding Adults Board continues to operate with openness and transparency, demonstrated by its commitment to commission a peer review in the last year.

Challenges remain for all partners of the SAB working within a climate of continual financial restraint. Yet I am pleased to report that the commitment of partners remains strong, working together throughout the year with reflection upon our direction, identifying new and innovative ways of working and service delivery with a key focus upon prevention. Heightening awareness and building community resilience to keep people safe is key for the SAB, and to continue to empower individuals and communities alike in being able protect themselves.



**Jane Geraghty**  
**SAB Independent Chair**

This is no more evident than in the success of our annual event last year, which focussed upon financial abuse and related issues. The event in conjunction with the Safe Durham Partnership promoted a clear message of how working collectively can support the prevention agenda. I would like to express my thanks to everyone involved, and to the local, regional and national organisations who helped to make the event such a success. I would also like to extend those thanks to the service providers, the voluntary sector and the adults and carers in receipt of services who attended the event and for their valued input.

Consultation activities led by Lay Members over the last year has helped to build good working relationships with both adults and carers. This will continue to inform the work of the board, ensuring that we hear the 'voice' of adults and carers in everything we do.



**Financial abuse event 31st October 2017 Opened by Assistant Chief Constable Dave Orford – Durham Constabulary**

A continued challenge for the SAB is the exploration of performance data. This year, the SAB revisited its performance reporting, identifying a number of areas to take forward, including developing further enhanced analysis of the data. This was echoed in findings from the peer review, to know the SAB is on the right track and moving in the right direction is reassuring.

I would like to close by thanking all partners of the SAB, lay members and the Adult & Health Services Portfolio Holder for their active support and positive contributions to the work of the board, and for their continued commitment.

Jane Geraghty  
Independent Chair (up to March '18)

# Introduction

The Durham Safeguarding Adults Board in line with the Care Act 2014 has a statutory duty to publish an Annual Report including the achievements of the SAB and its members against its strategic priorities.

The annual report will be publicised on each core member's website and will be available to other agencies.

The Care and Support statutory guidance tells us that our annual reports should consider what the SAB has done locally and to draw conclusions from the following areas:

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

It is the intention of this annual report to outline what the SAB has done in Durham to meet the above.

Drawing upon a range of data and information from agencies to illustrate the effectiveness of safeguarding arrangements in Durham.

# A Local Picture

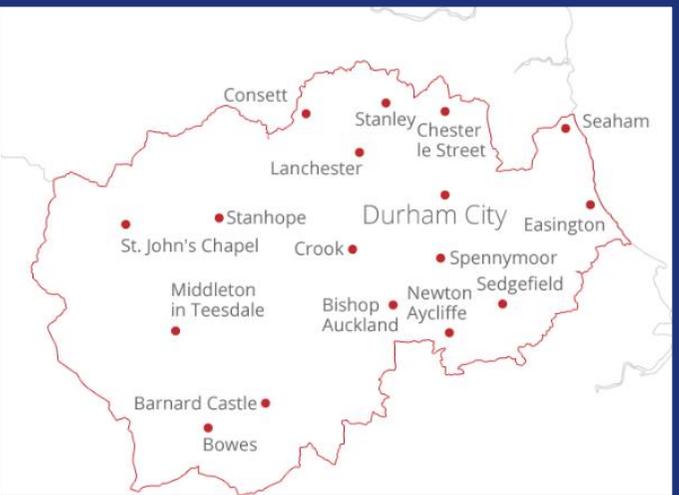
In 2017, there were approximately 524,400 people of all ages living in Durham covering 862 square miles.

There are 316,700 adults aged between 18 – 64 years in Durham.

There are 12,400 adults aged over 85 years in Durham.

There are 1,912 adults over the age of 85 years living in a care home.

In 2017, there were approximately 9,943 adults with a learning disability, and 6,492 adults with dementia living in Durham.



Data sources: [www.pansi.org.uk](http://www.pansi.org.uk) [www.poppi.org.uk](http://www.poppi.org.uk)

# Our Work

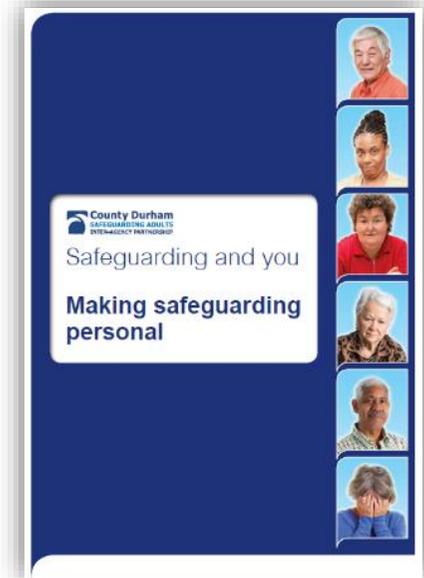
Since moving to a statutory footing, the SAB has a key role to assure itself that our partners and our local safeguarding arrangements are working harmoniously to protect adults in our area. We do this through our Board activity. The SAB continues to be supportive of the County Durham Sustainable Community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

The SAB has a key focus to safeguard an adult's right to live in safety, free from abuse and neglect. Our vision encompasses working together to prevent the risk of abuse or neglect, and if it does occur to respond swiftly to achieve the best outcome possible for those adults.

Hearing the voice of adults who may be experiencing abuse and what they would like to happen to keep them safe is at the heart of safeguarding adults in Durham, it is a key priority for 2017 – 2020.



We consulted with adults who told us we could improve our surveys, 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.



## Measuring



The external peer review recognised a key message from the SAB is that everyone sees there is a person at the centre.

The SAB meets twice yearly for development, these sessions help the SAB to reflect on what is doing well and where it needs to make improvements.

In October 2017, the SAB recognised it needed to explore the impact of training, in December 2017 we started work to revise our training evaluations.

In January 2018, the SAB agreed improving upon our performance measures in developing meaningful multi-agency quantitative and qualitative data. The external peer review supports this area of development with a key message that the SAB is on the right path.



## What some board members said at development sessions:

Strengths...

“ Good governance and partnership working ”

“ Strong commitment to hear adult/carer voice ”

Areas we could improve...

“ Hearing the voice of the wider workforce ”

# Messages from Service Users, Carers and Advocates

Over the last year, the SAB has continued its commitment to ensure we hear the 'voice' of adults and carers who access safeguarding services.



Last year we shared our plans for increasing engagement opportunities through our user/carer forum led by a Lay Member. In 2017-2018 we held a 'Seek Your Views' event, and completed a consultation activity with adults and carers on how we could improve upon our survey activities.

We asked adults and their support workers who attended the Seek Your Views event to tell us about their understanding of abuse, and what they felt might tell them that abuse was taking place.



Throughout the year, we have continued to engage with a diverse group of adults and carers in helping us to improve. Healthwatch Durham are supporting the board in gaining views of adults and carers who have experienced safeguarding services. The board will receive an evaluation of their work in 2018-2019.



The Board commissioned an external peer review to gain a view of how well it is doing.

The team were impressed by the website and the publications produced with the input of users and carers and recognised that the board has pro-active links with providers, advocates and practitioners.



**Source: Family member/Appropriate representative**

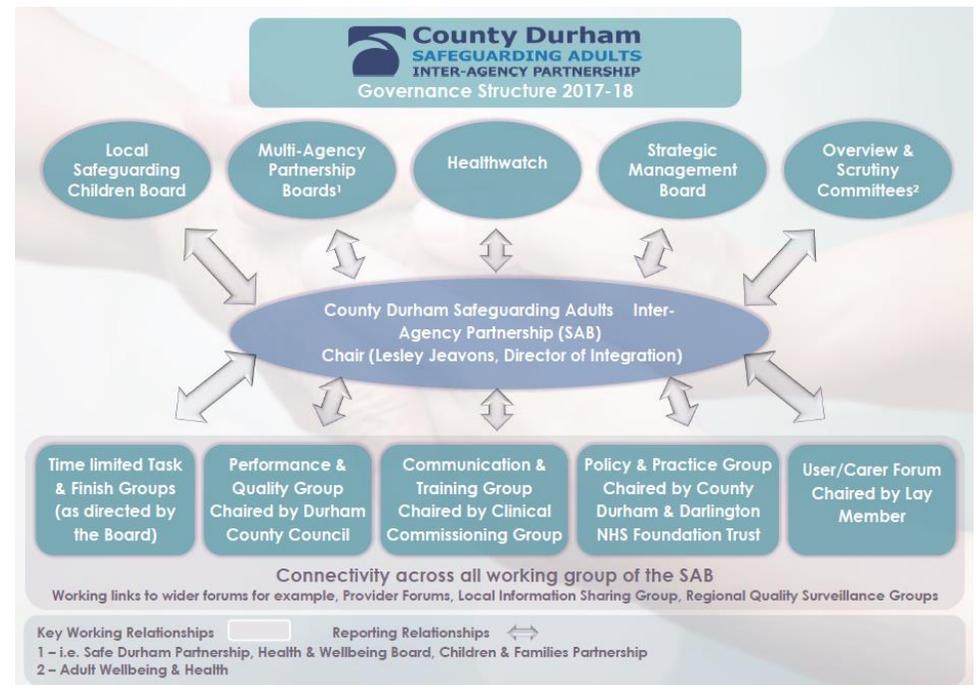
# SAB Working Arrangements

As a statutory strategic partnership, with a key focus upon prevention of abuse of neglect the SAB oversees and leads safeguarding of adults for Durham. The SAB achieves its strategic role through collaborative working with SAB partners, mindful of the voice of adults and carers in all that it undertakes.

As part of its annual activity to strengthen arrangements, the SAB revisits its governance arrangements. In 2017-2018, the SAB issued its revised governance structure and agreed to streamline for 2018-2019.

Over the last year, the SAB has also completed a range of activity in meeting its statutory requirements, which include:

- Completed revision to the Terms of Reference of its working groups, outlining the role of partners and the accountability and escalation arrangements, and identified further work in its development session of January 2018.
- Continued to monitor compliance and attendance of partners, with two reports to board.
- Completed 20 consultations with SAB partners for specific actions or documents, including Training Needs Analysis, work plans, vice-chairing arrangements.



- Completed two consultations with adults, carers and providers to improve surveys.
- Contributed to the revision of the Safeguarding Framework. A document outlining linkage to the wider thematic partnerships including the Safe Durham Partnership, the Health & Wellbeing Board and Children and Families Partnership.
- Revised its self-assessment tool for completion in 2018-2019.
- Issued the first GP self-audit in January 2018.
- Continued to challenge partners of the SAB and document responses and corrective actions through the SAB risk and challenge log.
- Commissioned an external peer review in March 2018.

### 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 this report.

In 2017-2018, the SAB appointed a third lay member to the SAB. Lay members act as critical friends to the board.

#### SAB Meetings

3  
2

The SAB agreed in July 2017 that it would meet 3 times per year and hold 2 development sessions.

The Independent Chair continued to meet with partners throughout 2017 – 2018 to support the collaborative working of the SAB.

#### Chair engagement with partners

13  
Meetings



- Well attended SAB
- Positive partnership working & engagement
- Lay Member(s) contribute and take an active role in the Board



Source;  
Peer Review Team March 2018

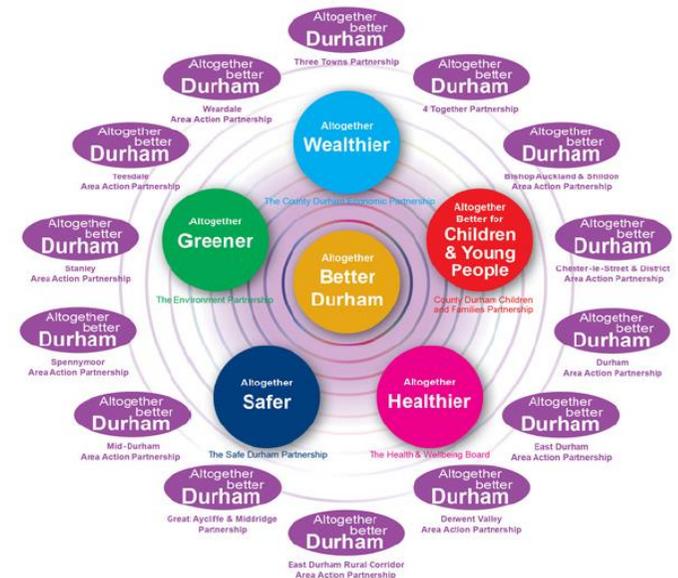
Area Action Partnerships pick up prevention agenda and are engaged and supported by the Board

Source;  
Peer Review Team  
March 2018

Our overarching vision is 'to support adults at risk of harm to prevent abuse happening, and when it does occur, to act swiftly to achieve good outcomes'. This is only achievable by effective partnership working and an interface through **County Durham Partnership (CDP)** to a broader vision of an "Altogether Better Durham". Best illustrated by a real shift to working towards wider preventative initiatives and building community resilience through a 'Good to Great' programme, and linking with the **14** Area Action Partnerships (AAPs).

The **Safe Durham Partnership (SDP)** tackles crime, disorder, substance misuse, anti-social behaviour and other behaviour adversely affecting the environment and seeks to reduce re-offending. The SAB strengthened its links with the SDP, through related abuse agendas such as modern slavery, and raising awareness of the links to financial abuse such as cyber-crime.

The **Health & Wellbeing Board (HWB)** promoting integrated working between commissioners of health services, public health and social care services, for the purposes of improving the health and wellbeing of the people in the area. SAB is committed to taking forward any actions of the Joint Health and Wellbeing Strategy to support its objectives. The **Environment Partnership** – improves, transforms and sustains the environment to support the economy and the wellbeing of local communities. The **Economic Partnership** works to make County Durham an area where people want to live, work, invest and visit; whilst enabling residents and businesses to achieve their full economic potential. The **Children and Families Partnership (CFP)** is working towards ensuring effective services are delivered in the most efficient way to improve the lives of children, young people and families in County Durham. SAB continues to share issues of note.



The SAB works closely with its colleagues within the Local Safeguarding Children Board, creating a familial approach to safeguarding in Durham. This is strengthened by working together where cross-cutting themes exist, such as modern slavery.

# National and Local Updates

As part of the SABs continual improvement activity, it regularly receives any national and local updates relating to research, consultation and legislative changes. Below are just some of the examples that have informed the SAB in 2017-2018.

Deprivation of Liberty Safeguards (DoLS) - The Law Commission undertook a consultation of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS), publishing its findings in March 2017 along with a proposed draft bill. The proposals relate to DoLS for adults who cannot make decisions about how their care or treatment is provided or how they are kept safe. Currently DoLS applies to Care Homes and Hospitals, the new proposals include supported living, shared housing and private housing. The new proposals are supportive of adults living in more than one place, and receiving or moving between more than one place for care and treatment. There is also a proposal that the new Liberty Protection Safeguards include those 16 years and over. The SAB continues to monitor the draft bill progress.

Making Safeguarding Personal (MSP) – Since 2010, there have been a number of key developments to promote a personalised approach to safeguarding adults, this is known as Making Safeguarding Personal. The Local Government Association and the Directors of Adult Social Services (ADASS) jointly published a number of resource toolkits. These resources aim to support the SAB partners, commissioners and providers to embed and promote an outcome based focus in safeguarding practice. The tools also highlight the importance of prevention and this is in keeping with the SAB plans.

National Institute for Health & Care Excellence (NICE) – In January 2018 the SAB received an update in respect of NICE guidelines relating to 'People's experience in adult social care services: improving the experience of care for people using adult social care services', these guidelines were published in February 2018 and link to safeguarding policy.



# Board Assurance 2017-2018

Following a board development session in March 2017, the board refreshed its one page plan, streamlining its priorities and separating statutory responsibilities for 2017-2018. Throughout the year, the board continued to strengthen its assurance mechanisms. Some examples of partner assurance outlined below.

- Durham County Council – Safeguarding and Access Service - Changes to the requirements to report the death of a person subject to a Deprivation of Liberty Safeguards (DoLS) authorisation to the Coroner (April 2017)
- Durham County Council – Channel Panel Update Presentation (April 2017)
- Her Majesty's Prison & Probation Service – Partner Assurance Report (October 2017)
- North East Ambulance Service – Partner Assurance via Annual Report (January 2018)

In addition, the board received a Multi-Agency Public Protection Arrangements Update in July 2017. Key messages about lessons learnt and managing risk delivered, and following the learning from a Local Safeguarding Children Board (LSCB) instigated Child Serious Case Review. The board previously supported learning from this case by raising the profile of the adult board through learning lessons events coordinated by the LSCB.

Following a Confidential Inquiry into premature deaths of people with learning disabilities (CIPOLD), the Healthcare Quality Improvement Partnership (HQIP) on behalf of NHS England commissioned a programme of work known as the LeDeR programme. The board received its latest update focussing upon ensuring links to the SAB for assurance of local reviews. It included identifying learning and meeting any gaps to embed learning within the wider workforce with a number of actions to take forward. The board will receive progress updates twice a year.

The board also received a number of audit reports throughout 2017-2018 and other reports to offer assurance including the multi-agency response to modern slavery, its prevention and collaborative working.



# What we have Achieved in 2017-2018

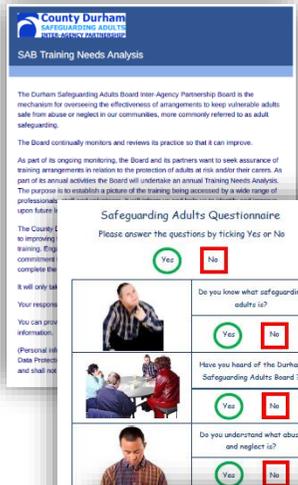
The Board set eight priorities for 2017-2018, the below intends to set out an illustration of just some of the key achievements of the SAB against those priorities, and the impact of that work.



**External Peer Review** – the board agreed to undertake an external peer review in its performance framework to gain a measure of the board progress. **Impact:** "The peer team concluded from what was read, heard and seen that the SAB 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 SAB works and there is a clear sense that everyone is there to make a difference". ( **Source: Peer Team Summary feedback** )

**SAB Annual Event** – a joint event with the Safe Durham Partnership to raise awareness of financial abuse and related issues. **Impact:** This event raised awareness across wider stakeholders, providers, adults and carers in receipt of services. It has contributed to a strengthened working relationship with wider partnerships, and service. It is supporting the prevention agenda in the promotion of community resilience.

**Modern Slavery Briefings** – Introduced in October 2017 to raise awareness of modern slavery and sexual exploitation, and the signs and indicators. **Impact:** These specialist sessions delivered jointly with the police have enabled the wider workforce to update their knowledge of modern slavery and sexual exploitation. It has helped to support partner agency staff such as Nurses and Social Workers and wider organisations such as housing providers in understanding how to make appropriate reports.



**Training Needs Survey** – a training survey shared with all partners of the board, and wider organisations for a second year. It included impact measures on understanding person centred outcomes in safeguarding. **Impact:** There was an increased 25 per cent response rate on the previous year with 514 submitted surveys. It has helped the SAB identify the support needed for wider agencies in the promotion of person centred safeguarding.

**Safeguarding Week 2017-** Following an invite from the LSCB, the SAB raised awareness of safeguarding adults and related issues through the LSCB safeguarding week. **Impact:** With over 860 staff from partner agencies attending events during that week there was a clear message shared that ‘Safeguarding is Everyone’s Responsibility’.

**Awareness Raising Events** – The SAB and partners raised awareness at a variety of forums throughout the year, including Holocaust Memorial Day, Fulfilling Lives (led by Learning Disabilities People’s Parliament) and World Social Work Day, International Nurses Day. **Impact:** With attendance of over **300** professionals, volunteers and service users and carers, the safeguarding adults profile is raised and in particular, how to report a concern.

**Website Updates** – Updated throughout the year and posted to the SAB website included SAB training information, Annual reports and easy read version, website survey and SAB newsletters. **Impact:** A total of **34,420** page views, and **22,551** unique page views of the SAB website, this includes reporting a concern.

**Training Programmes** – A wide variety of training is accessible to staff and volunteers across the wider workforce, it includes face to face training, workbooks and e-learning packages. **Impact:** **20,359** of the wider workforce received some form of safeguarding training over the last year, supporting prevention and early intervention, and continual update of staff/volunteer skills and knowledge.



**Mrs C** is a vulnerable adult who has dementia. Care workers pop in to her home twice a week to help her shower. **Mrs C's** grandson moved in with her recently. Her grandson often has friends over, to play computer games, sometimes they stay for a long time. **Mrs C's** care worker noticed she was becoming withdrawn and spent a lot of time in her bedroom and was worried about her. **Mrs C** has always enjoyed watching television.

**Mrs C's** care worker telephoned Social Care Direct. A social worker contacted **Mrs C**.

**Mrs C** told the social worker that she wanted her grandson to continue living with her, and that she liked the company. **Mrs C** received support to speak her grandson about not having friends over quite so much. **Mrs C's** grandson explained that he was worried about leaving his grandmother home alone. Other family members agreed to help by visiting so when **Mrs C's** grandson wanted to be with friends, she would not be alone. **Mrs C** is much happier and is enjoying time with her family.

**Mr Y** is a man who lived alone with some support from family members and agency support from home carers. Adult Social Care received some concerns relating to the company providing home care to **Mr Y**. As a result, a multi-agency response to gather information about the concerns took place. **Mr Y** was unable to give his views or the outcomes he would like to achieve from safeguarding support. A family member acted as his representative to support him.

Through conversations with **Mr Y's** family and his representative, safeguarding plans to support **Mr Y** and keep him safe from further risk were put in place. Concerns about a staff member from the company providing his care resulted in that person being removed from their working role. This has prevented further risk to **Mr Y** and others. **Mr Y** continues to live independently with the support of his family and home care.

“ Everyone sees there is a person at the centre ”

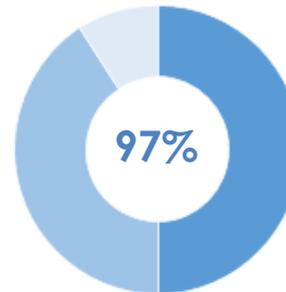
Source: Peer Review team March 2018



# At a Glance 2017- 2018



Over 60 agencies accessed Financial Abuse Event



## Desired outcomes

Expressed by service users were fully or partially achieved following safeguarding involvement

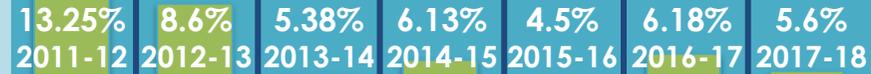
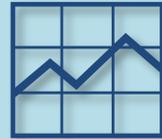
# Advocate

90.3%

Adults supported by family, friends or advocates during Safeguarding

Enquiries made under Safeguarding should always consider the mental capacity of adults. The Care Act tells us that when any such 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.

Percentage of enquiries which are repeats

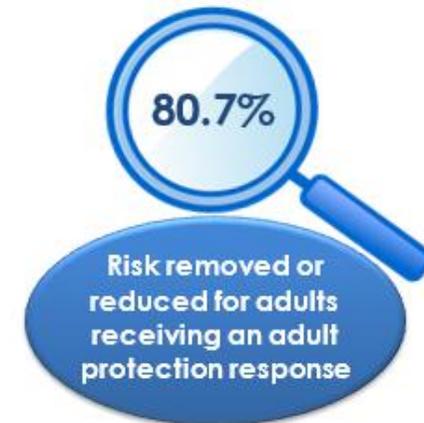
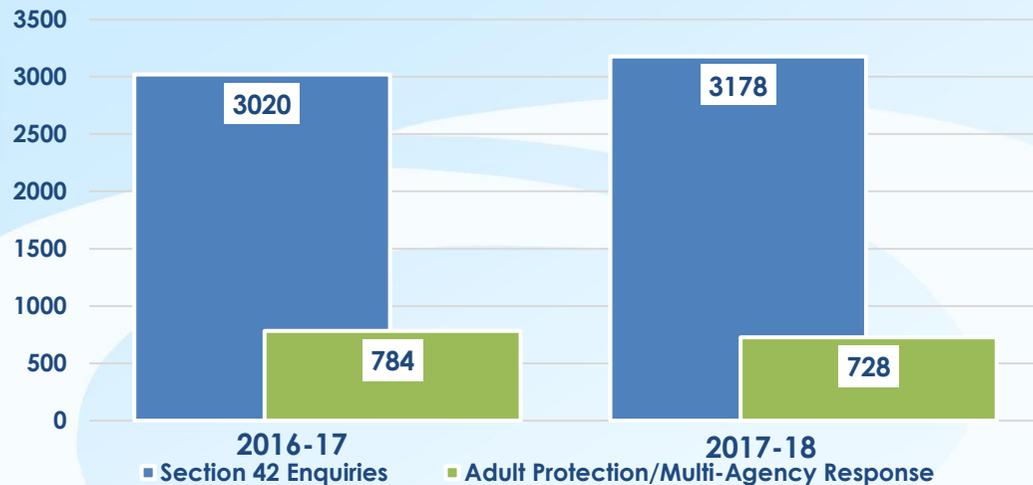


TREND



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. The SAB receives audit information annually of all repeat instances.

Adult Safeguarding Activity 2016-18



For 80.7 per cent of safeguarding enquiries receiving a multi-agency response action was taken and the risk was either reduced or removed, this is in keeping with the national average of 2016-2017 of 87 per cent.



Last year we said we would carry out work in a number of areas, to support the board to continue to make progress. These included:

Improving upon our performance reporting to ensure it is fully reflective of multi-agency working and incorporates prevention and early intervention. During the year, the SAB has worked towards making improvements to its performance reporting. A number of actions identified at the board development session in January 2018 are being taken forward including linking with performance leads across

the partners. The Peer Review also identified this an area of development for the board.

We said we would improve upon gaining the 'voice' of user/carers to inform our work and identify improvements. The peer team highlighted this was an area of strength for the board, and noted that resources and publications are developed with users and carers.



We said we would identify the prevalence and need of adults who may be victims of sexual exploitation or trafficking. This was to support the development of appropriate pathways to support adults at risk of sexual exploitation or trafficking. This work is near to completion with an 'At a Glance' Toolkit developed in conjunction with Darlington Safeguarding Adults Board.

# Safeguarding Adult Reviews



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

During this year, **2** referrals reviewed by a SAR Panel determined that the criteria was met for one case to instigate a SAR, and for another case whilst the criteria was not met, it was agreed there may be valuable learning from the case. Both cases are ongoing, the learning and any actions taken will be publicised within 2018-2019 annual report.

The SAB agreed to explore a wide range of learning opportunities as part of its continual improvement, including the development of a thematic tool drawing upon learning from:

- Adult Protection Cases) and Reflective Analysis
- Case file audits
- Organisational Learning – (for example learning from NHS Serious Incidents)
- Near Miss processes
- Provider self-audits and emerging themes
- Safeguarding Adult Reviews
- Domestic Homicide Reviews
- Mental Health Homicide Reviews
- Child Serious Case Reviews, (Safeguarding Practice Reviews - Consultation Working together to Safeguard Children, December 2017)
- Confidential Inquiries

In 2017-2018 the SAB identified a learning need for board members and wider practitioners in relation to Safeguarding Adult Reviews and in particular the differing methodologies available, the SAB is holding SAR workshop events in May 2018 to meet this need.

The SAB noted raising the profile of SARs and how to refer cases should continue, and the recent peer review highlighted a suggestion for the SAB to explore the low numbers of SARs. It is reassuring to note that our areas of development correlate to that of the peer review findings.



The Care and Support statutory guidance informs that SABs should be mindful of parallel review processes. SABs should consider the exploration of joint reviews to prevent duplication. In our 2016-2017 report we noted a key recommendation from a Mental Health Homicide Review relating to communication between agencies in situations of specific risk for adults in receipt in services. The recommendation suggested the LSAB explore how it could achieve a more robust approach to cross-agency communications.

## Remember

<b>S</b>	<b>ituation</b>	Situation - what is happening at the present time?
<b>B</b>	<b>ackground</b>	Background - what are the circumstances leading up to this situation?
<b>A</b>	<b>ssessment</b>	Assessment - what do I think the problem is?
<b>R</b>	<b>ecommendation</b>	Recommendation - what should we do to correct the problem?
<b>D</b>	<b>ecision</b>	Decision - what decision has been agreed?

The SAB held workshops with a group of pilot participants outlining the learning from the review and the reasons for an intended pilot. Consultation on the development of resources to support the pilot participants took place. Resources and guidance packs shared with participants.

With the support of NHS England a pilot is underway with selected agencies, including a provider and two GP practices as well as Social Care. The pilot is using a well-adopted framework for improving communication. In July 2018, the SAB will hear the pilot findings including analysis of its impact.

# Looking Ahead and Summary

*Partners see the Board as inclusive*

*Real desire to make a difference*

*The Board is on the right path*

Sources: Peer Review team March 2018

Collectively the SAB wishes to continue its journey with innovation and creativity in support of its vision. This includes working in smarter ways across partnerships and reducing duplication of effort.

The SAB held its development sessions in October 2017 and January 2018. These sessions provide the SAB with an opportunity to reflect upon its progress and review its 'plan on a page' and related priorities.

The SAB 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.

A key emphasis for the SAB moving forward into 2018 is performance monitoring, with a view to bringing strengthened narrative and analysis of data across all the statutory SAB agencies. The recent peer review team gave added validity to this area of development. Improving upon performance reporting will offer the SAB further assurance of the effectiveness of its arrangements through completion of development session actions and related learning from the recent peer review.

Other areas identified include strengthened engagement with Healthwatch, including the exploration of research opportunities to inform the work of the SAB and identification of future priorities.

*Very good session, two key themes worked well, probably the best session we've had, more interactive, and maybe a feeling of a more mature group.*

*SAB should have more days like this and strive for excellence.*

Source: Board member October 2017

# Partner Statements

## Durham County Council



### Adult Care

Durham County Council continues to fulfil its responsibility under the Care Act 2014 to protect adults with care and support needs from abuse and neglect. There have been a number of initiatives and improvements to the service in order to achieve these goals. The local authority are the lead agency for safeguarding and the Adult Protection Lead Officer team are responsible for coordinating the safeguarding response at an operational level. The team of seven lead officers was increased to eight, to address an increase in adult protection referrals and to ensure that the quality of safeguarding was maintained. Regular meetings were arranged with the chair of the Safeguarding Adults Board to promote and maintain links between the operational and the strategic aspects of safeguarding.

A procurement process has commenced to replace the current ageing adult care IT system to bring the local authority up to date with modern IT facilities. This will ensure safeguarding records are better managed and overall issues are more easily identified, such as multiple victims and emerging issues relating to care provision.

A Training Bulletin has been introduced to be disseminated quarterly in order to promote continuous learning amongst local authority staff and inform them of latest practice issues regarding topics such as Mental Capacity Act and advocacy.

A new advocacy provider, Rethink, now provides all advocacy services to the local authority, replacing the previous advocacy service providers and providing a more consistent approach to advocacy to fulfil Care Act, Mental Capacity Act or Mental Health Act requirements.

The Safeguarding Team has been working closely with other local authority departments, such as trading standards, environmental health and housing to ensure there is a more comprehensive and integrated response to safeguarding issues. This joint working has been improved by the introduction of new referral forms, leaflets and training.

The local authority celebrated World Social Work Day on Tuesday 20 March. Social workers from Adult and from Children's Services came together in County Hall for the event, which created the opportunity to recognise the variety of crucially important tasks they perform in helping some of our most vulnerable residents.

## **Housing Solutions**

Housing Solutions provide a strategic and operational role in the delivery of key local housing services including:

- Homelessness or risk of homelessness and Homeless Prevention
- Advice on the range of accommodation options available through Durham Key Options, Private Rent, Housing Associations, Supported accommodation, Emergency hostels and Refuges and Gypsy, Roma and Traveller sites;
- Family Intervention Project, Integrated Offender Management Project, HOPE Project, Project Beta, Remain Safe Project, Welfare Reform Project
- Disrepair, Empty Properties and Regeneration
- Private Landlord Accreditation Scheme
- Loans and Grants
- Energy issues
- Home Improvement Agency
- Rights and responsibilities as a tenant or an owner occupier

Some key achievements this year include:

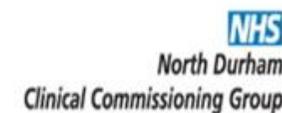
- Development of Near-Miss procedure
- Development of Safeguarding champions- dedicated safeguarding rep in all service areas raising awareness and knowledge.
- Annual staff safeguarding self- assessment audits
- Mandatory mental capacity act training and MSP briefings
- Development of Modern Slavery procedure
- Implementation of MSP through Personal Housing Plans and initial needs assessments
- Development of Rough Sleeper strategy ( Multi-agency)-including sweeps of Durham City engaging and empowering vulnerable rough sleepers
- Project Beta- dedicated keyworkers supporting offenders from prison to accommodation
- MAPPA- dedicated officers in attendance and engagement in housing support
- County Durham Housing Providers Safeguarding Partnership- Housing solutions facilitate key speakers and training to wider partners
- Potential of a Rough Sleeper outreach worker

An area of good practice is the development of a questionnaire with the help of vulnerable adults (Rough Sleepers) to share their experiences and collate views. We provided advice and support to those choosing to sleep rough identifying the need for a dedicated outreach worker. Our challenges for 2018-2019 include:

- Clients with a Dual Diagnosis
- Appropriate suitable temporary accommodation
- Housing clients with complex needs

## 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 Sedgfield (DDES) CCGs are committed to the safeguarding agenda and work closely with provider organisations to ensure that robust systems and processes are in place.



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 201/2018.

Over the last year the CCGs have worked with the local authority safeguarding staff in relation to the executive strategy process, Section 42 enquiries and adult protection investigations.

The CCGs continue to work with primary care colleagues to raise awareness through primary care practice development sessions which have been held throughout 2017/2018. Topics included;

- Consent/Capacity/Confidentiality
- Prevent/Stay Safe
- Coroner's update
- Domestic Abuse Support Services
- Sexual Assault Referral Centre
- Modern Day Slavery/Human Trafficking
- Adult Reviews and Lessons Learned

In addition the CCG safeguarding team have received training around Safeguarding Adults process and research methodologies and processes.

The CCG Safeguarding team continue to monitor commissioned providers compliance in relation to the Prevent agenda.

The Designated Nurse acts via a Memorandum of Understanding as a conduit between the North East Ambulance Service and the Local Safeguarding Adults Board.

A challenge for 2018/19 is to continue ensure the requirements of the "competencies for health staff" guidance is fully implemented across the health sector following publication.

## Durham Constabulary



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

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

There has been growth in the last 12 months and the Department now has two dedicated Detective Chief Inspectors allowing for additional cover to both manage active investigations and also the Strategic direction of the Organisation.

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

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

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

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

- Our victim-focussed investigations continue to gain praise. We listen to victims, identify their vulnerabilities early and supported them through the process.
- Good practice and highlighted by HMIC as excellent, is the victim and ASB 7 day ring-backs we conduct with service users, enabling us to identify good practice or areas for improvement and implement change at an early stage.

- Our response to vulnerable adult missing from homes that ensures we identify early vulnerability and identify support agencies to reduce likelihood of going missing in the future (Herbert Protocol / ERASE)
- Our management of Modern Day Slavery / Human Trafficking investigations has received praise following a recent Audit from the lead Force

Our challenges for 2018 – 2019 include, managing increasing demands in times of austerity and the ever changing face of Policing, especially around the Digital enabler element.

## **Tees, Esk and Wear Valleys NHS 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.

The Trust attends and is an active participant in the work of the Safeguarding Adults Board and associated sub groups.

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

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

At the end of 2017/18 compliance rates of Trust staff meeting the mandatory training requirements for Safeguarding Adults Level 1 training was 93% and Level 2 training compliance was 93%.

The safeguarding Level 1 mandatory training programme has been revised and now incorporates safeguarding adults and safeguarding children training. Also Level 2 refresher training programme has been developed.

Mental Capacity Act Training is mandatory for Trust staff. To further improve adherence to the legislation and monitor compliance, the use of Mental Capacity Champions across the Trust who have been trained at a higher level on MCA/DoLS, and they will attend regular MCA forums.

Making Safeguarding Personal (MSP) questionnaires are offered to all patients willing to feedback their experience of safeguarding adult procedures. The results from 2017/18 MSP survey work demonstrated that patients felt informed and involved, and that safeguarding support and outcomes were appropriate.

The Trust Multi-Agency Risk Assessment Conference Advisors have produced a Domestic Abuse training programme which is available for Trust staff through the education and training portfolio

The Trust supports campaigns and events throughout the year and actively promotes safeguarding adults alongside the Local Authority

It is expected that NHS England will publish the SGA intercollegiate guidelines in early summer it is unknown what impact this will have on the current Trust resources.

Further embed Specialist safeguarding supervision into the Trusts clinical supervision compliance monitoring system.

Further embed 'Think Family' into all aspects of safeguarding work including training, support and advice and when working with vulnerable adults.

Participate alongside partner agencies in implementing national initiatives to identify and report and manage Modern Day Slavery cases

## County Durham and Darlington Fire and Rescue Service

County Durham and Darlington  
Fire and Rescue Service



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

### **SAB Priority – Care Act/Legislation Compliance, Awareness, Prevention and Partner Engagement**

Delivering against our duty under safeguarding is included in the Service's community safety strategy and this has been supported by a review of our policy and procedure to ensure they comply with the Care Act 2014, the locally agreed policy and procedures and that they take cognisance of the Mental Capacity Act 2005. A key achievement this year has been to refresh and upgrade safeguarding training to all our staff. Our staff have completed training in 'making every contact count' and Level 1 'alerter' training to ensure they can identify and refer those that may need help and support; this is predominantly delivered through our targeted Safe and Wellbeing visits. Our central community safety team have been trained to Level 2 'managing the alerter' to ensure appropriate action is taken when a safeguarding report is received from our staff; they have also attended Mental Capacity training sessions organised by the SAB business unit.

### **SAB Priority – Learning Lessons and Improvement**

Due to increased knowledge and awareness, the FRS have referred a case to a Safeguarding Adults Review (SAR) panel, which has been taken forward under a learning lessons review, we have also supported information gathering for other referred cases.

### **SAB Priority – Partner Engagement**

During the delivery of our visits to businesses, to undertake fire safety audits, we identified two potential cases of modern slavery at separate premises. The Fire Service referred to the Police, and it resulted in follow up joint inspection visits, which led to appropriate action being taken in both cases.

We would like to build on our current practises by:

- Introduce a quality assurance process to confirm staff understanding of safeguarding and referral procedures;
- Organising further training with the Police and DCC to increase knowledge and practices in relation to modern slavery and human trafficking;
- Raise awareness of safeguarding within our communities through interaction at fire station open days.

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>• 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>• 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>• 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>• 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.