



# Annual Report

2016 / 2017

Northumberland Safeguarding Adults Board

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## 1. Foreword by Independent Chair

Welcome to the publication of my first Annual Report in my role as Independent Chair of North Tyneside and Northumberland Safeguarding Adults Board (NSAB).

This report demonstrates how agencies work together, and are formally held to account, to make sure the whole safeguarding system is operating effectively to protect vulnerable people. The Safeguarding Adults Board (SAB) oversees this work, ensuring agencies have effective arrangements in place that are working well and improving. Safeguarding requires a joined up multi-agency approach and rigorous governance is essential. The Board provides this quality assurance, oversight and scrutiny.

During 2016-17, both North Tyneside and Northumberland Safeguarding Adults Boards took the decision to join together and establish a single board. This arrangement was the rational next step following a track record of successful joint working within combined sub-committees. At the same time, it was recognised that partners work seamlessly with communities, crossing local authority boundaries, as well as the necessity to streamline limited resources.

Our annual report provides local people with an account of the SAB's work over the past year to improve the safeguarding and wellbeing of vulnerable adults across North Tyneside and Northumberland. It reflects the activity of the board and its sub-committees to achieve our agreed priorities for 2016/17.

Looking forward, my intention is to ensure that in North Tyneside and Northumberland we maintain a clear focus on these priorities within what is an increasingly complex and challenging environment. To achieve this the SAB has a clear plan in place to ensure it meets its responsibilities, responds to the needs and feedback of service users, carers and the local community, and holds all relevant agencies to account.

My thanks go to the partner agencies that make up the SAB, and for their work and dedication during a time of huge demand and whose commitment and motivation deliver our shared priorities. It is a privilege to work with them. I would also like to thank and recognise the contribution of the Health and Wellbeing Portfolio Holders who bring another layer of independent scrutiny to the work of the board.

Thank you for taking the time to read our annual report. I hope you find it interesting and useful, and are assured that the SAB is committed to continual improvement and decisive action.



Paula Mead NSCB Independent Chair

## 2. Introduction

The NSAB has a statutory duty under the Care Act 2014 to prepare and publish an Annual Report which describes how our partners work together to safeguard vulnerable adults in Northumberland. It is important that this report reflects the activity of the safeguarding system as a whole, and holds all agencies to account for the work they do.

This Annual Report for 2016/17 aims to demonstrate the extent to which the functions of the NSAB have been effectively fulfilled, and to identify areas for further development in the coming year.

Section 3 of the report highlights some statistical information about Northumberland and provides a local context for our work.

Section 4 describes the local governance arrangements and structure of NSAB, the sub committees and links to other strategic partnerships across Northumberland.

Section 5 highlights some of the achievements and the progress that has been made in the last year as well as reporting on the work undertaken against the 2016/17 priorities.

Section 6 looks at some of the statistics we have captured in the last year; describing the amount of work we have done and some of the detail about who we have protected, the types of abuse we have

come across and the outcomes for the people we have helped.

Section 7 describes our multi-agency training plan and describes the communication activity undertaken by the NSAB in the past year to raise awareness of adult safeguarding and encourage all agencies to raise the profile within their own agencies. .

Section 8 identifies the emerging priorities NSAB will take forward in 2017/18.



### 3. Local Data

Northumberland is geographically the sixth largest county in England and yet is the least densely populated with only 315 800 people in approx. 5013 km sq. This equates to 63 people per km sq. compared to the national average of 406 people per km sq. It is the most northern county of England, bordering Cumbria to the west, County Durham and Tyne and Wear to the south and the Scottish Borders to the north.

There are a number of market towns in the county but these are set within extensive rural areas and uplands where some families continue to live and work in socially isolated rural communities.

Northumberland has a higher than average population of people over the age of 55, although in some more urban areas such as the South East of the county, life expectancy is reduced ([See Director of Public Health Report 2016](#))



Northumberland is home to **315,800 people** and covers an area of 5,013 km<sup>2</sup>, of which 96.7% is classed as rural.



Northumberland has a higher than average older population, with some people living in rural or semi urban poverty which impacts on safeguarding



Northumberland resident is expected to live in good health until the age of 63, which is more than 75% of their lives



The County has **11 major centres of population** including Alnwick, Amble, Ashington, Bedlington, Berwick-upon-Tweed, Blyth, Crumlington, Haltwhistle, Hexham, Morpeth and Prudhoe



Northumberland has a population of approximately 313,000 people is the least densely populated (63 per km<sup>2</sup> compared with 302/406 (NE/England).

## Local Safeguarding Data 2016/17

**4819** adult concern notifications (ACNs) (1% higher than last year) but **39%** decrease in ACNs between Quarter 1 and Quarter 4<sup>1</sup>



**768** safeguarding referrals (15% lower than 2015/16) but **35%** decrease from Q1 and Q4 (see footnote below)

**Physical abuse (160 cases)** was the most common form of abuse reported, with Neglect (154 cases) being the second most frequent

There were 113 cases of financial abuse and 64 cases of sexual abuse which shows increased public awareness and confidence in reporting

**281** of cases resulting in an enquiry involved abuse in the persons own home, with **182** occurring in care homes and **64** in the community/public place

<sup>1</sup> There has been a review of the way we record safeguarding information when it enters the adult social care system. We now apply our thresholds document prior to recording safeguarding meaning more incidents are deemed appropriately well managed under general adult services instead of safeguarding.

**335 cases** resulting in an enquiry involved a source of risk known to the victim

**174** cases involved a health or social care provider and **25** cases involved strangers

Of the cases which resulted in an enquiry, **307** resulted in the risk reduced and **155** had the risk removed completely.



**72 cases** ended with the risk remaining at the person's choice. This might be for example where the risk relates to a family member or friend and the person does not wish to stop seeing them.

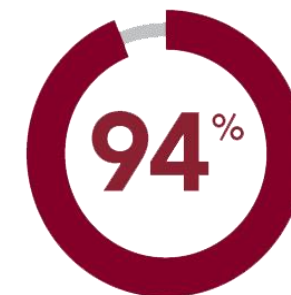
Social Care staff were the most frequent referrer for safeguarding enquiries with a combined total of **181 cases**

Police referred **97 cases** and Health care staff referred **57 cases**

**94%** of people who were able to express their desired outcomes, or had someone to speak for them, had their outcomes fully or partially met

**No Safeguarding Adult Reviews** were completed in 2016/17 for Northumberland

**Two** appreciative enquiries were finalised and the lessons learned shared with the SAB and embedded into training for all partners.



## 4. Governance and Structure

### *North Tyneside and Northumberland Safeguarding Adults Board*

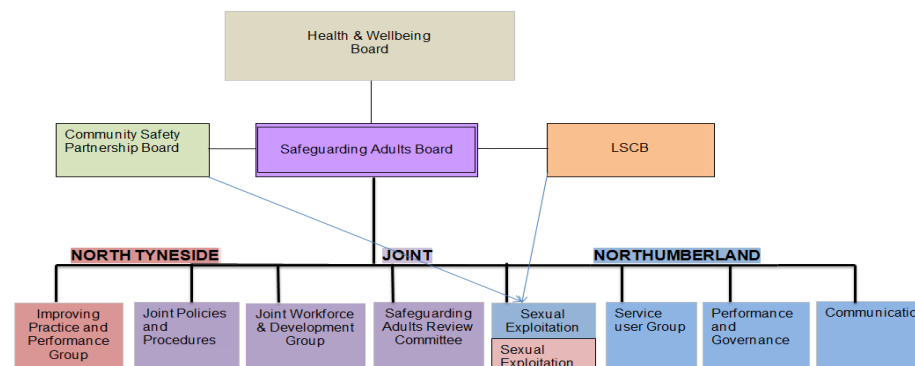
Each local authority area is required by the Care Act 2014 to have a Safeguarding Adults Board. This board is expected to oversee the strategic operation of safeguarding processes led by the local authority, assuring itself that all of the partners are working together to prevent or respond to all types of abuse and neglect.

The SAB must:

- include the local authority NHS and police
- develop shared plans by speaking to local people and organisations
- publish an annual safeguarding plan and annual report
- arrange for Safeguarding Adult Reviews when these are indicated

The Northumberland and North Tyneside Safeguarding Adults Board (NSAB) is made up of nominated lead officers from key organisations within Northumberland and North Tyneside. It includes those organisations that have statutory responsibilities for promoting the welfare of adults and protecting adults at risk of abuse and neglect. The role of the NSAB is to maintain and develop multi-agency frameworks to safeguard adults within Northumberland and North Tyneside, to coordinate what is done by each person or body represented on the Board in relation to the safeguarding of adults to monitor and to evaluate the effectiveness of what is done by each person or agency that contributes to the board.

2. Governance Arrangements – NORTH TYNESIDE AND NORTHUMBERLAND



NSAB is chaired by an independent person and has met bi-monthly in 2016/17 with two development sessions taking the total number of meetings to 8 per year.

NSAB is supported by Senior Managers who are employed by each of the Local Authorities and a Board Administrator who is employed by North Tyneside.

### **The Northumberland Strategic Safeguarding Team**

In Northumberland, operational safeguarding activity to protect individual adults at risk of abuse and neglect is carried out by care management staff working for Northumbria Healthcare NHS Foundation Trust or Northumberland, Tyne and Wear NHS Foundation Trust. However, in line with the model in operation elsewhere in the region, a central strategic safeguarding adults team supports this work. Due to the

pressure of the work created by the Cheshire West judgement in relation to the Deprivation of Liberty Safeguards (Dols), the team was re-configured in April 2014 and split into separate safeguarding and Dols teams.

The safeguarding adults team support front-line care management teams in complex and high-risk safeguarding cases, by

- Chairing strategy, planning and review meetings
- Carrying out investigations into serious allegations of abuse and neglect
- Supporting the Learning and Development Unit to develop and deliver a range of safeguarding and associated specialist training courses for front-line and partner agency staff
- Representing and presenting reports for adult social care under local Multi-Agency Public Protection Arrangements (MAPPA) and the Multi-agency Risk Assessment Conference

### **The Deprivation of Liberty (Dols) Team**

The DoLS team coordinates assessments under the Mental Capacity Act 2005 Deprivation of Liberty Safeguards with respect to people without mental capacity who are deprived of their liberty in a care home or hospital.

They liaise with other relevant professionals, including the coroner where the person has died whilst subject to a Dols authorisation, and co-ordinate referrals to the Court of Protection.

In 2016/17 there were a total of 1809 cases referred for authorisation in Northumberland (a decrease from 2070 in 2015/16).


Northumbria Healthcare Foundation Trust has trained a significant number (69) of social work staff so that they can undertake best Interest assessments under Dols, and additional signatories to cope with the demand for authorisations to be signed. These additional resources have allowed for better through put of requests and a reduction in waiting times for people to be assessed and authorised.

### **Achievements, developments and priorities within Individual Agencies**


Each of the key agencies represented on the Safeguarding Adults Board has arrangements within its organisation to ensure an appropriate focus on safeguarding issues. The following summarises some of the key achievements from our partners in 2016/17.




All agencies were asked to respond to the following headings:




Please give an overview of your agencies Safeguarding arrangements, including any changes over the year. This can include any involvement in SAB work. Please include the main issues or aims for your agency.



An update on last year's actions and achievements



What are the financial/resource implications for your agency



Next steps/future plans/priorities

**Northumbria Healthcare NHS Foundation Trust**



The Interim Director of Nursing has an executive board level responsibility for safeguarding.

The Trust Safeguarding Board is chaired by the Interim Director of Nursing. Named and Designated Safeguarding professionals as well as the Leads for Mental Capacity, DoLS, Learning Disabilities and Adult safeguarding attend monthly. There is also senior representation from all Business Units. The Safeguarding Board monitors governance

arrangements regarding safeguarding vulnerable people (both adults and children).

The Safeguarding Board through its membership is responsible for ensuring safeguarding arrangements are in place Trust Wide, identifying risks through the risk register and monitoring action plans. The Trust Safeguarding Board is the corporate hub through which information is disseminated to all levels of staff within the Trust both at ground level and through the relevant governance structures of the Assurance Committee and the Trust Board of Directors

The Professional and Operational Lead for Safeguarding Adults and Children provide quarterly and annual reports to Trust Board. The reports provide assurance that local arrangements are in place for safeguarding the vulnerable and the Trust is meeting its statutory requirements and is in line with National guidance

Child Protection systems and policies are up to date with robust and regular reviews, which are ratified by Trust Board. Including a process for following up children who miss appointments and a system for identifying children where there are safeguarding concerns.

The safeguarding teams receive notification of safeguarding incidents reported within Datix (incidents), safeguarding children referrals and adults

PROTECT forms which provide an overview and support for all serious incidents.

The safeguarding leads link into Trust internal meetings where aspects of safeguarding are required such as Security meetings, SNF, Tissue Viability, IR1 meetings, and clinical governance meetings

## Care Quality Commission (CQC) Inspection November 2015

The Trust received a comprehensive Inspection in November 2015. The final report was received in May 2016 the Trust had an overall rate of Outstanding. Safeguarding featured highly within the reports, all staff were able to articulate to the inspectors their safeguarding responsibilities and duty of care, which shows that the training and supervision and support they receive is effective.

NHCFT Safeguarding Strategy and Priorities are shaped by National and regulatory requirements as well as the Safeguarding Adult Board. The Safeguarding Team have delivered on all of the priorities identified in 2015-16 Annual report.

Key priorities for 2015-16	What we have achieved
Continue to deliver training across the Organisation to ensure all staff are aware of their safeguarding role and compliant with partnership board requirements.	Safeguarding training figures show high compliance
To further develop the views of service users in safeguarding decision making	Making safeguarding personal principles adopted where there are safeguarding concerns. The person's views are sought and considered.
To further raise awareness of Sexual Exploitation to front line services	SE task group established. Awareness raised in key frontline services such as A and E sexual health services, women's services.
Further develop the adult referral form and mechanism with our partner agencies	Form is now designed and tested. Launch of electronic referral form planned for May 2017
Development of training programme in relation to mental capacity and deprivation of liberties safeguards.	Training established, workbook developed and rolled out
The Trust is able to identify adults with a learning disability within acute care. Further work in tracking the patient journey required	RAPPA system in place. CQUIN target established. Patient tracker embedded.
Engage in multi-agency safeguarding	NHCFT section 11 audit and the SAB Quality

adult and Children audit as part of quality and assurance agenda	Assessment Framework as well as multi-agency audit from SCR's, DHR's
Develop a Safeguarding Adults audit programme in line with the children's audit plan.	The Safeguarding Adult Team now have an annual audit plan which includes Safeguarding adults, Learning Disabilities, Mortality Review, MCA, MHA, DOLS
To continually review policies and procedures; timely and demonstrating evidence based / national directive.	All safeguarding policies have been updated following national directive and local learning.
<b>To roll out new mandatory WRAP training under the Prevent agenda.</b>	WRAP training established. 1 <sup>st</sup> year target met for WRAP training

Highly publicised cases of abuse remind us of the importance of making sure that the most vulnerable adults and children in our care are listened to and have a voice. We all have a duty to our patients and their families to learn the lessons to ensure that the vulnerable in society are safe and protected.

This report is written at a time of change for the Health Service. This reporting period has seen many challenges, with changes in the NHS commissioning arrangements, in conjunction with continuing financial austerity and change across other partner agencies. These changes have and will in the future affected how we work with agency colleagues in social care and the police force, resulting in a greater responsibility being placed on health professionals for ensuring that the most vulnerable in our care are protected. Our safeguarding teams continue to support our staff through their expertise and knowledge and deliver training to enable our staff to take on this increased responsibility.

The priorities for the Safeguarding Teams have been considered against the LSCBs and SAB Business Plans. Future priorities for the period April 2017- March 2018 include:

### Key Safeguarding Priorities 2017-2018

1. Preventing harm and the protection of vulnerable children, young people and adults who access services through quality safeguarding training, supervision and support for staff.
2. To further raise awareness of Sexual Exploitation of front line services
3. To Raise awareness of Modern Day Slavery amongst all staff groups
4. To embed the learning from SCR's, DHR 's and SLE's throughout the organisation to improve care and prevent further tragic events
5. To further develop Adult supervision and across frontline services
6. To further develop staff awareness in relation to mental capacity and deprivation of liberties safeguards.
7. To further strengthen links between Community and Acute services to ensure seamless care for people with learning disabilities
8. Engage in multi-agency safeguarding adult and Children audit as part of quality and assurance agenda
9. To continually review policies and procedures; timely and demonstrating evidence based / national directive.

### **Northumberland Clinical Commissioning Group (CCG)**

Northumberland Clinical Commissioning Group (the CCG) has a responsibility to ensure the patient services commissioned are safe and of good quality. The CCG is committed to ensuring adults safeguarding is embedded into its strategic and operational working.

The CCG's executive lead for Safeguarding is the Director of Nursing, Quality and Patient Safety. There are also other designated safeguarding professionals working as a team in partnership with service providers and stakeholders to safeguard adults in Northumberland.

There are robust mechanisms for reporting to the executive board of the CCG to ensure that the organisation fulfils its statutory responsibilities in relation to safeguarding adults. Safeguarding is a standing item in the CCG's quality report to the Board. The CCG has a process in place to actively seek assurance from service providers on safeguarding. An assurance audit on safeguarding adults has been carried out by Internal Audit in 2016 and 'substantial' assurance has been received by the CCG on its governance, risk management and control arrangements.

The Director of Nursing, Quality and Patient Safety and Head of Quality and Patient Safety Adults of the CCG are members of the Northumberland Safeguarding Adults Board (NSAB) and Safer Northumberland Partnership (SNP), and are working very closely with both boards on safeguarding and related matters. The Head of Quality and Patient Safety Adults has actively engaged with the Performance and Governance and Safeguarding Adults Review Committee subgroups of the NSAB and the Domestic Abuse and Contest Thematic groups; sub groups of the Safer Northumberland Board. The CCG has also worked

closely as a partner organisation in the Domestic Homicide reviews (DHR) and processes including the DHR panel.

The CCG has effective working relationships with partner agencies and including Northumberland County Council, Care Quality Commission (CQC), Public Health, Public Protection, service providers, Police, Healthwatch and voluntary sector organisations. The Head of Quality and Patient Safety Adults regularly attends and contributes to multi agency meetings including the Multi-Agency Information sharing Meetings chaired by CQC, Safeguarding Adults strategy and planning meetings, Quality assurance visits and meetings, MAPPA, MARAC and MATAC. The CCG has ensured sharing of complex and sensitive information where required and appropriate, and developed an integrated template to improve information sharing by primary care.

The CCG continues to engage GP practices and raise awareness of safeguarding, Mental Capacity Act (MCA), Deprivation of Liberty Safeguards (DoLs) , Prevent and Domestic Abuse. The CCG Safeguarding Team has established a peer network to engage and support Primary Care Safeguarding Leads, includes training and learning events.

Quality monitoring visits to commissioned services are carried out to ensure that safeguarding, MCA, DoLs and Prevent agenda are embedded in practice.

Northumberland CCG has continued to commission the Learning & Development Unit at Northumbria Healthcare to provide bespoke training to CCG and primary care staff including safeguarding adults at risk, MCA, DoLs and Prevent.

As with partner agencies, there has been a sustained increase in demand on the CCG's safeguarding team in response to the national

and local priorities on adult safeguarding.

In the coming year, the CCG will continue to strengthen its quality framework aiming to drive up quality in relation to safeguarding in all services commissioned by the CCG. Priorities include:

- Further expand the CCG's quality visits programme to monitor and assess the quality of care for adults in commissioned services including the care homes.
- Consolidate and further develop the support to primary care to enhance local safeguarding systems and processes and ensure they are embedded into clinical practices.
- Continue to strengthen joint working and engagement with respective boards and partner agencies on adult safeguarding.

## Safer Northumberland Partnership



The key areas for Safer Northumberland throughout 2016/17 have been:



The partnership has undergone a series of reviews to ensure its structure and priorities remain fit for purpose and reflect the business of those agencies that make up the core responsible authorities.

Our main focus has been to revise our strategic priorities and the PREVENT strategy, intelligence processes and management, domestic abuse and sexual violence service coordination. Each of these is embedded in the principles of safeguarding as an integral element to tackling the issue.

A stronger, clearer partnership structure, revised arrangements for Domestic Abuse Coordination, a solid foundation for the collation and

dissemination of intelligence not otherwise managed to tackle serious issues such as radicalisation, exploitation and other serious crime affecting vulnerable people and communities

All strategies to reflect safeguarding links and arrangements, clear understanding of primacy for Safer Northumberland and safeguarding to avoid duplication and ensure a consistent and coordinated response to any common or shared issues i.e. domestic abuse and sexual exploitation.

Likely priorities:

- a) Reduce and Prevent Crime and Disorder
- b) Protect and Support Vulnerable Communities
- c) Domestic Abuse and Sexual Violence
- d) Serious and Organised Crime Inc. Exploitation, Modern Day Slavery, Cyber Crime
- e) PREVENT (Radicalisation and Extremism)
- f) Road Safety

## Northumberland Fire and Rescue



Northumberland Fire and Rescue Service has reviewed and revised its Safeguarding Service Orders as part of its document management system. Arrangements continue to work well, with all

safeguarding concerns raised with Duty Managers who provide a 24-hour service, 7 days per week, 365 days per year. Community Safety Policy and Team Manager continues to attend both Safeguarding Adults and Safeguarding Children Boards, with additional support at a number of sub-groups. Safeguarding is now a standing agenda item at both Service Leadership Team and Senior Management Group meetings. The Service has worked hard to increase the number of safeguarding referrals and, as a result, numbers have been slowly increasing.

Unfortunately, there were two fatal house fires in Northumberland during 2016/17, resulting in three deaths. Northumberland has carried out internal serious case reviews and, for the first time, presented for consideration at Safeguarding Adults Review Committee (SARC). This has provided the opportunity for all partners to consider details of each case and identify areas of learning.

All fire and rescue authorities in England have a responsibility under the Fire and rescue national framework for England (2012) to '*identify and assess all foreseeable fire and rescue related risks their communities might face*'. Fire and rescue authorities must produce an Integrated Risk Management Plan, setting out those risks, and detailing plans to mitigate risk accordingly. The *Fire and Rescue Plan 2017-2021* sets out fire authority priorities for 2017/18. Priorities include the following:

Actively seek opportunities to work in partnership and collaboration, both internally and externally, to deliver added value to our communities. As an integral part of Northumberland County Council we will continue to ensure we work with colleagues across across the council by exploring opportunities for closer collaboration, co-location and greater integration in order to deliver

improved intelligence based service outcomes for our communities. We will continue to work with external partners to explore further opportunities to increase partnerships that offer tangible health, welfare and social benefits to our communities.

In addition, Northumberland Fire and Rescue Service must ensure it is resilient to respond to incidents that may be currently infrequent, but may increase due to a number of factors. For instance, the Service recognises that the population in Northumberland is ageing. By 2031 it is anticipated that 31% of the population will be over 65 years of age. People over the age of 65 are at increased risk of falling, hypothermia, malnutrition, excess winter death, repeat hospital admissions, isolation and suffering from loneliness, fire death or injury. Northumberland Fire and Rescue Service already prioritises partner referrals for Safe and Well-Being Visits and, in addition, targets those who are 65 years of age or older.

In order to further prepare for and mitigate this identified risk: -

- The Service will expand the Safe and Well-Being Programme to incorporate assessment of wider age-related risks; and
- The Service will continue as a member of Northumberland and North Tyneside Safeguarding Adults Board, supporting local safeguarding priorities and ensuring consideration of identified risk as part of its risk profiling.

## Northumberland Tyne and Wear Mental Health Trust



Northumberland Tyne and Wear NHS Foundation Trust Lead officer for Safeguarding and Public Protection is the Executive Director of Nursing and Operations. A Nurse Director and Head of Safeguarding and Public Protection are identified named individuals who ensure the management of the trust Safeguarding and Public Protection team as well as ensuring a robust system is in place for safeguarding and public protection underpinned by sound clinical and corporate governance arrangements. The trust has a Safeguarding and Public Protection committee that meets 6 times a year. Trust board receive bi monthly reports including updates safeguarding children and adult boards.

The trust Adults at Risk Policy has been reviewed, ratified and implemented in January 2017.

The Safeguarding and Public Protection Team review every safeguarding adult concern, providing practitioners with advice, support and supervision where necessary.

Two audits were undertaken in 2016/17 in relation to safeguarding. The first was an audit of the Safeguarding process and the second being an audit of the Safeguarding and Public Protection Team triage process. Both audits indicated full compliance with no key risks established.

The Safeguarding and Public Protection Team have improved ways of working by reviewing the Triage model for access to advice, supervision and support. Access to triage is now via the completion of a web based form by a trust employee and reviewed

by the triage worker. This enables the monitoring of all concerns in real time including positive reporting of both significant harm and the identification of low level concerns that require a single agency plan to safeguard. The data of types of harm, threshold of harm and actual impact are presented to trust Quality and performance Committee on a quarterly basis. Also safeguarding assurance dashboards are submitted quarterly to the respective Clinical Commissioning Groups.

The Board of Directors, trust Safe groups and the NTW Nursing Conference 2017 have all received a presentation on domestic abuse in older people and coercive control. In 2016 the trust was inspected by the CQC and was given the grade outstanding. The ability for the SAPP team to provide robust safeguarding support to trust services and current Multi-agency meetings whilst the process of change and differing demands are underway with the development of the MASH

Future priorities are to assist in the development and operationalisation of the MASH with partners.

## Northumbria Community Rehabilitation Company (NCRC)

Northumbria  
Community Rehabilitation Company



The core role of NCRC is protection of the public. The focus of our work with service users (SU) is understanding and addressing their criminogenic and personal needs. Service users supervised by NCRC are involved in all aspects of their sentence, and are consulted in relation to completion of their sentence plan. NCRC promotes the early identification of any risk issues. If a service user is suspected of perpetrating abuse towards a vulnerable adult, or is vulnerable to abuse, the RO (Responsible Officer) will liaise as appropriate with the SGA team and/or relevant partnership agency.

From 12<sup>th</sup> June 2017 Sodexo Practice Standards were implemented, which are a guide for operational practice and provide consistency of practice. The four areas are: early work, compliance, risk assessment and management, review and evaluate. The quality assurance team conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work. A review took place to improve how feedback from case reviews, DHRs and serious further offence reviews are fed in to senior management and learning is embedded in to practice. A composite action plan is now completed and evaluated every month at senior management team.

NCRC works within a framework of a number of quality assurance arrangements including HMIP inspections, NOMS Operational Assurance, Contract compliance as well as internal mechanisms for monitoring. The quality assurance team conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work

Development of Rehabilitation Activity Requirements (RARs), which are interventions based on desistance theory taking a strength based approach. took place. NCRC has the Positive Pathways programme and Positive Pathways Plus for domestic abuse perpetrators, as well as the following RAR interventions: Alcohol; Cannabis, Legal highs, Masculinity and Aggression, Victims and Values, Attitudes and Behaviour. These interventions are available to officers to deliver individually or in small groups depending on need and capacity.

Positive Pathways Plus is being reviewed and updated in order to incorporate additional exercises, consider what additional

resources may be available, and explore stalking and harassment type behaviour.

As NCRC are no longer represented at SCB sub groups, we need to establish effective lines of communication and ensure we can both contribute to, and receive information/actions were relevant.

Positive Pathways Plus is being reviewed and changed in order to incorporate stalking and harassment type behaviour.

NCRC needs to retain this focus on risk management and planning as these are core elements in case management. Risk management activities must focus on preventing or reducing the risk the service user may present to others, as well as any risks they may be vulnerable to. NCRC need to ensure that the outcomes and findings from reviews, inspections and quality assurance activities are taken forward, embedded into practice where necessary and the impact on service delivery can be evaluated. A timetable of practice development sessions has been established to address thematic and operational delivery priorities. The development sessions will include

- Compliance & Enforcement and the role of Management Oversight (use of professional judgement, defensible decision making, evidential recording, accountability.)
- Learning from Serious Further Offence Reviews and other serious case reviews (shared lessons learned and good practice examples, defensible decision making, informed future practice)
- Think Risk - Safeguarding Children & Adults (shared and extended practice knowledge, risk assessment skills, accountability and external liaison.)
- Think Risk - Domestic Abuse (shared and extended practice knowledge, risk assessment skills, accountability and external liaison.)



## **Northumberland County Council Housing**

The housing management function was brought back within the Council in September 2015 and in 2016, the creation of a combined Housing Services function under a newly appointed Head of Service was progressed, enabling a consistent approach to be delivered with regards to safeguarding and more effective dissemination of information of safeguarding areas to be considered, for example self-neglect and CSE across all areas

Service delivery has continued to progress well with safeguarding refresher training delivered to all housing staff supporting tenants and victims of domestic abuse and those homeless or at risk of homelessness.

A colleague in Sunderland City Council praised the Homelessness and Housing Options team about how they supported a vulnerable young adult saying that we had been fantastic in the way we had supported the client and himself with professionalism and sensitivity.

A victim of domestic abuse who was homeless and then rehoused said that “Paul was fantastic – I want to pass on my thanks and praise to make Paul’s manager aware of how good a job he has done. This has changed my life”

One of the primary changes for 206/17 for Housing Services was the arrival of a Syrian refugee families in November 2016 and April 2017. It remains essential that the adults, children and young

people arriving are safeguarded both in the local community and in schools. A multi-agency group, chaired by Housing, is currently monitoring the service and ensuring that these issues are addressed.

Other achievements are:

- Regular attendance at safeguarding Multi-agency meetings to help support some of our most vulnerable residents
- New work with G4S to ensure that Asylum Seekers placed in the county are safeguarded
- Briefing completed for officers within housing services regarding the provision under the Neglect Strategy with further workshop training arranged

Safeguarding forms part of the day to day activity of all of the Housing teams with no additional resource or financial implications

In the coming year our priorities include:

- a. Neglect training to be completed by officers at workshops during 2017/18
- b. Development of increased partnership working with housing providers through the re-launch of a Housing Partnership involving the primary housing providers across Northumberland, ensuring any learning regarding safeguarding is effectively disseminated.



## Northumbria Police

The Safeguarding Department has been created within the Force Operating Model to coordinate the police response to the most vulnerable members of our community.

It is clear in its principle that Northumbria Police will simply be outstanding in the delivery of services and will see a joined up approach to all areas of vulnerability across the force.

The department will oversee and drive the force response in relation to the following areas:

Child Abuse

Missing Children

Domestic Abuse

Rape

Vulnerable Adults

MAPPA / MATAC

Reach

Hate Crime

Operation Sanctuary

Trafficking

Sex Workers

## ASB

### Safeguarding of Vulnerable Persons

The establishment of safeguarding has increased the number of staff working on vulnerability in Northumberland. A project team has been initiated to develop new approaches to safeguarding and improve services to among others vulnerable adults.

Operation Sanctuary is a Northumbria Police led, multi-agency operation which looks to target the behaviour of men who commit sexual offences against vulnerable adults and children.

As a result of a successful home office innovation bid a south based hub has been developed from April 2016.

Social workers from Northumberland work alongside workers from Changing lives, Bright futures and Barnardo's.

## 5. Working across Partnerships

The NSAB works with a wide range of themed partnerships and Boards.

Each of the five thematic partnerships has a specific focus:

- ***The Northumberland Safeguarding Children's Board***– Works to ensure effective services are delivered in the most efficient way to safeguard and improve the lives of children, young people and families.
- ***The Health and Wellbeing Board*** – Brings together key partners from health and care organisations to work together to improve the health and wellbeing of local people.
- ***The Safer Northumberland Partnership*** – Works with all key statutory and voluntary partners and communities, to prevent and respond to issues of crime, disorder and anti-social behaviour.

The NSAB will continue to engage and challenge these partnerships where appropriate to safeguard and promote the welfare of adults in Northumberland. We have strengthened our joint working with a range of partnerships on shared or similar priorities.

Examples include:

### **Safe Northumberland Partnership**

We have developed close working relationships with SNP, working to identify a gap analysis on relation to domestic violence and developing and pursuing the aims of the Sexual Exploitation Strategy.

### **Safeguarding Children's Board**

The Safeguarding Children's Board is chaired by the NSAB Independent Chair. There are shared groups such as the Communications Sub Committee which has enabled the NSAB to share communication across both authorities and develop safeguarding procedures, training and communications that covers children and families in vulnerable households.

### **Health and Wellbeing Board (HWBB)**

The NSCB independent chair has been a member of the HWBB during 2016-2017 and this has enabled her to raise the profile of adult safeguarding and ensure that this is considered as part of wider service development across the health and social care landscape.

## 6 Progress against 2016/17 Priorities

Northumberland SAB held two development days on 7<sup>th</sup> November 2016 and 7<sup>th</sup> February 2017 to review progress on the current priorities; consider key challenges; and to set future priorities



The meeting in November reflected on the progress against existing priorities and focussed on the merge of the two boards. It was identified that there would always be a need to recognise the differences between the two authority areas (which have different dynamics and demographics) but both areas share a number of key objectives in terms of safeguarding.

In February, we held a challenge event which offered partners the opportunity to challenge each other on progress against our priorities, and to consider the self-assessment quality assurance frameworks completed for the board. This raised vital discussion and helped identify the priorities for the coming year, 2017/18.

How well have we done against our priorities?

### **Strategic Priority 1 – Providing Leadership and working in partnership**

Over the past year, the North Tyneside and Northumberland SAB has had to lead partners through a period of change and development as we merged into a single board. The role of the independent chair (previously the chair for Northumberland SAB) has been integral to a smooth transition. The fact that both boards had a shared, and clear vision of safeguarding has assisted with this change, though we recognise that the two boroughs are fundamentally different in some respects and these differences

need to be acknowledged and respected.

It was our clear goal that we would have a single board and this was achieved by the target date of December 2016.

The NSAB has again met its statutory responsibilities under the Care Act and we have all continued to promote the Making Safeguarding Personal agenda in order to make safeguarding a more supportive and respectful process for those needing our protection.

Learning from safeguarding adult reviews, serious case reviews and domestic homicide reviews has been cascaded through training and communications, social work forums and learning events to ensure that lessons learnt are shared and embedded into practice.

The work of the SAB, its partners and allied agencies and the annual plan will be reported to the Health and Wellbeing Overview and Scrutiny committee to ensure appropriate scrutiny and governance.

NSAB continually monitors the quality, timeliness and effectiveness of multi-agency practice through the Performance Management Framework. Where gaps are identified, implications for the NSAB are considered and any agreed actions are progressed through the business planning

arrangements and the work of the NSAB sub-groups

The performance and Governance sub-committee has worked with partners to agree a set of data which better demonstrates their involvement in adult safeguarding. The SAB now receives regular reports from all of the statutory partners to reflect the multi-agency nature of this work

Where we have action plans against priorities these are reported, monitored and challenged.

The Board has responsibility to:

- Monitor **partner compliance** with the statutory requirement to have effective safeguarding arrangements in place
- Carry out **multi-agency audits** and identify lessons to be learned and make recommendations for future improvement and feeding into NSAB training

Completion of the board quality assurance self-assessment framework, in conjunction with the challenge events allows the board to hold partners to account and challenge as appropriate to ensure all partners are well led and all agencies have clearly defined priorities.

Involvement in sub groups has been generally good with most meetings well attended. Attendance at actual safeguarding

meetings has been good with no major concerns about gaps in the system.

## **Strategic Priority Two: Identification and understanding of risk**

We have continued to monitor and review our policies and procedures to ensure that they remain relevant and up to date.

The joint escalation policy has been developed by North Tyneside and Northumberland in 2016/17 to look at those cases which may initially involve a single person, but may raise concerns about the care of a number of others for example in a care home, hospital or domestic/home care setting. This is near to completion and will be published by September 2017.

A [guidance document](#) for staff relating to Modern Day Slavery has been produced with Newcastle and North Tyneside to assist in the identification, reporting and management of modern day slavery cases.

The SAB has continued to receive routine performance reports about the Deprivation of Liberty Safeguards, and to consider the risks brought about by the overwhelming number of requests for authorisation. Northumbria Healthcare has now trained approximately 60 staff to be Best Interests Assessors under Dols which is resulting in higher turnover of requests to the benefit of those being deprived of liberty.

## **Strategic Priority Three: Engagement, Intervention and Supporting Victims**

### ***Communication and Engagement***

On 16<sup>th</sup> November 2016, as part of our annual SAFE (Safeguarding Adults for Everyone) week, we held a safeguarding conference at the Marriott Hotel, Gosforth which was attended by over 300 people from both statutory and non-statutory agencies. Using a workshop model, topics covered included modern day slavery, self-neglect, radicalisation and domestic violence.

As in previous years, Northumberland also took part in the regional radio campaign which publicises adult safeguarding and how to report concerns via Smooth and Heart radio adverts.

The SAB has continued to work with the NSCB and Safer Northumberland Partnership to tackle sexual exploitation through the joint sexual exploitation and communications sub-committee. Through the work of the participation team, and a group of young people who became known as “the A team”, materials highlighting the dangers of sexual exploitation have been developed and circulated across Northumberland. This campaign has approached the children and young people of Northumberland to engage them in a discussion about this problem in a way that has never been done before. From an

adult safeguarding perspective, the work is preventative as through education and dialogue we hope that more young people will be able to identify the early warning signs and protect themselves from abuse as young adults.

Work on an awareness raising DVD was unfortunately halted by the closure of the Fuse Media Studios in Northumberland. This has now been taken forward through another channel and we expect this to be completed by Autumn 2017.

In accordance with the Making Safeguarding Personal agenda, both North Tyneside and Northumberland have continued to improve safeguarding processes to promote the inclusion of service users, their carers and advocates in safeguarding enquiries. In Northumberland, we continue to co-produce reports with providers of services, making sure the individuals affected are given the chance to contribute to, read and challenge the reports compiled before



meetings. The goals of the safeguarding process are in line with the desired outcomes of the individual where they can express their views, or those expressed by their representative where they may not have the mental capacity to speak for themselves. In 2016/17 94% of those people who could express their desired outcomes had those fully or partially met.

Safeguarding Adults continues to be on the agenda of all provider forums with issues raised being fed back to the board and vice versa.

#### **Strategic Priority 4: Training and awareness raising**

The Safeguarding Adults training programme continues to provide high quality learning and development opportunities for a diverse workforce including: statutory, private and voluntary sector organisations.

Multi-agency and interagency initiatives have continued to develop and our GP Training programme continues to grow across the County.

Our adult social work training programme saw the introduction of two new programmes this year – Mental Health Conditions and Social Work Interventions. Both programmes proved to be in high demand and we will seek to ensure they continue to be provided in forthcoming years as demand dictates.

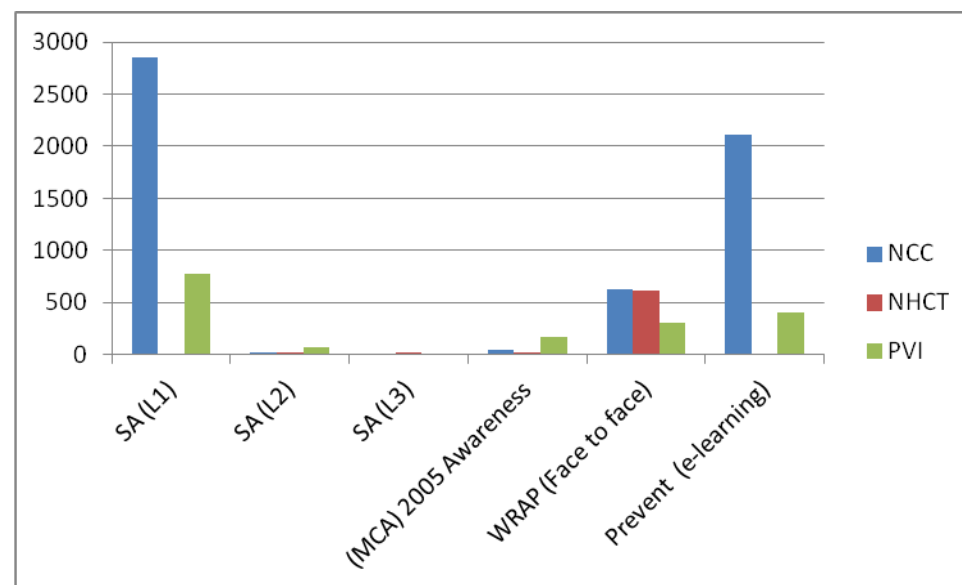
This report gives a flavour of some of the highlights from the year.

**Headline Statistics:** (includes NHCT(CSBU), NCC and Private, Voluntary, Independent Sector completions)

Core Subject	Face To Face		E-Learning		Total
<b>SA Awareness &amp; Alerting (L1)</b>	NHCT	12	Figure included in Face to face offering		<b>3644</b>
	NCC	2852			
	PVI	780			
<b>SA Multi-agency Referral &amp; Decision Making (L2)</b>	NHCT	15	N/A for CSBU Staff		<b>97</b>
	NCC	17			
	PVI	65			
<b>SA Investigation Skills (L3)</b>	NHCT	16	N/A		<b>20</b>
	NCC	4			
<b>SA Decision Making &amp; Accountability (L5)</b>	NHCT Only: 16		N/A		<b>16</b>
<b>MCA Awareness</b>	NHCT	15	N/A for CSBU Staff		<b>233</b>
	NCC	49			
	PVI	169			
<b>WRAP (Prevent)</b>	NHCT	610	NHCT	n/a	<b>4045</b>
	NCC	627	NCC	2106	
	PVI	300	PVI	402	
<b>TOTAL</b>	<b>5547</b>		<b>2508</b>		<b>8055</b>

NB: These figures DO NOT include NHCT Acute services.

### Bar Chart Illustration



### GP Practice Programme

Core Subject	Face To Face
S A Awareness & Alerting (L1)	98
S A Multi-Agency Referral & Decision Making (L2)	12
MCA Awareness	9
WRAP (Prevent)	54
<b>TOTAL</b>	<b>173</b>



## **Additional Learning Events to Support NSAB priorities**

**Multi-agency SA Conference** – In November the SA Boards for NHCT Northumberland, North Tyneside and Newcastle came together to deliver a 1-day Safeguarding Adults Conference at the Marriott, Gosforth Park. This was the first of its kind and proved to be a huge success evidenced by the excellent feedback received. The event was attended by professionals from a range of services including health, social care, GP Practice, housing, private sector, NEAS, Police, NTW and other independent services. On the day approx. 300 people attended. There were a range of topics on offer including Modern Slavery, Self-neglect, Domestic Abuse and Hate Crime.



**SAB Board Member Training** – In April we held a two-day training event for members of the SAB which was delivered by Belinda Schwer and provided a concise overview of the legal frameworks relevant to safeguarding adults practice.

**GP Conference ‘Excellence through collaboration’** – Our SA Training Practitioner was invited to deliver a workshop at NHCT’s annual GP event. This was an excellent opportunity for raising awareness and for reinforcing roles and responsibilities of all partners under the safeguarding adult’s statutory framework.

**Competency Frameworks** – the development of competency based frameworks were rolled out across social work and care management teams in areas of safeguarding adults, learning disability and mental capacity. These frameworks are used to enhance knowledge and skills of the workforce and for CPD purposes. They now form a fundamental part in the supervision process.

**Mental Health Conditions Training** – a range of topics are offered in this programme to support practitioners in front line practice including Bi-Polar, Depression & anxiety, Personality Disorder and Schizophrenia

**Social Work Intervention Training** – offered to both children’s and adult social work teams and offering opportunities to develop practice skills in a range of topics including Motivational Interviewing, CBT, Solution Focused Therapy and Task Centred Approaches.

**Jack & Josephine Programme** – since the earlier appointment of the Project Co-Ordinator, the programme has continued to develop and now includes a diverse range of relevant topics aimed at promoting the health and well-being of the Learning Disability client group. There have been further developments with a range of services to promote collaborative working including education, nursing and community based health services. Attendance at the Nurse Conference hosted by NHCT was extremely well received and proved significant in raising

the profile of Jack and Josephine across a broad range of nursing services

### Adult and Children's Combined Training

We have continued to provide a number of learning events to enable practitioners from both adults and children's services to extend knowledge and skills in a wider range of subjects. During the course of the year this included, but was not limited to:

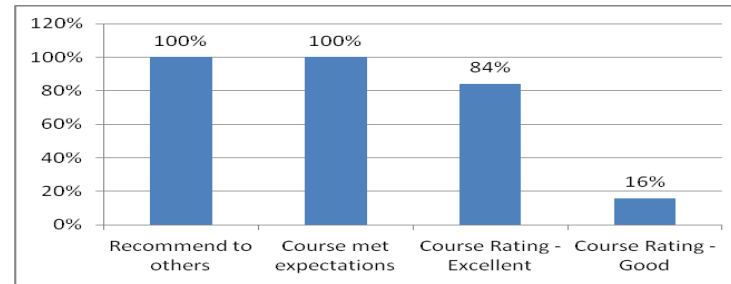
- Human Trafficking
- Social Work Intervention Training
- Reflective Practice Workshops
- Impact of Substance Abuse in Families
- Alcohol Concern Blue Light Programme

This collaborative approach continues to be developed and further opportunities will be provided as and when appropriate.

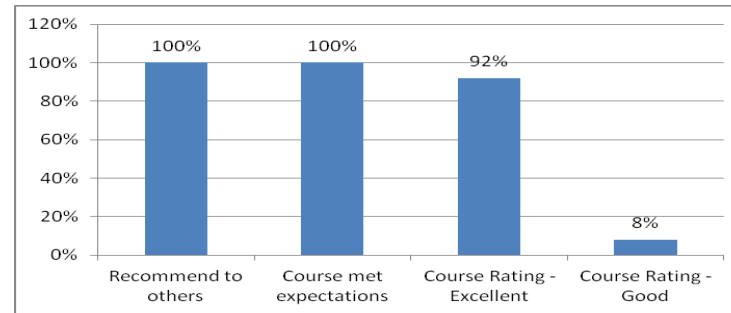
### Evaluation

We continue to seek feedback from the training sessions offered and have provided a snapshot below for information.

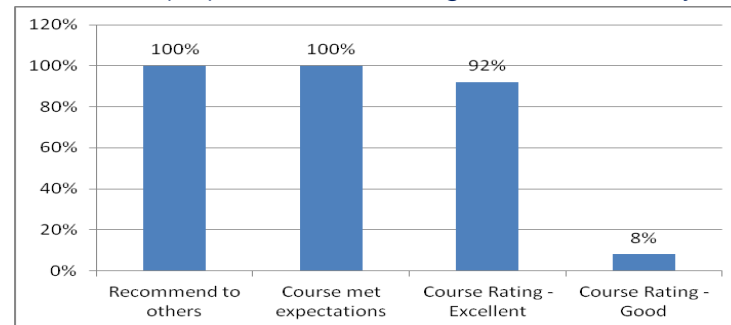
1. Reflective Practice Workshop - December 2016.



### 2. Mental Capacity Act Awareness – May 2016



### 3. SA (L5) Decision Making & Accountability – November 2016



## Feedback from participants

*Excellent information given in an accessible way*

*Loved the role play*

*Clear and concise*

*I aim to set aside time in my diary for reflection each week*

*I will feel more confident as a practitioner which will automatically impact on clients*

## Strategic Priority 5: Responding to Perpetrators

All board partners have continued to support prosecutions where appropriate in order to support victims and restore justice.

Where perpetrators have been vulnerable adults in their own right, sample audits have been undertaken to ensure that wherever possible, appropriate services are being offered to prevent the perpetrator from being placed in a situation where another safeguarding situation might arise.

Actions to be carried forward:

- Improved analysis of unmet outcomes and Improved electronic information sharing
  - This is an on-going piece of work for Northumberland which will be developed further by the introduction of a multi-agency safeguarding hub in 2017/18.
  - At our single point of access (SPA) at Foundry House in

Bedlington, we already have access to a number of different electronic data bases. As we move forward in 2017/18, we aim to have a fully integrated multi-agency hub which will be informed by a wider group of agencies and facilitate multi-agency decision making at the earliest opportunity.

- Appointment of lay persons to board
  - In 2016/17 we have developed a job description and induction pack for lay members. The next steps are to advertise and recruit members to the board and it is hoped that this will be achieved by December 2017.
- Further develop safeguarding training for voluntary agencies
  - Details of our training programme are included above. We hope to expand the courses available in the coming year
- Develop induction packs for new board members
  - This has been completed but will be rolled out from September 2017 so that all new board members will receive a full induction and information about the work of the board, and their role and responsibilities as a board member.

## What Impact is the Board having?

The work of the SAB through its various sub groups, local and regional partners is promoting robust safeguarding services across the multi-agency partnership. Work with partners and other boards on key issues such as sexual exploitation, radicalisation, self-neglect and human trafficking/modern slavery mean that the safeguarding system is more equipped to support vulnerable adults in Northumberland in 2016/17.

## Priorities for 2017/18

- **Develop and operationalise an all age Multi-agency safeguarding hub.**

In 2016/17 we began building up resources at the “front of house” so that our single point of access started to deal more directly and efficiently with safeguarding queries as they came into adult social care in Northumberland. In the next year, this will develop into a multi-agency safeguarding hub that will allow for all safeguarding cases to be considered by a highly skilled, multi-agency staff group. All safeguarding meetings will be hosted at Foundry House, in Bedlington using video conferencing technology to engage our staff and communities in the west and north of the county. It is our ambition to continue to make this a person centred journey for people in Northumberland and the Making Safeguarding Personal agenda remains paramount as we develop these new ways of working.

- **Raising awareness of safeguarding**, and focus on specific areas such as sexual exploitation, modern day slavery and self-neglect

This will be achieved through a robust training and communications strategy shared with other key strategic partnerships to ensure that key messages reach all parts of our communities.

- **Capacity and demand** – looking at ways of leaner working and efficient use of limited resources in Northumberland, we recognise the importance of sufficient staffing for safeguarding. We have invested in new posts, and the MASH will see a huge investment in terms of dedicated resources from all agencies.
- **Multi-agency audit and monitoring of agency activity**  
Our performance and governance sub group will continue to monitor safeguarding activity across the partnership and to develop the means of auditing Multi-agency activity. As the MASH develops this will be a good means of measuring our success.
- **Improve electronic systems to include organisational abuse and better cross agency information sharing**  
We are currently looking at our IT solutions as part of our MASH development
- **Continue to embed making safeguarding personal across all agencies**  
Our workforce development and training sub group will continue to offer training to providers and partners to embed this across the system

## Conclusions

Northumberland SAB has now been on a statutory footing for over a year. This report gives an overview of the functions, work plans and commitment by partners in Northumberland and demonstrates that there has been a year of continuous learning, development and challenge. In a climate of austerity, all of our statutory responsibilities have been met and partners have continued to show their commitment through the allocation of staffing, resources and training to this important area of work.

Northumberland remains committed to the Making Safeguarding Personal agenda, and this will remain a strong focus for the board, and its partners as we develop our Multi-Agency Safeguarding Hub and our partnership works even more closely together. The last year has offered a firm platform for us to embed this approach and to continue to develop and improve. We remain committed to offering the best possible outcomes for adults at risk of abuse and neglect and will continue to work together to achieve this.



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## Appendix 1 Membership of the Safeguarding Adults Board

- Independent Chair
- Director of Adult Social Services
- Northumberland Clinical Commissioning Group
- Northumbria Police
- Northumbria Healthcare NHS Foundation Trust – including members representing key social care functions delegated from the County Council, as well as other community and hospital services
- Northumberland, Tyne and Wear NHS Foundation Trust
- National Probation Service
- Northumberland Community Rehabilitation Company
- Northumberland Safeguarding Children Board
- Northumberland County Council’s strategic housing services
- Northumberland County Council legal services
- Northumberland County Council’s fire and rescue services
- North East Ambulance Service
- HMP Northumberland (Prison) services
- ADAPT advocacy services
- Carers Northumberland
- Safer Northumberland Partnership
- The County Councillor who has the responsibility for Adult Social care
- Healthwatch
- Care Quality Commission (annual attendee)