



# North Tyneside and Northumberland Safeguarding Adults Board

## Appendix to the Annual Report 2017-2018

### Partner Reports

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## Northumbria Police

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

### Safeguarding Department

The force has shown its intention to invest in an organisational posture which is more preventative in its focus, supplementing an effective reactive response capability with an ability to prevent crime from occurring in the first instance. The importance of the early identification of emerging vulnerability and the ability to respond effectively and efficiently with partners is a significant aspect of the Safeguarding Department.

The Safeguarding Department:

- Retains specialist safeguarding investigation teams under one department
- Ensures investigations are of a high standard within an area of policing which carries significant risk
- Maintains established pathways for multi-agency working
- Ensures that staff are accredited in line with specialisms
- Provides strategic direction in line with national best practice

### Management of Sexual Offenders and Violent Offenders (MOSOVO)

As part of a wider Safeguarding Project, Northumbria Police have increased the number of officers who work towards reducing the risk of Sexual Offenders and Violent Offenders under the Management of Sexual Offenders and Violent Offenders (MOSOVO) team. Neighbourhood officers will be provided with additional training and will work alongside MOSOVO specialists to ensure a more intrusive and effective management of registered sex offenders to reduce offending and increasing community based intelligence. The new model will be fully functional by 2019.

### Complex Abuse Investigation Unit

The complex abuse investigation unit is the dedicated response to investigating, disrupting and prosecuting offences of sexual exploitation (child and adult) and Modern Day Slavery. The multi-agency team includes statutory and voluntary sector workers.

### Tackling Exploitation

The victim team have a bespoke victim strategy, which ensures the most appropriate agency makes the first trusted approach to any potential complainant. The team have adopted a persistent and patient approach to build trust and confidence with the potential complainant so that they feel supported and ready to disclose any offences which they have been victim of. The recently published joint serious case review commissioned by

Newcastle Council in relation to sexual exploitation in Newcastle recognised the dedicated victim teams as national best practice. The multi-agency victim teams have also received endorsement from the victims spoken to during the review.

There are a number of ongoing sexual exploitation investigations currently being investigated by the Complex Abuse Investigation Team.

Sanctuary is now the Force's overarching response to prevention and protection of vulnerability including, under Sanctuary, Northumbria Police continue to work with agencies to disrupt and prevent perpetrators.

### **Tackling Modern Day Slavery (MDS)**

MDS is an overarching term encompassing slavery, servitude, forced or compulsory labour and human trafficking.

The Force is working with Local Authorities to establish a joint MDS protocol which will provide a consistent approach to the safeguarding of victims and the ability to respond to pre-planned and live incidents.

There have been several large scale complex investigations into MDS and Human Trafficking.

### **MASH**

On 16th April 2018, the new MASH operating model went live across all six local authority areas provide a holistic response to vulnerable children and adults based on their individual needs

and needs of the family. All six MASHs are at various stages of implementation. Line management and internal police governance will ensure that processes within the MASH develop in a consistent way. All MASHs now have a performance framework in place to highlight areas of best practice including areas for development. The 'onecall' approach in Northumberland, incorporating Northumberland MASH, has been nationally recognised by Sir Tom Windsor, HMICFRS as best practice and should be adopted nationally. The MASH model is evolving to align delivery of safeguarding and children's multi agency services. Additionally bring in a co-ordinated and cohesive approach to tackling domestic abuse.

### **APVA Training**

Adolescent to Parent Violence and Abuse (APVA) is increasingly recognised as a form of domestic abuse. It is defined as any behaviour used by a young person to control, dominate or coerce parents and is intended to threaten and intimidate, it is widely under reported. The training sessions are taking place in June and July 2018 and include delivery by 'RESPECT' to 60 front line officers as well as to key professionals in other agencies who will be delivering the Respect Young People's Programme. The training to police officers is the first of its kind being delivered by RESPECT in the UK, putting Northumbria Police at the front of this evolving area of risk and preparing the Force to better identify and respond to APVA.

### **Making Safeguarding Personal**

Northumbria Police pro-actively encourage officers to report any concern for vulnerable adults using the NPCC definition of

Vulnerable. These submissions are called Adult Concern notifications (ACN) and are made often after a conversation with the adult involved but not always with their consent. There is deliberately no threshold to this referral process and vulnerability is initially identified at point of contact via the THRIVE assessment process rather than at the threshold for adult services intervention for example. Where these adults are victims of crime or Anti-Social Behaviour (ASB), there is also a system of victim needs assessment (VNA) which is compliant with the Victims' Code Of Practice (VCOP). This referral includes views of adult or appropriate adult/carer where necessary and includes questions about desired outcomes. The victim's voice is always central to the VNA which can also result in a referral to Victim's First Northumbria (VFN) – an independent service.

Through compliance with the victim's charter and (VCOP), Officers in the case (OIC) of crime or ASB must identify the outcomes which are desirable to the victim while also managing expectations.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

### **MDS**

Operation Merlin was a 3 year investigation into Modern Day Slavery and was the first investigation of it's kind within Northumbria Police. It was also the first case of home grown slavery nationally and has been extensively reported upon within the local and national media.

<https://www.chroniclelive.co.uk/news/north-east-news/hargit-bariana-blyth-slavery-takeaway-14667864>

<http://www.dailymail.co.uk/news/article-5856411/Chip-shop-slavery-boss-jailed-eight-half-years.html>

This case has served to change people's mind-sets and challenged thinking about victims and offenders.

The case involved the offender Harjit Bariana who owned a series of takeaways and low quality housing which included a multiple occupancy address. Bariana offered accommodation to vulnerable people who were homeless and were either drug or alcohol dependant. He took all of their money from them, subjected them to beatings and made them work in his premises for free. In some occasions for several years. He would often subject the victims to demeaning behaviour, verbal abuse and in one instance took a victims shoes from them and made them walk several miles in bare feet to work in his take-away

Partnership working and problem solving;

- The team worked with officers from the fire service and environmental officers from the council regarding rubbish build ups at the premises and hygiene issues at the takeaways which was closed several times.
- Officers worked with the homeless officer from Northumberland County Council who rehoused all victims and provided an outstanding service.
- Officers managed a joint prosecution agreement with DWP (Department of Work and pensions) following fraud, tax evasion and a linked conspiracy to supply drugs investigation

- Officers liaised with Salvation army, local volunteer groups and partners to support victims

### Change of Mind-set:

- Officers highlighted best practise by dealing with people on a victim offender sliding scale to identify and define support around vulnerable people -Safeguarding the community.
- The operation marked a change in direction of Blyth NPT ensuring the team took the lead on helping those who couldn't help themselves.
- The operation redefined the measure of success. During this operation the success was safeguarding and relocating victims; shutting down the multi-occupancy premises. The additional success was the justice of a **8 ½ year custodial sentence** for the main offender.

### Victim Care:

- The victims were supported by the professionalism, focus and drive of the neighbourhood officers who provided linked support from a variety of partners.
- The case highlighted the importance of maintaining an open mind and supporting victims who in the past have been regarded by many as offenders due to their drug and alcohol addictions
- The team built trust and confidence within local communities. One victim stated: "...you saved my life...I couldn't see any escape!"

### 3. Please identify your agency's priorities for the coming year.

The Force priorities are set out in detail within the Police and Crime plan 2017 - 2021 that can be found at:

<http://www.northumbria-pcc.gov.uk/police-crime-plan/>

In April 2018 Chief Constable Winton Keenen provided an interview that was published by the Evening Chronicle and can be found at:

<https://www.chroniclive.co.uk/news/north-east-news/meet-winton-keenen-northumbria-polices-14524213>

Within the interview Chief Constable Keenen made clear that the key priority for Northumbria Police was a focus on vulnerability: "The priorities are, I'll put it in really simple terms, I want to get the force to be better than it already is," he said.

"The world has changed, policing has changed, and what we really should be doing as police officers in the police force, we need to be dealing with people who are vulnerable, we need to focus the majority of our efforts on to making sure the people who are vulnerable are protected, that we get ahead of them becoming victims if they do.

"We need to deal with them in a way that suites their needs and spend enough time with them, to take them out of that situation and find ways to making their lives better. So the key priority for Northumbria Police, has already become and will continue to be, making sure vulnerable victims are the focus of what we do and the heart of everything we do."



## North Tyneside CCG

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

- North Tyneside Clinical Commissioning Group (NTCCG), continues to have an integrated safeguarding team consisting of the following roles:
- Executive Director of Nursing: Chief Operating Officer
- Head of Safeguarding: Designated Nurse Safeguarding Children.
- Designated Nurse Looked after Children: Safeguarding Children and Adults officer.
- Safeguarding Adults Lead: Safeguarding Children and Adults officer.
- Named GP Safeguarding Children and Adults.
- Designated Doctor Looked After Children.
- Designated Doctor Safeguarding Children.

The CCG is represented on the SAB and the following sub-groups:

- Performance sub group.
- Safeguarding Adult Review Committee.
- Work Force development sub-group
- Sexual Exploitation sub-group

In addition to the above the Clinical Quality Lead Nurse provides advice and guidance to North Tyneside nursing homes with regard to ensuring safe and high quality care is provided to residents. The CCG has strong links and works jointly with the Local Authority Commissioning team in addition to the Local Authority Safeguarding Team.

## Training

The CCG continues to provide regular training to primary Care staff on a variety of safeguarding issues including general safeguarding, domestic abuse and Multi-Agency Risk Assessment Conferences (MARAC), neglect, MCA / DOLs and Peer review sessions for GP practice leads. Over the past year the team has started to deliver raising awareness sessions to Primary Care staff (both clinical and non-clinical) on Modern Day Slavery.

In addition, the CCG is a member of the multi-agency Modern slavery working group which is developing a strategy and a Pathway with regard to North Tyneside's multi-agency response should an incident occur.

With regard to WRAP training for Primary Care staff, the CCG Safeguarding Team has delivered training to 27 practices out of the 28 practices and training is planned for the final practice within the next month.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

The CCG does not provide services directly however the CCG

Safeguarding Team does provide advice and support to Primary Care staff with regard to individual safeguarding concerns and queries in relation to the safeguarding process including the following:

- Making Safeguarding Personal (person-led approaches to safeguarding adults)
- Modern Slavery
- Domestic Abuse
- Organisational Abuse Enquiries
- Financial Abuse
- Sexual Exploitation
- Self-neglect
- Mate/hate crime

*3. Please provide any images that highlight/celebrate contributions to safeguarding adults in the past year. (e.g. photos, screenshots, infographics).*

The CCG Safeguarding Team participated in 'Safe Week'. This involved a training session to raise awareness amongst CCG staff, in relation safeguarding adults and children. This included information in relation to the following:

- The Safeguarding Adults Board (SAB)
- CCG Safeguarding Team, the role of the team and what to do if you have concerns
- The role and responsibilities of Primary Care in safeguarding
- Vulnerable groups and individuals 'experiencing or at risk of abuse or neglect'

- Modern day slavery (including an NHS England (NHSE), video on awareness raising)
- Multi-Agency Public Protection Arrangements (MAPPA)
- Prevent
- Sexual exploitation
- Domestic Abuse
- Domestic Homicide Reviews
- Safeguarding Adults Review
- Individual Adult and Organisational Safeguarding
- A general safeguarding Quiz and safe week

The CCG participated in the planning, implementation and evaluation of the 'Health Advocate' pilots for Domestic Abuse. One of the advocates is based in the local Foundation Trust and another worked closely with five local GP practices. Both pilots evaluated well and lead to some improvements and changes to the process for risk assessment and referral and also support, guidance and training for staff.

The CCG safeguarding Team delivered an awareness raising session to staff (as part of the 'Better Health at Work Silver Award 2018), on domestic abuse and the impact; this was specifically for staff.



*4. Please identify your agency's priorities for the coming year.*

Modern Slavery – development of the health response (awaiting NHSE guidance) and continue to raise awareness amongst Primary Care staff via training.

Continue to work with nursing homes and other commissioned health providers with the aim of always striving to improve the quality of care provided.

Continue to obtain assurance from commissioned health organisations with regard to the quality of care provided to North Tyneside residents.

Continue to prioritise participation in the SAB, SAB sub-groups and other partnerships e.g. MAPPA.

Continue to disseminate the learning from local, regional and national Serious Adult Case Reviews, Domestic Homicide Reviews and lower level learning reviews.



## Northumberland CCG

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

Northumberland Clinical Commissioning Group is committed to ensuring Adults Safeguarding is embedded into its strategic and operational working. To meet their statutory requirements the CCG have a Director of Nursing, Quality and Patient Safety and a range of designated professionals in place; and a key focus of their roles is the close partnership working they undertake with both the statutory and voluntary sector organisations. 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.

Last year, the CCG had reviewed its governance structure. The safeguarding workstream has become the 'Safeguarding Group' and reports to the Clinical Management Group, a subcommittee of the CCG's Governing Body. This new development will further enhance the profile of safeguarding in CCG at both strategic and operational levels.

Other significant developments and contributions include:

- Procurement of a comprehensive single agency training package for primary care staff in relation to safeguarding adults, mental capacity act, deprivation of liberty, prevent and domestic abuse.
- Throughout the year the CCG have regularly attended and actively contributed to the multi-agency Safeguarding Adults, MARAC and MAPPA meetings. This has improved the communication with primary care services resulting in positive engagement with the sharing of relevant, complex and sensitive information and resulting action plans. It has also raised awareness of domestic abuse, "Think Family Approach" and the importance of coding of domestic abuse on patients care records.
- The CCG has in place an agreed process for disseminating learning from all case reviews and learning from reviews included in mandatory training (GP's).
- The CCG received substantial assurance for external audits undertaken in 2017; Risk based audit of Safeguarding- Lessons Learned and Deprivation of Liberty Safeguards.

## North Tyneside and Northumberland Safeguarding Adults Board

- Northumberland CCG has membership representation, and participation with Northumberland Safeguarding Adults Board and Safer Northumberland Board. Director of Nursing, Quality and Patient Safety and Head of Quality and Patient Safety Adults both attend the Northumberland Safeguarding Adults Board.
  - Head of Quality and Patient Safety Adults has actively engaged with the performance and governance and safeguarding adults review committee sub-groups of the NSAB and the domestic abuse and contest thematic groups; sub groups of the Safer Northumberland Board.
  - Northumberland CCG has also worked as a partner organisation in the Safeguarding Adults and Domestic Homicide reviews and processes including the respective panels.
  - The CCG's 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, and MARAC
  - Membership of the boards, sub groups and multi-agency meetings has developed close working relationships with partner agencies and also ensuring effective sharing of complex and sensitive information.
  - Ongoing operational support and advice for Northumberland CCG and primary care staff is available via the CCG's quality and patient safety team.
- 2. Please provide any case examples which demonstrate front-line practice in specific areas.*
- Northumberland CCG do not provide a frontline service, however the Quality and Safeguarding Team do provide support and advice to the CCG, Primary Care / GP Practices and providers with regards to:
- Making Safeguarding Personal (person-led approaches to safeguarding adults)
  - Modern Slavery
  - Domestic Abuse
  - Organisational Abuse Enquiries
  - Financial Abuse
  - Sexual Exploitation
  - Self-neglect
  - Mate/hate crime

### *3. Please identify your agency's priorities for the coming year.*

The CCG's priorities for 17/18 is to focus on quality assurance and continuing to drive up quality in relation to safeguarding adults, and ensuring that all services commissioned by Northumberland CCG have safeguarding adult arrangements in place that meet the statutory care act requirements.

- Northumberland CCG will continue to enhance existing monitoring and audit processes to enable the CCG to assess the quality of safeguarding adult arrangements within provider services, The CCG will build on current working relationship with all providers and work with them to ensure that safeguarding adults, MCA, DOL's and prevent is embedded in practice.
- Continuity and expansion of the CCG's quality visits programme to monitor and audit the quality of care to ensure that adults receive high quality, services. The CCG has reviewed and further developed its quality visits programme and schedule of announced and unannounced visits to commissioned providers including care homes.
- Building on the experience on children safeguarding, the CCG will be considering how to further develop a GP safeguarding leads network for adults that will include training and learning events.
- Engagement with Primary Care remains to be a key focus. The CCG will continue joint working with the SAB and SNP and partner agencies to raise awareness of safeguarding, MCA, DOL's, prevent and domestic violence, and ensure they are embedded in practice. The CCG will be working with GP Practices on information sharing, risk assessment and action planning to ensure effective arrangement and practices are in place.



### **Northumbria Healthcare Foundation Trust [NHFT]**

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

Funding has been secured from the Police and Crime Commissioner for a Domestic Abuse Health Advocate to support with Domestic Abuse within the acute trust across A&E, Gynaecology and Maternity. The aim of this post is to up-skill the workforce around how to respond to domestic abuse and to also support domestic abuse victims and sign post to appropriate support agencies. The post commenced in November 2017 and is funded full-time until 2020. The post is integrated and provides an additional support to the Safeguarding service.

A band 5 Learning Disability Acute Liaison Nurse has been appointed from June 2018 with funding from Northumberland CCG and will be line managed by Northumberland Community Learning Disability Service. This post will provide an additional support to the current band 7 Lead Learning Disability acute liaison nurse who is based in the trust Safeguarding Service.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

### **Making Safeguarding Personal (person-led approaches to safeguarding adults)**

The trust safeguarding alert (PROTECT) captures the outcomes and wishes of the adult at risk. The trust works in partnership with the two area local authorities to ensure a patient led approach and contributes to any safeguarding meetings from a Making Safeguarding Personal Perspective. The trust follows a clear duty of candour and will contribute to any learning reviews. The trust also has a Frequent Attenders Meeting which is attended by internal and external partners. The focus of this meeting is to review, monitor and implement safety plans for patients who are frequent attenders to A&E to look at better outcomes for the patient in the community. Mental Health patients are also discussed in this meeting and collaborative joint care plans are discussed.

### **Modern Slavery**

The trust safeguarding team will offer advice and support trust wide around any cases that involve Modern Day Slavery. This also involves providing supervision, training and sharing learning from cases to staff trust wide.

### **Domestic Abuse**

The trust has a Domestic Abuse Health Advocate who works predominantly within A&E, Gynaecology and Maternity. This is a proactive approach to domestic abuse and ensures immediate safety planning for the victim. This post provides support in addition to the safeguarding children and adults team in the trust who also provide bespoke training and case advice. There is an embedded domestic abuse policy. There are MARAC Single Points of Contact within the service and Domestic Abuse champions trust wide. There is also an embedded procedure for victims of domestic abuse who are staff members.

### Organisational Abuse Enquiries

The safeguarding team and wider trust are keen to share any learning from organisational abuse enquiries via training and supervision. This may include Serious Case Reviews or national cases where the learning can be implemented.

The trust has a bi-monthly Case Review Monitoring Group meeting which is attended by business unit representatives across the trust. The focus of these meetings is to review, monitor and implement action plans of on-going safeguarding cases and to provide assurance to the Trust Board via the Safeguarding Board that NHCFT is delivering on its statutory safeguarding duties and is fully compliant with CQC.

### Financial Abuse

Staff refer financial abuse on a case by case basis via the Safeguarding Policy and Procedures. This includes submitting a PROTECT/Safeguarding alert and ensuring the immediate safety of the patient.

### Sexual Exploitation

The safeguarding service have done a significant amount of input trust wide around sexual exploitation. This has included speaking at two nursing conferences to over 500 nurses and midwives. The Safeguarding Service also hosted its Annual Conference where the key theme was sexual exploitation and the feedback was extremely positive. This was published in the local paper. All community staff have received a specific supervision where sexual exploitation has been the key topic.

### Self-neglect

Self neglect guidance was cascaded to staff across the trust and via supervision. There has been a 62% rise across 17/18 of self neglect alerts. This has been correlated to safeguarding

supervision and raising awareness to the staff around the signs and indicators of self-neglect.

### Mate/hate crime

Learning from local cases have been shared via the trusts Safeguarding Board and via the internal website. The Safeguarding service are a member of the North Tyneside Hate Crime Meeting and contribute to the annual Hate Crime Week.

*3. Please provide any images that highlight/celebrate contributions to safeguarding adults in the past year. (e.g. photos, screenshots, infographics)*

### Safeguarding Adults For Everyone (SAFE) Week 5-9 June 2017

This was a week long event arranged by the SAB. NHCFT as partners actively promoted the importance of safeguarding across the week by arranging Information Stalls and Cake Stalls for public, staff and patients.



### Domestic Abuse Week 13-19 November 2017

Another important week to raise the importance of safeguarding those from domestic abuse in our hospitals and communities.



### Safeguarding Annual Conference 21 March 2018

Northumbria acute trust held a safeguarding conference to explore all aspects of sexual exploitation, abuse, trafficking and modern day slavery to encourage those who see it, to tackle it and stop it.



4. *Please identify your agency's priorities for the coming year.*

Northumbria Safeguarding Board Strategy 2018-2021 has five key themes which provide a framework for the on-going action plan:

1. A culture of safeguarding adults and children is embedded within the Trust.
2. Our workforce is skilled, competent, and able to deliver first class care.
3. Leadership is evident and champions safeguarding throughout the Trust.
4. High quality, safe and caring safeguarding practice is evident in all Trust services.
5. Trust effectiveness is demonstrated through robust performance management frameworks including KPI's.

**Priorities 2018/19:**

The priorities for the Safeguarding Teams have been considered against the LSCBs and SAB Business Plans. Future priorities for the period April 2018- March 2019 include:

Key Safeguarding Priorities 2018-2019		How will we measure this ?
1	Continue to drive the importance of DoLS as a fundamental human right and part of a patient's pathway of care.	Audits Quarterly reports Feedback from partner agencies
2	To focus on Mental Capacity Act recording trust wide and guides/resources for public and staff.	Audit of quality of MCA assessments and recording. Staff confidence in completion of MCA assessments Leaflets and resources being available for staff, public and patients to access.
3	Progress the integration of Childrens Safeguarding Nurse advisor into the MASH team within Northumberland	Reduction of telephone strategy discussions MASH audit of volume and quality of health information provided

4	Improve timeliness and quality of Review Health Assessments of Looked After Children in Northumberland	Improved compliance figures of RHA Improved quality of RHA
5	Work with Children's social care manager to implement conference call facilities at child protection conferences for Paediatricians and GPs	Increased attendance at ICPC by Paediatricians
6	Junior doctors learning disability training (with focus on capacity and consent to accept/ refuse treatment) Learning Disability Training for OSM/Matrons and LD Champions	Competent practitioners across all disciplines in the care and treatment of patients with a Learning Disability
7	To Reach 95% target for Safeguarding Training	Action Plan in place





**Northumberland, Tyne and Wear NHS Foundation Trust  
[NTW]**

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

Key achievements -

- Domestic Abuse and Coercive Control workshop at trust Nursing Conference.
- Trust Board development sessions; Adolescent to Parent Violence/Domestic Homicide Reviews. Domestic Abuse and Coercive Control
- Attended Self-assessment assurance sessions is part of the SAB's annual cycle of audit, reflection and improvement.
- Development of 7 minute briefings to cascade learning trustwide
- Over the last year several Local Authorities have developed/are developing Multi Agency Safeguarding Hubs (MASH) for multi-agency safeguarding decision making at the point of referral, the SAPP team are providing virtual support/information to assist decision making/outcomes required to safeguard.
- Development of a mental health referral pathway into the trust for Channel Panels in response to NHS Guidance to Mental

Health services in exercising duties to safeguard people from the risk of radicalisation November 2017. This pathway enables multi-agency Channel Panels to request directly a timely mental health assessment for people who are not active to trust services.

- Local Safeguarding Children and Adult Performance group meeting attendance and reports provided by the Locality Care Group by the Heads of Commissioning and Quality Assurance.
- Continued support and leadership to Safeguarding Boards during a period of change and restructuring.
- Strengthened safeguarding dashboard reporting to CCG Designated Safeguarding Leads and where required present at Safeguarding Assurance Meetings.
- Submission of National Unify 2 Prevent data returns detailing training figures, referrals and policy compliance. Previously this was a requirement only for Trusts in high priority areas which did not include the North East. Progress continues to be monitored by CCG's and reported directly to NHSE.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

Making Safeguarding Personal (person-led approaches to safeguarding adults)

Modern Slavery

Domestic Abuse

Organisational Abuse Enquiries

Financial Abuse

Sexual Exploitation

Self-neglect

Mate/hate crime

From January 2017 the new SAPP triage “front door” became operational. There has been a huge increase in reported safeguarding and public protection concerns over 17/18 which was anticipated following a review of the previous triage system which indicated the telephone calls into the SAPP team did not equate to the activity and concerns raised.

Safeguarding supervision is embedded in practice across Sunderland locality. Regular sessions are available to high risk areas and staff are aware advice, support and supervision can be accessed via the SAPP team.

The Safeguarding and Public Protection Group is a quarterly Trust forum that enables Safeguarding and Public Protection Professionals and senior Trust managers to support learning and practice development specifically to meet the safeguarding agenda. The Safeguarding Group is chaired by Anne Moore Nurse Director Safer Care Directorate who brings challenge and scrutiny into the work of the group. Internal Trust assurance is led by this group with a number of reviewing and reporting mechanisms including:

- BDG Safety weekly meetings for significant/complex safeguarding concerns.
- CDTQ Monthly Safer Care reports.
- Bi-monthly Trust Board reports for Case reviews and LA Safeguarding Boards updates.
- Quality and Performance Committee four monthly report.
- Locality Care Groups individual Quality and Performance SAPP activity report.

- CCG quarterly Safeguarding Dashboard reports
- Independent reviews and/or inspections of service
- Feedback from children and their families about the quality and impact of the service provided by that agency where appropriate

NTW is compliant with safeguarding training in North Tyneside and across the Trust, this is monitored through trust locality care groups and is reported on CCG dashboards quarterly.

Over the last 12 months the safeguarding and public protection team continually work with partner agencies on a day to day basis to ensure robust safety plans and risk management are in place to safeguarding and public protection.

The Trust has a duty to cooperate with the Local Authority in the operation of the 6 Local Safeguarding Children and Adult Boards as a statutory partner. It needs to share responsibility for the effective discharge of its functions in safeguarding and promoting the welfare of children and adults by ensuring there is appropriate representation at the LSCB and LSAB meetings and sub groups. Currently, the Trust Medical Directors, Nursing Directors and the SAPP Team have played an integral part in relation to this crucial partnership working. This has been achieved by assisting in Ofsted and peer inspections, representation on Local Safeguarding Boards and sub-groups, as well as attendance at the Police and Probation statutory meetings for Public Protection. Trust Clinical staff and the Locality Care Groups, Heads of Commissioning and Quality Assurance are actively involved in sub groups that sit underneath the safeguarding Boards.

The Associate Director Safer Care and SAPP Team Manager attend statutory meetings as panel members and write Individual Management Reviews in respect of:

- Serious Case Reviews- Children
- Serious Adult Reviews – Adults
- Domestic Homicide Reviews (adults)
- Appreciative Inquiries (adults and children multi agency reviews)

*3. Please identify your agency's priorities for the coming year.*

### **Work Plan 2018/2019**

- Work with partners in exploring a revised process for MARAC meetings

- Work with partners in the development of Multi Agency Safeguarding Hubs (MASH). Offer daily support as a virtual partner.
- To undertake a thematic review of all Prevent cases to identify and share lessons learned across the organisation.
- The current Patient Safety trust Clinical Police Liaison nurse to be part of the SAPP team which will further enhance multi-agency working with police colleagues/partners. This will enable SAPP Practitioners and the Police Liaison Lead to share knowledge, skills and experience to further enhance and strengthen public protection arrangements both internally and externally.

- To develop an information sharing process for MATAAC meetings ( multi-agency tasking and coordination) across local authority areas to reduce domestic abuse offending and improve victim safety by focusing on offenders.

**Northumbria**  
Community Rehabilitation Company



**Northumbria Community Rehabilitation Company [NCRC]**

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

Domestic abuse as ever is an integral part of our work, both with victims and perpetrators. In June this year we launched a revised programme of individual work, Intimate Partner Violence, to run alongside our group work programme; Building Better Relationships. IPV uses the principles of the Desistance Theory to address abusive behaviour perpetrated by male service users and is offered to people who cannot access the group work programme for any reason. Many of our interventions use the Desistance Theory and thus are strength-based and focus on increasing the service users' self-reliance, becoming more pro-social and desisting from offending which benefits not only the perpetrators of abuse amongst our cohort but also the victims.

As always, staff members are expected to attend Safeguarding Adults training a minimum of every three years, and information and advice regarding issues such as modern slavery is cascaded as and when necessary. We delivered essential briefings to all staff on "Mate Crime" and Sexual Exploitation in May and June 2018. Examples of training sessions offered and delivered to staff in house this year include; Safeguarding Vulnerable Adults,

Domestic Abuse Awareness and Hate Crime Awareness. Staff in Northumberland and North Tyneside have also accessed a Modern Day Slavery conference in Morpeth.

Monthly monitoring of approximately 10% cases examines whether any safeguarding concerns have been appropriately identified, explored and followed up where necessary. Outcomes of these audits will be clearer in late summer when more data is available following the start of the current audit system earlier this year.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

Making Safeguarding Personal (person-led approaches to safeguarding adults)  
Modern Slavery  
Domestic Abuse  
Organisational Abuse Enquiries  
Financial Abuse  
Sexual Exploitation  
Self-neglect  
Mate/hate crime

*A Responsible Officer (RO) in North Tyneside was allocated a female service user (SU) who had been brought to the area by Harbour following a series of domestic abuse incidents. She was vulnerable, had no family support, was dependent on alcohol and recovering from drug misuse. The SU was terrified of attending any probation premises and had little trust of authority. She was reliant on emergency services out of hours to deal with her problems.*

*The RO knew that she needed to engage the SU and help her to build appropriate support networks but also, more importantly, keep her safe. The RO home visited the SU each week or met in public to keep her engaged. She could have dropped contact from weekly to monthly over 6 months ago but has not. The RO has worked closely with other agencies on an informal basis but has also participated in Blue Light meetings regarding this particular SU. The aim of these meetings was to reduce contact with emergency services. This saw a reduction in the SU's 999 calls.*

*Through weekly home visits the RO recognised the warning signs of sexual exploitation and took action to make the SU safe. The RO used her professional relationship with the relevant housing service to negotiate safer accommodation for the SU. Since then the SU has started a new relationship and lost that housing. She is assessed as being at a high risk of serious harm through domestic abuse from this person who is a known perpetrator. Although the SU has now disengaged from contact with all other services and been isolated as a result of this relationship her RO has managed to build enough trust to maintain weekly contact with her in the community.*

*The outcome of the RO's investigative approach, partnership working, knowledge of domestic abuse and flexibility has been that this SU has not been harmed so far and has had the opportunities to engage with services and stay in safe housing. Although she is choosing to remain in this relationship for now it is telling that she has also chosen to remain in contact with her RO. This contact means that she still has an opportunity to ask for help on a weekly basis should she choose to do so.*

*3. Please identify your agency's priorities for the coming year.*

Our NCRC Annual Service Plan 2017-2018 priorities include: Reducing Reoffending and Risk of Harm and Improving the Safety, Health and Wellbeing of our Service Users. Safeguarding issues lie naturally within that.

NCRC has a Safeguarding Adults Policy which applies to all staff and is due for review in May 2019.

National  
Probation  
Service



### **National Probation Service [NPS]**

The National Probation Service (NPS) works with some of the most vulnerable adults in our communities and we have a genuine commitment to ensuring that the vulnerable people that we come into contact with and who may be at risk are protected. Over the past year, within the North of Tyne LDU Cluster we have identified domestic abuse, modern day slavery and human trafficking, neglect, learning difficulties, poverty, homelessness and mate and hate crime as key priorities and these will be our priorities again in the coming year.

In relation to domestic abuse we have an aspirational organisational work plan that sets out our goals in terms of preventing and addressing domestic abuse. That plan includes work around awareness raising about domestic abuse in relation to older people as well as abuse on same sex relationships and “female on male” violence. Although we have already started to engage on a more constructive and visible basis in domestic abuse related activities within our communities, we intend to be even more visible and involved in the coming year. We also intend to better promote our organisational expertise around assessing, managing and intervening with perpetrators – an area where we feel we could offer some valuable and useful insights.

An immediate priority is to engage with MATAC in a more visible and prominent way and discussions have already taken place to begin to facilitate this.

MDS and Human Trafficking is an issue that we take extremely seriously and we have taken significant steps over the past year to raise awareness about the signs and symptoms and how to respond when cases involving MDS are identified in our client group. We have already seen some successes in terms of identifying adult victims, particularly at court, and we intend to consolidate and build on our learning in the coming year. We also intend to further identify opportunities for working in partnership with other organisations to address what has become for us an issue of significance and interest.

Self-neglect, homelessness and the impact of poverty are “ever presents” among our client group and in the coming year we are committed to doing what we can to mitigate the harm that these issues can and do cause to individuals, their families and the communities that they live in. We will continue to work with our partners to achieve this and we are committed to again taking a more prominent and visible role.

So-called mate crime and hate crime will also be priorities for us in the coming year with our principle aspirations being awareness raising and the identification of resources and interventions to address and alleviate the harm caused to others by those involved in the perpetration of these crimes.

Learning disabilities/difficulties are again “ever presents” among the complex individuals that we manage and our commitment is to better understand the impact in order that the service that we offer is improved.

Our priorities are ambitious but by no means unachievable and the best way that we can achieve our goals across the many areas of concern that we have in relation to vulnerable adults is to work in partnership with others and share knowledge, experience and expertise. As an organisation we are committed to working together to protect and improve the lives of those vulnerable people who we do come into contact with in whatever context in order that the communities that they and we all live in become better and safer places.



### Northumberland Fire and Rescue

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

Northumberland Fire and Rescue Service has been working closely to develop robust partnerships within Northumberland Multi Agency Safeguarding Hub (MASH) to ensure the organisation contributes fully to the sharing of information with regards to safeguarding adults. A member of MASH strategic and design groups, a full research request procedure has been developed and approved by Senior Leadership Team (SLT) and Service Management Group (SMG). This procedure will be implemented once systems refresh training has been undertaken by Fire Control personnel. Resilience has been considered, and control measures included within the document.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

Northumberland Fire and Rescue Service will be undertaking a full review of safeguarding within the organisation. If it is possible to ascertain further detail on outcomes following referral, it should then be possible to share case examples from front-line practice.

*3. Please identify your agency's priorities for the coming year.*

Fire and Rescue national Framework for England was implemented 1 April 2018. Included in requirements for all fire authorities are the following:

“Wherever appropriate, we expect fire and rescue services to develop partnerships to support risk reduction services to those identified as vulnerable, including from exploitation or abuse, and wherever possible to share intelligence and risk data,” and “They should also have appropriate safeguarding arrangements in place to provide the public with the reassurance and confidence that they have every right to expect.”

Fire and Rescue Services are now subject to Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) inspection programme, as of 1 April 2018. This inspection will be risk-based and will assess fire and rescue services against all requirements as set out in the Framework, including those detailed above.

Northumberland Fire and Rescue Service priorities relevant to safeguarding adults include the following:



1. Review risks to our communities, recommending, implementing and evaluating any identified changes in how we deliver our service.
2. Continue to embed the organisational strategy for evaluation and quality assurance.
3. Actively seek opportunities to work in partnership and collaboration, both internally and externally, to deliver added value to our communities.

More specifically the organisation will:

1. Undertake a full quality assurance review of safeguarding within the Service.
2. Consider recommendations and develop an action plan following the review of safeguarding.
3. Continue to plan for and implement requirements for HMICFRS programme of inspection



## Northumberland Council Housing

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

During 2017-18 work continued to develop a consistent approach across all Housing functions with regard to safeguarding ensuring the effective sharing of information with teams and ongoing training with regard to Neglect, Modern Slavery and Domestic Abuse

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

The team have continued to support the arrival of Syrian Refugee families, now working with 15 families across Blyth and Cramlington. 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, continues to monitor the service and ensuring that these issues are addressed.

### Other achievements are:

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- Regular attendance at Safeguarding multi-agency meetings to help support some of our most vulnerable residents
- Regular attendance at Strategy meetings
- Regular attendance at MARAC, MATAC and MAPPA to support victims of domestic abuse, perpetrators and ex-offenders, supporting the work of the MASH to enable decisions to be made more quickly in cases of concern.
- Ongoing work with G4S to ensure that Asylum Seekers placed in the county are safeguarded
- Development of the service for Asylum Seekers in partnership with the Education team to ensure that children and young people are placed in schools

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

In October 2017 a report made to the Council off an unauthorised encampment in Blyth It was reported that three Eastern Europeans were present at this location within the car park. The Council's GRT Liaison Officer visited the site and noticed that the caravan was insecure and unattended with signs of someone sleeping within it recently. Next to the caravan was a small tent with a small cooking stove within the annex. An older man was sleeping within the tent and was roused by the Officer. He spoke little English and appeared of Eastern European origin. The man was also dishevelled and dirty in appearance.

He spoke little English and said he was a Hungarian National. He was evasive and appeared confused which raised the Officer's concern who then immediately contacted the Police. Unfortunately before the Police could visit the site the caravan moved and it was unclear where they had moved to.

A week later the same Officer was asked to attend a location regarding an anti social behaviour issue relating to 2 x caravans parked outside of a local property. The officer visited and was able to identify the same caravan from the previous encampment. The officer observed a man directing the same Hungarian man to carry out manual work, clearing tools from a van. Following an additional report from a neighbour further investigations determined that the family were making the Hungarian man live in the shed and using him to complete manual tasks. The man was arrested and charged with Modern Slavery Offences. The Hungarian man was given safe, secure accommodation and agencies will be working with him to ensure he is safeguarded and returns home should he wish to.

Through partnership working a vulnerable, exploited man was identified and safeguarded, removing him from modern slavery.

### *3. Please identify your agency's priorities for the coming year.*

- Housing Services was joined with Public Protection in April 2018 therefore work will be taking place to further align reporting, services and representation at various boards and sub groups
- The Housing Management team are investigating the opportunities offered by Domestic Abuse Housing Alliance (DAHA) accreditation and this will be progressed during 2018-19
- We continue to work with the North East Migration partnership to safeguard both people seeking asylum and refugee families

- The service will continue to support people who are homeless or at risk of homelessness. Through development of the Homelessness Service and the implementation of the Homeless Reduction Act requirements we will support our vulnerable residents to ensure they have somewhere safe to live.
- We are reviewing our Sheltered Housing Service and our aim is to provide high quality housing in self-contained accommodation where tenants may live independently or with support and managed care when needed. Through this approach we wish to enable older people aged over 60 to live independently longer in the community and to reduce their reliance on health services and delay admission into long term care.
- Through promotion of our Property and Tenant Accreditation schemes we will ensure that homes are safe and warm and suitable to live in whilst supporting tenants through accreditation to access properties in the private rented sector.
- We support our vulnerable tenants to access all available benefits and budgeting advice through joint funding of a money advice worker with CAB. This worker works directly with our tenants to help maximise income. We also work with new and existing tenants who were once, or still are, part of our Armed Forces, with two Armed Forces Veteran Workers based in Housing Services helping veterans and serving personnel access the help and support they need.
- The Housing teams actively support Safeguarding and contribute to both the Adult and Children Safeguarding

Boards and sub-committees, ensuring that the workforce are appropriately trained to identify and support those at risk.



**North Tyneside Council**

## **North Tyneside Council Housing**

*1. Please provide details of any significant agency developments in or contributions to safeguarding adults in the past year.*

The Housing Service continues to have an all-encompassing approach to safeguarding across the Service.

The Service is represented on the SAB by Roy Marston, who leads the Service's safeguarding managers to ensure a high quality approach to safeguarding residents and residents is provided. Meetings are held bi-monthly to align work, share information and monitor levels of referrals and safeguarding alerts.

### **Safeguarding Managers**

The Service operated with four SM, however due to staff turnover, this reduced temporarily to two. Staff were canvassed and three further staff have volunteered for the role and are awaiting training, which is arranged.

There has been an increase in threats of self-harm, which has prompted the service to update all staff and ensure they are aware that in the case of serious threats, the police should be alerted immediately.

*2. Please provide any case examples which demonstrate front-line practice in specific areas.*

### **Making Safeguarding Personal (person-led approaches to safeguarding adults) –**

There are no specific case examples, however I can confirm that the Housing Service has a robust procedure for making safeguarding referrals. All staff are aware of the 'See Something, Say Something' protocol which informs them of signs of safeguarding issues, and who to contact to discuss incidents and make referrals. All of the below are covered by our procedure:

- **Modern Slavery**
- **Domestic Abuse**
- **Organisational Abuse Enquiries**
- **Financial Abuse**
- **Sexual Exploitation**
- **Self-neglect**
- **Mate/hate crime**

Safeguarding is a regular agenda item on the Services managers meeting, where incidents are monitored and discussed.

*3. Please identify your agency's priorities for the coming year.*

Our priority for safeguarding is to continue to ensure staff and empowered to identify issues and make referrals simply and easily.