



North Tyneside and Northumberland

# Safeguarding Adults Annual Report

2020-2021



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# Foreword

## by the North Tyneside & Northumberland Safeguarding Adults Board Independent Chair

I am pleased to introduce the safeguarding adult's annual report 2020-21. Over the period covered by this report, the ongoing impact of the pandemic on our residents, communities and organisations tasked with keeping adults at risk safe, has been significant. This report focuses on the partnership's approach to making safeguarding personal, and includes reference to our key achievements, as well areas for improvement. It also clarifies our vision for plans for the future.

The evidence in the report demonstrates that safeguarding partners have responded creatively in their aim of delivering safe services, offering support whilst managing the ongoing risks presented by COVID-19; some outcomes from the pandemic are as yet unrealised. This report will therefore inevitably include a focus on the impact of the pandemic on closed environments, people's mental ill health and well-being, and the safeguarding consequences of isolation on adults at risk. During this time Northumberland and North Tyneside have continued to receive referrals for safeguarding adult reviews as well as experiencing an increasing number of reports of households experiencing domestic abuse.

It is within this context that the partnership aims to drive quality frontline practice around protection, prevention, exploitation, and safeguarding adults at risk. Data and intelligence are analysed in the report, identifying the achievements and challenges for the partnership. The learning and improvement cycle continues, with work ongoing to measure the impact of services on people's outcomes.

The service pressures experienced by agencies and, particularly on front-line workers, are not underestimated. I would like to express my appreciation and sincere thanks for the commitment and innovation all partners have shown over the past year.

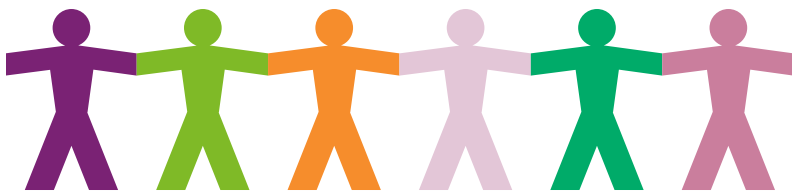


**Paula Mead**  
Independent Chair

# 1. About the Board

The North Tyneside and Northumberland Safeguarding Adults Board (SAB) is a statutory and multi-agency partnership that leads the strategic development of safeguarding adults work across both areas.

"Our vision is to promote the individual's human rights, their capacity for independence, ensuring each person is treated with dignity and respect and able to enjoy a sustained quality of life and improved wellbeing. That at all times people are afforded protection from abuse, neglect, discrimination or poor treatment and that their carers whether paid or unpaid, are safe".



In addition, we adhere to the Care Act principles which underpin all adult safeguarding work:

**Empowerment**

**Prevention**

**Proportionality**

**Protection**

**Partnership**

**Accountability**

The **purpose** of the SAB is to help safeguard people with care and support needs. Its main **objective** is to improve local safeguarding arrangements to ensure partners act to help and protect adults experiencing, or at risk of neglect and abuse.

As specified in the Care Act, the SAB includes three core members: the Local Authority, Clinical Commissioning Group, and the Police. However, our membership includes a wide range of partner agencies that actively contribute to the work of the Board. ([See Appendix B diagram](#))

The SAB has **three core duties**, in accordance with the Care Act (2014):



Develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute.



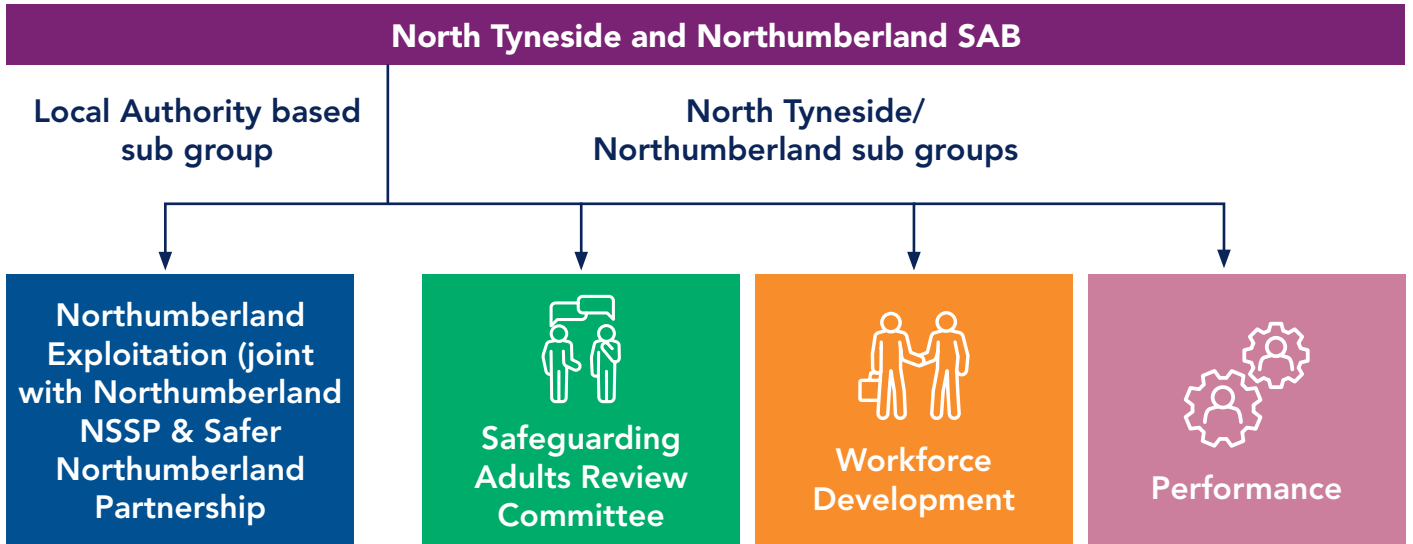
Publish an annual report detailing how effective their work has been.



Commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.

## SAB Structure

The SAB is supported by a number of sub-groups that contribute to the work of the Board. Three of the sub-groups are partnerships between Northumberland and North Tyneside and have representation from both areas. Currently there is a separate Northumberland Exploitation sub-group which is a joint arrangement with the Safeguarding Children and Community Safety Partnerships. North Tyneside are currently developing a similar strategic group.



## 2. What the Board has achieved at a glance

The infographic features a central cluster of interlocking gears in various colors (orange, purple, green, blue, pink, light purple). Each gear contains a text block describing an achievement. There are also several photos of staff members: a group of three people at the top left, a man's face in the middle right, and a woman's face at the bottom left. A small icon of a person pushing a gear is at the bottom center.

We have contributed to the Safeguarding Vulnerable Dependent Drinkers project, and multi-agency workshops/briefings have been rolled out.

We introduced the SAB Risk Register to identify and monitor Covid related risks and themes.

We have completed and published a Safeguarding Adults Review relating to Leigh.

We have promoted and implemented the Regional Missing Adults Protocol.

We have launched virtual multi-agency training programmes across the partnership, including criminal and sexual exploitation.

We have commissioned and completed an independent review of our SAB arrangements and identified our strengths and areas for development.

The effectiveness of our partnership working has been recognised in the success of Operation Momentum.

We have continued to promote awareness of safeguarding and domestic abuse by sharing information with the public and partners.

# 3. Impact of COVID-19 Pandemic

No-one in the country predicted the situation that arose in the last quarter of 2020 in respect of the emergence of coronavirus, nor that by March 2020 the country would be facing a global pandemic.

All partners needed to quickly review and prioritise service delivery and make arrangements for safe business continuity against a backdrop of a national lockdown, reduced ability for face-to-face contact with people with care and support needs, and significant pressure in the health and social care system from increased demand.

Responding to the risks and impact posed by Covid-19 therefore became a new **strategic unplanned priority** for the SAB.

The SAB ensured the mitigation of multi-agency safeguarding risks through developing a risk assessment framework for each partner agency to complete and report on. This was an extremely robust overview of practice and risks running to over 30 pages.

Board meetings and sub-groups continued virtually and were managed successfully using Microsoft Teams. Although the Board operates jointly across both North Tyneside and Northumberland, strategic partner meetings were held fortnightly in each locality to allow robust information sharing about risk and safety issues, to understand where safeguarding pressures were being seen and to discuss how to approach this. There were some changes made to membership, following the change to remote working for the board, with a commitment to continuously seek improvement.

The multi-agency Workforce Development sub-group needed to quickly adapt training delivery methods to ensure they were able to continue to provide a reduced but prioritised training programme. Face to face programmes were reconfigured to suit the virtual classroom and several blended learning approaches were introduced, for example, recorded webinars and electronic workbooks. As the virtual platform technology advanced, this allowed the introduction of new and innovative ways to enhance the learner journey.

Despite the challenges posed by the pandemic the Board was pleased to be able to successfully deliver on our priorities including a specific project about working with change resistant drinkers. This has huge potential for positive impact on practice and improved outcomes for those people facing multiple needs. This work is highlighted later in the report.

The Board proved that even sensitive work could be undertaken robustly but in a different, more virtual way having conducted and published a Safeguarding Adult's Review.

In all, partners have showed great resilience, commitment, tenacity and innovation in terms of ensuring the safety of people in Northumberland and North Tyneside and the Board Executive extends a huge thanks to all partners for the work they have undertaken in a very challenging year.



## Emerging themes:

SAB partners adapted very quickly to a rapidly changing landscape, identifying alternative ways of safeguarding adults at risk, and responding to emerging risks and demands. The key message to partners throughout has been that safeguarding adult's duties continued to apply, and all agencies should continue to work together to prevent and reduce the risk of harm to individuals with care and support needs.

The SAB introduced measures and assurance frameworks to promote multi-agency working arrangements and monitor areas of risk and concern. This included regular meetings with statutory partners and establishing a Covid Risk Register. It was recognised that some individuals have been increasingly vulnerable and at risk from abuse during this time, particularly in the context of reduced contact with the outside world and rising demand. Early identification of increased risk around self-neglect, financial abuse, scams and domestic abuse allowed close monitoring of these themes to take place.

High levels of support were put in place for local Care Homes, including a Prevent and Protect Team that supported care home staff with interpreting guidance, infection prevention and control training, operationalising some of the guidance and staff testing in addition to monitoring implementation of a range of new guidance. The team made physical visits to the homes in order to carry out monitoring and ensuring that the infection prevention and control measures in place were sufficiently robust. The team also played an important role in the event of outbreaks occurring in the home, with further visits and training provided as needed. Support was also provided to the homes with respect to the visiting protocols.

An increase in organisational safeguarding was seen across the year, and there was an increase in both areas of the number of individual safeguarding concerns and section 42 Care Act (2014) safeguarding enquiries.

This is congruent with the national insights report which identifies a trend of a sharp decrease in safeguarding concerns raised in the first two months of the pandemic followed by a sharp rise.

<https://local.gov.uk/publications/covid-19-adult-safeguarding-insight-project-second-report-july-2021>

All partner agencies have reported increases in safeguarding activity during this year, associated with a number of emerging themes. For example, Cumbria, Northumberland Tyne and Wear Trust (CNTW) reports a significant increase (+12.9%) Trust wide in safeguarding and public protection concerns reported into their Safeguarding team during 20/21, compared with 19/20. Similarly, the Northumbria Healthcare Foundation Trust (NHCFT) Safeguarding service saw an overall 12% increase in safeguarding referrals this year compared to last year. These rises in safeguarding concerns are evident across all partnership data.

In Northumberland, a Homeless Risk Management group was established with Adult Safeguarding, to respond to concerns relating to a group of individuals who were homeless and had additional vulnerabilities related to mental health and/or substance misuse. Through multi-agency information sharing and support, risks to the individuals, peer group, and the wider community were considered, and contingency plans were identified.



## Domestic abuse:

One area that saw a significant increase in referrals was in respect of domestic abuse. Partners ensured that information about support and reporting were circulated, including across social media. Practitioners made a point of ensuring that contact with those at risk was increased and the local NHS Trust worked hard to increase the support mechanisms in place for those presenting at hospital.

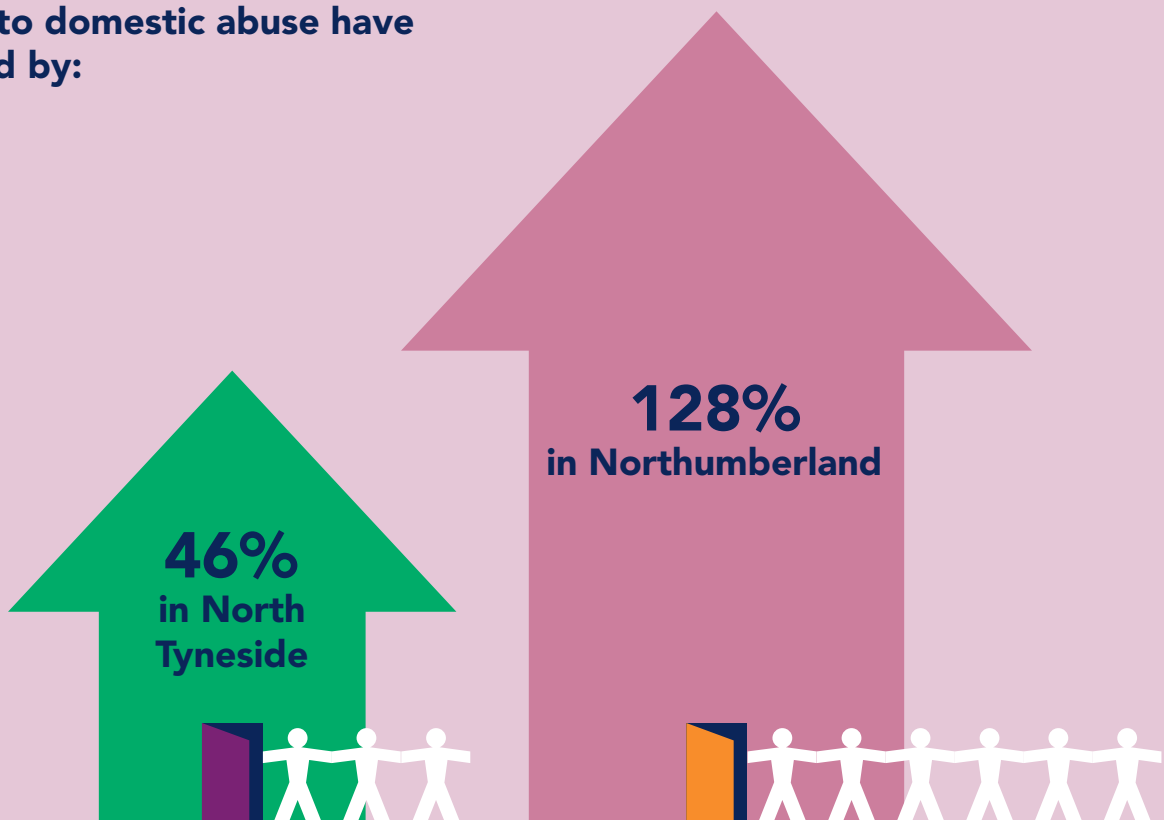
Nationally organisations have noted that the conditions of lock downs and other Covid restrictions exacerbate triggers that increase risk and restrict a victim's access to support or escape. The Domestic Abuse and Sexual Violence specialist support services across both Local Authorities continued to offer support during the periods of lockdown, offering support by telephone and virtual programmes, with face to face for those at high risk, following Personal Protective Equipment (PPE) and social distance guidelines. Northumberland Domestic

Abuse Service (NDAS) and Harbour also both launched 'Live Chat' facilities to increase safe opportunities for victim/survivors to access support. All of the services undertook risk assessments to reinstate face to face sessions when government guidance allowed, but they will continue to offer both face-to-face and virtual sessions.

Generally Domestic Abuse services have also seen an increase in the complexity of cases identified through the level of support and length of time support is required. Waiting lists and times continue to be monitored, with services accessing both national and local short-term funding to increase capacity and resources to reduce this impact.

This is supported by our local data which evidences that from 2019-20 to 2020-21 both authorities have seen a significant increase in domestic abuse cases.

### Concluded section 42 enquiries relating to domestic abuse have increased by:



**These increases are in line with national figures and trends.**

## Northumbria Police:

In response to Covid-19 and concerns in respect of anticipated rises in domestic abuse Northumbria Police introduced a range of safeguarding measures which were highlighted in a recent national HMICFRS inspection report as best practice. Arrangements were made with local authorities to ensure emergency housing provision for domestic abuse perpetrators who were displaced from their home addresses by a Domestic Violence Protection Notice (DVPN). Operation Fortify was introduced where the force telephoned medium-risk victims who had been in regular contact with the police before lockdown, and who had not come to police attention since lockdown began. The police

disguised the calls as follow-up welfare calls and offered support and help. Victims gave feedback to the force, saying the calls had made them feel reassured and safer, knowing they had not been forgotten and that the police were easily accessible.

In response to the rise in online fraud and cyber scams throughout the Covid Pandemic, Northumbria Police have run several campaigns to highlight awareness of frauds including local radio interviews and publications both online and in local newspapers. This demonstrates Northumbria Police preventative approach, providing the vulnerable with the knowledge required to keep themselves safe.



<https://beta.northumbria.police.uk/latest-news/2021/june/enough-is-enough-why-we-want-to-empower-victims-of-fraud-and-raise-awareness-of-complex-scams/>



<https://beta.northumbria.police.uk/latest-news/2021/march/brave-pensioner-whose-tip-off-prevented-a-complex-fraud-issues-cold-call-warning/>



## 4. What does our local data tell us

The Performance Sub-group continues to be central to assisting the SAB to identify trends and themes across all partner agencies. This includes exploring and accounting for changes in demand, the impact of these changes, and the assurances required from partner agencies to ensure adults with care and support needs are safeguarded across the partnership. Our local data evidences that our local MASHs (Multi-agency Safeguarding Hubs) are operating successfully and provide effective multi-agency partnership arrangements, and a holistic approach to risk.

The work of the Performance group and meetings with key partner representatives has been essential in order to understand the changing demand throughout the pandemic. North Tyneside and Northumberland have experienced significant increases in safeguarding activity during this reporting year. North Tyneside has seen an 11.7% increase in safeguarding concerns being reported, and a 30% increase in S.42 safeguarding enquiries undertaken. Similarly,

Northumberland data shows a 40% increase in safeguarding concerns, and a 14% rise in enquiries, compared to last year. The main location of abuse for both areas has been within people in homes, which is likely to be linked to lockdown restrictions.

In terms of local trends both areas have seen rises in episodes of domestic abuse, physical abuse and self-neglect. On a more general note, the impact of Covid restrictions has also been evident in the increase in safeguarding concerns being reported which relate to isolation, mental health and wellbeing.



## Concerns/Enquiries:

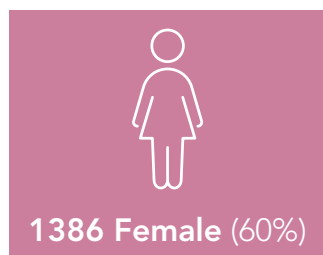
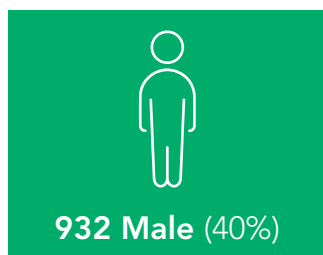
### Northumberland



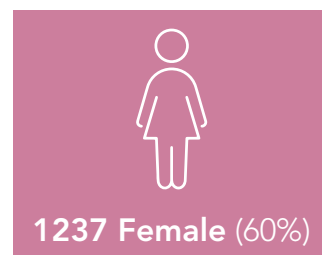
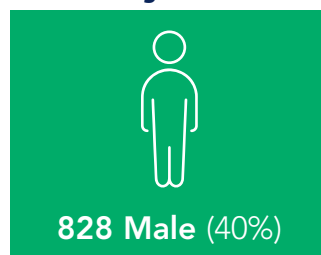
### North Tyneside



### Northumberland



### North Tyneside



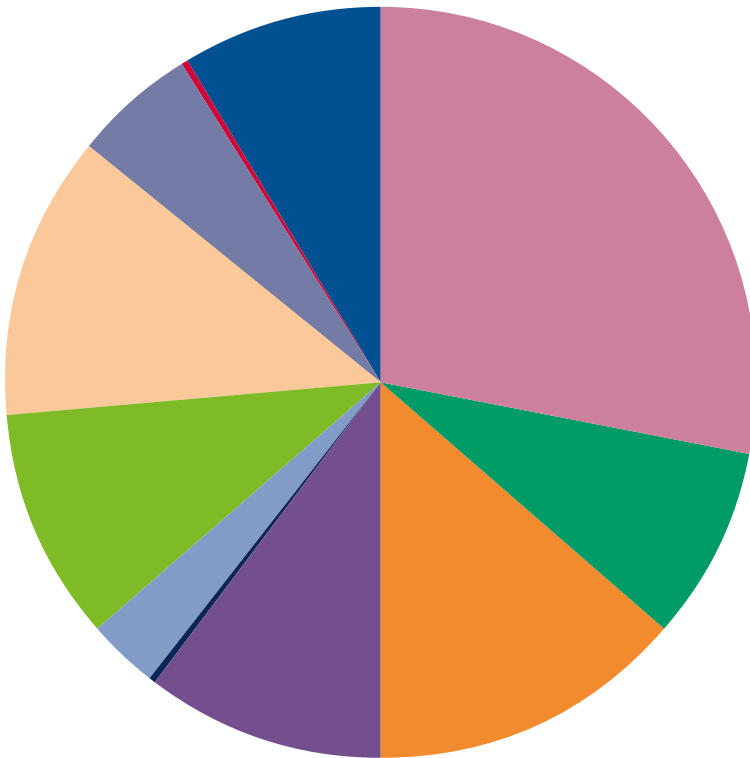
## Age

	18-64	65-74	75-84	85-94	95+
Northumberland	<b>940</b> (41%)	<b>288</b> (12%)	<b>487</b> (21%)	<b>494</b> (21%)	<b>109</b> (5%)
North Tyneside	<b>889</b> (43%)	<b>268</b> (13%)	<b>400</b> (19%)	<b>436</b> (21%)	<b>72</b> (3%)



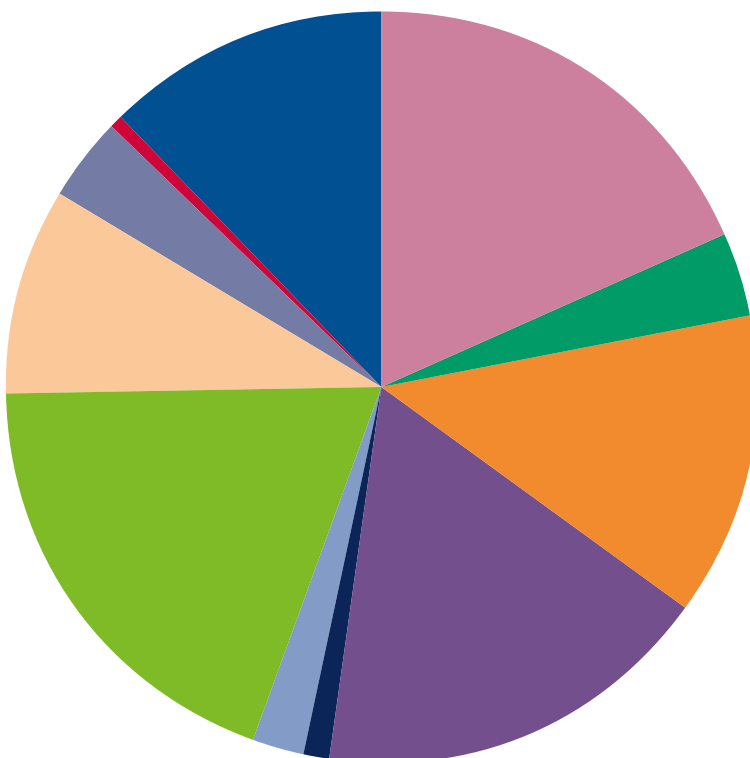
## Types of Abuse:

### Northumberland Percentage of total enquiries 2020/21



- **Self Neglect 8.4%**  
(11.1% change)
- **Physical 28.2%**  
(24.6% change)
- **Sexual 8.3%**  
(25.6% change)
- **Emotional/Psychological 13.7%** (-11.0% change)
- **Financial 10.1%**  
(-6.3% change)
- **Discriminatory 0.3%**  
(-60.0% change)
- **Organisational 3.0%**  
(157.1% change)
- **Neglect 10.0%**  
(-7.8% change)
- **Domestic 12.2%**  
(132.3% change)
- **Sexual Exploitation 5.4%**  
(39.1% change)
- **Modern Slavery 0.3%**  
(-66.7% change)

### North Tyneside Percentage of total enquiries 2020/21



- **Self Neglect 12.14%**  
(33.08% change)
- **Physical 18.46%**  
(6.05% change)
- **Sexual 3.65%**  
(-7.14% change)
- **Emotional/Psychological 12.98%** (13.50% change)
- **Financial 17.33%**  
(9.29% change)
- **Discriminatory 1.12%**  
(-27.27% change)
- **Organisational 2.11%**  
(-28.57% change)
- **Neglect 19.23%**  
(17.60% change)
- **Domestic 8.91%**  
(33.68% change)
- **Sexual Exploitation 3.51%**  
(25.00% change)
- **Modern Slavery 0.56%**  
(60.00% change)

## Location of abuse:

### Northumberland



66% of concluded enquiries were about abuse in people's own home



14% of concluded enquiries were about abuse in Nursing or Care homes

### North Tyneside



59% of concluded enquiries were about abuse in people's own home



21% of concluded enquiries were about abuse in Nursing or Care homes

## Risk identified/ceased at individuals request:

### Northumberland



83% of enquiries had risk identified and action taken



4% of enquiries ceased at individual's request

### North Tyneside



80% of enquiries had risk identified and action taken



7% of enquiries ceased at individual's request

## Source of risk:

### Northumberland



77% of enquiries involved a source of risk known to the individual (91% including service providers)

### North Tyneside



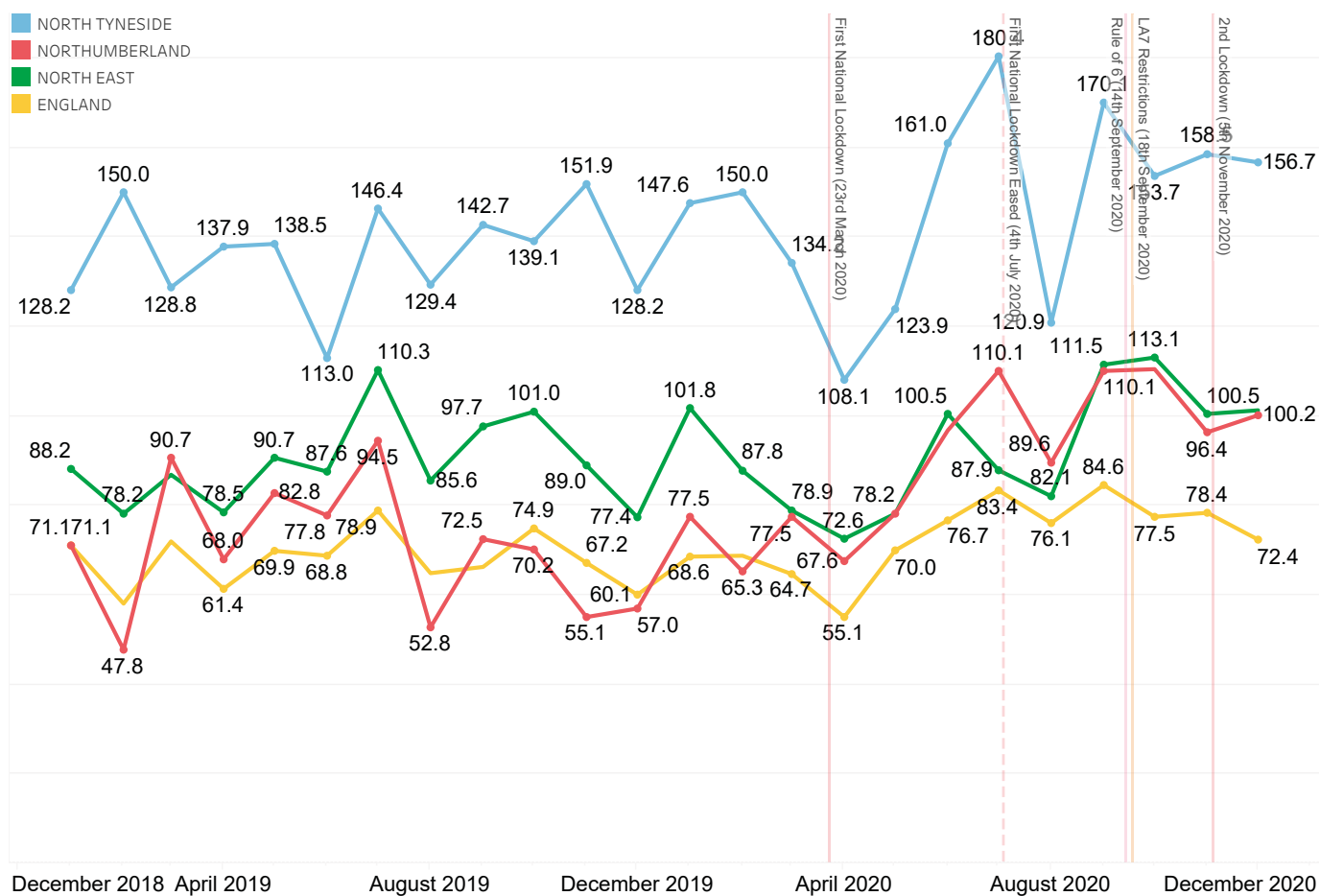
65% of enquiries involved a source of risk known to the individual (87% including service providers)



The National and local Covid Insights report identifies that we have seen significant peaks when lockdown has eased which appears to be a regional and national trend. It is believed that strong working relationships across partner agencies and the MASH, has led to increases in concerns being reported. Demand has fluctuated through the year, reducing during lockdown as people have been less free to mix, furloughed, and avoided hospitals or GP Practices. However, as lockdowns eased, people have returned to hospital and GP Practices, and families and professionals returned into care homes concerns have peaked. These trends and fluctuations are demonstrated in the graph below:

## COVID-19 Adult Safeguarding Insight Project

### Monthly Safeguarding Concerns per 100,000 people, aged 18+



Moving forward, the Performance sub-group will continue to benchmark data from future Covid Insights reports and the regional scorecard, against local demands and trends. This will assist the SAB to understand and respond to the impact of Covid. The sub-group has considered the different demographics of each Local Authority area and this is to be explored further as an area of focus in 2021-22.

\* **Safeguarding Concern** – this is a referral into Adult Social Care by any person or agency who believes that an adult may be experiencing abuse or neglect.

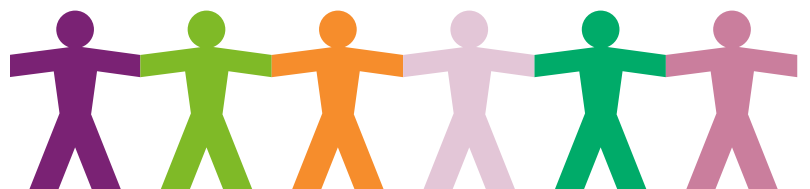
\* **S.42/Safeguarding Enquiry** – an enquiry is any action that is taken or instigated by the Local Authority under Section 42 of the Care Act 2014. Please see full [Care Act guidance](#).

# 5. Strategic Priorities 2020-21

In 2020-21 the SAB identified 5 key priorities, which have been informed by local Safeguarding data; experiences and feedback; partner self-assessments; and local, regional and national themes.

## Priority 1 Covid 19 Recovery

Ensuring the early identification and response to emerging risks and demand due to Covid 19. [Go to Section 3 Impact of Covid-19 Pandemic](#)







## Priority 2 Transitional Safeguarding arrangements

Ensure robust and consistent responses are in place to manage safeguarding for vulnerable young people.

Transitional Safeguarding continues to be a priority for the Board and will be a key feature of the Strategic Plan for the next three years. The Board recognises that harm is likely to continue post 18, and that victims are targeted due to their vulnerability irrespective of age.

Transition to adulthood can be a challenging and vulnerable time for some young people, particularly from a safeguarding perspective. Learning from Safeguarding Adult Reviews and Serious Case Reviews has highlighted how ineffective transitional planning can contribute to young adults 'slipping through the net' or facing a 'cliff edge', often with significant harms and consequences for their wellbeing. Therefore, the SAB seeks to ensure agencies share information between services in a proportionate and timely way so that young people receive access to guidance, information and support they will need as adults, and respond to complex risks and harms such as sexual and criminal exploitation.

Transitional Safeguarding is a key area of work for all the Board's sub-groups. It is evident that this work is taking place across partner agencies; however corresponding data is not readily available. Partners are currently considering what data may be obtained in the future, and this will be a key area of focus for the Performance group during 2021-21. The Workforce Development sub-group will also be developing a joint training programme for both adult and children's services,

which will be a multi-agency offer longer term. In advance of this North Tyneside have produced some short videos to improve adult and children's staff's understanding of each other's roles.

This year both North Tyneside and Northumberland partner agency senior managers participated in a regional transitional safeguarding event. This considered the learning we can use to improve our approach, how senior leaders can support the implementation of effective transitional safeguarding arrangements, and current developments across the region.

During this year, Steve Baguley (National Working Group network) presented the key principles of transitional safeguarding to the Board partners. Steve has a wealth of experience in this key area of learning, and in addressing cultural change at a strategic level. Steve provided an overview of some of the core messages in relation to the long-term impact of abuse, capacity and consent, the importance of language, and the need for a trauma informed approach. An update was provided about national guidance being developed and some examples of good practice and alternative models across the country were highlighted. This presentation has been central to informing the work of the board in this area, stimulating the need to review multi-agency local safeguarding systems across services for children's and adults.

## North Tyneside:

In North Tyneside a scoping exercise has been undertaken to gain a better overview of the young people being worked with. This has identified some of the current themes and highlighted areas for further development work. Meetings have commenced in recent months between children's and adult services, education, and commissioning to review transitions from children to adult services, this includes transitional safeguarding. A pathway is currently being developed to identify children that are likely to need adult social care support. It is acknowledged that there will always be young people previously unknown to services who may experience a crisis at 17+ and the plan is to agree responsibilities, joint working arrangements, and pathways for these young people. These meetings are newly established, however the importance of improving and developing robust transitions more widely from children to adults and in relation to safeguarding is well understood.

## Northumberland:

In Northumberland significant progress has been made in relation to transitions during this year, including the introduction of a Transitions policy and panels. This policy provides an operational framework and outlines the key element of transitions work and the responsibilities of both Children's and Adults Social Work teams in planning transitions. The framework includes Transitions Planning Panel meetings which provide an opportunity to identify the most appropriate pathway for a young person, facilitate joint working, and ensure appropriate referrals and signposting take place in a timely manner.

Several other collaborative approaches and joint working initiatives have been established between the Adolescent Service and Adult Social Care, to improve the outcomes for young people and respond more effectively to safeguarding risks. A joint Transitional Safeguarding Protocol has been agreed and will be implemented across Children's and Adult Services. A range of shared and multi-agency training opportunities have also been developed including 'Vulnerability not Age', Child to Parent Violence and Abuse (CPVA) and Mental Capacity Act/Deprivation of Liberty Safeguards, to align safeguarding systems. This ongoing work is also central to the joint Exploitation sub-group strategy and delivery plan. Moving forward, an audit of transitions cases has commenced, which will inform the development of transitions workshops to promote greater understanding and working arrangements across Children's and Adults workforces.



## Priority 3 Early Identification and Prevention of Domestic Abuse

Working in partnership across both areas Northumberland and North Tyneside Workforce Development teams have ensured the ongoing development and delivery of multi-agency domestic abuse training as a virtual offer. The original programme was developed via funding from the Office of Police and Crime Commissioner (OPCC) to offer a standard and consistent approach to domestic abuse training across the Northumbria Police force area. Survivors focus groups were instrumental in the development stages. The original pool of trainers was expanded via a further 'Train the Trainer' programme which has ensured a continued training offer is available at all levels. Specific multi-agency training sessions about the impact of Covid-19 and Domestic Abuse were also quickly developed during this year. Learning from SAR's and DHR's has been delivered via virtual staff briefings.

In North Tyneside the Independent Domestic Violence Advocate (IDVA) service is now well embedded in the North Tyneside MASH team. North Tyneside were actively involved in the 16 Days of Action, through various activities to help raise awareness and assist in the prevention of Domestic Abuse. Both areas continue to have active Domestic Abuse Champions across adult social care. In Northumberland an IDVA MASH pilot from October 2020 to March 2021 has led to the Northumberland Domestic Abuse (DA) service, DASSN, successfully securing two years funding to continue to have a full time IDVA in the MASH.

In both Northumberland and North Tyneside, from April 2019, the local DA services DASSN and Harbour have also been funded by the Ministry of Housing, Communities and Local

Government (MHCLG) DA and Complex Needs project to provide assertive outreach. The assertive outreach team in both areas work with those service users who historically disengage with services, working in a trauma informed way to reduce risk, encourage engagement with services and secure and maintain stable accommodation.

The three North of Tyne Local Authorities, in partnership with the local statutory and voluntary agencies, once again arranged a range of virtual events and social media updates in support of the international 16 days of action to end VAWG (Violence Against Women and Girls). Raising awareness of the support available across the three local authority areas.

As part of the Domestic Abuse Bill/Act preparation work a task group was established January to July 2021 in both Northumberland and North Tyneside, supporting both areas to refresh their DA Needs Assessment, undertake a review of the DA Multi agency partnership arrangements and the development of commissioning priorities for 2022 -25. Looking ahead to next year, Domestic Abuse Board partnerships are being set up in both areas and aligning these arrangements with the SAB will be a key priority.

Within the Northumbria Police Safeguarding Team, close relationships have been forged with the Local Authority Domestic Abuse leads, to work together in the implementation of Domestic Abuse boards. In addition Northumbria Police have been working on the introduction of IDVA's into their police control room who can provide very early professional support to domestic abuse victims and ensure consistency with medium to long term support.

## Child to Parent Violence and Abuse (CPVA):

In both North Tyneside and Northumberland, a CPVA pathway has been developed and agreed jointly by Children's and Adults Social Care, with communication across teams and services to raise awareness. This is supported by a CPVA training strategy, including virtual workshops. Positive and committed partnership working has given CPVA the profile needed to raise awareness.

The Northumberland CPVA steering group undertook a multi-agency audit in 2020 and oversees the implementation of key learning and action plan. Learning from the audit led to an agreed CPVA pathway and improved communication between Children's and Adult Social Care, with joint family safety plans being produced. The work of the steering group and

the funding secured has enabled the development of a menu of options to meet the range of needs identified by the audit. A 7-minute guide has also been disseminated and published on Northumberland Safeguarding websites.

The steering groups in both areas continue to meet quarterly and have both agreed that APVA will now be referred to as CPVA with an updated definition, in agreement with Northumbria Police and the other four Local Authorities in the region.



## Priority 4 Focus on forms of Criminal Exploitation

Working in partnership to identify and respond effectively to prevent and reduce the impact of exploitation.

North Tyneside is currently establishing a strategic multi-agency group relating to criminal exploitation. It is anticipated this will provide a more robust overview of criminal exploitation in the local area across children's and adults, and this will contribute to a regional view, in terms of monitoring activity across the area. There will be a focus on transitional arrangements of young people and ensuring transitional safeguarding is strengthened. North Tyneside have delivered joint training with Changing Lives in relation to Criminal exploitation, a suite of training has been scheduled for 2021-22 to raise awareness. North Tyneside is also strengthening systems to capture data on criminal exploitation, in a more detailed, and qualitative way.

In Northumberland the multi-agency Exploitation sub-group has continued to drive our understanding and responses to criminal exploitation. The work of this group is informed by a multi-agency Strategy and Delivery plan which encompasses all age exploitation and draws upon learning from local and national reviews.

During this reporting year both 'Vulnerability not Age' and Criminal Exploitation multi-agency training programmes were launched. Multi-agency virtual workshops have been offered, including modern slavery, county lines, and criminal and sexual exploitation. An added emphasis on criminal exploitation has also been incorporated into the standard safeguarding

adult's programmes to highlight exploitation more widely.

A Modern Slavery, Trafficking and Exploitation Concept of Operations has been published which outlines roles and responsibilities, referral pathways, and a multi-agency approach to supporting victims. Other highlights from the work of the group include establishing links with the Violence Reduction Unit (VRU) and Changing lives, and the introduction of data sharing across agencies to assist with identification of any emerging threats, hotspots or areas of concern.

Also during this year, a Police operation was undertaken to tackle County Lines activity in a community in Northumberland. Operation Eclipse initiated a multi-agency local response to concerns which resulted in the Northumberland Senior Manager for Safeguarding Adults receiving a Policing award, for multi-agency partnership working. This was accepted on behalf of all the partner agencies involved in this collaborative safeguarding activity.

Learning from reviews in 2020 highlighted several areas of focus for the Exploitation sub-group which have been incorporated in the 2021 Delivery plan. These include transition to adulthood, CPVA and the links to exploitation, the use of language by professionals, and understanding and awareness of indicators of Criminal Exploitation.

### Operation Momentum

Op Momentum is an ongoing operation within Northern Area Command set up to both disrupt County Lines drug supply, tackle serious violence and safeguard vulnerable adults being criminally exploited in the supply chain. Throughout the Operation, Northumbria Police have worked closely alongside Adult Social Care teams, Changing Lives and Community Safety Partners. Vulnerable adults are subject to increased visits from Neighbourhood policing teams and allocated a police Single Point of Contact (SPOC) who develop links to other agencies including housing to support the vulnerable adult. Weekly multi-agency meetings are in place to share information and support a multi-agency safeguarding plan with cases RAG rated based on an assessment of risk.

As a result of the success and in recognition of the dedication of all those involved, Op Momentum won Northern Team of the Year at Northumbria Police's Pride in Policing awards with all those involved receiving Assistant Chief Constables' compliments.

## Northumbria Police

Northumbria Police's missing from home coordinators have played an active role in multi-agency safeguarding over the past year in respect of young adults missing through Criminal Exploitation and County Lines. The introduction of adult social care into the Multi agency MSET (Missing, Slavery, Exploitation, Trafficked) meetings has been a positive step in assisting to safeguard young people as they transition into adulthood.

A consistent force wide chair has been introduced to the Strategic Exploitation Groups across the Northumbria Police six local authority footprint. This has allowed the join up of best practice across the region in respect of all forms of exploitation. The chair has established links with both the Violence Reduction Unit (VRU) and the Regional County Lines Coordinator who can build learning from national and regional practice into the local response. Regional join up also allows for effective information sharing and learning from practice across the region.

Links have also been developed between Northumberland LA and the Regional Modern Day Slavery (MDS) Coordinator with resources shared to improve front line practitioners' knowledge and awareness of NRM referrals.

## What does our local data tell us?

All agencies are currently reviewing how criminal exploitation is recorded, and this will be an area for development in 2021-22. In terms of LA data, the monitoring of relevant abuse types currently includes Modern Slavery, Sexual Exploitation, Radicalisation and Human Trafficking. For these abuse types North Tyneside has responded to 55 cases, compared with 33 the previous year. Northumberland also notes an increase from 33 to 39 cases this year. These increases demonstrate increased awareness from local campaigns, and improvements in recording and training provision across both authorities. Northumberland has also directly experienced the impact of Operation Momentum locally.

Across the partnership multi agency virtual training workshops have been offered to include Modern Day Slavery, County Lines, Criminal and Sexual Exploitation. An added emphasis on criminal exploitation has also been incorporated into the standard core Safeguarding Adults training programmes to highlight exploitation more widely.

Gaining a better understanding of all agencies multi-agency data in respect of exploitation, is a key area for development for the SAB. To inform this, it is anticipated that in the future both LA's links with the regional multi-agency Victim Hub, will provide opportunities for local profiling and an understanding of the wider exploitation picture.



## Priority 5 Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a core objective for the SAB, which is incorporated within the strategic plan and all subgroup activity. There is a continued commitment to work together to achieve person-led and strengths based frontline practice, across all agencies. Fundamental to its role, the SAB seeks to promote the principles of MSP through its communications, quality assurance measures, and learning and development.

This year, the SAB has supported and promoted the MSP toolkit and resources published by the Local Government Association (LGA) and the Association of Directors of Adult Social Services (ADASS). This includes a series of tools to support MSP, measure effectiveness and improve safeguarding practice. Next year, this suite of resources will be the focus of a SAB development session and will be used to develop local training resources for staff.

From a workforce development perspective, the principles of MSP continue to be embedded across all learning packages, the emphasis being on the importance of person led interventions to achieve desired outcomes. In order to measure effectiveness and seek assurances that these principles are embedded, the Performance

group have produced a multi-agency audit tool to, which continues to be developed. MSP remains a continued area of focus, and all partners are encouraged to provide evidence and assurance of their arrangements.

We continue to review how effectively we capture MSP: in North Tyneside there is a plan to use an independent agency, to capture the views of the individual and their experiences of safeguarding, though this will need to be done with sensitivity and full consultation with the adult who has experienced risk, when deemed appropriate.

Looking ahead to next year, whilst MSP will continue to be a SAB priority, as highlighted in the recent review of partnership arrangements, there is a need to focus upon involving and hearing the voices of people who use services, to ensure the Board remains grounded in the reality for people and frontline staff.

MSP is closely monitored via each LA, which is reported below:

### In 2020/21:

Clients involved in safeguarding enquiries who lacked capacity:

#### Northumberland



#### North Tyneside



Individuals involved in enquiries who were asked what their desired outcomes:

#### Northumberland



#### North Tyneside





Individuals who had their outcomes fully or partially met (where outcomes were expressed)

**Northumberland**



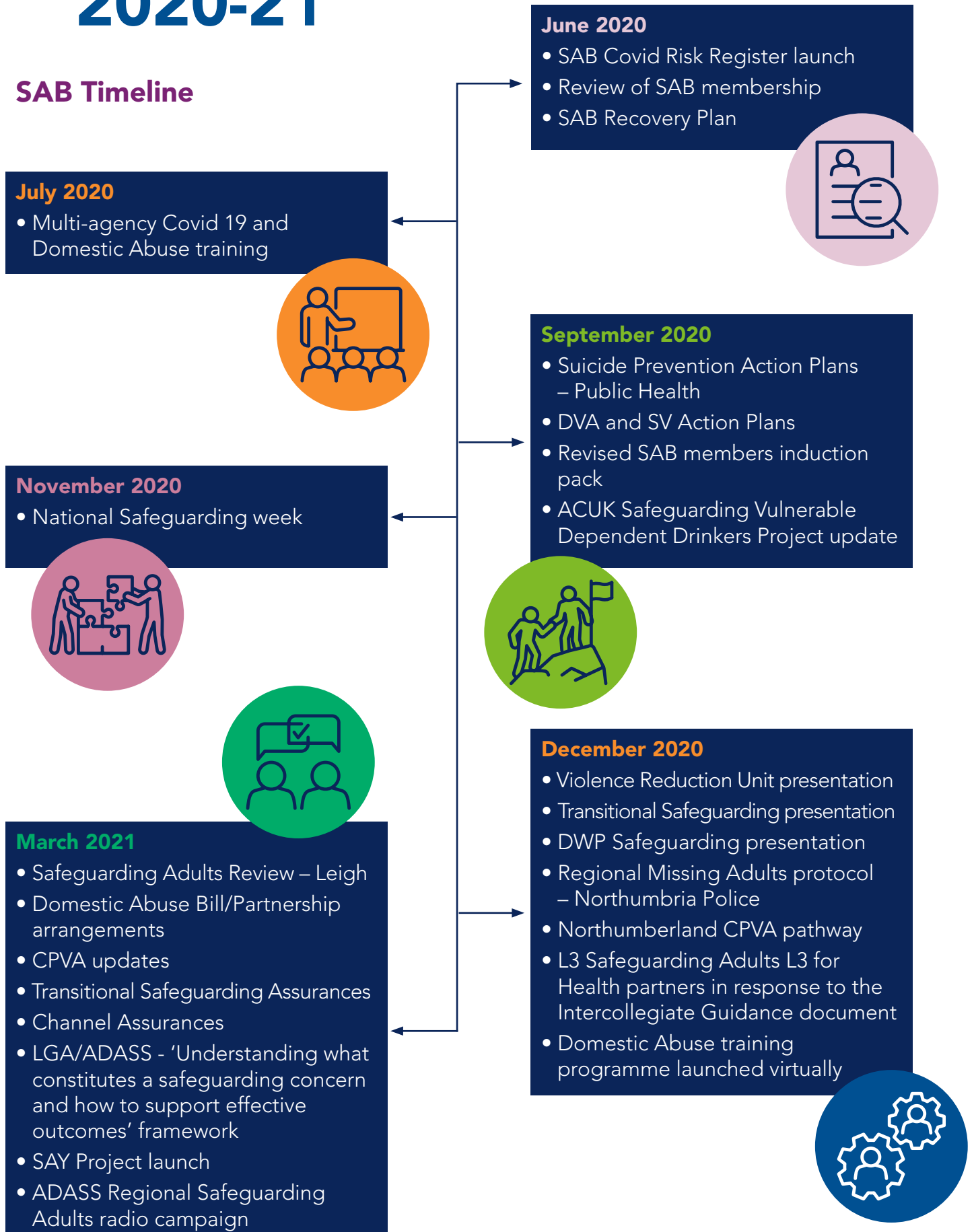
**North Tyneside**





# 6. SAB Highlights 2020-21

## SAB Timeline



## Key highlights from 2020-2021:

This year the Board has focused upon a range of specialist topics, aligned to the SAB's priorities. Information and presentations from speakers have informed future areas of work, and are included in a number of sub-group work plans. Below are some highlights from this work.

### Safeguarding Vulnerable Dependent Drinkers Project

Last year we reported on the Board's involvement with a multi-agency project to develop guidance and training on responding to adults with care and support needs, who are chronic and change resistant dependent drinkers. This national work followed on from the 'Learning from Tragedies' report.

Over the last 18 months Alcohol Change UK, Mike Ward and Professor Michael Preston-Shoot have worked together to develop a national briefing and training in relation to *Safeguarding Vulnerable Dependent Drinkers*, with the aim of enabling professionals in England to use legal frameworks to manage and protect chronic dependent drinkers. This initiative was supported by approximately 24 local authorities and treatment agencies across England and Wales including Northumberland and North Tyneside.

The project has focused on helping practitioners to make the most effective use of the three main legal powers which can protect vulnerable dependent drinkers: the Care Act, the Mental Capacity Act and the Mental Health Act. It also focuses on a handful of other relevant powers such as the 2014 anti-social behaviour powers. In addition, it emphasises the importance of a framework of care planning systems that enable the powers to be used most effectively.

Legal powers should not replace good alcohol treatment, or the type of assertive community work set out in [ACUK's Blue Light project manual](#). However, as 25% of Safeguarding Adult Reviews feature complex dependent drinkers it is important that key staff working with these people understand how best to do so.

The briefing is now complete and is currently in a pre-publication phase. To support this, Alcohol Change UK are providing multi-agency training across Northumberland and North Tyneside in spring and summer 2021. It is hoped that both the training and the briefing will support future practice in this challenging area. In Northumberland the key messages from this work have been incorporated in Mental Capacity Act training, specifically in relation to substance misuse. This is also being developed in North Tyneside, where managers and senior social workers have been fortunate enough to receive presentations from both Mike Ward and Michael Preston-Shoot regarding the findings from Learning from Tragedies.





## Just Say App Launch

The Just Say app originated from a regional commission, and has received funding from the ADASS and NHS England. Following a lengthy period of planning with a group of young people, the app has been developed in Northumberland, though can potentially be adapted by other areas in the region.



In March 2021 the [Just Say app](#) was launched for young people aged 16-25 living in Northumberland, and is available to download on the App Store and Google Play. The app offers information about local services, and advice and support to promote wellbeing, signposting to over 250 services for young people. These include support for mental health, money worries, safeguarding concerns, relationship problems and a range of issues. This was inspired by young people involved in a local youth project called SILX based in Blyth, who have worked with Northumbria Healthcare and Northumberland County Council to develop the app.

The North Tyneside and Northumberland SAB has supported the commission, development and launch of the app, and has promoted a range of resources across partner agencies, to help raise awareness with young people who use their services.



## National Safeguarding week

In November North Tyneside and Northumberland joined a nationwide conversation to raise awareness of adult safeguarding issues as part of National Safeguarding Adults week.

Supported and promoted by SAB partners, a wide range of awareness raising resources, information and communications were circulated around the following topics

- safeguarding and wellbeing
- criminal exploitation
- financial abuse
- safe places within our communities.

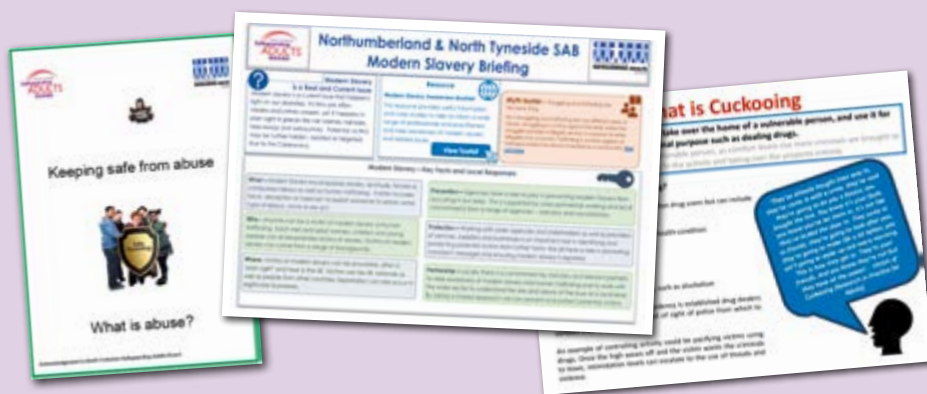
During this week, the SAB launched and published a number of resources including 'Keeping safe from abuse' easy read guides, and a series of briefings in relation to self-neglect, modern day slavery and cuckooing.

The aim of this national awareness week was to work together to remind the community about the vital role it plays in helping prevent abuse by spotting the signs, and the actions that should be taken if they are concerned about someone.

**Paula Mead, Chair of the Safeguarding Adults Board said:**

"Everyone has the right to be treated with dignity and respect and be able to enjoy a sustained quality of life and improved wellbeing.

The Safeguarding Adults Board is committed to raising awareness of individual's human rights, their capacity for independence, and ensure that they are protected from abuse, neglect, discrimination or poor treatment and that their carers too are kept safe."



## Channel updates

Channel forms a key part of the national Prevent strategy, and is a safeguarding multi-agency process, providing support and intervention to individuals who are at risk of being drawn into terrorism.

Channel uses a multi-agency approach to identify individuals at risk, assess the nature and extent of that risk and develop the most appropriate support plan for the individuals concerned.

SAB partners provide a key role and contribution to Channel Panel arrangements across both areas and the SAB is provided with annual reports and assurances from the Channel Panel.

This year a number of significant changes to Channel arrangements took place across both areas, as delivery and chairing responsibilities transferred to Safeguarding leads with Adult and Children's Services.

### North Tyneside

Following recommendations from the Parsons Green Review the Channel Chair responsibility moved from the Community Safety Team to the Adult and Children's Safeguarding team emphasising an important shift in ethos from security to safeguarding.

A working group was established in August 2020 and implemented a process that sits at the all-age Front Door and incorporates the Channel Guidance produced in November 2020. The Front Door Team Managers Chair the panel and the single points of contact are located within the all-age MASH. Concerns are escalated via the Director of Adult Social Care and Children's Services. The panel's principles incorporate the guidance from the Home Office Channel team about what a good panel should incorporate, and regular discussions are held with the Home Office's Quality Assurance lead who has also been invited to join the working group.

### Northumberland

During this reporting year, Northumberland Channel Panel arrangements have been reviewed, and a number of changes have been made to governance and operational arrangements. Chairing responsibility has transferred from Community Safety to Adult and Children's Social Care, and processes and documentation have been revised and updated. A local self-assessment has also been undertaken to ensure arrangements are compliant with the revised Channel Duty guidance published in 2020.

The Channel panel chair reports directly to the Safer Northumberland Partnership Board (SNP) who has overall responsibility for the local overview and monitoring of Northumberland's implementation of the Prevent duty. The Channel chair also reports annually to the Northumberland Strategic Safeguarding Partnership (NSSP) and SAB, and to councillors through the Communities and Place Board Scrutiny Committee. Governance arrangements include provision for addressing escalated concerns, via the Executive Director of Adult Social Care and Children's Services.

A revised Prevent/Channel pathway has recently been developed and implemented in Northumberland, and Channel Chairs have attended a programme of training provided by the Home Office. Channel arrangements work effectively in Northumberland, with strong multi-agency attendance and commitment at an operational and strategic level. This was evidenced in the Annual Assurance statement return to the Home Office, and local input from the Quality Assurance lead.

# 7. Safeguarding Adults Review Committee – Lessons Learnt

In accordance with the Care Act 2014 Safeguarding Adult Boards have a statutory duty to carry out Safeguarding Adults Reviews. The SAB is required to undertake reviews when an adult in its area has died as a result of abuse or neglect, and there is a concern about how the partner agencies have worked together to safeguard the adult.

In the year for this Annual report one Safeguarding Adults Review (SAR) was completed in North Tyneside and endorsed by the SAB in March 2021. Further details of the learning from this review can be found below. Looking ahead to next year a key priority for the Safeguarding Adults Review Committee (SARC) will be to oversee the action plan from this review, reporting progress to the SAB and ensuring that all recommendations have been completed in full. The full report had now been published, and is available on the [North Tyneside Safeguarding Adults website](#).



## Safeguarding Adults Review – Leigh

Leigh was a name chosen by her family for the purpose of the SAR. Leigh was 38 when she died, she was of white British origin and was a mum. Leigh had previously lived in another area and had been in care as a teenager. She had a history of domestic abuse, dating back to when she was a child and was known to mental health services. Leigh became infected with HIV through a previous relationship and she died because her HIV disease developed into an AIDS defining illness that was not recognised by those working with her. Leigh also experienced significant self-neglect in the last few weeks of her life. Leigh was known as a very caring person.

### What did we learn?

- The importance of a trauma informed approach, as this affects the approach we take as professionals and how we understand the unique strengths and challenges for the individuals we work with.  
It also affects how an individual might view their relationship with professionals and services.
- Self-neglect was not identified as a safeguarding concern by those working with Leigh.
- Many professions were working with Leigh, and this has highlighted the importance of a co-ordinated and multi-agency approach, in identifying and managing risk.
- Leigh had a long-term health condition, and the complications in relation to her health were not widely known or recognised.
- The importance of professional curiosity and escalation.
- The importance of a Think Family approach.

### What are we doing as a result?

These are some of the actions that will be progressed as an outcome from the SAR.

- A Virtual Workshop Caring about Adversity, Resilience & Empowerment (CARE) has now been developed collaboratively by both Adult & Children Services across North Tyneside and Northumberland Local Authorities.
- Multi-agency briefings to be delivered on Think Family and Professional Curiosity over subsequent months.
- Awareness raising within front line teams of the implications of the long-term effects of untreated HIV disease.
- A re-launch of the North of Tyne self-neglect guidance is planned locally and regionally, and a review of regional SARs where self-neglect is a feature is to be undertaken.



## Learning Reviews

In 2020-21 the SARC considered 3 new case referrals and has continued to monitor the action plans from previously completed SARs and learning reviews. These learning reviews had not met the statutory criteria for a SAR, but partners had agreed that there were lessons to be learned about multi-agency collaboration.

During this year one joint Learning Review with Children's Services has been concluded in Northumberland, following the suicide of a young person 'Bobby'. Some of the key learning from this Review relates to awareness of criminal exploitation and Child to Parent Violence and Abuse (CPVA) and referral pathways. In response to the recommendations from this Review, and in line with the current SAB's priorities, a significant amount of work has been undertaken to share the learning and raise awareness of these key issues, across the partnership. A multi-agency Action Plan and Assurance document has been developed and continues to be monitored. The next steps include producing a 7-minute briefing and learning from this case will feature in a series of multi-agency carousel training events.

The SARC also continues to consider and benchmark learning from other reviews, both locally and nationally. Following on from the multi-agency lessons learnt workshops commenced last year, a suite of webinar recordings and resources have since been developed for staff to access at any time. Locally this learning has been reinforced in practitioner forums. The learning from the National SAR Analysis and the priorities for sector-led improvement have also been a key focus for the committee and moving forward the recommendations for SABs will be assessed and assured against local SAR practice. Any identified gaps or developments required will be captured in an improvement action plan, to be progressed over the next year.



## Multi-agency Diabetes pathway

In our 2018-19 Annual Report we outlined the details of a Northumberland SAR relating to Adult W, who sadly died in a nursing home after his condition deteriorated, and the severity of the situation was not recognised or escalated. One of the key findings from this review was that Adult W's bespoke diabetes care plan had not been updated and communicated across all relevant agencies, which led to a poor level of understanding of Adult W's diabetic and holistic care needs leading up to his death. One of the key recommendations of the Review was the need to develop a multi-agency Diabetic pathway to support staff.

We are pleased to report that NHCFT and Northumberland CCG have developed this pathway, which is now in place within acute and primary care settings. The pathway will enable professionals, who are working with patients with diabetes, to have a clear understanding of what to do if any issues arise, and who to contact. It also includes what to expect should the patient require an acute admission to the trust. The pathway and learning has been widely shared throughout the trust and adopted by both CCG's. It has also been circulated to regional networks and SAB partners and cascaded to Care homes.

The Board would like to acknowledge the significant amount of work undertaken by NHCFT and the Northumberland CCG to develop and finalise this pathway.

The full report and findings can be found on the [Northumberland Safeguarding Adults website](#).



## North East SAR Champions

Both North Tyneside and Northumberland are members of the North East SAR Champions network. During this year the network has extended its membership, and remains committed to a collaborative partnership to ensure that learning from SARs and other reviews are shared across the North East area. Significant progress has been made this year with the network providing a regional response to the National SAR Analysis, developing a regional SAR library and peer review process, and a guide to the National SAR Quality markers. It is expected that the regional SAR library will soon be live and accessible to all LA areas, and a final Quality Markers guide will be circulated and implemented across all partnerships.

# 8. Looking ahead to next year

## SAB Priorities and Plan:

The SAB has produced a 3-year strategic plan for 2021-24, which has been informed by local Safeguarding data and themes, partner assessments, the SAB Risk Register and local and national learning. This will be underpinned by an annual work plan which will be reviewed and updated quarterly. **The full Strategic plan can be found on the Safeguarding Adults pages at;**



The plan sets out 5 key priorities, which continue from the previous reporting year, though the focus of this work has progressed:

## Review of SAB arrangements

North Tyneside and Northumberland joint Safeguarding Adults Board arrangements were established in 2016, and since that time, there have been many improvements and developments in partnership working. In 2020, one of the Board's priorities was to review the efficacy and efficiency of the Board; therefore, in January 2021 an Independent Review of these arrangements was commissioned, involving consultation with all partner agencies. The Review identified a number of key messages and proposals for the Board to consider for the future.

The Review identified that the joint board was valued and well regarded as a forum for bringing a wide range of partners together. There has been great deal of commitment, enthusiasm and drive to develop improvements to Safeguarding across both areas. Partners and local safeguarding leads work well together, and relationships were viewed as well-developed and strong.

However it was recognised that now was an appropriate time for the Joint Board to review its future as we emerge from a total focus on the pandemic, and start to realise the implications for local communities and people in need of care and support. We recognise that it is possible to work in different ways and that changes and lessons learned can be implemented much more quickly than previously seen. The time is now right to focus on the needs of our respective communities and ensure that strategic arrangements are aligned locally.

The Reviewer noted that members agreed more could be done to hear the voices of people who use services and frontline staff to ensure these shape the development and direction of services. Moving forward, this element of Making Safeguarding Personal will be a Board priority included in the Strategic Plan. Whilst the Board meets partner's needs for information and learning, there is a need for greater focus on core priorities, strategic direction/overview and assurance. As a result of the review an options paper is to be presented to partners for consultation about potential next steps.

# 9. Working with our Partners

## Contribution from our Lay Members:

The SAB remains committed to engaging communities in safeguarding and promoting the welfare and wellbeing of adults. Following their appointment in 2018, the contribution of our Lay members has been invaluable, and they continue to provide a community perspective to the work of the Board. These key SAB members also offer essential oversight and scrutiny of the decisions and policies endorsed by the Board, bringing the voice of the community.

We continue to welcome their contribution and perspective, which strengthens the work of the Board, and enhances safeguarding links with our local communities.

"The SAB has continued its work with the recognition that the Covid-19 pandemic has resulted in unprecedented challenges placed upon all local and national services. Working in partnership throughout the pandemic, the SAB continued to make safeguarding person-led, and outcome focussed, whilst ensuring there is an underpinning ethos of prevention."  
**North Tyneside Lay Member**

"What has impressed me throughout Covid is the unstinting focus and dedication of all the partner agencies to work even smarter and think out of the box to ensure systems and communications were robust in ever changing circumstances. At the heart of it all has been a team striving for continuous improvement in challenging times to ensure nobody "falls through the net."  
**Northumberland Lay Member**



## Partner spotlight:

### Regional Missing Adults Protocol – Northumbria Police

Within the past 12 months Northumbria Police have worked with Regional Safeguarding Adults boards to develop a Missing Adult Protocol to ensure all professionals are aware of the risks surrounding missing adults. The protocol contains guidance for partners about police responses to Missing persons and Safeguarding guidance for all agencies. The protocol also contains a return interview template and introduces the Winnie Protocol for agencies to record information in respect of adults at risk of going missing. Since the launch of the protocol in November 2020 the protocol has attracted positive comment from the National Safeguarding Adults network and the NHS England Head of Safeguarding.

As part of the launch of the Missing Adult Protocol Northumbria Police have enhanced their support to the return home interview process by introducing a pilot which sees our Street Triage Service attend and conduct return home interviews with those adults who have been missing due to a mental health crisis. It is hoped that by providing an early intervention by Mental Health specialist we can provide effective signposting and support to prevent future missing episodes and serious harm linked to suicide/self-harm.

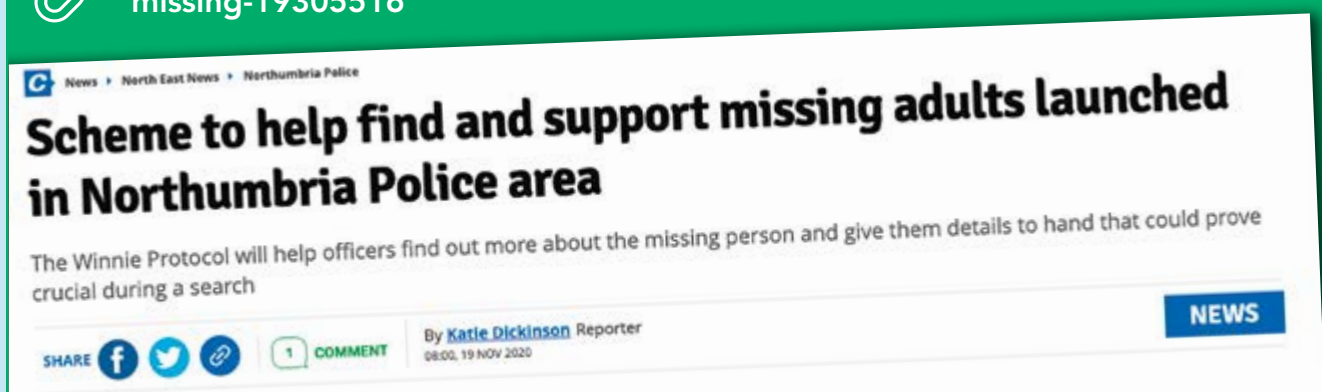


In keeping with the theme of Missing, Northumbria Police have collaborated with Missing People Charity to take advantage of a service which offers Missing adults in MH crisis with early contact and support from the Samaritans. Early analysis of this service shows that 80% of missing adults who are offered an intervention take up the offer of contact and support from the Samaritans. This is in keeping with our multi-agency focus on preventing the harms suffered by Missing adults.

In both North Tyneside and Northumberland briefing sessions have been delivered across adult social care following the launch of the protocol, including Managers and Senior Managers. Awareness and implementation of the protocol has been promoted across all partner agencies, to highlight the importance of using the protocol to ensure a consistent and multi-agency approach. This will continue to be promoted and monitored across both areas. Northumbria Police now report missing adult's data via the Exploitation sub-groups, which in Northumberland have been subject to further individual case reviews.



<https://www.chroniclive.co.uk/news/north-east-news/scheme-help-find-support-missing-19305516>



## Partner cases studies – Multi-Agency Safeguarding

### Community Rehabilitation Company

Mary is a woman well known to probation services, who has a history of serving multiple short sentences, being released from prison to chaotic circumstances and substance misuse, before returning to prison shortly afterwards. Mary is considered to be at a high risk of serious harm from others in terms of sexual exploitation and domestic abuse. She is also at risk of overdose and has complex mental health issues. Each time Mary has been released from prison, probation staff have attempted to engage with her and to support her to form working relationships with other services, for the purposes of safeguarding her from those risks.

During her latest release her probation officer worked hard with a social worker from safeguarding adults to help to safeguard Mary and provide her with the means to keep herself safe. Whilst Mary has been returned to custody again there has been real progress in that agencies have been able to work together to co-ordinate a meeting between Mary and the Sexual Exploitation team from Northumbria Police. She has been able to participate in some joint meetings with her accommodation provider and her officer and has received a mobile phone, so she is able to contact professionals involved in her safeguarding plan. Mary also achieved a short period of abstinence and there has been a noted improvement in her physical appearance. These may seem like small steps, but they are significant achievements for Mary.

This has happened because the people involved in safeguarding her, including her probation officer and her social worker, have been persistent, and each time she has been released from prison they continued to try and engage with her at different times and using different means. Whilst she has returned to prison again, this time she seems more open to working with professionals on her release.

This case demonstrates the impact of working with other professionals to safeguard individuals and illustrates how we try to engage with people can have significant consequences. This tenacious and determined approach resulted in reduced risks, and a continued willingness from Mary to engage and contribute to the safeguarding process and be able to safeguard herself.





## Local Authority

Claire is a 33-year-old woman living who lives alone. A safeguarding adult's referral was made due to concerns about domestic abuse from multiple individuals, and her chronically dependent alcohol use that was endangering her health. The safeguarding referral facilitated a multi-agency process which resulted in her Care Act needs being met, and a care package being provided to support her personal care, nutrition and social isolation needs. Mental Capacity Act assessments also supported work with Claire and resulted in deputyship to safeguard her finances. Proactive and continued police engagement was successful in disrupting the perpetrators, and active engagement from the Northumberland Recovery Partnership Assertive outreach team began to address her alcohol use.

The involvement of the Alcohol Blue Light group was central to Claire's engagement. The Blue Light group is a multi-agency initiative to develop alternative approaches and care pathways for those vulnerable and dependent drinkers who have complex needs. These monthly meetings facilitated information sharing and the commissioning of an assertive outreach service to work with Claire. The Blue Light approach is that, whilst it may not always be possible for an individual to change completely, it is possible to reduce harm and manage the risk they pose to themselves and others.

A number of parallel safeguarding processes were put in place including Safeguarding Adults, Blue Light, Multi-agency Risk Assessment Conference (MARAC) and Multi-Agency Task and Co-ordination (MATAC). This co-ordinated Claire's safety plan, which included support and safeguarding for Claire as well as effective disruption of the perpetrators. The risks to Claire were significantly reduced, and the Safeguarding Adults procedures were closed. Whilst Claire continues to drink alcohol, there is a multi-agency support and risk management process in place, and she is currently being considered for residential rehab.

This case demonstrates the impact of a range of local multi agency safeguarding processes, utilised to respond to multiple vulnerabilities and risks. The key messages from the Safeguarding Vulnerable Drinkers guidance can also be evidenced in the coordination of these processes to enable the effective use of the legal powers available.

## Northumbria Healthcare NHC Foundation Trust

Helen is a 43-year-old woman open to safeguarding Adults, who was at high risk of death from domestic abuse and had significant alcohol misuse for a number of years. Professionals involved had concerns regarding her executive capacity and cognition due to the impact of alcohol misuse, and therefore her inability to protect herself from abuse and neglect from her current partner, and others in the community. Helen intermittently engaged with professionals, however multiagency safeguarding meetings were held regularly with a number of agencies to try and reduce the risks to patient due to the high level of concern for her wellbeing. Helen had presented at A&E many times, due to physical assaults and self-harm following arguments with the perpetrator. A management plan was in place at A&E which ensured staff were advised of the concerns, and relevant agencies involved. Safeguarding Adults and MARAC referrals were submitted, however Helen always returned home, where the perpetrator was. The Police were unable to secure convictions against the perpetrator as Helen would withdraw the allegations, and they were unable to pursue prosecution without Helen's co-operation.

Helen was brought into A&E by the Police after a significant physical assault from her current partner, the safeguarding plan was followed and referrals were made, but Helen refused to give a statement to the police or provide any evidence of domestic abuse from the perpetrator. However, due to the injuries Helen was admitted onto a ward. The safeguarding team now have an extended service at NSECH where a safeguarding member of staff is onsite from 8am-8.30pm. They were alerted by A&E staff that patient B was an inpatient, which enabled them to co-ordinate with agencies about her admission, liaising and supporting nursing and medical staff regarding the risk of discharge, and the holistic approach required. Helen engaged well with ward staff and the safeguarding team, and disclosed she was being continuously contacted by the perpetrator who was sending abusive messages. She expressed she was fearful of blocking their number and was worried that they would turn up at the hospital. The Safeguarding team were able to offer direct reassurance of the security measures put in place and spoke to security staff who monitored Helen off site whilst she was having a cigarette.

Photos of the perpetrator and associate were provided by police, so they could monitor CCTV. Helen stated she felt secure and safe, so much that she relinquished her phone to staff. Helen also agreed for social workers, domestic abuse workers and police to visit her, which was facilitated by the ward. The engagement was such that Helen agreed to support and was discharged from hospital to a safe refuge placement.

This case demonstrates a focused multi-agency response with all agencies communicating and working together for the best outcome for Helen. The new safeguarding team role was pivotal to this, and feedback from professionals has been very positive. Ward staff expressed they felt more confident and competent having the safeguarding team on site to support them and were key to Helen's engagement.

## Some highlights from our Partners:



### Northumbria Police

- Northumbria Police have recently created a new Strategic Innovation Partnership Team (SIP), which ensures that the same member of the Safeguarding Senior Management Team at DCI level attends all 6 of the Local Authority's Safeguarding Adult's boards. The SIP team will help support the SAB priorities and provides a consistent and innovative approach to Safeguarding.
- Northumbria Police have also led on the review of the multi-agency exploitation Hub and the commitment of all 6 Local Authorities and Health to work together to provide a multi-agency response to those at risk of sexual, criminal exploitation and all aspects of Modern Slavery.
- As part of our commitment to protecting the vulnerable the force are currently launching their Early Intervention Strategy and delivery plan. The plan has four pillars around - Working together, Preventative Intervention, Community Resilience and Our People. Our ultimate aim is to achieve a safe environment for people, their families and the wider communities to thrive without fear of harm and to ensure perpetrators are identified and targeted, and that the opportunity for them to cause further harm is removed or minimised.



### North Tyneside CCG (NTCCG)

- In response to the heightened concerns the coronavirus pandemic was having on the incidence of domestic abuse NTCCG safeguarding team, led by the lead GP, delivered a number of virtual education and information sessions for GP's and partners from external agencies.
- In order to maintain contact and oversight of care homes during the pandemic, the NTCCG Clinical Quality Lead nurse along with the local authorities commissioning team contacted the homes daily in order to establish any issues being faced by the homes and raise any concerns such as safeguarding.
- Learning from a recent Safeguarding Adults Review in North Tyneside highlighted that systems were required within primary care to identify vulnerable adults who do not respond to letters, invites, and do not attend appointments. In order to address this gap, the GP Practice involved put a system in place whereby they run a search on their computer system of patients who are flagged as vulnerable, then review to ascertain which patients are not engaging or attending. These patients can then be discussed at the practices multi-disciplinary team and safeguarding meetings, and information shared with other agencies if warranted. Moving forward the safeguarding team will work with all practices to identify equivalent systems.





## Northumberland Clinical Commissioning Group

### Northumberland CCG (NCCG)

- This year the CCG had a vacant Named GP which was replaced by a senior nurse (Named Nurse Primary Care). This is a full-time permanent post, and the nurse has extensive knowledge and expertise in safeguarding across both adults and children. The purpose of the role is to work closely with GP's and Primary Care to support, advise and train on all aspects of safeguarding adults.
- A lot of guidance and information has been provided to primary care both locally, regionally, and nationally during this period. The team has therefore developed a safeguarding newsletter for GP practices to share relevant information and keep primary care staff up to date as new information and guidance emerges. Anticipating a surge in safeguarding cases as lockdown eases, the team have created new and innovative ways to continue with training and support to GPs for difficult and complex cases.
- Also during this period, the team were involved in the closure of a Northumberland GP practice where safeguarding was identified as an issue. For three months prior to the closure the Deputy Designated Nurse made contact with the practice daily to discuss all safeguarding concerns to ensure vulnerable adults and families were responded to in the appropriate and safe way.



## Northumbria Healthcare NHS Foundation Trust

### Northumbria Healthcare NHS Foundation Trust

- From April 2021 the trust safeguarding service have commenced an extended service 8am-8.30pm (Monday-Friday) supporting staff and patients around safeguarding. This was a proactive approach taken due to the volume of patients and safeguarding since the Covid-19 pandemic but has always been a key ambition of the service. There are now an additional 5 specialist posts into the service which includes a specialist domestic abuse practitioner who is also qualified as an Independent Domestic and Sexual Abuse Advocate. The service takes a much more responsive and proactive role in safeguarding and includes full cross cover across the children, adult and acute learning disability liaison service.
- The Safeguarding Service hosted Northumbria Healthcare's annual safeguarding conference in September. The eighth annual conference was held virtually by over 200 staff and guest speakers included experts from Sexual and Criminal Exploitation, drug and alcohol, learning disability and The Lighthouse Boys who spoke about their lived experience of losing their mother and sister when their father murdered them both and the impact of domestic abuse in their early lives.

The trust safeguarding service were finalists in the National Patient Safety Awards (Health Safety Journal) in 2020 for the category of Safeguarding Initiative around the domestic abuse model in the trust.



## Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

- The Northumberland Multi Agency Safeguarding Hub (MASH) post is now fully embedded within the Trust’s Safeguarding team and the MASH. This post holder has worked collaboratively throughout the pandemic to ensure vulnerable people with mental health and substance misuse problems are safeguarded. The MASH manager reports that this work has ensured that clients with mental health, drug or alcohol issues received a proportionate response from services and identified cases, which would not have been picked up by safeguarding adults, who needed a quick response from Mental Health services. There will be an evaluation of the impact of this post, and there may be potential to develop this model within other localities.
- The work plan for the Trust’s Safeguarding team includes embedding local and national safeguarding priorities across CNTW including transitional safeguarding, contextual safeguarding and the new Domestic Abuse bill. The team are also looking at improving the data monitoring and quality assurance reporting of safeguarding data internally and to local partners.

National Probation Service



Northumbria  
Community Rehabilitation Company



## National Probation Service (NPS) and Northumbria Community Rehabilitation Company (CRC)

- Northumbria CRC and The National Probation Service combined to form The Probation Service in June 2021. The CRC and NPS have established effective working relationships with a wide range of partnership agencies, and this work will continue with the Probation Service.
- This year the CRC spent time developing a stronger practitioner focus on sexual exploitation, modern slavery and county lines, considering how this might be explored and addressed with service users, and how it would translate into safeguarding practice, risk management and sentence plans.
- Staff awareness around Hate Crime, Mate Crime, Prevent Duty, Female Genital Mutilation (FGM), and Modern Slavery has increased over the last 12 months and is ongoing. Further awareness raising and training updates are required for some staff regarding mental health capacity and more awareness around self-neglect.

# Appendix A

## SAB members

As specified in the Care Act, the SAB includes three core members; the Local Authority, Clinical Commissioning Group, and the Police. However, our membership is also made up of nominated lead representatives from a wide range of partner agencies who are core or co-opted members.

### Core members:

Independent Chairperson

Northumbria Police

#### North Tyneside Local Authority:

Adult Social Care

Housing

Elected member

#### Northumberland Local Authority:

Adult Social Care

Housing

Elected member

North Tyneside Clinical  
Commissioning Group

Northumberland Clinical  
Commissioning Group

Northumbria Healthcare  
NHS Foundation Trust

Cumbria, Northumberland,  
Tyne and Wear NHS Foundation Trust

National Probation Service

Community Rehabilitation Company

Children's Partnership Board Manager

Lay members

### Co-opted members:

Tyne and Wear Fire & Rescue Service

Northumberland Fire & Rescue Service

Public Health

Community Safety

Northumberland VCS Assembly

North Tyneside carers

Northumberland Self-Directed support,  
Prevention and Carers

HMP Northumberland

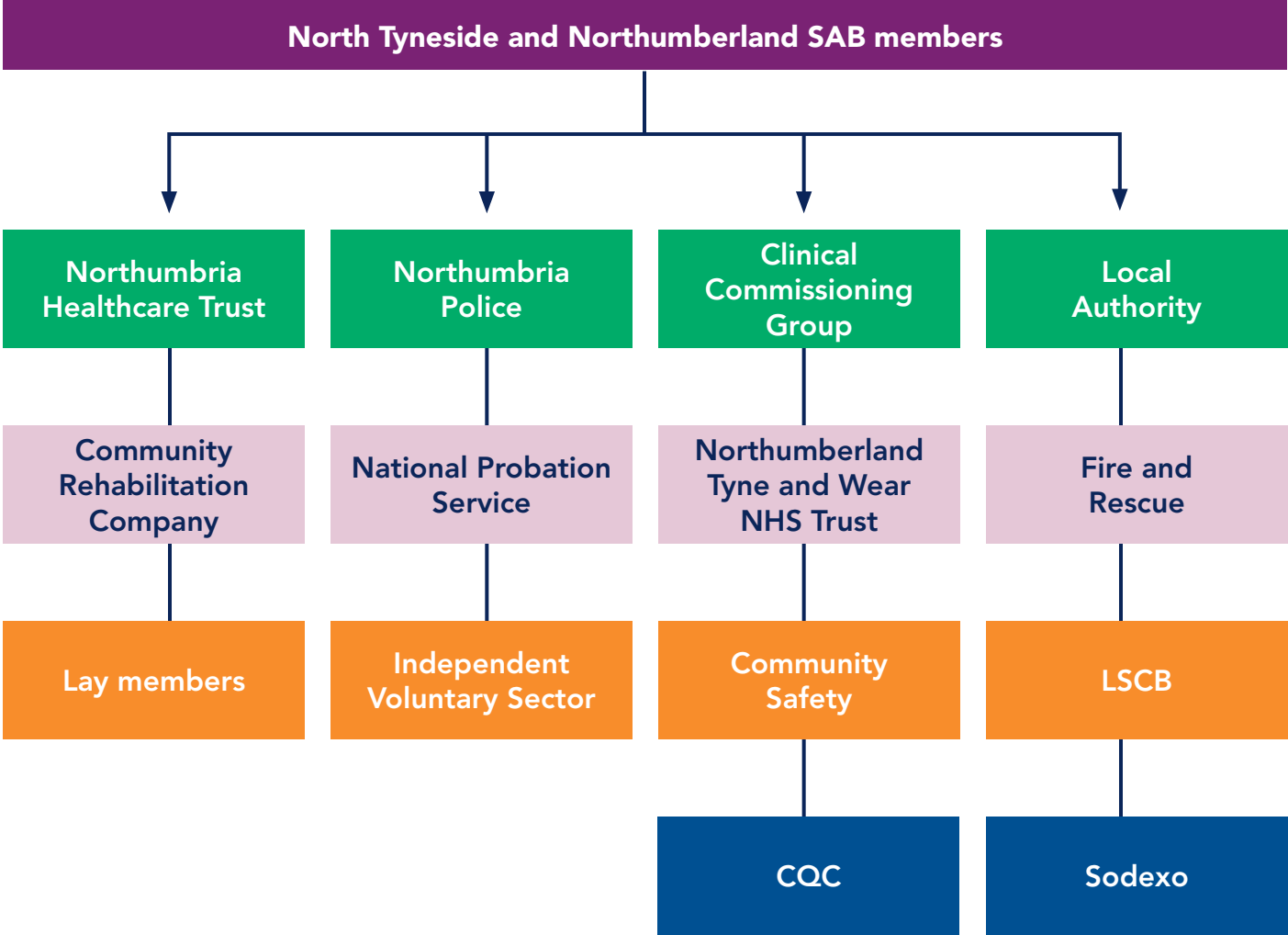
CQC

Legal Services

Healthwatch

# Appendix B

## SAB members



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