

North Lincolnshire

Safeguarding Adults Board

Annual Report

2018-2019



Foreword

I am pleased to present the North Lincolnshire Safeguarding Adult Board Annual Report for 2018/19. We have had another busy and productive year as the report demonstrates.

As Chair of the Board I would like to thank members for their commitment and hard work throughout the year, congratulate them on the progress that has been made in meeting the Board's strategic priorities and their support in developing our new strategic plan for the next three years.

I am particularly pleased with the feedback from our multiagency conference held in October 2018 where over 150 people came together to look at what good safeguarding practice should look like. Recommendations included how we can make sure that staff are supported to plan and work positively with people who may be at risk of abuse or neglect, ensuring that the person's voice is central to discussions, sharing good practice, strengthening community networks and reducing social isolation.

During the year the Board has also worked with partners across the four local authorities in developing a regional hoarding protocol, strengthened our work on supporting people who self-neglect and worked with police and other local partners on preventative measures to support vulnerable people who may be at risk of becoming victims of burglary.

We have also looked at how the Safeguarding Adults Board continues to work positively with the new children's safeguarding partnership arrangements and the overarching North Lincolnshire community safety partnership to streamline our priorities and address areas of common concern.

The Board continues to monitor safeguarding activity in North Lincolnshire, looking at how we compare regionally and with the national picture. This includes looking at numbers of enquiries and outcomes, the extent to which people feel involved in decision making and made safe following the enquiry, the involvement of advocates and the quality of care provision.

We continue to commission learning and safeguarding adult reviews into cases when adults have died or been seriously injured and there is a concern that partners could have acted more effectively. Two learning reviews have been undertaken during the year, with the recommendations used to improve practice and multiagency working.

I look forward to building on our progress, incorporating the results into our new strategic plan for the coming three years. As partners we will continue to learn and reflect on how we can work together to improve safeguarding practice within North Lincolnshire, raising awareness on how we all play a part in keeping people safe and making sure that the voices of people with lived experience are heard in everything we do.



Moira Wilson

Moira Wilson

Safeguarding Adults Board
Independent Chair

Introduction

This Annual Report details the work carried out by the North Lincolnshire Safeguarding Adults Board (NLSAB) to fulfil its statutory responsibilities for strategic development and oversight of adult safeguarding across the North Lincolnshire area. The report covers a one year period (1 April 2018 – 31 March 2019) highlighting the board's progress and achievements in delivering the priorities and objectives identified in its agreed Strategic Plan 2016-2019. The report also describes how partners have contributed to the work of the NLSAB to promote effective adult safeguarding.

The board have identified the following priorities within the Strategic Plan for its work:

- To keep adults safe at home
- To keep adults safe in health and care settings
- To raise awareness of on keeping people safe
- The board leads multi-agency safeguarding effectively

North Lincolnshire Safeguarding Adults Board – Key Achievements 2018/2019

The board have been instrumental in the completion of the Humberside-wide Hoarding Protocol, working in partnership with Humberside Fire & Rescue and the Safeguarding Adults Boards across the Humberside area.

The Safeguarding Conference took place in October 2018 – the theme was ‘Seriously Good Safeguarding Practice’.

North Lincolnshire have a higher than average proportion of S42 Enquiries where the risk identified, was either reduced or removed.

The board were a key partner in a task and finish group, in relation to a spate of burglaries within the North Lincolnshire area, partners shared intelligence and supported with preventative action to support vulnerable people.

The quality of the social care provider market is high in North Lincolnshire, with 89% of providers rated as either good or outstanding. This is higher than the national average of 83%.

We have strong relationships with key strategic partnerships – the Children’s Multi-agency and Resilience Safeguarding Board, Adults Partnership, Community Safety Partnership, Health and Wellbeing Board.

The board delivered a workshop in relation to Self-neglect at a regional safeguarding conference in Leeds.

The board were part of a regional group which contributed to the completion of a national framework around S42 decision-making .

The board took part in a Yorkshire and Humber Making Safeguarding Personal stocktake to help us to improve how we work with adults and keep them safe

About the North Lincolnshire Safeguarding Adults Board

In accordance with the Care Act 2014, the objective of the Safeguarding Adults Board is to ensure effective co-ordination of services to safeguard and promote the welfare of local adults who may be at risk of abuse and harm. The board is made up of senior officers nominated by each member agency. Members have sufficient delegated authority to effectively represent their agency and to make decisions on their agency's behalf. If they are unable to attend board meetings for any reason they send a nominated representative of sufficient seniority.

Core statutory members:

- North Lincolnshire Council
- North Lincolnshire Clinical Commissioning Group
- Humberside Police

Advisory members:

- Care Quality Commission
- Healthwatch
- Cabinet Member for Adult Services
- NHS England

Additional members:

- East Midlands Ambulance Service
- Humberside Fire and Rescue Service
- Northern Lincolnshire and Goole NHS Foundation Trust
- Rotherham, Doncaster and South Humber Mental Health Trust
- ONGO (housing provider)
- Regulated Health and Social Care Provider representative
- General Practitioner
- National Probation Service
- Public Health

Overarching purpose of the North Lincolnshire Safeguarding Adults Board

The overarching purpose of the board is to help and protect adults at risk in its area. It does this by-

- Assuring itself that local safeguarding arrangements are in place as defined within the Care Act 2014;
- Assuring itself that practice is person-centred and outcome-focussed;
- Working collaboratively to prevent abuse and neglect where possible;
- Ensuring that agencies and individuals give timely and proportionate responses when abuse or neglect have occurred; and
- Assuring itself that safeguarding practice is continuously improving and enhancing the quality of life of adults in its area

Safeguarding duties apply to an adult who -

- Has needs for care and support (whether or not the local authority is meeting any of those needs);
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

About the North Lincolnshire Safeguarding Adults Board

The Care Act 2014 says that adult safeguarding is about protecting individuals. We recognise that everyone is different, so when we are worried about the safety of a person we should talk to them to find out their views and wishes. We should then respond to their situation in a way that involves them as much as we can, so that they have choice and control over what happens in their life, so that they can achieve an improved quality of life, wellbeing and safety.

The board promotes a 'Making Safeguarding Personal' approach as a golden thread that runs throughout all strategic and operational adult safeguarding work within North Lincolnshire.

In support of Making Safeguarding Personal we have adopted and incorporated the six personal safeguarding principles embodied within the Care Act 2014.

Principle	Description	Outcome for Adult at Risk
Empowerment	Presumption of person led decisions and informed consent	'I am asked what I want as the outcome from the safeguarding process and these directly inform what happens'
Prevention	It is better to take action before harm occurs	'I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help'
Proportionality	Least intrusive response appropriate to the risk presented	'I am sure that professionals will work for my best interests, as I see them and will only get involved as much as needed and I understand the role of everyone involved in my life'
Protection	Support and representation for those in greatest need.	'I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able'
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse	'I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary and I am confident that professionals will work together to get the best results for me.'
Accountability	Accountability and transparency in delivering safeguarding	'I understand the role of everyone involved in my life'

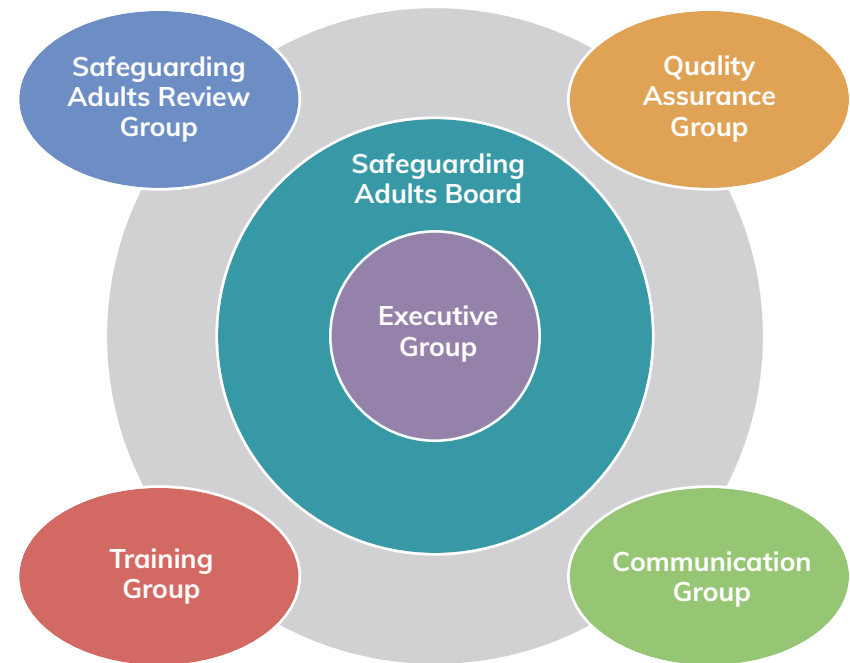
During 2018/19 the Executive Group (North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and Humberside Police) met every six weeks, the full board met quarterly. In the intervening periods members of the board, actions groups and partnership organisations regularly met and carried out safeguarding activity, reporting progress and outcomes directly to both the Executive Group and the board.

The action groups are as follows:

- Safeguarding Adults Review Group Chaired by Peter Thorp - Humberside Police
- Communication & Engagement Group Chaired by Tyson Truelove Humberside Fire and Rescue

- Workforce Development Reference Group Chair Sarah Glossop Clinical Commissioning Group
- Quality Assurance/Performance Group Chair Victoria Lawrence North Lincolnshire Council

The board has a strong relationship with key strategic partners: Local Children's Multi-Agency and Resilience Safeguarding Board, The Health and Well Being Board, Adults Partnership and the Community Safety Partnership.



Actions completed by the Safeguarding Adults Board to meet its objectives

Communication and Engagement

Community Engagement with those who use services, those who deliver them and the wider public

Information, advice and engagement are essential components to enable the board to realise its vision for safeguarding in North Lincolnshire. The Communication and Engagement Group incorporates communication representatives from Police, Humberside Fire and Rescue, Northern Lincolnshire and Goole NHS Foundation Trust, Healthwatch, North Lincolnshire Council. Consultation takes place, with other partner organisations, service users and vulnerable adults, on a regular basis in relation to specific individual communication events.

The group understand the importance of using the methods of communication which are preferred by service users and vulnerable adults. Surveys have been completed with the local community and practitioners that have identified leaflets as well as social media as being the priority means of raising safeguarding awareness.

The Communication and Engagement Group were instrumental in launching and developing the NLSAB website www.northlincsab.co.uk alongside the Experts by Experience Group in 2017. Over the last 12 months the website has evolved to become a key platform for disseminating key communications and resources to partner agencies and members of the public. There are a range of resources – including e-learning packages which can be downloaded and / or printed by accessing the website, these resources can be used by any organisation or distributed within the community as needed.

Traffic to the website has significantly increased over the last 12 months, the website is continuously reviewed and its contents and resources are updated regularly.



During 2018/19 the Communication and Engagement Group also launched the board into the world of Social Media and technology, such as Twitter - @NorthLincs_SAB and Sli.do, which was used to interact with delegates at workshops at the Safeguarding Conference.

The board have raised awareness within local community groups, including the Senior Citizen Forum, Carers Advisory Partnership and Experts by Experience. Members of these groups have been instrumental in updating and developing a number of Safeguarding leaflets.



Throughout the year the board and its partners have promoted safeguarding awareness and have attended a number of events. In July 2018 we the attended Rescue Day, where promotional items were shared and members of the public were asked to complete safeguarding questionnaires, which were used to inform how the board engages with the public.

We have worked with a number of vulnerable adults, service users and local care homes, supporting them with safeguarding adult education and providing them

with resources, information and tools to enable them to cascade the safeguarding messages amongst their family members and friends.



Multi-agency task and finish group

In early 2019, the board were a key partner in a multi-agency task and finish group held in relation to a spate of burglaries within the North Lincolnshire area. Partners shared intelligence and supported with preventative action to support vulnerable people. As a result of the work a number of crime prevention packs which included, light timer-switches and vibration sensors were circulated to vulnerable people within the area.

“Partnership working has been valuable for the police staff involved as it enabled them to have a better understanding of the issues. They were able put the series into context with information from partners about the problem rather than it being just data. A valuable learning experience!”

Humberside Police

North Lincolnshire Safeguarding Adults Board Conference – October 2018

In October 2018 we held a Safeguarding Conference called 'Seriously Good Safeguarding'. The board and its partners worked in collaboration with Research in Practice for Adults (RiPfA), moving towards a culture of recognising and celebrating success, called an 'appreciative inquiry' approach.

The Appreciative Inquiry approach works through four stages:

- Discovery - appreciating the best of what is
- Dreaming - imagining how good it could be
- Designing - determining "what should be"
- Delivering - creating "what will be"

Our partner agencies put forward case study examples of where things have gone well in safeguarding practice and in wider health & social care. Sixteen case studies were gathered from a range of partners including from service users; carers; practitioners; providers and statutory services.

The conference featured presentations on social work with adults to support 'Positive Safeguarding Practice', 'Learning from Safeguarding Adults Reviews', and 'Supporting People with a Learning Disability to Lead Long and Healthy Lives'.

A group of service users and professionals also came together to make a video on 'what safeguarding means to me'. The video was showcased at the Conference, it was very well received and feedback was overwhelmingly positive.

The Appreciative Inquiry work highlighted key elements of good safeguarding within North Lincolnshire, which included:

- Careful pacing and relationship building
- Keeping the person at the centre
- Joint working and commitment by all agencies to working together
- Listening to individual stories to find out what people value from support
- The value of providing time for learning and sharing good practice
- Learning from success
- Good communication and sharing information
- Working positively together

Adults who had been involved in the safeguarding process told us that the things that were important to them included:

- Being part of a community and maintaining a social network
- Giving back to others and feeling useful
- Control over daily life
- The value of the workforce
- Having accessible information

The board are committed to working with partners to embed an Appreciative Inquiry approach across the local system.

Following on from the conference the board are thinking about:

- Making sure staff have protected time to plan properly with people and build positive relationships
- Ensuring that the person's voice is at the centre of discussions
- Supporting the sharing of good practice within and across agencies and teams, including sharing individuals' stories where they are happy to
- Supporting people to take positive risks
- Using empowering and strengths-based practice with staff as well as with people who use services
- Strengthening community networks and reducing social isolation

Case Study

Adult S is an 83 year old female who lives alone, she suffers from poor mobility and has recently been diagnosed with dementia.

A support worker raised concerns in relation to a neighbour of adult S's who appeared to be taking advantage of her financially, taking cash whenever they visited. Adult S felt that this person was her friend and didn't want to cause a fuss.

The support worker supported adult S over many months, building up a trusting relationship. Adult S now accesses the community more, she had made new friends and has purchased a safe to put her cash in. The neighbour stopped visiting and adult S says she feels safer.

Case Study

Adult M is a 43 year old male who was admitted to local inpatient services, as he was acutely mentally unwell.

Approximately two weeks into his stay, the staff became concerned that adult M may be being financially exploited by a "faith leader" with whom the patient was in contact with. The "faith leader" was not from the area, and was not known to the family of the patient.

A safeguarding plan was devised in conjunction with adult M to enable him to be safe and to reduce the risk of financial exploitation, the safeguarding was managed in a way which acknowledged the complex cultural and religious beliefs, as well as the human rights. The intervention was developed, recognising these rights, whilst at the same time balancing our duty of care to safeguard the person when they were most unwell and vulnerable.

Case Study

"I've been in this care home for a few months, my wife was here before me and I used to visit her every day. The staff made me feel so welcome. I was always here having dinner and tea with her and it was just like when we were at home together. When my wife died I started to struggle and when I realised I couldn't stay at home any longer, I knew where I wanted to be.

I like it here because I just feel like I'm at home, I can do what I want, when I want, and the staff just help me to do the things I struggle with. When I feel a little grumpy they know to just leave me alone.

It's important to me that everyone listens to me – after all I know better than anyone what is best for me!"

The learning from the conference was captured by illustrator – Joel Cooper

<http://www.joelcooper.co.uk/>



Towards the end of 2018/19 the board held a development session to discuss the new Strategic Plan and priorities for 2019 – 2022. Service Users, carers and Experts by Experience joined board members in a development session to help identify the future NLSAB priorities, objectives and outcomes that impacted and affected them the most.

Workforce Development and Training

A skilled and knowledgeable workforce

To keep people safe at home and in health and care settings, it is important that professionals delivering services have sufficient skills and knowledge to carry out their safeguarding duties. The board led the safeguarding training and development across the workforce through its Workforce Development Group which is chaired by Sarah Glossop of the Clinical Commissioning Group.

It was identified through training, data and intelligence gathered that there was a need for better understanding of Making Safeguarding Personal and Mental Capacity Act, across partner agencies. The group worked on a number of projects, including the design and production of 7 Minute Briefings and Mental Capacity Act prompts, to improve and embed understanding in these areas.



Assessing Capacity Prompt Card

Understand: Can they understand the information relevant to help make the decision? (record what information is given and the person's responses)

Retain: Can they retain the information for long enough to make a decision? (record how this was tested)

Weigh: Can they weigh up the information as part of the decision making process? (Record the person's responses to the information given around risks and benefits)

Communicate: Can they communicate their decision to others by any means? (Record how the person communicates this decision)

We can help this process by asking the following:

Is all the relevant information available?

Could the information be presented in a way that is easier for the patient to understand?

Are there other times when this would be better understood?

Can anyone else help (relative, friend, advocate)?

Workforce Development

The Workforce Development Group regularly review the safeguarding resources available on the board website, which includes a range of e-learning packages and toolkits, ensuring that any information is current and up to date.

The Board has been assured by its partners that their workforce in North Lincolnshire have sufficient training at the right level to discharge it's safeguarding responsibilities.

The following training courses were available to the workforce during the year:

- Safeguarding Adults Tier 1 – Elearning
- Safeguarding Children Tier 1 – Elearning
- Safeguarding Adults Tier 2 – operational practitioners
- Safeguarding Adults Tier 3 – operational practitioners and managers
- Mental Capacity Act & DOLs in Practice - Levels 1 and 2

In addition, a number of bespoke training packages were delivered in areas such as – Self Neglect and Hoarding, PREVENT and Domestic Abuse.

Safeguarding Adults Reviews and Learning Development

A culture of continuous learning and improvement across the organisations

The board are committed to a shared culture that values and facilitates learning to improve safeguarding practice. During 2018/19 the Safeguarding Adults Review Action Group, chaired by Peter Thorp, Humberside Police, considered two SAR referrals. Although the group felt the cases did not meet the criteria for a SAR it was agreed that there was some potential learning for partner agencies. Multi-agency audits were undertaken in relation to both cases, the audits were overseen by the Quality Assurance and Performance Group.

The board also considers learning from other, local and national SARs. There is a close link across all four reference / action groups, ensuring that information and learning from practice is disseminated to all partner organisations to enable them to make changes or improvements that will keep adults safer in the future. Key learning from other SARs are shared on the SAB website and circulated to board partners to disseminate amongst staff.

The Group considered a Serious Case Review which was completed by Children's Services in another Local Authority area. The case highlighted key learning in relation to partnership working across all agencies. The Group compiled a briefing to highlight the issues raised within the review and agreed dissemination to partners.



Quality Assurance and Performance

Safeguarding responses are timely, effective and personal

The board is committed to a shared culture that values and facilitates learning to improve safeguarding practice. Following a recommendation from the SAR Action Group, two multi-agency case audits took place in 2018/19.

Adult B

Adult B was a resident at a care home in North Lincolnshire for a number of years where he was receiving support for a mental health condition. Unfortunately Adult B's physical health began to deteriorate and it was felt that his current placement may no longer have been suitable and unable to meet his physical needs. A multi-agency audit took place and identified the following areas of both good practice, and areas for future learning.

Future learning:

- Professionals should ensure that assessments/reviews are coordinated to reduce duplication and the impact on individuals and care homes
- There should be more robust communication between agencies when there are disagreements

- All safeguarding concerns should reflect a person-led and outcome focussed approach
- Professionals should ensure that visits are planned and communicated to individuals and providers, to try and alleviate anxiety of the residents. It is important to note that ad-hoc visits can sometimes lead to undue pressure

Good practice:

- There was clear evidence that the care and support given to Adult B was person-centred and his views wishes were taken into consideration
- Where risks were identified changes happened quickly
- Assessments were completed robustly and in a timely manner
- There was evidence of good multi-agency working, particularly between the GP and the care home

Following on from the recommendations an action plan was produced, progress was regularly monitored by the Quality Assurance and Performance Group. Outcomes were also reflected within a staff briefing, which was disseminated across all partners.

Adult C

Adult C was an individual who had no fixed abode, he was admitted into hospital and discharged after a few days. Unfortunately Adult C died a few weeks later. Although Adult C's death was not as a result of abuse or neglect it was felt there were some areas for future improvement, and a multi-agency audit of events leading up to Adult C's death was completed. The audit identified some areas for improvement, and some areas of positive practice.

Future learning:

- To recognise the importance of seeking background information, which could contribute to a better understanding of the individuals needs
- Decision making and rationale should be clearly recorded
- All partner agencies should be aware of their own responsibilities in relation to reporting safeguarding concerns

Good Practice:

- Potential risks were identified and escalated quickly
- There was evidence that referrals made were acted upon in a timely manner

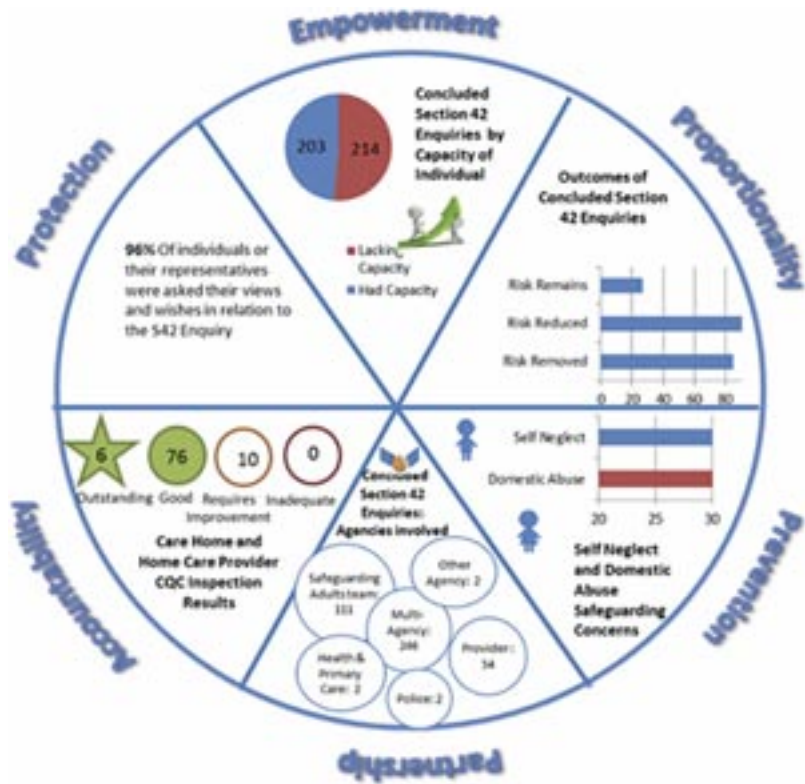
A number of recommendations were made in relation to this case, the Quality Assurance and Performance Group have completed an action plan. The action plan is regularly monitored by the group in order to ensure that partners have enacted all of the recommendations made.

The primary aim of the Quality Assurance and Performance Group is to monitor and evaluate the effectiveness of partners to safeguard adults in North Lincolnshire. The group have established a safeguarding data dashboard which provides quarterly performance information which is then used to highlight any emerging themes in relation to safeguarding, contributing to the formulation of any actions required to improve practice.

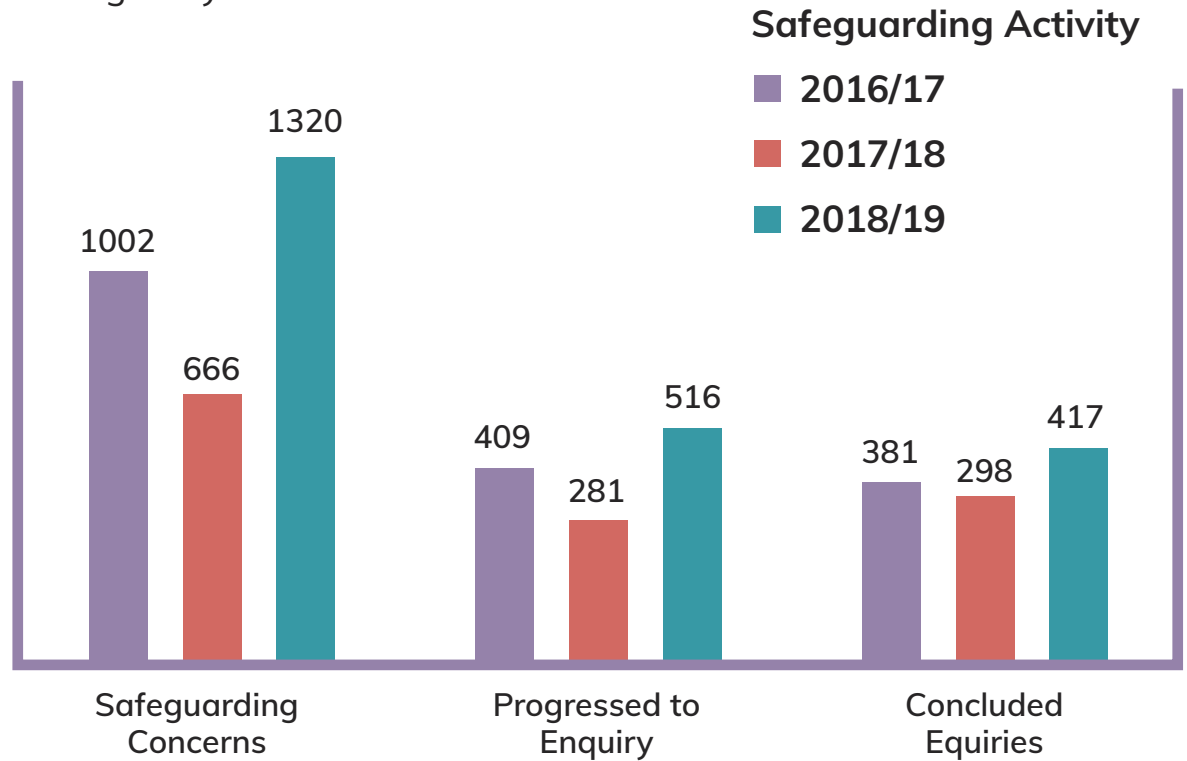
The group consider the information in the data dashboard and within the Safeguarding Adult Collection (a statutory government return of safeguarding adults information), completing an analysis of safeguarding performance. Further action is undertaken to explore particular themes in more detail and to identify areas of particular good practice.

During 2018/19 the group reviewed the Multi-Agency Line of Sight to Practice Framework, this is one mechanism which supports the board to assure itself of the quality and effectiveness of safeguarding practice within North Lincolnshire, and that agencies are working effectively together.

Safeguarding Adults Data 2018/2019

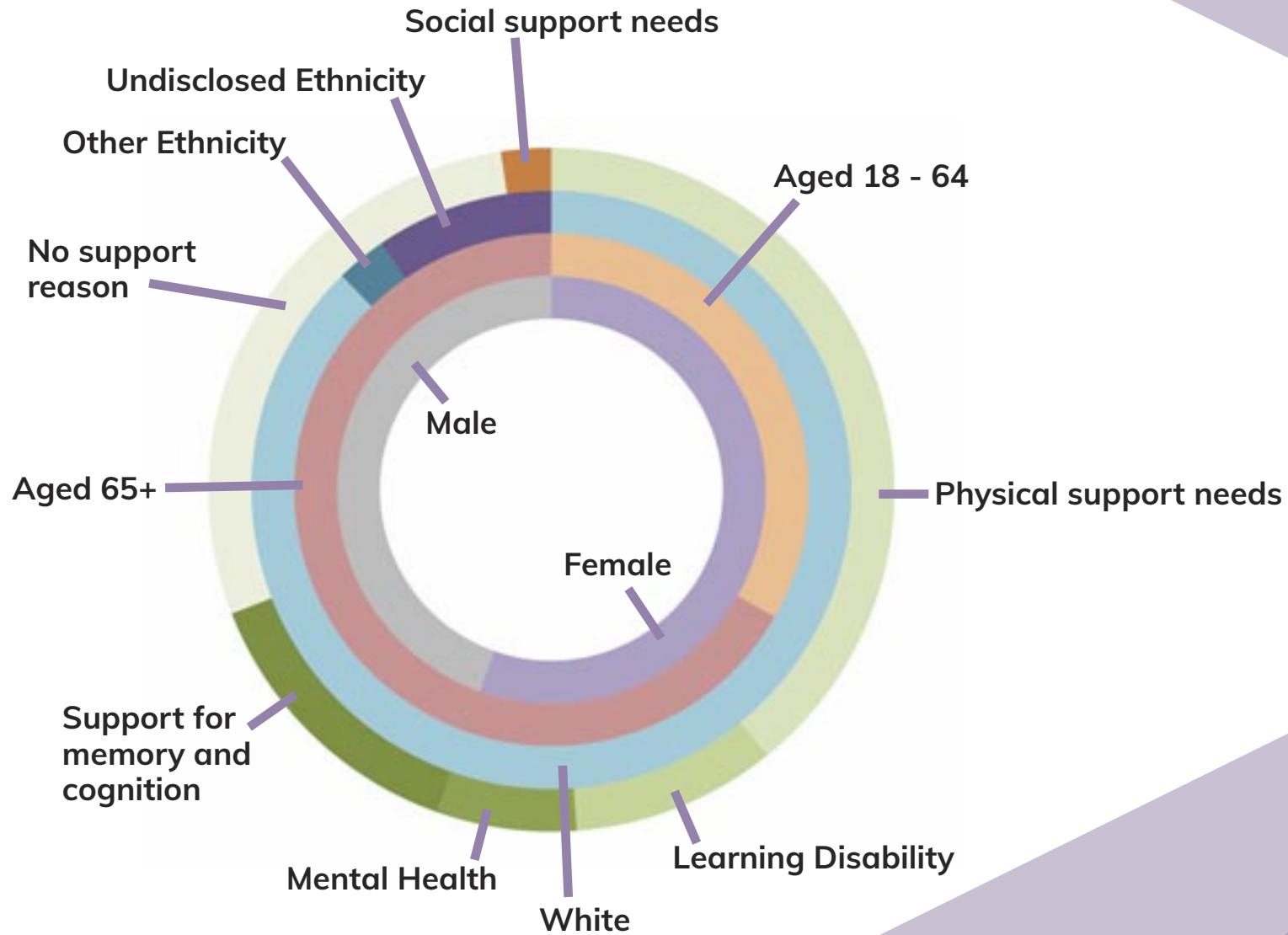


During 2018/19 1320 safeguarding concerns were received, 516 became safeguarding enquiries and a total of 417 safeguarding enquiries were completed during the year.

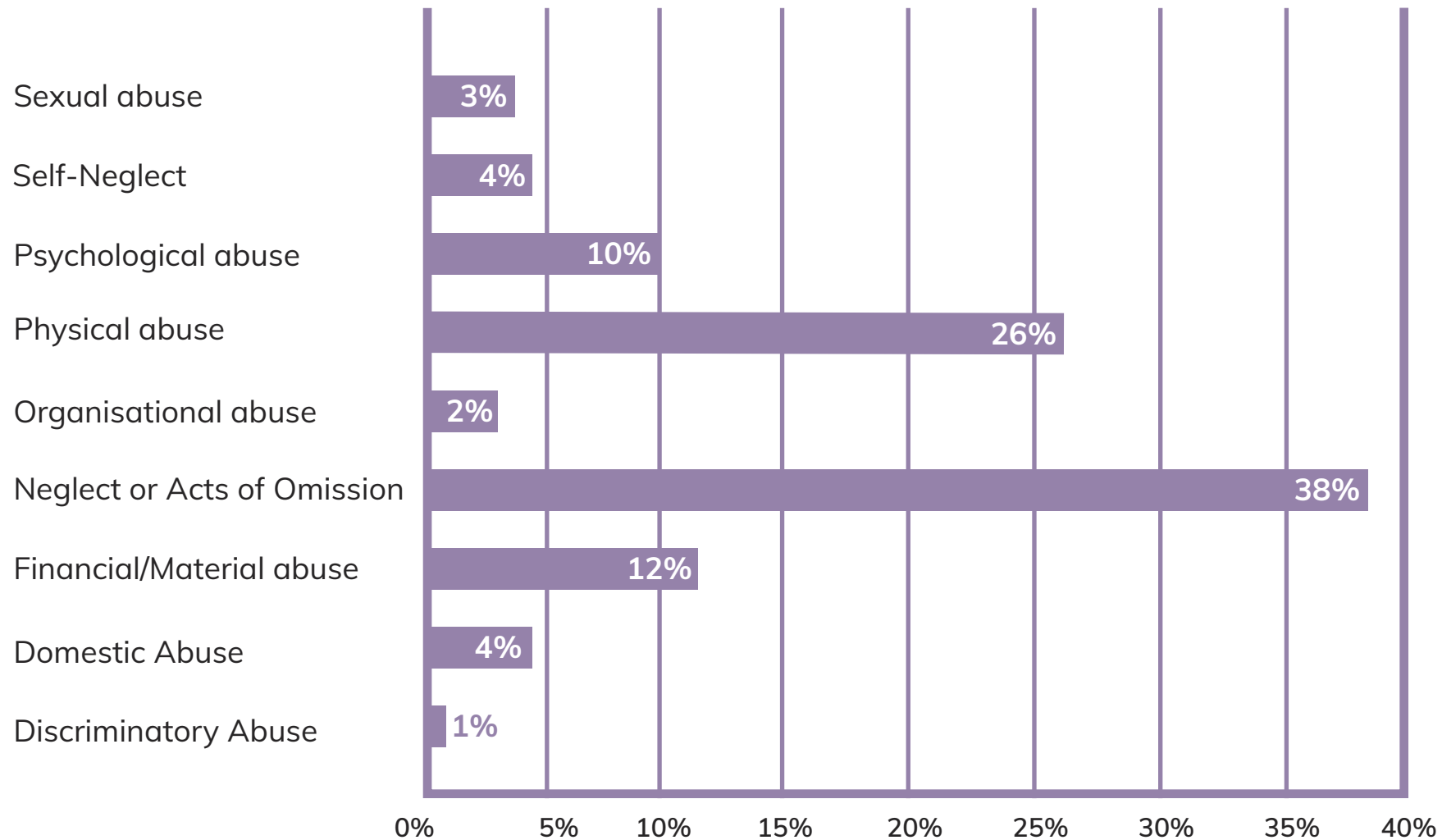


A profile analysis of the quality assurance data indicates that the majority of safeguarding concerns received are in relation to white British females. These adults are predominantly over the age of 65 years, with physical needs identified as the primary support reason.

Individual profile



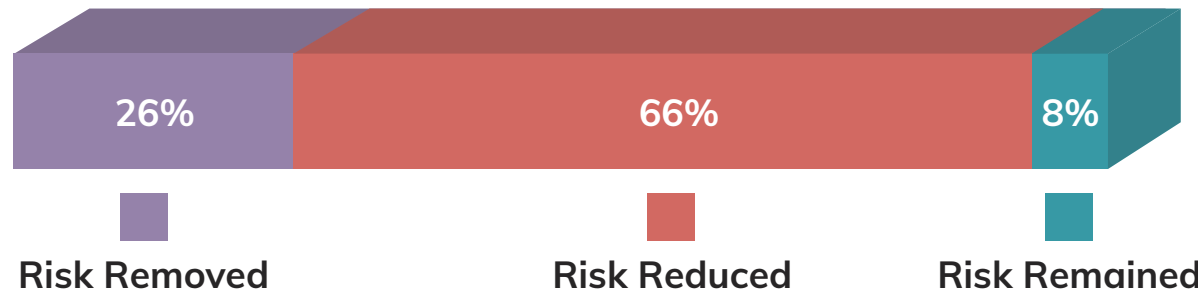
Categories of Abuse - Concluded Enquiries



In 2018/2019 the highest category of abuse was neglect and acts of omission, followed by physical and financial abuse, this is consistent with previous years and reflects the data both nationally and locally.

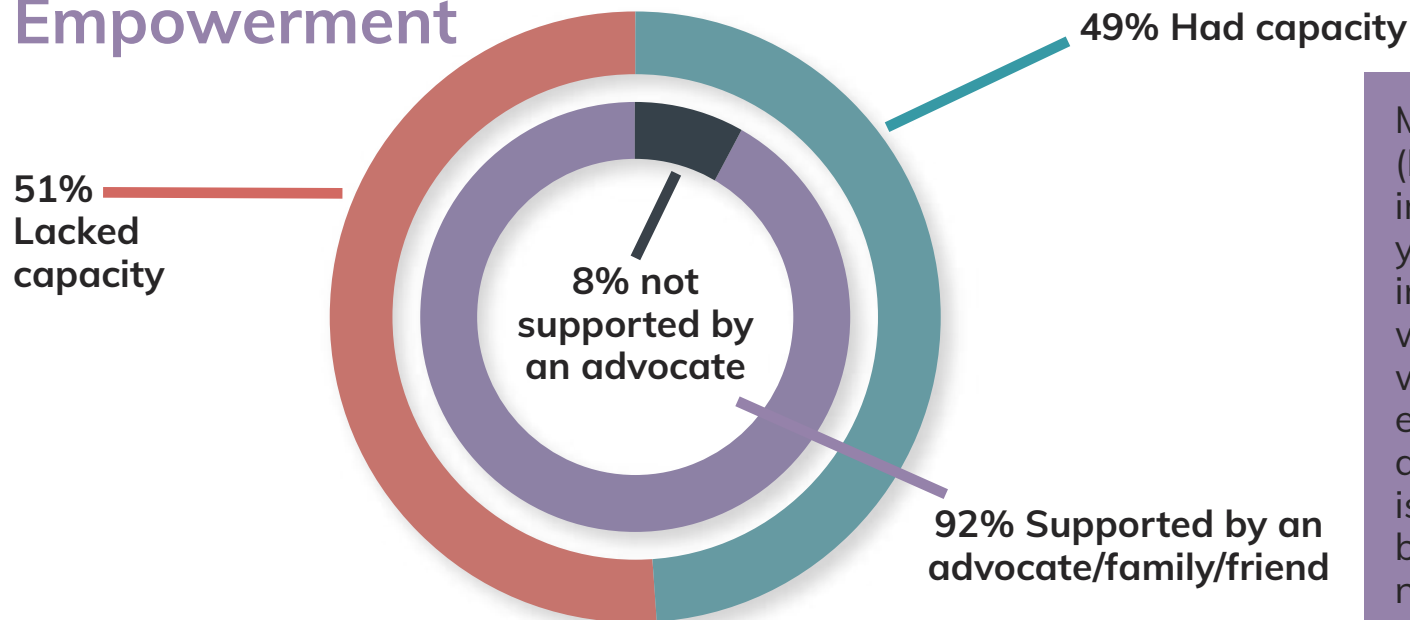
There was a high level of performance in relation to risk being identified and action taken, consistent with the previous year. In a total of 92% of S42 enquiries, where a risk was identified, those risks were either removed or reduced. In cases where a risk remained, this was in accordance with the wishes of the adult subject to the enquiry.

Proportionality



Risk management outcome for all concluded Section 42 enquiries where a risk was identified

Empowerment



Making Safeguarding Personal (MSP) approaches have improved from the previous year. Of those adults involved in enquiries, 96% of individuals were asked their views and wishes in relation to the S42 enquiry, in comparison to 94% during the previous year. This is a higher percentage than both the regional and national averages.

Partnership

59% of Section 42 Enquiries were led by a multi-agency response, involving Registered Care Providers, Health services and Police, alongside North Lincolnshire Safeguarding Adults Team.

Accountability

North Lincolnshire Care Home and Home Care Provider CQC inspection ratings



Outstanding



Good



Requires Improvement



Inadequate

Protection

96% of individuals and/or their representatives were asked their views and wishes in relation to the Section 42 Enquiry.

96% of individuals and/or their representatives felt that their views and wishes had been either fully or partially met.

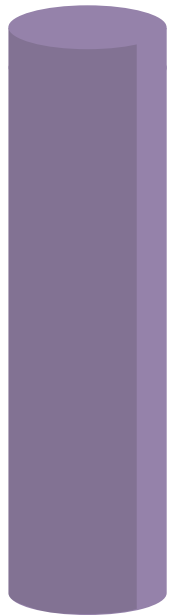
The highest number of referrals came from registered care providers. This should be viewed in the positive context that care homes are vigilant about recognising and addressing safeguarding issues. It should be seen as a contributory factor to the high quality care provider market that currently exists within North Lincolnshire. This is endorsed by CQC as during 2018/19, 89% of registered care providers were rated as either good or outstanding.

ASCOF

People Who Use Services Feeling Safe

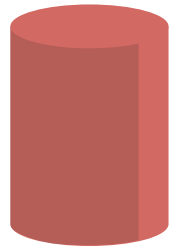
- North Lincolnshire
- Yorkshire & Humber
- England

73.8%



North Lincolnshire

69.6%



Yorkshire & Humber

69.9%



England

In North Lincolnshire 73.8% of people, using service reported they felt safe, this is 3.9% higher than the national average and 4.2% higher than the regional average.

This data was drawn from section 4 of the 2017/2018 Adult Social Care Outcomes Framework (ASCOF) which measures how well care and support services achieve the outcomes that matter most to people.

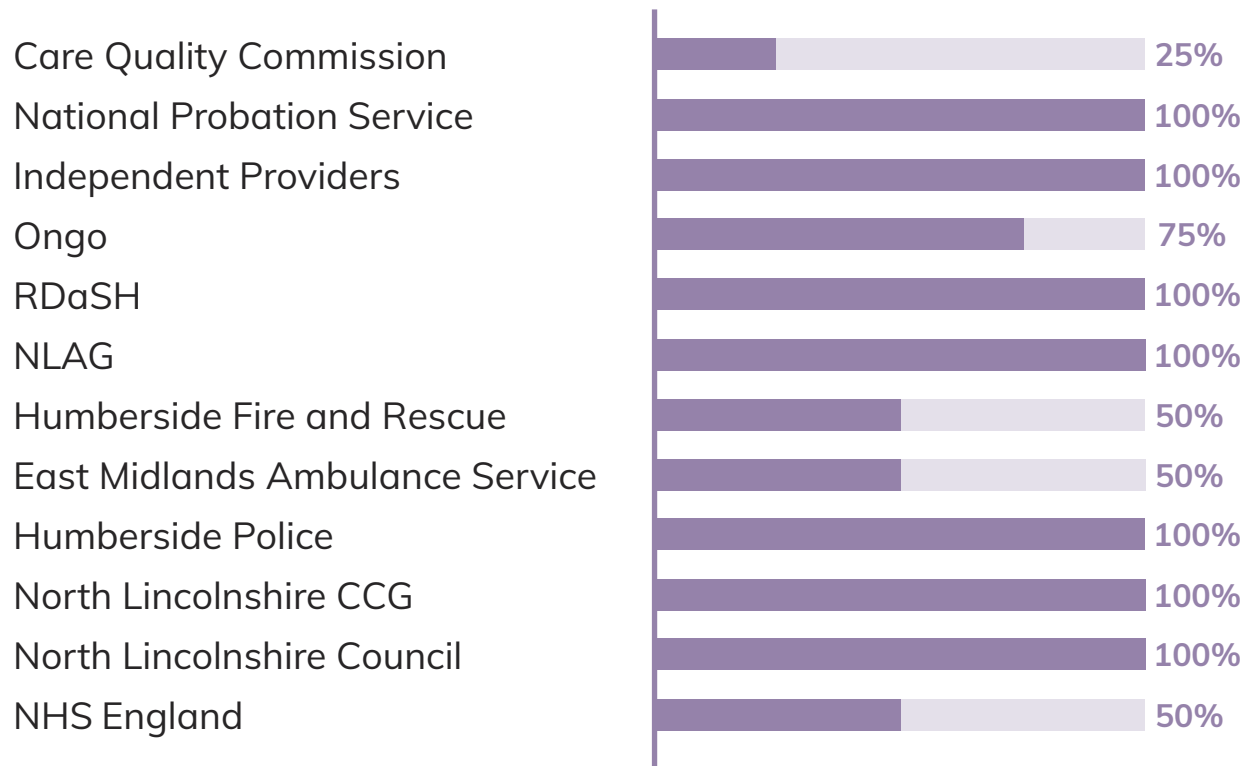
Work carried out by the Safeguarding Adults Board

The board is able to demonstrate a sustained level of attendance and participation from members. There is a clear demonstrable commitment to safeguard adults across the area, through representation by senior managers of all organisations that have an investment in good safeguarding practice.

Executive Group attendance



Safeguarding Adults Board attendance



It is a key function of the board to develop good safeguarding practice across the area; it is with this aim in mind that the board also undertake a range of development sessions to keep members informed about particular significant safeguarding issues and updates. It is expected that each member will disseminate this knowledge within their individual organisations.

Assurance of Safeguarding Practice

A key objective of the board is to assure itself that local safeguarding arrangements are effective, and partners act to help and protect adults in its area. The board has a strategic role that is greater than the sum of the operational duties of core partners. It oversees and leads adult safeguarding across the area and will be interested in a range of matters that contribute to the prevention of abuse and neglect. In 2018/2019 the board had oversight of three partner's inspections and their actions to improve adult safeguarding. Details and outcomes of partner inspections were presented to the Executive Group and board, and are kept under review to gain an understanding of the progress of any recommendations made during inspection the inspections.

Assurance of safeguarding arrangements also extends to scrutiny of the safeguarding data and intelligence, both locally and nationally. The Executive Group and board review the safeguarding picture on a quarterly basis, monitoring progress via the agreed Safeguarding Quality Assurance and Performance Data Dashboard.

Making Safeguarding Personal Stocktake

In 2018/19 the board took part in a Yorkshire and Humberside MSP Stocktake to help us improve the way in which we work with adults to keep them safe.

Board members were also asked to complete a MSP survey following on from the stocktake which identified the following -

- The majority of partners felt the board partnership had 'shifted to a user-focussed approach'
- The majority of our partners felt that their own 'systems and procedures had been revised and modified to incorporate MSP principles
- Overall our partners felt the Care Act 2014 had made a positive difference to practice and culture within their own organisations
- 75% of members felt the board were adopting the MSP Framework to a great extent
- All partners said they were taking forward MSP within their own organisations with no barriers identified
- All partners stated that the lead professional within their organisation takes an active leadership role

Conclusions and future priorities.

The 2018/2019 has been a busy and eventful year for the board, we hope that this Annual Report gives you a sense of what we have been continuing to do to help ensure the safety of adults within North Lincolnshire. We have made considerable progress in relation to our main objective and those priorities which are outlined within our Strategic Plan. We will continue to raise awareness of safeguarding and ensure that safeguarding duties are embedded into partner practice. We are committed to continuing to work in partnership to seek assurance, and ensure that we continually improve on safeguarding practice within North Lincolnshire.

During 2019/2020 it is the intention of the board to review our Strategic Plan and board priorities, building on the outcome of the Safeguarding Conference in October 2018. Consultation will take place with vulnerable adults, Healthwatch North Lincolnshire, professionals and wider members of the community about what being safe means to them. The consultation will be the platform on which to build our Strategic Plan and to identify priorities for us as a safeguarding adults board moving forward.

We will also be reviewing our Memorandum of Understanding in order to ensure shared accountability, partnership working, and collective ownership of the safeguarding of adults within North Lincolnshire is promoted amongst all of our partners.

Partner contributions towards to Board priorities

North Lincolnshire Council

Keeping Adults Safe at Home

The board is committed to a shared culture that values and facilitates learning to improve safeguarding practice. Following a recommendation from the SAR Action Group, two multi-agency case audits took place in 2018/19.

The Council have a continued commitment to working with partner agencies and other professionals, sharing information and intelligence to enable the early identification and assessment of risk to protect individuals who may be vulnerable to abuse. There is a Police Sergeant based in the Council hosted Children's Multi- Agency Safeguarding Hub (MASH,) who is also the Dedicated Decision Maker for Adult Safeguarding, supporting appropriate co-ordination of safeguarding adult referrals.

The Council recognises the importance of making sure that individuals remain at the centre of their safeguarding situation, ensuring that any safeguarding response is person-led and outcome focussed.

Decisions are made 'with people' and not 'to people' seeing the individual as an equal partner and respecting their decisions to make their own choices.

The Council were members of the Humberside Fire Strategic Group who have successfully developed and implemented a Humberside-wide strategy in relation to hoarding.

Keeping Adults Safe in Health and Care Settings

The Council continues to be a core partner of the North Lincolnshire Health and Social Care Standards Board, which provides a local framework to enable shared accountability for improving standards within nursing, residential and domiciliary care within North Lincolnshire.

The Council works closely with the Care Quality Commission and providers, providing advice and support where necessary. The Council undertake regular audits, and develop improvement plans to ensure continuous improvements, this had led to greater working relationships with providers.

Raising Awareness of Safeguarding

Throughout the year the Council has taken part in a number of awareness raising events to promote safeguarding, meeting with both professionals, members of the public and service users. The Council arranged and promoted events in relation to World Social Work Day, the focus of which was Promoting the Importance of Human Relationships.

The Council has delivered multi-agency training in partnership with the Safeguarding Adults Board to a range of partner agencies and providers, supporting a greater understanding of both preventative safeguarding and appropriate responses when allegations of abuse and / or neglect are made.

The Council is committed to continuous learning and are working with the Board to move towards a culture of recognising and celebrating success in relation to adult safeguarding, taking an appreciative inquiry approach.

Level 1 Safeguarding e-learning training is mandatory for all Council employees. The Safeguarding Team have undertaken six full day sessions of bespoke, Level 3 safeguarding training, a two-day course was rolled out to Managers, and a number of full-day sessions were rolled out to frontline supervisors and those staff who undertake safeguarding S42 enquiries.

The Board Leads Multi-agency Safeguarding Effectively

The Council plays an active role on the Safeguarding Adults Board, providing a representative for each action group and also chairs the Quality Assurance & Performance Group. A board representative also facilitated a workshop with vulnerable adults and practitioners at the Safeguarding Adults Board conference in October 2018.

North Lincolnshire Clinical Commissioning Group

Keeping Adults Safe at Home / Keeping Adults Safe in Health and Care Settings

NLCCG have a duty to safeguard adults in all aspect of their commissioning. This includes establishing effective structures for safeguarding with clear strategies, robust governance and a competent workforce that can lead and develop safeguarding across the local health community. Through their safeguarding standards, NLCCG seeks to ensure that all their commissioned services:

- Support patients to reduce risks of neglect and abuse – according to the patients informed choices
- Reduce risks of abuse and neglect occurring within their service through the provision of high quality, person centred care
- Identify and respond to neglect and abuse in line with local multi-agency safeguarding procedures

NLCCG is the provider of the Continuing Health Care (CHC) service for patients registered with North Lincolnshire GPs. In working with partner agencies and individual patients, this service is in a prime position to identify and respond to circumstances in which risks are identified for adults with care and support needs, whether their primary health needs are met with a package of care in their own home, or in a nursing home.

The CCG Safeguarding Team, along with the Head of Nursing and CHC nursing staff, work closely with NLC Safeguarding Adult Team, providing clinical advice to the team on contacts, safeguarding alerts and case reviews, and to ensure that appropriate health professional input has been available to multi-agency enquiries.

Raising Awareness of Safeguarding

All staff members within the CCG have mandatory training on Safeguarding adults which includes raising awareness of how to keep adults with care and support needs safe.

Staff in regular, direct contact with adults with care and support needs, including those involved in the assessment for Continuing Health Care have additional training to enable them to act appropriately. The CHC team have regular safeguarding supervision from the CCG Specialist Nurse for Safeguarding.

All CCG staff have regular access to safeguarding case management support via the CCG Safeguarding Team

The CCG Safeguarding Team, and the Head of Nursing supported the Safeguarding Adult Board Conference held in October 2018.

The Board Leads Multi-agency Safeguarding Effectively

The NLCCG Executive Lead for Safeguarding has been

an active core member of the Safeguarding Adult Board, and Executive Group.

The Designated Nurse & Head of Safeguarding has been a core member of the Safeguarding Adult Board as the strategic professional lead for safeguarding in the North Lincolnshire health economy, and has also attended the SAB Executive Group, as chair of a SAB Action/ Reference Group

NLCCG has appropriate representation on all Action/ Reference Groups with the Designated Nurse for Safeguarding chairing the Workforce and Development Group, and acting as vice chair for the Safeguarding Adult Review Group. The Designated Nurse has ensured that there has been appropriate health service representation at SAB Action/ Reference Groups.

The Head of Safeguarding worked closely with the SAB Manager and key professionals in other organisations in providing system wide professional leadership on behalf of this multi-agency partnership.



North Lincolnshire
Clinical Commissioning Group

Humberside Police

Within Humberside Police safeguarding is everybody's responsibility. Initial, response to crime allegations from adults at risk is provided by Communities resources. Investigations are then progressed by specialist staff in with PVP or CID. The force also has specialist domestic abuse officers who are co-located with partner agencies. Appropriate action is taken against those who offend and where there are areas of concern these are shared with partner agencies to ensure a multi-agency approach is considered.

Humberside Police works collaboratively with a range of partner agencies to support service users who have been victims of crime or are at risk of abuse or neglect who are adults at risk. We are key contributors to the Safeguarding Adults Board and associated sub groups.

Throughout 2018/19 numerous successful prosecutions were brought in respect of allegations of physical abuse, sexual abuse, theft and domestic abuse involving adults at risk.

We have a dedicated Detective Sergeant working within the Local Authority at Scunthorpe who is responsible for the co-ordination of referrals and concerns identified through police contact in relation to adults at risk. We ensure that we share appropriate information with our partner agencies to safeguard the needs of adults and children. The Force ensures that

there is engagement with front line officers to safeguard the needs of the community.

The force has delivered training to support front-line officers with a greater understanding of how to respond to vulnerable people, including those with mental health issues. Staff within the PVP have also received training on the Mental Capacity Act.

In addition Humberside Police have continued to deliver Domestic Abuse Matters training to a significant proportion of the force aimed at raising awareness of coercive and controlling behaviour and the impact of DA on victims and the need for positive intervention and support.

To further improve the response to Domestic Abuse issues, Humberside Police now have an IDVA worker based within the Force Control Room seven days per week during peak hours. This collaboration ensures specialist tactical advice to call-handlers and response officers and enables immediate specialist intervention to support members of the public where required.

Humberside Police have continued to develop Operation Signature which is focussed on identifying Vulnerable Adults who have been subjected to or are at risk of financial abuse. The operation is intelligence led through referrals from the National Crime Agency and other partner organisations. using the Banking Protocol. The operation has been running since January 2018 but has identified provided support to a number victims from North Lincs who have all been visited by officers from Humberside Police.

We have actively engaged in a number of Safeguarding Adults Reviews and multi-agency audits and disseminated this learning across the organisation where appropriate.



Humberside Fire & Rescue Service

Keeping Adults Safe at Home

HFRS has a Safeguarding Policy in which all staff have received training and awareness.

We are fully involved in Safeguarding throughout the service area and provide solutions to fire risk and general safety issues affecting people in their own homes. This has particular relevance for the most vulnerable in our community who we may refer to other organisations to seek any specialist support that we are unable to provide.

Following a Safe and well engagement we are able to recommend/provide a range of equipment to assist vulnerable people to live independently. This includes equipment such as fire retardant throws and mats, sprinklers, cooker guards and smoke alarms.

Through the Safe and well engagement we are gathering information and providing information on a raft of health and well being issues such as Smoking cessation , falls in the home.

We maintain an extensive secure database of all our interactions and personal vulnerabilities.

All staff are DBS checked.

HFRS are currently providing an Emergency First Response within North Lincolnshire that assists in providing a level of initial medical assistance in support of EMAS.

HFRS continues to support Board training events and is working closely with partners to improve our interactions with vulnerable people in particular in terms of cases of self-neglect and hoarding.

We are currently updating our partnership training package to be released late in 2019.

HFRS utilises the Blue Light Brigade Volunteers to assist us in engaging with more vulnerable people in our community. These volunteers have all had training from HFRS they are DBS checked and are formed from retired blue light service workers and therefore have considerable experience already.

Keeping Adults Safe in Health and Care Settings

Staff receive regular safeguarding updates to ensure that we provide the best possible service to the most vulnerable in our community.

The Service utilises a range of communication media such as twitter to highlight timely, periodic safety updates and these are monitored by our corporate communications section.

Staff are kept up to date with threats to vulnerable adults such as cuckooing related to Organised Crime and fraud awareness

HFRS know only too well the challenges we face as a Service when an adult we are working with refuses to engage or accept our support; who self-neglect and hoard. HFRS are sure that other organisations face the same difficulties. We recognise that there may come a point when a person no longer has the ability to protect themselves by controlling their own behavior; without multi-agency working together to manage the best way forward. To address this HFRS have contacted all four Safeguarding Adult Boards within the Humberside area.

- We are jointly working to create a Self-Neglect and Hoarding Guidance which all agencies will be able to easily follow.
- Clear training will be in place to enable partners to identify risk; assess the risk through timely information sharing and multi-agency intervention.

- All four Adult Safeguarding Boards will have met HFRS by mid-June to start the ball rolling to create this new important guidance.
- The guidance purpose is to evaluate risk, formulate plans, identify which agencies will be responsible for intervention and review action plans to evaluate effectiveness and monitor change and outcomes.

Raising Awareness of Safeguarding

The Service gives advice and guidance to partners who provide care or other support to vulnerable adults. Business Safety Officers conduct periodic inspections of Care and Health settings with respect to fire safety precautions. The Service provides copy reports to North Lincs Council via the Health and Social Care Board of the outcome of visits to adult care premises. The Service has made a pledge to the Corporate Parenting Group to provide support, advice and assistance to young care leavers moving onto independent living.

The Board Leads Multi-agency Safeguarding Effectively

The Strategic plan and the new sub groups seems to be an effective way of safeguarding effectively. The business plans from each of the three subgroups will give further detail to how the vision of the strategic plan will be delivered.



HUMBERSIDE
Fire & Rescue Service

Northern Lincolnshire and Goole Hospitals NHS Trust

Keeping Adults Safe at Home

NLaG Provide services within both the hospital and community setting. The safeguarding team actively screen incident reports that link to possible safeguarding issues, this ensures a proactive approach to case management and allows for trends to be identified at an early stage (within hospital and community) and improve the reporting of safeguarding issues. A member of the team also sits on the community governance group looking at community incidents. Any issues / trends are monitored within the safeguarding adult's forum. The safeguarding adults training strategy was reviewed at the beginning of 2019 to bring it into line with the recently published 'Safeguarding Adults – Roles and Competencies' document and introduced 5 levels of safeguarding adults training within the Trust which will be embedded over the coming 2 years. Current training at level one continues to be maintained at around 85%. As a result of this staff are more able to recognise safeguarding issues including Mental Capacity and Deprivation of Liberty (DOLS) and as such more staff seek advice with regards to safeguarding concerns.

Keeping Adults Safe in Health and Care Settings

The trust specialist nurses for dementia and learning disability continue to work to ensure that these particularly vulnerable group of clients receive care that is suitable and specific to their needs, reasonable adjustments are made (both prior to and during admission) and that any safeguarding issues are identified at an early stage.

Since November 2017 the Named Nurse with responsibility for Mental capacity Act and Deprivation of liberty has continued to raise the awareness of MCA & DOLS within the Trust and an ongoing training plan is in place to raise this awareness even further and ensure that capacity assessment is at the forefront of patient care and maintains a focus on care which is delivered in the ' best Interest' of the patient.

Raising Awareness of Safeguarding

Discussions continue to take place as part of the care pathway for clients with regards to issues of a safeguarding nature. Where these are low level, general advice will be given to the client / family member in relation to “what to do next” and if necessary how to make a formal referral. Referrals will also be made by NLaG staff in conjunction with the client / family where there are issues of a safeguarding nature. Information sharing from NLaG to the commissioning groups is also maintained to ensure that any trends can be identified within other commissioned services

The Board Leads Multi-agency Safeguarding Effectively

The LSAB maintain positive challenge with all partner agencies. The board maintain a performance data base for which NLaG fully contribute.

Rotherham Doncaster and South Humber NHS Mental Health Trust

A culture that safeguarding adults is everybody's responsibility permeates across all RDaSH teams and the individuals who work in them. We are committed to working with partners in order to safeguard and promote the wellbeing of adults at risk in North Lincolnshire.

The Trust is focused on demonstrating transparency and the delivery of well led services, cooperating with external scrutiny through:

- An annual safeguarding self-declaration to the Trust Board and the Clinical Commissioning Group
- Annual section 11 self-assessment/ assurance for the SAB/LSCB
- Contribution to Safeguarding Adult Board groups that are part of the local governance and delivery arrangements to achieve the vision and objectives of the SAB plan
- Contribution to multi agency audits of practice, learning, delivery of professional training and development, quality assurance and scrutiny.

The Trust is subject to an inspection regime by the Care Quality Commission. The last Quality inspection of RDaSH was June 2018 and the overall rating was Good. The Trust consistently demonstrates through self- declarations and audit that:

- There is a strong commitment to safeguarding across the Trust
- There is robust leadership and governance arrangements in respect of safeguarding are in place
- There is a culture of learning and appreciative inquiry underpins learning and development and staff are committed to the ongoing development and delivery of excellent care
- There is effective cooperation with partners to safeguarding individuals in complex situations.

Over the last year the Trust has focused on the following priorities in respect of safeguarding adults:

- Further enhancement of the Think Family Approach across the Trust, and the lifespan approach which is underpinned by Adverse Childhood Experiences methodology
- Further enhanced awareness of Female Genital Mutilation across the children and adult workforce
- Review and development of our approaches to learning and development
- Awareness raising in relation to the topic of Self Neglect.
- Working with Local Authorities to ensure that the thresholds for safeguarding enquiries continue to be applied effectively
- Continued work to embed Making Safeguarding Personal across adult safeguarding

Contribution to the ADASS commissioned survey on Making Safeguarding Personal which demonstrates MSP is incorporated into policy, procedure and practice

Collaboration with patients using MSP which resulted in development of patient defined MSP principles and “Keeping safe the RDaSH way” patient booklet. The MSP approach is now fully incorporated into the Trusts safeguarding training and policy.

Work with patients to understand their experiences of safeguarding and share these experiences to further develop practice. These have been shared at an RDASH conference, regional ADASS conference and within a variety of “in house” training and development sessions.

Development of a Safeguarding Training Offer, in line with the most recently published Intercollegiate documents

FGM embedded into all training, leaflet produced and information disseminated through newsletters, training and practice forums

Development and approval of guidance for responding to non-recent allegations of sexual abuse,

The development of guidelines for staff and patients to ensure sexual safety for patients.

ONGO

Keeping Adults Safe at Home

Ongo has a Safeguarding Vulnerable Adults Policy.

There are safeguarding guidance procedures in place to assist staff in recognising and reporting through their concerns.

All staff are trained and aware of the importance of reporting their concerns and that safeguarding is everyone's business.

Ongo has a named manager who acts as champion for the remit and that supports all staff in raising their concerns.

A report it button has been added to our intranet site to ensure that staff can quickly report their concerns.

Within Ongo's support service, our customer risk assessment / support plan template contains a question in relation to safeguarding. Our support staff are all fully trained to ask appropriate questions that may encourage customers to answer honestly.

Raising Awareness of Safeguarding

All staff under take mandatory safeguarding training as a new starter.

Customer facing staff receive refresher safeguarding awareness annually.

Ongo's customer risk assessment / support plan template contains a question in relation to safeguarding.

Safeguarding articles are regularly included in our tenant magazine (Key News – which is distributed to around 10,000 homes twice a year, as well as an additional two digital Key News editions during the year).

The Board Leads Multi-agency Safeguarding Effectively

A report is prepared and presented to Board on an annual basis. This report is considered, any recommendations put in place as required, with officers then implementing actions.



Healthwatch North Lincolnshire

Keeping Adults Safe at Home

We listen to feedback from members of the public and raise any issues that come to light as and when they arise.

We rely on the public providing us with views and comments. Their views inform our workplan and which care settings we visit. Raising awareness of Healthwatch is key to ensuring we get intelligence about quality of care and are able to pick up on safeguarding matters

Raising Awareness of Safeguarding

Safeguarding refresher training was undertaken by the team (staff and volunteers) in April 2019 to ensure that the HW team are fully aware of their responsibility when it comes to safeguarding.

Our team are present at many events in North Lincolnshire and this knowledge underpins everything that we do.

We use social media and our newsletters to promote keeping people safe, based on specific relevant themes. For example, ensuring that elderly members of the public are aware of how to keep their home secure whilst in hospital. This was following feedback about a high number of burglaries in the Isle of Axholme whilst patients were in hospital.

Keep adults safe in care and health settings

Completed 13 Enter and View visits into care settings in 2018-2020, and escalated issues to safeguarding on two occasions as a result of these visits.

Feedback received about care and health settings are shared with the safeguarding adult's team and the CQC and Healthwatch carry out enter and view visits in response to this.

National Probation Service

The role of the National Probation Service (NPS) is to protect the public, support victims and reduce re-offending. It does this by:

- Assessing risk and advising the courts to enable the effective sentencing and rehabilitation of all offenders;
- Working in partnership with Community Rehabilitation Companies (CRCs) and other service providers; and
- Directly managing those offenders in the community, and before their release from custody, who pose the highest risk of harm and who have committed the most serious crimes.

In carrying out its functions, the NPS is committed to protecting an adult's right to live in safety, free from abuse and neglect.

The NPS has a key responsibility for safeguarding and promoting the welfare of adults at risk. It recognises the importance of people and other organisations working together to prevent and stop both the risk and the experience of abuse and neglect, whilst at the same time making sure an individual's well-being is being promoted with due regard to their views, wishes, feelings and beliefs. It also acknowledges the important contribution the NPS can make to the early identification of care and support needs for an offender in the community, as well as cases where an offender who is a carer needs support.

The NPS is committed to eliminating all forms of unlawful discrimination and to encouraging diversity amongst the services it provides. Its aim is to ensure equality and fairness for all and to not discriminate on the grounds of gender, marital status (including civil partnerships), race, disability, sexual orientation, age, gender reassignment, and religion or belief.

The National Probation Service has continued to work with the North East Lincolnshire North Lincolnshire Safeguarding Board members via the Humberside Multi-Agency Public Protection Arrangements (MAPPA). Together we have ensured the, proportionate and necessary risk management of adult offenders who presents a risk of serious harm to communities whilst supporting desistance from crime through a continued and shared rehabilitative ethos. We have continued to work closely with our colleagues from the HLNy CRC to commission services targeted at addressing domestic abuse in terms of the risks presented by individual offenders and the wider societal impact. Following the Government's announcement to move all case management to the National Probation Service, we will work with our CRC partners to ensure a successful implementation of the Strengthening Probation reforms.