

ANNUAL REPORT 2016-17

Period: 01 April 2016 to 31 March 2017



Ensuring our safeguarding arrangements act to help and protect adults

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Executive Summary

I am pleased to introduce our 2016-2017 Annual Report, which provides an overview of the work of the Teeswide Safeguarding Adults Board. This illustrates the progress made over the past year, and sets out our ambitions for continued improvement.

The Board's overall approach is underpinned by the commitment to listen to the voices of those who use services to help shape our priorities. This report explains how this has been achieved, set out under each of the Board's five Strategic Aims.

The Board brings together four Local Authorities, health, police and a wide range of partners into a safeguarding network. By working in this positive, collaborative way we ensure resources are used as effectively as possible and limit duplication. We are beginning to see the benefits of sharing data and information, and in March 2017 published the first strategic overview of adult safeguarding. This gave evidence on the effectiveness of preventative strategies, and highlighted ways to improve reporting, especially from marginalised groups. By sharing and analysing this information we can better protect adults from abuse.

This has been a challenging year. In addition to adapting to the new legislative framework we have seen continuing austerity across the public sector, whilst demand and expectations increase. There has been a rise in concerns across the Tees area, which does not necessarily mean an increase in actual levels of abuse, but could be linked to our approach to raising awareness of safeguarding through locality events and media publicity campaigns.

I wish to thank the Business Unit, and colleagues from all of the organisations that make up the Board and Sub-Groups. By working together the network is stronger, making Tees a safer place for all our communities.



Ann Baxter
Independent Chair



Introduction

The Teeswide Safeguarding Adults Board continues to develop connections with a range of other strategic bodies, and within a wider network to promote cooperation and consistency in relation to adult safeguarding. This working practice provides an opportunity for the Board's Strategic Business Plan to be discussed, and for joint objectives to also be considered and developed.



The Annual Report provides feedback on the Board's **5** Strategic Aims, which were initially set for three years: 2015-18, and the **10** Objectives set within that framework for 2016-17. The work of the Sub-Groups over the last year is also outlined, as well as looking at future priorities.

Membership

The following organisations are formally represented on the Board:

Statutory Partners

Cleveland Police	Det. Superintendent: Head of Specialist Crime (6)
Hartlepool and Stockton-on-Tees & South Tees CCG	Director of Nursing & Quality (6) (CCG - Clinical Commissioning Group)
Hartlepool Borough Council	Director of Child & Adult Services (6)
Middlesbrough Borough Council	Director of Adult Social Care & Health Integration (4)
Redcar & Cleveland Borough Council	Int. Corporate Director for Adults & Communities (6)
Stockton-on-Tees Borough Council	Director of Adults & Health (6)

Non-Statutory Partners

Care Quality Commission	Inspection Manager (1)*
Catalyst	Chief Executive (2) #
Cleveland Fire Brigade	Director of Community Protection (6)
Healthwatch Hartlepool	Development Officer (0)
Healthwatch South Tees	Manager (3)
National Probation Service	Head of Area: Cleveland (4)
North Tees and Hartlepool NHS Foundation Trust	Deputy Director of Nursing (5)
South Tees Hospitals NHS Foundation Trust	Assistant Director of Nursing Safeguarding (5)
Tees, Esk and Wear Valleys NHS Foundation Trust	Director of Nursing & Governance (6)

The Board met on 6 occasions in 2016-17 and in brackets is the number of meetings attended by each agency. There are also associate members not listed who contribute to the work of the Sub-Groups.

* Committed to two meetings annually

Vol. sector development agency in Stockton-on-Tees: Dec 2016

Structure



The structure and membership of the main Board is kept under review based on consultation with key stakeholders. The Sub-Groups also respond to the needs of the local community by enabling a wider range of organisations to engage with, and inform the work of the Board.

Key:

- CE Communication and Engagement
- LTD Learning, Training and Development
- PAQ Performance, Audit and Quality
- PPP Policies, Procedures and Practice
- SAR Safeguarding Adults Review

Board Partners' Summary

How the partner organisations contributed to the Board in 2016-17.

Catalyst have disseminated information from the Board to **800** organisations in Stockton-on-Tees, and to those in the other three Boroughs in Tees through briefings to the Local Development Agencies located there. Catalyst has also continued to support and deliver a Voluntary, Community and Social Enterprise Sector Safeguarding Forum, to facilitate better performance and practice across the sector.

Cleveland Fire Brigade have fully contributed to the work of the Board by undertaking the Vice-Chair's role, and Chair of the Communication and Engagement Sub-Group. In addition the Brigade is also an active member of the SAR Sub-Group, which has included providing a non-clinical perspective to the recent *SAR 3 case (pages **30** to **32**).

Cleveland Police fully support the objectives of the Board and provide representation across the Sub-Groups, including as Vice-Chair of the SAR Sub-Group. Regular and specific data inputs are provided, and these have been used to inform the audits into Domestic Abuse and Strategy Meetings. Cleveland Police have also been a key member of the SAR 3 review which will inform improvements to future practice in adult safeguarding related work.

The Director of Nursing and Quality, and Head of Quality and Adult Safeguarding for the **Hartlepool and Stockton-on-Tees and South Tees Clinical Commissioning Groups** continue to take an active role in the business of the Board. This includes representing the area at the NHS England regional forums for Deprivation of Liberty Safeguards, Mental Capacity and *Prevent.

Hartlepool Borough Council has been a committed partner on the Board and participated in the work of the Sub-Groups, including Chairing the LTD Sub-Group (see page **27**). During 2016-17 the Board commenced SAR 3 in relation to an adult who lived in Hartlepool, which has promoted learning and improvements in practice across partnerships in the Borough.

* See Glossary of Terms on page **42**.

Board Partners' Summary

How the partner organisations contributed to the Board in 2016-17.

Middlesbrough Borough Council is a committed member of the Board and is actively involved with all of the Sub-Groups. The Director of Adult Social Care Chairs the PAQ Sub-Group considering aspects of performance and quality.

North Tees and Hartlepool NHS Foundation Trust continues to be an active member of the Board and Sub-Groups. Throughout 2016-17 the Trust has contributed to and supported the recent SAR (3) case, which has also included helping to share the learning outcomes.

National Probation Service Cleveland has contributed specifically to the Transforming Care agenda, and through attendance at regional and local meetings, helped ensure safeguarding issues are appropriately considered when patients are being discharged into the community.

Redcar and Cleveland Borough Council play an active part on the Board and the Sub-Groups. The Council fully support the objectives of the Board and have contributed to delivering the aims set out in the Board's Strategic Business Plan. During the year the Council participated in the Peer Audit in relation to front door decision making.

South Tees Hospitals NHS Foundation Trust has fully supported the work of the Board this year through attendance at Board meetings and Sub-Groups, including as the Chair of the Safeguarding Adults Review, and Deputy Chair of the Performance, Audit and Quality Sub-Groups.

Stockton-on-Tees Borough Council continues to host the Board's Business Unit and to facilitate the appraisal of the Independent Chair. The Council also continues to enable links with regional and national Adult Safeguarding Networks.

Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust have prioritised and participated in the multi-agency work of the Board, which included reporting on the positive work delivered around patient restraint, which has led to enquiries from other agencies. TEWV have also provided, and continue to work on improving performance data.

Board Partners' Summary

How the Board contributed to the partner organisations in 2016-17.

The Board's Business Unit contributed to all of **Catalyst's** safeguarding forum meetings throughout the year, and provided clear information to disseminate to voluntary sector partners. The Board's training programme and resources also form part of the Catalyst Centre of Excellence materials.

The Board has provided reassurance in respect of **Cleveland Fire Brigade's** safeguarding arrangements, which has been underpinned by the training offered by the Board. The Board has also helped the Brigade to improve the profile of adult safeguarding, both internally and externally, by providing useful resources and events.

Cleveland Police have disseminated E-Learning opportunities provided by the Board across the organisation.

The **Hartlepool and Stockton-on-Tees and South Tees Clinical Commissioning Groups (CCGs)** adult safeguarding policies have been reviewed and amended to reflect the increasing profile of risks such as modern slavery, self-neglect and radicalisation of vulnerable groups. The CCGs' Governing Bodies receive a bi-monthly summary report, by exception, which advises on all safeguarding issues for the Teeswide population.

Hartlepool Borough Council: The Board has provided a platform to work collaboratively on a number of shared issues, including the Transforming Care agenda, and delivering improvements in the quality of provision for those needing care and support.

The Board has helped to assist **Middlesbrough Borough Council** in developing the overall approach in relation to adult safeguarding work, including help to improve the profile of Making Safeguarding Personal and performance activity. The work delivered within the Quality Assurance Framework has also helped a stronger strategic focus to develop across the council.

Board Partners' Summary

How the Board contributed to the partner organisations in 2016-17.

North Tees and Hartlepool NHS Foundation Trust has focused on integrating the Teeswide procedures into practice, and has benefited from the training opportunities provided by the Board, enhancing the knowledge, skills and confidence of all staff in safeguarding adults.

The Board continues to contribute to the work of **National Probation Service Cleveland** through the circulation of information, on-line training, and the delivery of events. This has encouraged networking, and the distribution and use of resources in every team.

The outcomes set out in the Board's Strategic Business Plan were used to formulate **Redcar and Cleveland Borough Council's** first Adult Safeguarding Strategy, which was recently published. In addition the Council has utilised the plans and policies published during the year, including the Decision Support Guidance.

South Tees Hospitals NHS Foundation Trust has been involved in the evaluation work linked to the Quality Assurance Framework, which has helped to prepare the Trust for completing this process in 2017-18.

The Board has implemented a Quality Assurance Framework, which has supported **Stockton-on-Tees Borough Council** to reflect on local arrangements. The Board has also helped to prompt a Cabinet Report on the Mental Capacity Act.

The Board has continued to provide regular and up to date information, including the provision of an E-Bulletin following Board meetings, which has helped to engage the **Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust** workforce with the work of the Board.

Overview of 2016-17

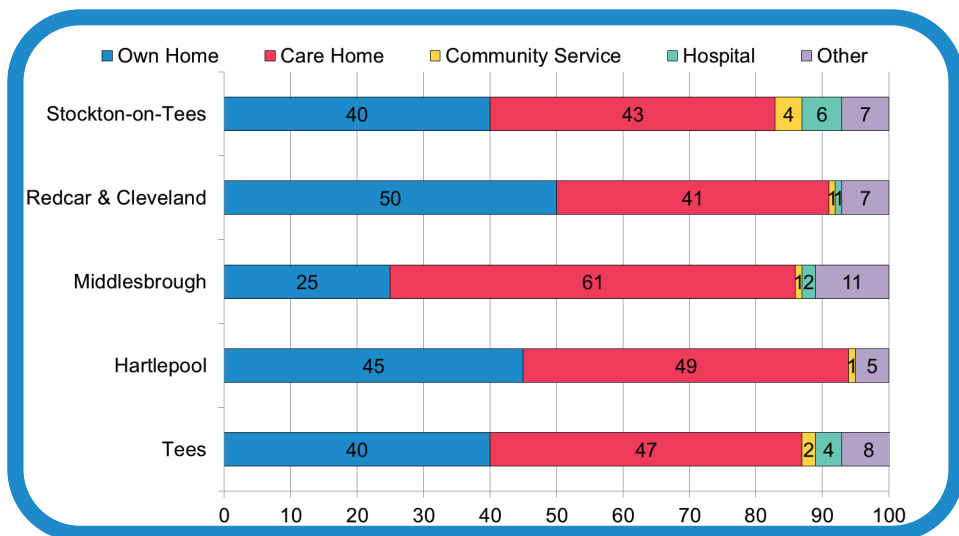
Positive Progress

The Board's statutory partners completed the Quality Assurance Framework over the last 12 months (pages 24 & 28), which is a significant milestone as adult safeguarding services have never been tested in this way across Tees before. Training provision has been expanded, and the analysis of Teeswide operational and SAR data is starting to help inform the approach in relation to preventative practice.

Key Areas for Development

Further integration with other strategic bodies is still required, which includes improving the focus on community, harder to reach and marginalised groups. This overlaps with the continuing need to remove barriers to reporting, and ensure newer forms of abuse become more prominent in the work of Local Authority safeguarding teams (page 36).

Location of Risk



The volume of reporting in Own Home has increased in the last year (up 84% in Middlesbrough), with the spread of activity becoming more consistent across Tees, and closer in line with national trends.

Other includes supported living environments and alleged perpetrators home.

Strategic Aim One: Personalisation

What the Board said it would do in 2016-17 to make a difference:

The adults' voice will strongly influence how the work of the Board is taken forward.

Capturing the Adults' Voice

15 key groups were identified and prioritised by the Board as the focus for this work. This involved a year-round programme of activity delivered right across Tees, including bespoke focus groups for age, asylum seekers, carers, dementia, domestic abuse, honour based violence, learning disability and sensory loss.

Targets were set for the individual methods that were used to engage with these adults, which were mostly exceeded, as further outlined on pages 13 & 14.

Annual Survey Results 2016-17

The Board also conducted two surveys; one for members of the public and one for professionals, which generated this list of key outcomes:

What Should the Board's Priorities be for 2017-18?

Improve the general awareness of safeguarding and how people can protect themselves

Focus on breaking down barriers to reporting abuse and neglect

Increase the awareness of newer forms of abuse: domestic abuse, modern slavery & self-neglect

Better connect the work of agencies (early help & prevention)

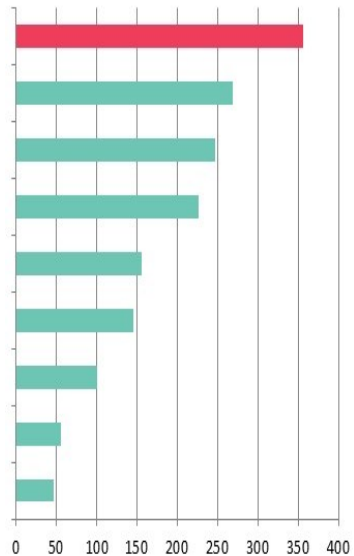
Focus more closely on the quality of service provision in the care sector

Continue to develop training opportunities for staff and volunteers

Further prioritise work linked to domestic abuse

Continue to challenge partner agencies and other Boards/Public Bodies

Ensure adult victims inform the Board on their plans



See additional comments on page 25.

Annual Survey 2016-17: What Adults Said

“Develop a single Teeswide phone and text number to report abuse”

“More work on social media”

“Provide more face to face training and don’t rely so heavily on workbooks”

“Increase awareness by delivering information days in popular places like local leisure centres, doctor’s surgeries and libraries, as well as having leaflets in these locations”

“Have difficult conversations with people, linked to culture, about abuse”

“Establish links and working relationships with non-Board members”

“We need to implement preventative measures”

“As an Asylum seeker every door is closed in terms of support”

“A lot of victims of domestic abuse don’t have the capacity to make informed choices and wishes due to coercive control”

Annual Communication



Training

- 4,300** E-learning registrations
- 600+** Watched the Care Act Seminar
- 250** Workbooks completed
- 170** Completed Managers of Services



95% of people who had used Safeguarding Services said in their current situation they felt **Safe from Abuse**



554 surveys completed by professionals and members of the public

59% of professionals said the **Board is Helping** to prevent abuse

A copy of the Communication and Engagement Report 2016-17 can be viewed here: <https://www.tsab.org.uk/key-information/local-reports/>

and Engagement Report 2016-17

41,000 Website Page Views
9,000 Individual Users



600+

Members of the public engaged

Face to Face

via over **60** events and forums



Social Media

6,900 Reached via Facebook

170 Twitter Followers

400 Tweets



83%

Professionals

Stated they felt fully informed about all forms of abuse and neglect (up **12%**)



Bulletins

4,800

Reads of Bulletins and Newsletters



Strategic Aim One: Personalisation

What the Board said it would do in 2016-17 to make a difference:

There will be an increase in the volume of outcomes, views and wishes realised by participants in safeguarding.

Making Safeguarding Personal (MSP)

The delivery of *MSP continued to be assessed by each Local Authority across Tees by collecting feedback from adults who engaged with safeguarding services. This indicated that a high number of adults' views and wishes were being realised, although there was not enough direct evidence to confirm the impact this has had yet, which has led to a further review of the way this outcome will be assessed in 2017-18.

What MSP Seeks to Achieve

- A personalised approach enabling safeguarding to be done 'with', and not 'to' people, using practical methods defined by the adult's individual needs rather than those of an organisation.
- The outcomes an adult wants, by determining these at the beginning of working with them, and ascertaining if those outcomes were realised at the end.
- Improvement to people's circumstances rather than on 'investigation and conclusion'.
- Utilisation of person-centred practice rather than 'putting people through a process'.
- Good outcomes for people by working with them in a timely way, rather than one constrained by timescales.
- Improved practice by supporting a range of methods for staff learning and development.
- Learning through sharing good practice.

Broader cultural change and commitment within organisations, to enable practitioners, families, teams and the Board to know what difference has been made.

* See Glossary of Terms on page 42.

Strategic Aim Two: Prevention

What the Board said it would do in 2016-17 to make a difference:

The Board will have helped to connect more people to preventative support services.

Website

The Board's website hosts a **Find Support in Your Area** directory, which maps relevant services by the type of adult abuse and by Local Authority area. This is designed for use by members of the public, but also as a quick reference guide for professionals, helping to better connect people with agencies across Tees. The Board will improve and expand on how this resource is promoted in 2017-18 (page 39).

Bulletins and Newsletters

The Board's E-Bulletin and Newsletter are published bi-monthly and quarterly respectively, and are targeted at different audiences, with prevention now more of a feature in the online Newsletter.

TSAB Video

A short safeguarding awareness video was launched in June 2016 via the Board's website and YouTube channel, featuring residents from across Tees. This provides a simple way to publicise the key messages linked to safeguarding adults, and can be used during staff training and induction sessions to improve awareness of local support services.



This video can be accessed here:

<https://www.tsab.org.uk/professionals/video-tutorials/>

Strategic Aim Two: Prevention

What the Board said it would do in 2016-17 to make a difference:

The Board will have used a targeted approach to reducing barriers to reporting abuse and neglect.

E - Learning

The 5 online modules became the most visited part of the Board's website and the most frequently used resource in 2016-17 (page 40).

Workbooks

6 further modules were added to this range of learning resources throughout 2016-17, which are set up at a slightly higher level than those on the E - Learning system. These are increasing in use and are evaluated by a supervisor or manager, helping to reinforce the learning for the individuals undertaking them.



Leaflets and Posters

The Board's Safeguarding Adults leaflet was translated in February 2017 into the 5 most commonly used non-English languages across Tees:

- Arabic
- Chinese
- French
- Punjabi
- Urdu

This helped to improve the accessibility of this information and further remove barriers to reporting abuse.

Engaging Members of the Public and Providing Information

Several informal opportunities to raise awareness with members of the public were delivered throughout the year at: Stockton-on-Tees Town Centre in July and December 2016; James Cook University Hospital in August 2016; as well as the Hartlepool, Middlesbrough, and Redcar & Cleveland Central Libraries in March 2017.

Strategic Aim Two: Prevention

Prevention Information Sheets

These sheets continued to be published and updated throughout the year, including guidance for practitioners on Making Safeguarding Personal. This resource overlaps with the **Find Support in Your Area** tool by signposting adults and practitioners to appropriate agencies, and has helped to further reduce barriers to reporting abuse.

These sheets can be accessed here:

<https://www.tsab.org.uk/key-information/prevention/>

Managers of Services Training

The Board invested a significant proportion of the annual training budget to deliver 6 Safeguarding Adults courses during 2016-17 to managers of services. A key element of this training was designed to improve the knowledge of participants in relation to how they respond to, and report identified abuse.

What Participants Said

“The training was excellent”

“This was a well planned course”

**“I feel more empowered
within my role”**

“Course was very organised and the hand outs were very beneficial”

**“I believe that this will have a positive impact on
the safety of the residents in our care”**

Strategic Aim Three: Protection

What the Board said it would do in 2016-17 to make a difference:

Adults Teeswide will receive a more integrated response to safeguarding Concerns.

Strategic Overview of Adult Safeguarding Teeswide Report

This report was published in March 2016 after 18 months of detailed analysis had been concluded to cross-reference Local Authority safeguarding data from 2014-15, with other pieces of crime, health and demographic information and research. This work also involved comparisons with 2015-16 data to establish underlying trends and patterns in safeguarding reporting across Tees.

The volume of safeguarding *Concerns decreased slightly (2%) in 2015-16 (page 35), despite the introduction of the Care Act 2014 and the three new categories of abuse. This figure was benchmarked against local crime statistics for one of these new strands, domestic abuse, where there were 302 incidents recorded by Cleveland Police for an identified vulnerable adult, and 15,173 in total that year.

Although many of these cases would not have been in scope of the safeguarding duty described within the Care Act 2014, only 45 cases were formally investigated by a Local Authority safeguarding team in that year. This is a small number of investigations, and especially when the Safe Lives report (2016) is also taken into consideration, which indicates there is likely to be very significant under reporting within the adult population aged over 60, described as 'systematic invisibility'; and research conducted by Magowan (2004) which suggested that 50% of disabled women may have suffered from domestic abuse.

This evidence combined with the Annual Survey results and data for 2016-17 (pages 35 to 38), suggests the need for further integration across agencies in relation to adult domestic abuse, and to further improve the prominence of this subject in the work of Local Authority adult safeguarding teams.

This analysis has been used by the Board to develop their priorities for 2017-18, which includes improving co-ordination across organisations, and providing further learning opportunities for leaders and managers who do not fit the criteria for existing training courses being offered.

* See Glossary of Terms on page 42.

Strategic Aim Three: Protection

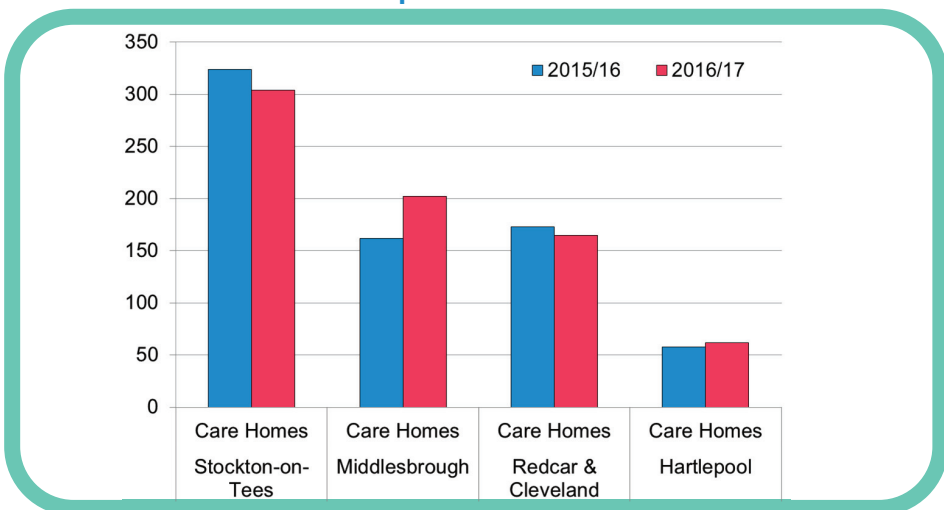
What the Board said it would do in 2016-17 to make a difference:

There will be fewer repeat occurrences of abuse and neglect.

Care Home Data

The repeat occurrence rate (an individual with more than 1 Concern within the last 12-months, irrespective of the type of abuse) for safeguarding Concerns across Tees in 2016-17 was 31%, with over half of these coming from Care Homes.

Care Homes: Section 42 Enquiries Commenced



A higher proportion of *Section 42 Enquiries were conducted in Care Homes in Stockton-on-Tees, whilst repeat occurrences were much lower. This indicates that escalating risk in this way may help to have an impact on preventing repeat instances of abuse from occurring.

Conversely, the conversion rate from Concern to Section 42 Enquiry in Care Homes, outside of Stockton-on-Tees was 15%, which is the lowest rate and half the average for all sources of Concerns (page 37).

This might suggest that Concerns are being submitted due to a contractual requirement, rather than based on the actual seriousness of the incident. This is a national issue with several Safeguarding Adults Boards finding the same themes, indicating this should be analysed further and be given more detailed consideration.

* See Glossary of Terms on page 42.

Strategic Aim Four: Partnership

What the Board said it would do in 2016-17 to make a difference:

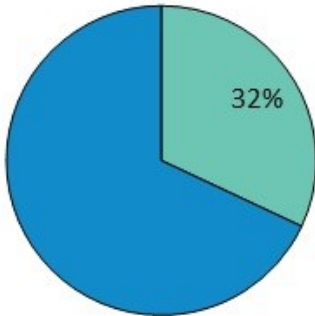
The Board will better co-ordinate and prioritise safeguarding adults work.

Awareness Raising Campaigns

The Board delivered a bespoke TSAB Awareness Day in July 2016, which coincided with the North East Smooth Radio campaign that was delivered for **10** weeks between 20 July and 28 September 2016.

The awareness day in July was focussed on using on-line activities to improve the profile of adult safeguarding work across Tees, and in doing so encouraged organisations to further prioritise this work. Over **20** agencies were involved, which helped to increase the numbers of people accessing the Board's website in the remainder of the 2016-17 period.

Radio Campaign Evaluation



Adverts aired **306** times reaching an estimated **735,000** people

This equated to **32%** of the population of the North East

Partner Events

The Board provided input to numerous events across Tees during the year including several during Dementia Awareness Week in May 2016.

Other prominent examples included the South Tees Care Providers Forum in June 2016, the World Mental Health Awareness Day in Hartlepool in October 2016, the Catalyst bi-monthly Voluntary, Community and Social Enterprise Sector Safeguarding Forum in Stockton-on-Tees, and the Sexual Assault Referral Centre (SARC) Conference in February 2017.

Strategic Aim Four: Partnership

What the Board said it would do in 2016-17 to make a difference:

The Board will be more effective in ensuring our safeguarding arrangements help and protect adults.

Board Development Day



The Board held their annual Development Day on 29 March 2017 at the Cleveland Fire Brigade Headquarters in Hartlepool. The senior leaders who were present spent the morning analysing the delivery of the work of the Board over the previous 12 months, outlining that **17** of the **22** actions set out in the Strategic Business Plan for 2016-17 were fully achieved, with the remainder partially or not yet achieved.

Most of the outstanding work was linked with integrating the work of the Board more fully within other strategic structures, and more generally with a wider range of organisations.

This feedback helped to shape the discussion on the priorities for the next 12 months, and has now been translated into the content of the Strategic Business Plan for 2017-18 (pages **33** & **34**).

Strategic Aim Four: Partnership

Safe and Well Visits

Cleveland Fire Brigade worked with health partners across Tees to help keep residents safe and well in their homes. “We are delighted to be working with our partners in health and social care to use our skills and experience in keeping people safe in their own homes. We are very experienced in visiting people in their homes and looking at a wider range of issues will allow us to make every contact count to benefit vulnerable people on Teesside and embed Fire as a Health Asset”. (Ian Hayton, Chief Fire Officer)

Medication Errors Audit

The Board carried out a medication audit to enable a better understanding of the issues in relation to medication errors and the level of reporting into safeguarding. A multi-agency task and finish group was convened in August 2016 including representation from the Clinical Commissioning Groups, the North of England Commissioning Support Unit, South Tees Hospitals NHS Foundation Trust, as well as Hartlepool and Redcar & Cleveland Borough Councils. The group looked at Local Authority contract monitoring arrangements for care services, medication policies and procedures, and the prevalence of medication errors in a range of health and social care settings. A final report is due for publication later in 2017.

Local Executive Groups (LEGs)

The Board decided to disband these groups in April 2016 as it was felt that there was some duplication of effort in relation to the work of the Sub-Groups and the Board. However, it was also recognised there was a need to keep this decision under review, and to ensure that more specific local issues were not overlooked within each Borough.

Engagement with Other Strategic Bodies

The Independent Chair of the Board attended 7 strategic meetings across Tees, including Health and Wellbeing Boards and Scrutiny Committees. This helped to facilitate and generate discussion on how the objectives of adult safeguarding can be best achieved, and ensured that the Board’s Strategic Business Plan was appropriately shared.

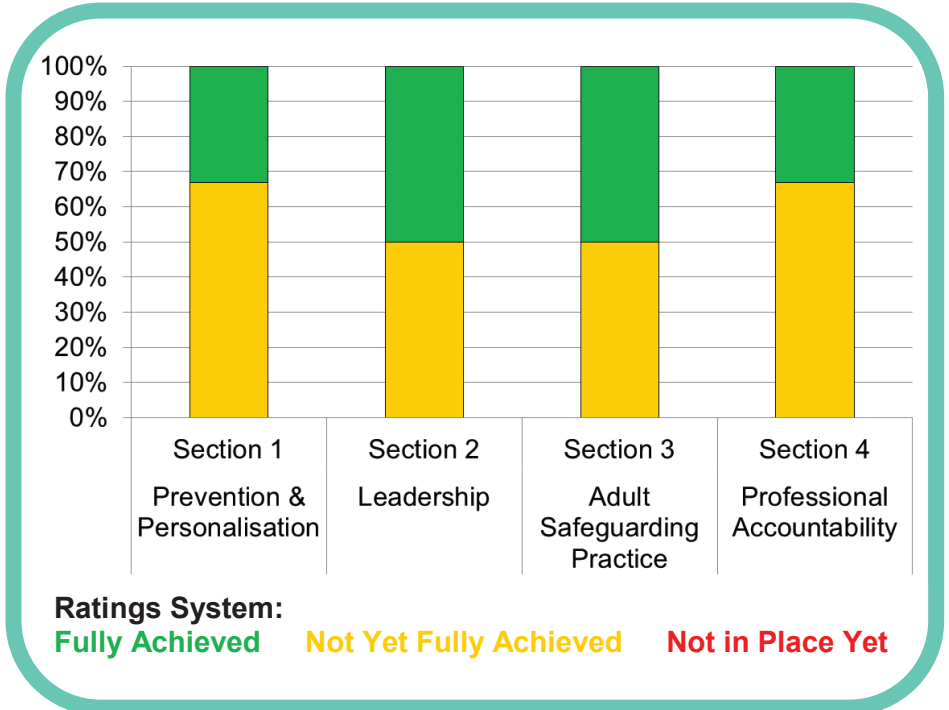
Strategic Aim Five: Professional Accountability

What the Board said it would do in 2016-17 to make a difference:

The Board will provide effective assurances about services being delivered to adults.

Quality Assurance Framework (QAF)

The QAF is a self-audit tool used by Board partner agencies to provide assurances about services being delivered to adults. The themes from the 6 statutory partners who took part in 2016-17 are illustrated below:



These results highlighted that Making Safeguarding Personal was not fully embedded in any organisation, and that there were a lack of robust processes to share the learning from Safeguarding Adults Reviews (Section 1). Quality assurance was a significant factor, with a need for better compliance with supervision, training, workforce plans and case file audits also identified (Section 4).

Further details from the QAF outcomes are detailed on page 28.

Strategic Aim Five: Professional Accountability

What the Board said it would do in 2016-17 to make a difference:

The Board will ensure the experiences of adults helps to hold all strategic partners to account.

Annual Survey Results 2016-17

Question	Public Survey	Safeguarding Service User
I feel fully informed about all forms of adult abuse and neglect?	45% (33%)	76%
I know how to report abuse and neglect to the Local Authority?	50% (61%)	86%
I know how to get appropriate support/help in relation to abuse and neglect?	51% (50%)	81%
In my current situation I feel safe from abuse and neglect?	74% (50%)	95%
I know how to protect myself from adult abuse and neglect?	61% (28%)	90%

The figures for 'Safeguarding Service User' were more positive or optimistic than the wider general public responses. This suggests that adults are better informed, and that Local Authority safeguarding processes are having a positive impact, which supports the comments on page 15 that adults' 'views and wishes' were being realised.

The responses from the general public in comparison to the previous year were nearly all more positive (figures in brackets from 2015-16).

The one negative trend is supported by the general feedback from the bespoke focus groups, which suggested that the actual real level of understanding in relation to reporting abuse to the Local Authority, was in fact even lower than the 50% figure reported.

This highlights the need to continue to improve the profile of adult safeguarding and in doing so remove one of the most significant barriers to reporting abuse.

Communication and Engagement Sub-Group

Chair: Phil Lancaster - Director of Community Protection (Cleveland Fire Brigade).

Communication and Engagement Strategy

The Sub-Group reviewed and updated the Board's strategy which was re-published in September 2016. This included work on the stakeholder analysis, to reflect the greater level of importance being placed on engaging with carers and personal assistants.

Publicity Materials and Activities

All of the Board's communication events, channels and resources were overseen by the Sub-Group throughout 2016-17. These activities have positively impacted on the awareness levels of professionals and members of the public, which is a key prevention principle, and are evidenced by the outcomes highlighted on pages 13 & 14.

Safe Place Scheme

These are venues in the community where people who need extra support can go to if they need help. Vulnerable people can use the scheme if they are feeling unsafe, but many who benefit never actually use it, although the existence allows people to feel safer and live more independently.

The Board took on the governance of the scheme in September 2016, which led to a Steering Committee being re-formed that meets periodically throughout the year.

There is a dedicated webpage for the scheme on the Board's website, which hosts the resources, lists and a Google map of all participating locations:
<https://www.tsab.org.uk/find-support-in-your-area/>



Priorities for the Year Ahead

The Sub-Group will establish a Prevention Task and Finish Group which will examine how to improve links with community, harder to reach and marginalised groups.

The group will also continue to strive for better on-line connections between partner and other agencies who offer support services, and focus on delivering networking events, which will help to establish a pool of local safeguarding champions.

Learning, Training and Development Sub-Group

Chair: Sally Robinson - Director of Child & Adult Services (Hartlepool Borough Council).

Training Needs Analysis (TNA)

This was conducted in the summer of 2016 to identify the training needs of partner agencies, and was used to inform the development of the multi-agency training programme. Human trafficking was identified as a particular gap, and although this could not be pursued by the Board due to costs, some training was delivered by Cleveland Police on this subject and accessed by partner agencies.

Training Strategy and Plan

The Sub-Group developed and managed the training strategy on behalf of the Board, including the budget for the E - Learning contract, the Training for Managers of Services (page 18), and the planning for the Domestic Abuse Conference, which was held later in 2017.



Care Act 2014 Seminar

The training budget funded the purchase of an Advanced Care Act Safeguarding Video on behalf of the Board in May 2016. This resource has been well used (page 13) and is continuing to help to shape practice across Tees.

This video can be viewed here: <https://www.tsab.org.uk/professionals/video-tutorials/>

Priorities for the Year Ahead

The Training Plan for 2017-18 will include new face to face training courses for Making Safeguarding Personal, which was identified as a priority in the 2016-17 TNA.

Learning events for managers/leaders in non-regulated agencies will also be delivered in each Borough over the next 12 months, as well as a one off event for operational practitioners, aimed at further improving procedural consistency across the Board's partner agencies.

Performance, Audit and Quality Sub-Group

Chair: Erik Scollay - Director of Adult Social Care & Health Integration (Middlesbrough Borough Council).

Quality Assurance Framework (QAF)

The QAF was completed by the Boards 6 statutory partners in 2016-17.

The findings included the following areas of **good practice** across Tees:

- Some agencies' Strategic Plans set out safeguarding adults as a key priority
- Elected members induction programme and annual briefing sessions on safeguarding adults
- Good examples of robust induction training programmes for staff
- Post qualifying training in place
- Provider review meetings in various forms, and good examples of information sharing at an early stage to prevent issues escalating
- Prevent training was being provided across all agencies.

The following were some of the areas highlighted for **development**:

- Engagement with minority and marginalised groups to be improved, and better analysis was required in relation to how these groups interacted with safeguarding services
- Some agencies needed to improve and / or update their adult safeguarding information for members of the public
- Organisational structures should clearly indicate the senior leader for adult safeguarding, providing clarity for the whole workforce.

Performance Reports

These continued to be developed and expanded throughout 2016-17 and now incorporate a broader range of data, collected from a wider number of sources. This data is helping to shape practice and improve procedural consistency (see tables on pages 35 to 38).

Priorities for the Year Ahead

The Sub-Group will improve the way feedback is captured from adults who have used safeguarding services, and performance benchmarks will be created in 2017-18 to help guide operational delivery.

A multi-agency audit programme will also be established.

Policies, Procedures and Practice Sub-Group

Chair: Helen Smithies - Assistant Director Nursing Safeguarding (South Tees Hospitals NHS Foundation Trust)

The following documents were all newly developed during the reporting period on behalf of the Board:

- Complaints Policy & Procedure
- Mental Capacity Act 2005 Deprivation of Liberty Safeguards (DoLS) Interim Policy 2016-17
- Supporting and Promoting the Welfare of Children and Adults at Risk Guidance.

These policies and procedures were also updated by the Sub-Group:

- Information Sharing Agreement
- Safeguarding Adults Review Policy and Procedures
- Teeswide Safeguarding Adults Inter-Agency Policy
- Teeswide Safeguarding Adults Inter-Agency Procedure
- Template: Safeguarding Adults Single Agency Policy.

All of the Board's formal documents can be viewed on this webpage:

<https://www.tsab.org.uk/key-information/policies-strategies/>

The Sub-Group also initiated the work in relation to the Medication Errors Audit (page 23), the Police Referral Criteria, and the Risk Register; with Task and Finish Groups created to take forward the development of the Responding to and Addressing Serious Concerns Policy and Procedures, and the Self-Neglect Policy and Guidance.

Priorities for the Year Ahead

To continue to develop the policies and procedures outlined above, improve the focus on domestic abuse, sexual exploitation, modern slavery and financial abuse, and review national and regional multi-agency safeguarding arrangements for possible use in Tees.

The group will also continue to focus on developing and sharing good practice.

Ann Workman - Director of Adults & Health (Stockton-on-Tees Borough Council) took over the Chair of the Sub-Group in Dec 2016.

Safeguarding Adults Review Sub-Group

Chair: Barbara Shaw - Corporate Director of People Services (Redcar & Cleveland Borough Council).

SAR Notifications

During 2016-17 **3** new SAR notifications were considered by the Sub-Group. **2** of the cases were not progressed to SARs, although other types of review were recommended, and **1** case will progress to a SAR when criminal proceedings are concluded.

Themes from the Cases Overseen by the Sub-Group

10 cases either had some type of on-going formal review process, or an action plan that was being managed by the Sub-Group during 2016-17, although there was only **1 SAR conducted** during the reporting period.

1 case has not been considered for the purpose of developing the themes as this did not involve an individual adult, and as such could not be compared to the other cases.

Facts (9 Cases)

- **8** of the adults had a history of mental health issues and / or a cognitive impairment (**2** were living with dementia).
- **5** of the adults were known, or suspected to have drug and / or alcohol misuse issues alongside mental health issues.
- **3** of the adults were known to have come into contact with Criminal Justice Agencies as actual or alleged perpetrators, with links to anti-social behaviour in some cases.
- **2** of the adults were known to have suffered from *mate crime, or home invasion activity.

Regional and National Perspective

Many of the themes found in the Teeswide cases are replicated both regionally and nationally, with mental health, alcohol and / or substance misuse, and lack of information sharing common features found in the most serious cases of adult abuse.

Policy and Procedures

This is the first full year since the new SAR policy and procedures were published, which has resulted in more information being made available at the initial stage of the notification process, which has helped to improve the decision making process for SARs.

Safeguarding Adults Review Sub-Group

Key Lessons Learned Locally

1. **7** of the adults (**78%**) were either thought, or known to lack mental capacity to make relevant decisions about some elements of their health or wellbeing. In all **7** cases there were a lack of up to date, and decision specific Mental Capacity Act (MCA) assessments.

The reviews have helped to inform work to improve awareness of this subject, and the significance of MCA Assessments in protecting adults at most risk of serious harm.

2. In **6** of the cases (**67%**) a lack of, or missed opportunities for agencies to work effectively with partner organisations was reported. This included, but was not exclusively related to information sharing.

There is an ongoing commitment by Board partner agencies to improve multi-agency working, and appropriately use information sharing tools* and case management, which can help to remove communication barriers and prevent serious abuse.

3. These cases identify some trends within the under **50** age group, which may provide a useful insight into demographics, linked to the predictability of the risk of serious harm.

The issues of mental health and capacity, alcohol and or substance misuse, combined with the adult being both a perpetrator and victim of criminal activity, will be monitored by the Board to establish if this may indicate a heightened risk of serious abuse and or neglect.

* See Glossary of Terms on page 42.

Safeguarding Adults Review Sub-Group

Key Actions Taken Locally

In each of the cases detailed action plans were delivered in response to the findings and recommendations. Implementation of these actions was monitored, with steps taken to ensure the **learning was shared across Tees:**

- The Inter-Agency Safeguarding Adults Concern Form has been improved to better guide professionals on the completion of this document.
- Teeswide procedures were amended to ensure Section 42 Enquiries were concluded if the adult passed away after a Concern was initially submitted, to ensure that any relevant lessons to be learned were not missed.
- The Board and partner agencies have sought to work more closely with GPs in relation to adult safeguarding work.
- The Board's Training Strategy has been reviewed to reflect the importance of Mental Capacity Act training.
- The way in which the adults' family are involved in a SAR or other review process has been assessed to ensure this is delivered in the most appropriate manner.
- Information sharing arrangements have been reviewed.
- Lessons learned are shared via the Board's Bulletins and other appropriate methods.
- Consideration is being given on how best to commission, and further develop local capacity to complete SARs.

Priorities for the Year Ahead

SAR 3 continued throughout 2016-17 and when published the action plan will be a key piece of work for the Sub-Group to oversee. The lessons that are learned more generally from SARs, and other review processes, will also be used to help inform the work of the prevention task and finish group that is to be established.

Helen Smithies - Assistant Director of Nursing Safeguarding (South Tees Hospitals NHS Foundation Trust) took over the Chair of the Sub-Group in September 2016.

Looking Forward

Strategic Business Plan 2017-18

Strategic Aim One: Personalisation

We will take account of the views of adults at risk in developing policies and procedures, and support the wider principles of personalisation.

Strategic Aim Two: Prevention

We will develop preventative strategies that aim to reduce the risk of abuse or neglect of adults.

Strategic Aim Three: Protection

We will work together to ensure the protection of adults experiencing, or at risk of abuse or neglect.

Strategic Aim Four: Partnership

We will work together to ensure that adult safeguarding links to other parts of the health and social care system to protect adults at risk of abuse or neglect.

Strategic Aim Five: Professional Accountability

We will work to ensure the accountability of all partners in protecting adults experiencing, or at risk of abuse or neglect.

Looking Forward

People Outcome Measure: How this will make a difference

The views of key stakeholders will have further influenced the work of the Board.

The Board will have used the experience of adults to help improve the approach to personalisation.

We will have helped more people to access preventative interventions.

We will have used a targeted approach to reducing barriers to reporting abuse and neglect.

People Teeswide will receive a more integrated response to safeguarding adult concerns.

There will be fewer repeat occurrences of abuse and neglect.

We will better co-ordinate safeguarding adults work.

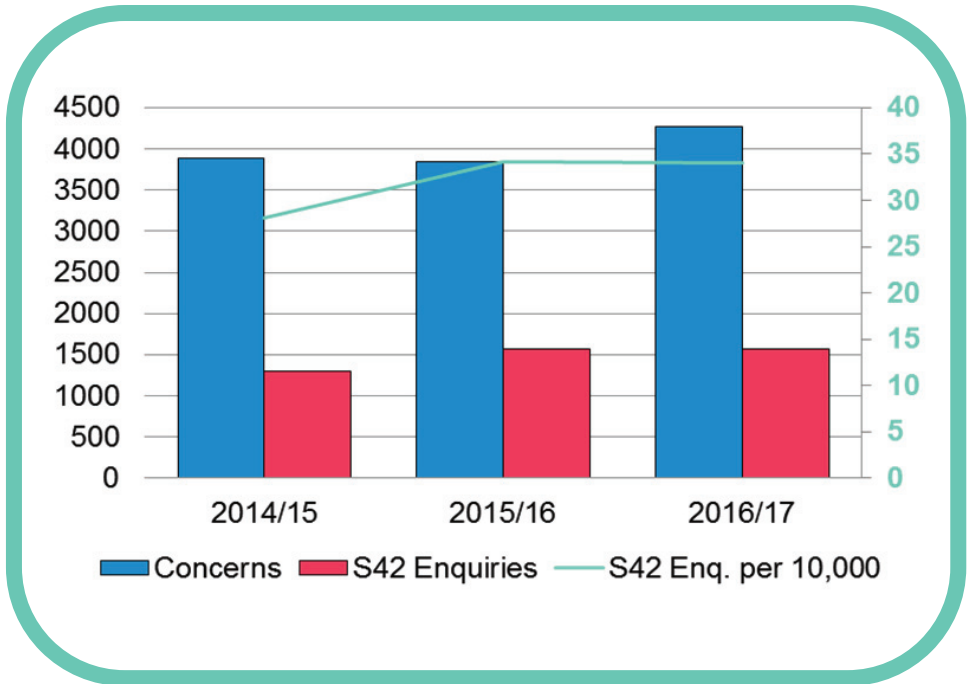
We will be more effective in ensuring our safeguarding arrangements help to protect adults.

We will provide effective assurances about services being delivered to adults.

Peoples' experience of safeguarding will be the same no matter where they live across Tees.

Annex A: Data

Concerns and Section 42 Enquiries



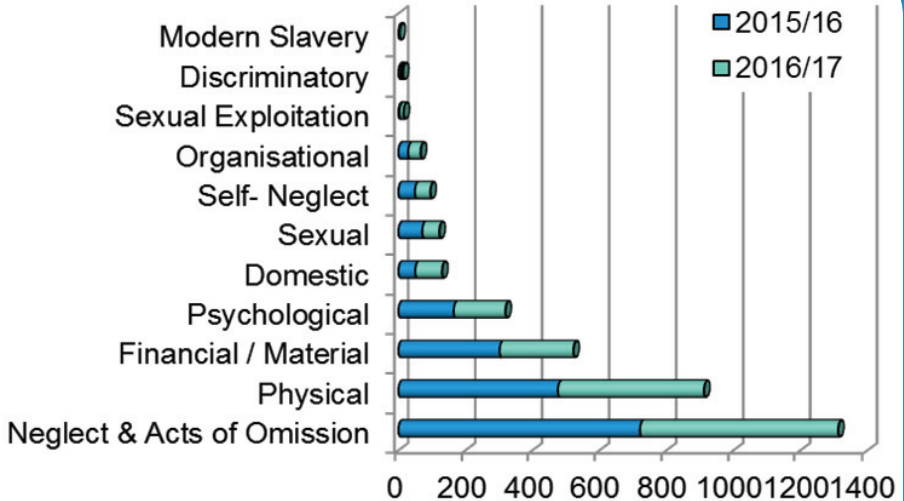
There were **4,275** Concerns recorded Teeswide, which then led onto **1,565** Section 42 Enquiries commencing across the four Tees Local Authorities, with approx. **18%** of Concerns coming from the three NHS Foundation Trusts that operate Teeswide.

The overall trend across the last three years has seen the number of Concerns increase, following a slight decrease in 2015-16. This is a good indication that efforts to reduce barriers to reporting abuse and improve awareness of adult safeguarding are having a positive impact.

Although the numbers of Section 42 Enquiries have slightly reduced in the last 12 months, this reflects changes in how this information is collated, making this harder to directly compare. This also links to the efforts by partner agencies to work with service providers in improving the quality of care, and further reduce risks to individual adults.

Annex A: Data

Type of Abuse: Section 42 Enquiries Commenced



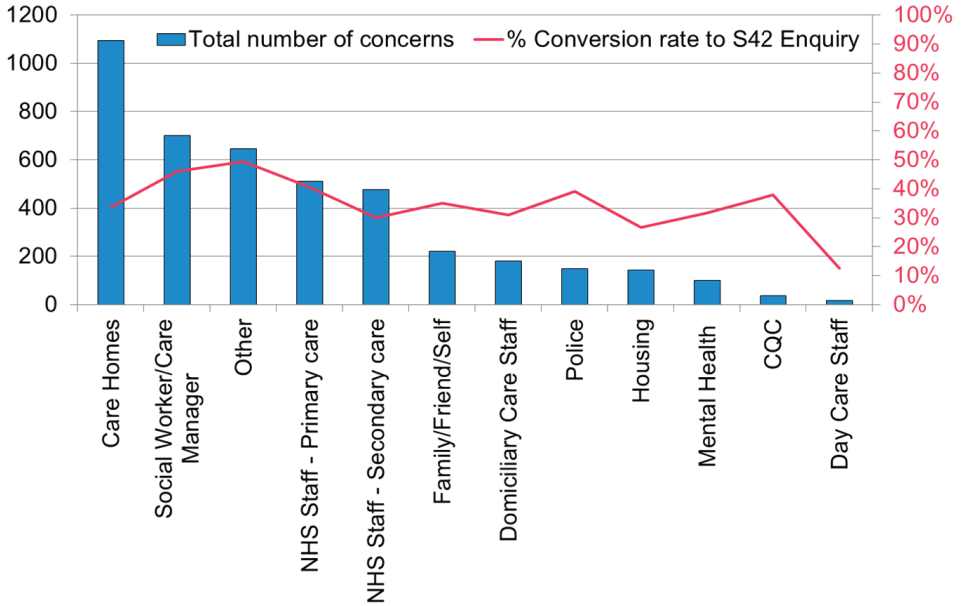
There was a reduction in the four main types of abuse, although some of this is due to changes in how data is captured, including the link with domestic abuse reporting. This would have meant some cases were previously recorded under physical and particularly financial abuse, although more incidents might still be misinterpreted as domestic abuse can involve any family member, as well as an intimate partner.

There was a **60%** increase in domestic abuse enquiries in the last year, but a decrease in self-neglect cases investigated. The first enquiries for modern slavery (**3**) were also conducted. These newer forms of abuse implemented in line with the Care Act 2014, resulted in **7%** of all Local Authority safeguarding activity in 2016-17 (up from **5%**).

55% of neglect & acts of omission and **65%** of physical abuse cases were recorded in care homes in 2016-17, with medication errors and incidents between residents continuing to be the significant themes in these settings.

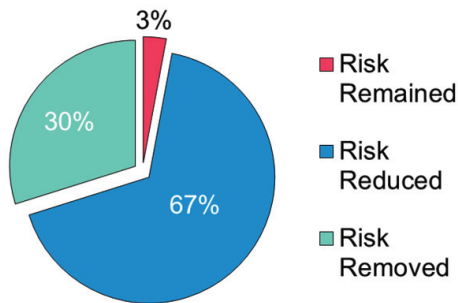
Annex A: Data

Source of Concern and Conversion to Section 42 Enquiry



79% of Concerns in Care Homes in Stockton-on-Tees resulted in Section 42 Enquiries, which increased the Teeswide average to **34%**.

Outcomes: Has the Risk to the Adult Changed?

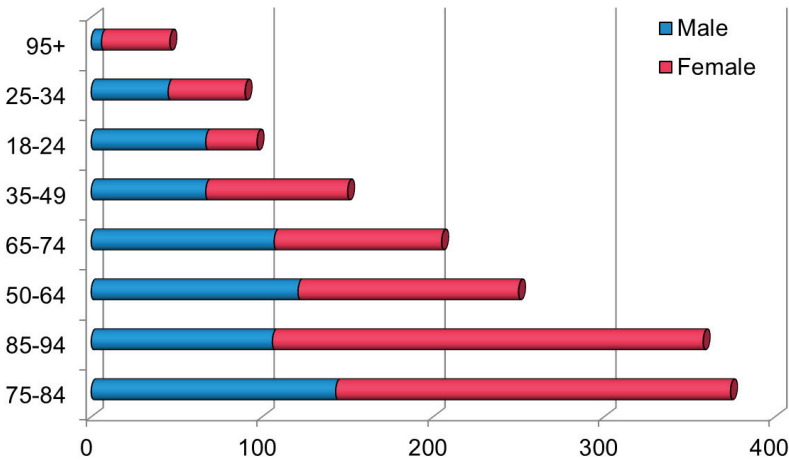


97% change following a safeguarding intervention.



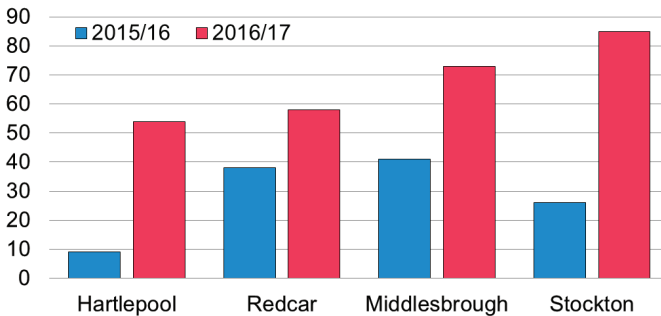
Annex A: Data

Concerns: Age, Gender and Ethnicity



There were **64** safeguarding Concerns for adults from a Black, Asian and Minority Ethnic background (BAME) in Tees, which is **1.5%** of the total (BAME population in Tees is est.**7%**). Within these groups the age range for the adult is younger than the wider population, with more for men compared to the whole of Tees, where **58%** related to women.

Cleveland Police - Domestic Abuse: *QL 52



137%
increase in
recorded
crimes from
2015-16

47%
involved a
repeat victim of
a similar
incident

Some of these increases are due to improvements in data recording.

* See Glossary of Terms on page **42**.

Annex B: Find Support in Your Area



This part of the Board's website signposts adults and professionals to local agencies by Local Authority area and strand of abuse or neglect, as well as numerous other national sources of support and advice.

This page can be accessed here:

<https://www.tsab.org.uk/key-information/find-support-in-your-area/>



Annex C: Training

E-Learning Portal

The Board's E-Learning Portal hosts 5 training packages which are accessed via a self-registration process, free of charge:

- Safeguarding Adults at Risk
- Mental Capacity Act
- Deprivation of Liberty Safeguards
- Awareness of Child / Adult Sexual Exploitation
- Working with Adults who Self-Neglect.

<https://www.tsab.org.uk/training/>

Workbooks

There are 6 modules which can be selected as required once the initial workbook has been completed:

- Safeguarding Adults Awareness Workbook
- Module One: Safeguarding Adults and Learning from SARs
- Module Two: The Mental Capacity Act and Deprivation of Liberty Safeguards
- Module Three: Domestic Abuse
- Module Four: Forced Marriage
- Module Five: Female Genital Mutilation
- Module Six: Prevent.

<https://www.tsab.org.uk/professionals/training-resources/>

Managers Guidance

All of the above workbooks require the support and evaluation of a line manager / team leader. This guidance can be accessed by contacting the Business Unit via email: tsab.businessunit@stockton.gov.uk who can provide the password for the webpage hosting these documents:

<https://www.tsab.org.uk/professionals/training-resources/managers-guidance/>

Video Tutorials

A range of resources are presented and signposted on this webpage, including for the Mental Capacity Act and to the Against Violence & Abuse (AVA) website which hosts:

- Understanding Domestic Violence and abuse level 1 and 2
- Complicated Matters: Domestic and Sexual Violence, Problematic Substance Misuse and Mental ill Health.

<https://www.tsab.org.uk/professionals/video-tutorials/>

Annex D: Definitions of Abuse and Neglect

Discriminatory Abuse: Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Domestic Abuse: Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Financial or Material Abuse: Including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including wills, property, inheritance or financial transactions.

Modern Slavery: Encompasses slavery, human trafficking, forced labour and domestic servitude.

Neglect & Acts of Omission: Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services.

Organisational Abuse: Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to ongoing ill treatment.

Physical Abuse: Including assault, hitting, slapping, pushing, misuse of medication or restraint.

Psychological Abuse: Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber-bullying.

Self-Neglect: This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Sexual Abuse: Including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts.

Annex E: Glossary of Terms

Information Sharing Tools

The Empowering Communities and Neighbourhood Management System (ECINS) is being used across Tees. This is a cloud based information hub and sharing system, which allows practitioners to task each other, speeding up the way in which support is offered to adults.

Making Safeguarding Personal (MSP) and Personalisation

Person-centred responses to safeguarding circumstances, creating a range of responses for people who have experienced harm and abuse, so that they are more empowered and their lives improved.

Mate Crime

When someone pretends to befriend a more vulnerable adult, but then may knowingly steal from them, or abuse them in some other way.

Prevent

Is part of the Government's counter-terrorism strategy, CONTEST. The aim is to stop people becoming terrorists or supporting terrorism.

Safeguarding Adults Review (SAR)

Safeguarding Adults Boards (SABs) must arrange a SAR when an adult dies either as a result of abuse or neglect, known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult; or if an adult has not died, but the SAB knows or suspects that the adult has experienced serious abuse.

Safeguarding Concern

A sign of suspected abuse or neglect that is reported to, or identified by the Local Authority.

Section 42 Enquiry

The action taken or instigated by the Local Authority in response to a Concern that abuse or neglect may be taking place. An enquiry could range from a conversation, to a more formal plan or course of action.

Source of Risk

Refers to the perpetrator of the alleged abuse, which includes Service Provider, Other Known, and Unknown to the Individual.

QL 52

A term (qualifier) used by Police to record an incident involving a vulnerable adult where there has been some risk to that adult, and / or their vulnerability has been an important factor.

If you see or hear something that concerns you, or you suspect somebody is being abused, or someone tells you they are being abused. **Report it without delay:**



See it, report it!

If you suspect a neighbour,
friend or family member is being
neglected or abused, or you
need help yourself

Call **Cleveland Police** 101 or 999 in emergency

Call your local Adult Social Care team:

Hartlepool	01429 523 390
Middlesbrough	01642 065 070
Redcar and Cleveland	01642 065 070
Stockton-on-Tees	01642 527 764
Evenings and Weekends	08702 402 994

If you are unsure, talk to your local adult social care team on the above number, they will listen to you and give you good advice. You can talk to them without giving your name.