



# Teeswide Safeguarding Adults Board Annual Report

1 April 2020 to 31 March 2021

## Board Member Organisations

### 6 Statutory Partners

- **Cleveland Police**
- **Hartlepool Borough Council**
- **Middlesbrough Council**
- **Redcar and Cleveland Borough Council**
- **NHS Tees Valley Clinical Commissioning Group**
- **Stockton-On-Tees Borough Council**

### 19 Non-Statutory Partners

- Care Quality Commission
- Catalyst (Voluntary Development Agency)
- Cleveland Fire Brigade
- Community Rehabilitation Company:  
Durham Tees Valley
- Department of Work and Pensions
- Healthwatch Hartlepool
- Healthwatch Stockton-On-Tees
- Healthwatch South Tees
- HM Prison Service
- Middlesbrough Voluntary Development Agency
- National Probation Service
- North East Ambulance Service
- North Tees and Hartlepool NHS Foundation Trust
- Office of the Police and Crime Commissioner for Cleveland
- Redcar and Cleveland Voluntary Development Agency
- South Tees Hospitals NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- Teesside University
- Thirteen Housing Group

## Board Overview

The Teeswide Safeguarding Adults Board (TSAB) is a statutory body responsible for protecting and promoting an adults right to live an independent life, free from abuse and neglect.



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# Introduction

## Darren Best, Independent Chair - Teeswide Safeguarding Adults Board



I am pleased to present the Annual Report of the Teeswide Safeguarding Adults Board (TSAB) for 2020-21. I began my tenure as Chair of TSAB in October 2020 taking over from Ann Baxter. On behalf of the Board and its partners, I would like to pay tribute to Ann for her many years of commitment as Chair.

Over the last 12 months the Safeguarding landscape has continued to be hugely complex, presenting many new challenges. It is fair to say that the year has been dominated by the COVID crisis and its impact, both nationally and here on Teesside. Whilst the virus has affected all areas of society, sadly it has had a significant impact on the older, more vulnerable members of our community. Additionally, adults of all ages with complex care and support needs faced additional risks. The Board would wish to pay their respects to all those who tragically lost their lives during the crisis.

The need for safeguarding has not stopped during these unprecedented times and during this period the Board has continued to work closely with both statutory and wider partners to gain the reassurance that safeguarding issues are addressed effectively and appropriately. On behalf of the Board, I would like to express both gratitude and admiration to the people who have and continue to provide safeguarding services in Teesside – thank you to each and every one of you!

One of the key roles of the Board is to ensure that partners work together effectively. As Chair I firmly believe in partnership working; it has been proven that safeguarding issues cannot be addressed in isolation and effective partnership adds significant capacity and value to operational delivery. This has been a key area of focus for the Board over the last year and will continue to be so. Where the Board believes that standards of partnership working have contributed to a safeguarding issue, it will ensure that it learns and improves. If necessary, it will undertake a Safeguarding Adults Review (SAR). Details of the SARs undertaken here in Teesside are set out later in this report.

Finally, I would like to offer a personal thanks to all members of the Board, in particular the Chairs of the Sub-Groups and to the people who work in our Business Unit, for their professionalism, commitment, hard work and support.

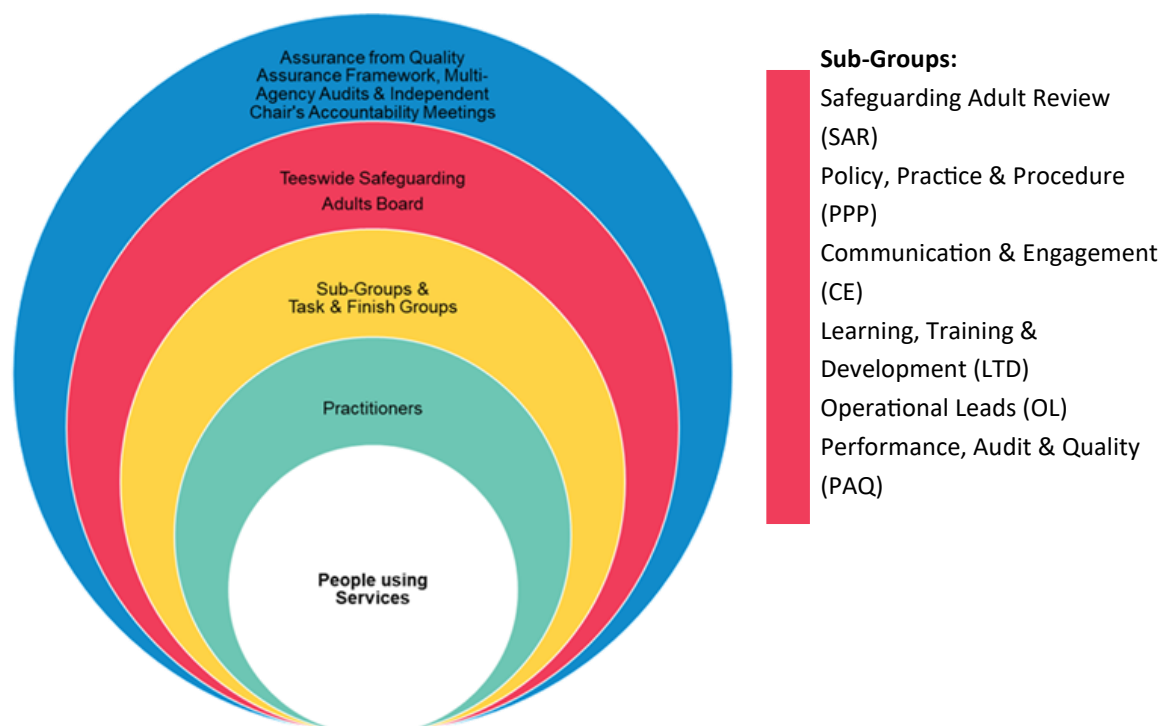
A handwritten signature in black ink, appearing to read 'Darren Best', with a stylized flourish at the end.

Darren Best

TSAB Independent Chair

# Board Assurance

The Board has further built upon the collaborative working arrangements with key partnerships across Tees over the past 12 months, including the Local Safeguarding Children Partnerships, Health & Wellbeing Boards and Community Safety Partnerships.



## Sub Group Aims

### **Safeguarding Adult Review (SAR)**

Lead on the development and implementation of the Teeswide SAR policy and procedures to ensure that learning from any reviews undertaken locally and nationally is disseminated appropriately. The Sub-Group also considers notifications for SARs and makes recommendations to the Independent Chair.

### **Policy, Practice & Procedure (PPP)**

Lead the development, implementation and evaluation of the Teeswide Policies, Procedures and Practice guidance, and ensure that local partners operate in accordance with the Teeswide framework. (This group meets ad hoc, progressing specific workstreams as required).

### **Communication & Engagement (CE)**

Lead the development, implementation and evaluation of a multi-agency strategy aimed at increasing awareness of safeguarding adults and promoting the involvement of adults at risk, carers and advocates in the Teeswide safeguarding adults processes.

### **Learning, Training and Development (LTD)**

Lead the development, implementation and evaluation of a multi-agency learning, training & development strategy.

### **Operational Leads (OL)**

To provide a forum to enable safeguarding adults operational leads from TSAB partner agencies to share good practice, problem-solve and access peer support. The Sub-Group also provides qualitative data to inform the development of person-centred policies, procedures and strategies.

### **Performance, Quality & Audit (PAQ)**

Lead the development and implementation of a performance framework and provides an audit and quality assurance function on behalf of the TSAB .

# Annual Board Highlights



## July – September 2020

- The Operational Leads Sub-Group met informally to share good practice and any issues arising as a result of the COVID-19 pandemic and restrictions.
- A full review and refresh of the TSAB website was undertaken.
- Self-Neglect webinar pilot took place.
- Easy Read Annual Consultation Survey was developed in collaboration with a local inclusion service.

## January – March 2021

- Self-Neglect awareness campaign, following a recommendation from the Josh SAR and Adult D Learning Lessons Review (LLR).
- Adult D LLR published.
- TSAB Chair interviewed for media articles and local news following the Annual Report publication.
- TSAB supported the Vulnerable, Exploited, Missing, Trafficked (VEMT) Task & Finish Group's including: transitions, communications, training and contextual safeguarding.

## April – June 2020

- The Board adapted its ways of working in response to the COVID-19 pandemic and national/ local lockdown restrictions.
- A dedicated COVID-19 Communication Plan was developed to share key messages across local communities.
- New Me-Learning platform was launched in collaboration with the two Local Safeguarding Children's Partnerships.
- A digital resource pack and online activity plan was published and shared with key partners in advance of World Elder Abuse Awareness Day.

## October – December 2020

- TSAB new Independent Chair recruited.
- Annual Report 2019/20 was published.
- First TSAB Statutory partners meeting held.
- TSAB and partners delivered key messages across National Safeguarding Adults week.
- Joint Children & Adults Task & Finish Group (Eve Serious Case Review).
- Training programme reinstated virtually, to comply with restrictions.



# Our Year in Figures 2020-21



**464,287** adults live in Tees



**6** per 100,000 Section 42 Enquiries took place in Tees



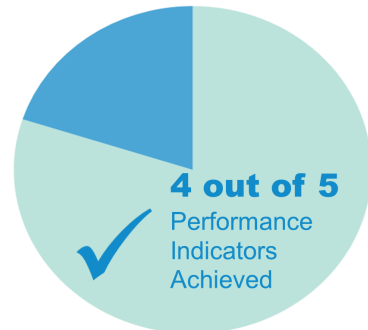
**110** Concerns were received, on average per week across Tees



**54** Section 42 Enquiries were carried out, on average, per week across Tees



**13%** increase in the overall number of Concerns



**Significant improvement** this year to work towards achieving the Boards 5 Performance Indicators.

## Concerns Received

Care Homes	<b>2,045</b>
NHS Secondary Care	<b>755</b>
Social Care	<b>472</b>

**56% increase** in Concerns received from Police

**49% increase** in Concerns received from NHS Primary Care

**28% decrease** in Concerns received from Family/Friends

**49% of Concerns** led to a Section 42 Enquiry

## Section 42 Enquiries commenced

**5% decrease** in Care Home category

**4% decrease** in Own Home category

**Varied increases** have been recorded across all other locations of abuse



**62% of ALL Section 42 Enquiries** relate to females

**81% of Domestic Abuse** cases reported involved a female victim

**51% of Section 42 Enquiries** relate to an adult aged over 65+

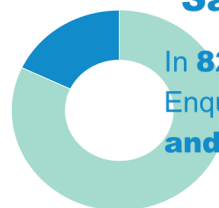
**19% increase** in the number of Section 42 Enquiries relating to people aged under 50

## Outcomes of Concluded Section 42 Enquiries

### Source of Risk to the Adult

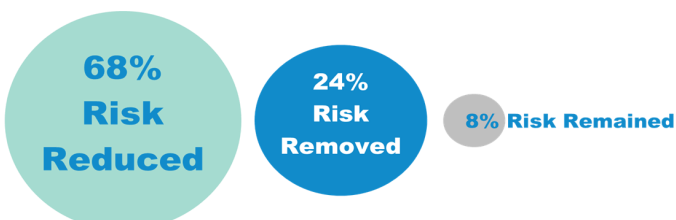


### Safeguarding Action



In **82%** of Concluded Section 42 Enquiries, a **risk was identified and action was taken**

### Safeguarding Outcome



### Adults Voice

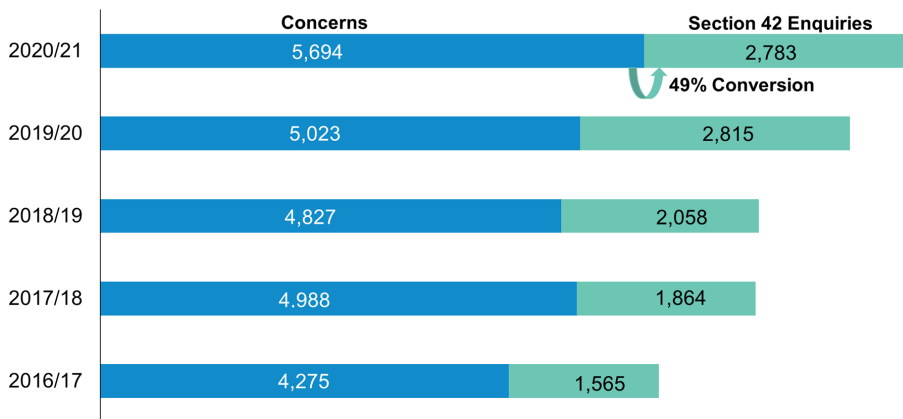
**73% of peoples** outcomes were fully or partly met

**91% of people** were asked what outcome they would like



# Concerns and S42 Enquiries\*

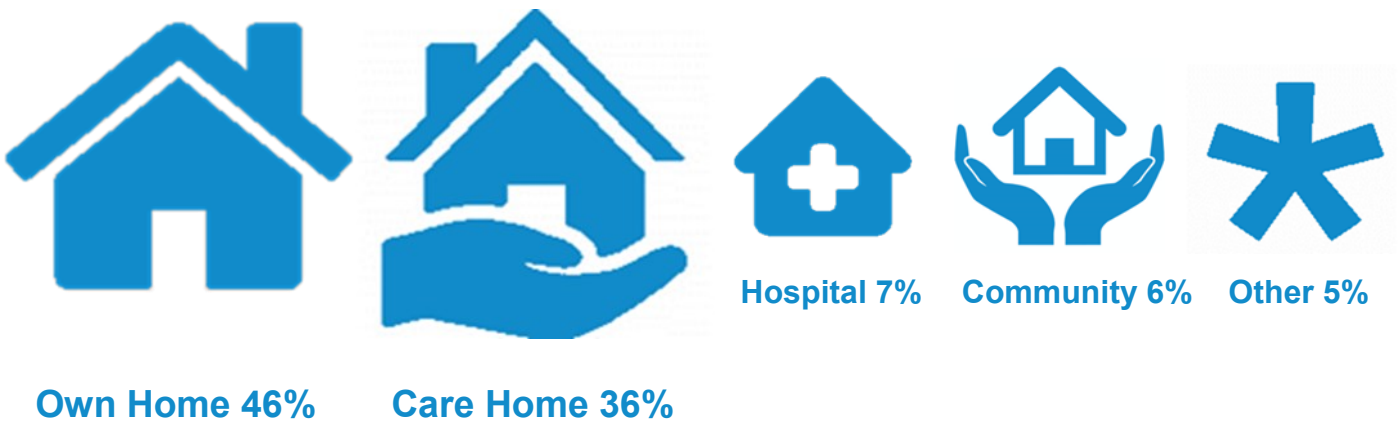
\*Data on this page relates to Section 42 Enquiries commenced



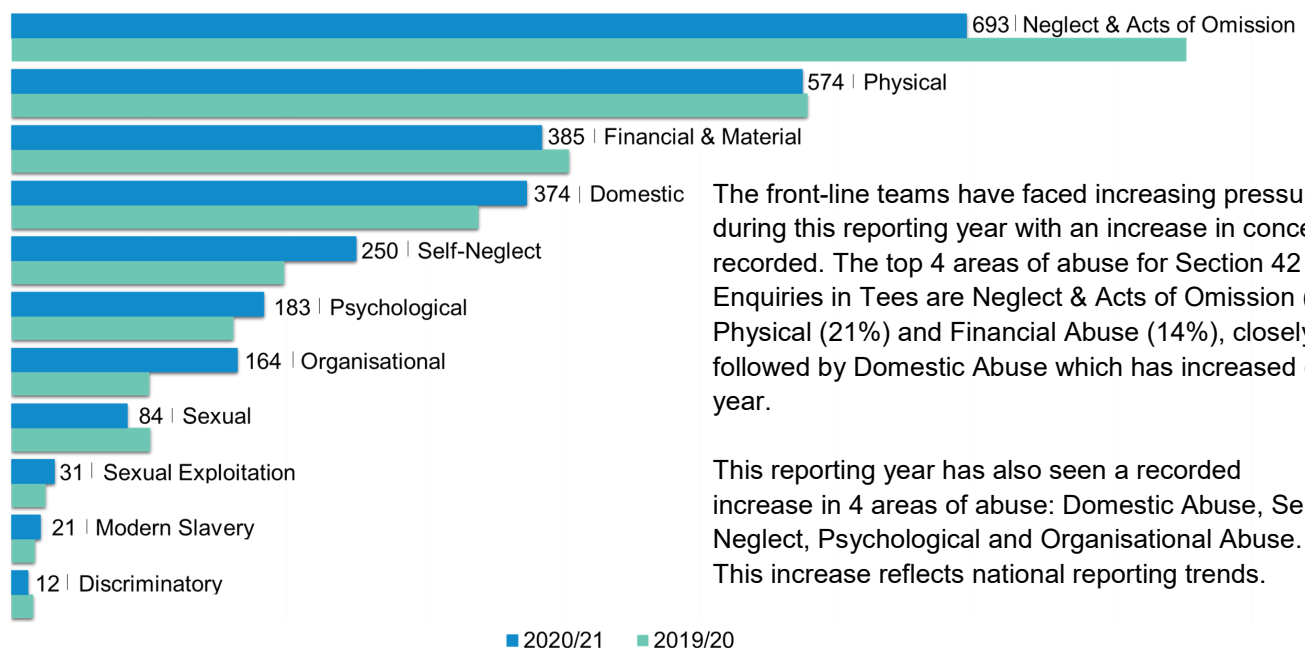
**Safeguarding Concern** - a report made to the lead agency for the safeguarding process to raise concerns of adult abuse/neglect.

**S42 Enquiries** - The Care Act 2014 (Section 42) requires that each Local Authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse and/or neglect.

## Location of Adult Abuse



## Types of Adult Abuse



The front-line teams have faced increasing pressures during this reporting year with an increase in concerns recorded. The top 4 areas of abuse for Section 42 Enquiries in Tees are Neglect & Acts of Omission (25%), Physical (21%) and Financial Abuse (14%), closely followed by Domestic Abuse which has increased each year.

This reporting year has also seen a recorded increase in 4 areas of abuse: Domestic Abuse, Self-Neglect, Psychological and Organisational Abuse. This increase reflects national reporting trends.

# Communication & Engagement

COVID-19 has brought with it many challenges for the Board, one of which has been changes to communication and engagement activities across the year. Methods were adopted utilising innovative techniques of engagement to ensure communication remained clear and far-reaching, whilst adhering to national and local restrictions.



**85,837** website views\*  
\*highest yearly views to date



**649,500** people reached via local media, press & radio



**740** Twitter followers  
**93,900** Twitter Impressions



**5360** Newsletter reads  
**756** Safeguarding Champion Bulletin reads



**589** Facebook followers\*  
\*73% increase on previous year



**1million** reached via local magazines & other promotions

The Board's [Annual Communication & Engagement Report 2020/21](#) is available to view on the TSAB website.

Middleton Grange Shopping Centre      Teeswide Bus Stop campaign



The Board took part in National Safeguarding Adults Week 2020, collaborating with partners across Tees to develop a joint communication and engagement plan. Key activity included Middlesbrough Football Club featuring a 2 page article in the matchday programme and promoting TSAB on a pitch side banner. A shop window display was created using key materials and resources on safeguarding, Local Authority residents magazines featured safeguarding articles and a Bus Stop campaign took place across Tees.

## Help protect others from abuse

The Teeswide Safeguarding Adults Board is urging everyone to ensure they know what to do if they suspect an adult may be suffering abuse.

Everyone has the right to live in safety, free from abuse or neglect. If you suspect someone is suffering from abuse or neglect, support is available.

There are many forms of abuse and neglect, all of which have no age limit, including:

• **Domestic abuse** - this includes physical, emotional and sexual abuse in couple relationships or between family members

• **Elder abuse** - people unfortunately may take advantage of older parents/grandparents, relatives or friends, often to gain money or other benefits

• **Financial abuse** - a way of controlling a person's ability to acquire, use and maintain their own money

• **Scams** - there are many forms including internet scams, romance scams, postal scams and doorstep crime. Always be vigilant

• **Self-neglect** - this can include neglecting personal hygiene, hoarding and neglecting to care for their own surroundings or health

Typical warning signs are that the victim may become withdrawn, less confident, lose weight and just not seem their normal self.



If you are concerned about someone please email [FirstContactAdults@stockton.gov.uk](mailto:FirstContactAdults@stockton.gov.uk) or call 01642 527764

For more information visit [www.tsab.org.uk](http://www.tsab.org.uk)



Safeguarding is everyone's business  
**Safeguarding Adults Week**  
16-22 November 2020

Tees residents magazine article

## 130 Safe Place Locations across Tees

A full audit and review will take place across 2021/22 in light of the impact of COVID-19 on venues.



Following a recommendation from the Josh SAR the Board delivered a campaign on Self-Neglect with a focus on non-typical Self-Neglect. Following the success of the campaign, further work has taken place to plan and deliver key focused 'Spotlight On' campaigns, including Scams and Financial Abuse, this work will continue into 2021-22.

Hartlepool Borough Council (HBC) through the Communication & Engagement Sub-Group has supported a number of local and national safeguarding awareness campaigns, including a Q&A session with Radio Hartlepool. HBC has also continued to disseminate information through its Adult Practice Sub-Group.





# Training

The Board provides free multi-agency training, designed specifically to supplement single agency training provision.

The Board commissioned a new E-Learning platform in May 2020, in collaboration with the Local Safeguarding Children Partnerships.

Over **3500** users registered for Me-Learning adult courses from over **1000** organisations across Tees.

There were over **9890\*** course registrations with **94%** completion rate.

\*44% increase on the previous year

135 Workbooks completed

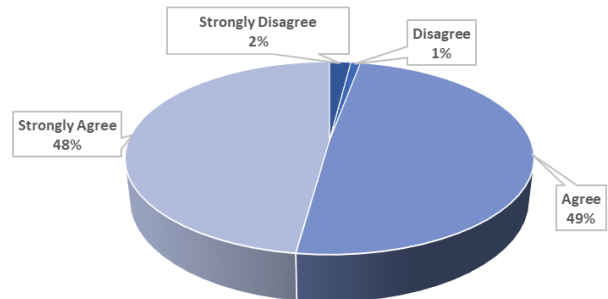


All 8 workbooks were refreshed and reviewed across the year

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

## E-Learning Feedback

Did you find the course interesting & useful?



*"The scenarios are a great learning resource and supportive tool"*

*"User friendly and lots of helpful resources and information"*

*"The course was informative and to the point which allowed me to keep focused and remember the key learning. I liked the opportunity to answer key questions and then receive feedback and reasoning on my answers"*

*"The course was easy to follow and lots of links to look more in depth at particular aspects"*

Face to face training was suspended due to COVID restrictions, however following a successful webinar pilot, 21 virtual learning sessions took place across the year, covering a number of subject areas, including Self-Neglect and Legal Literacy.

Webinar sessions were restricted to ensure that group sizes remained small enough for questions and discussion to take place. Although a fully virtual process was successful during the pandemic, plans are in place to reinstate face to face training and host a mixed approach towards the end of 2021/22. This follows feedback from delegates regarding a preference for the shorter virtual courses to fit in flexibly around busy work schedules.

## Webinar Feedback

I found the training extremely informative and particularly enjoyed the delivery of the information and examples of the use of legislation.



I loved the outside the box thinking and options, sometimes we stick with what we know, it's great to hear other options.

I feel more confident about working with people who self-neglect and involving and challenging other agencies.

A very interesting session which has challenged my thinking around safeguarding practices.



# Priorities across 2020-21

## Prevention

### What we said we would do:

- Provide accessible information, advice and support in relation to all aspects of adult abuse and neglect.
- Further raise general awareness of safeguarding and how people can protect themselves.
- Improve engagement with local communities.
- Help efforts to reduce social isolation and loneliness.

### What we did:

- A comprehensive communication plan was developed to ensure accessible information, advice and guidance was shared as widely as possible. A separate plan was also developed to share advice and support options throughout the pandemic, including translated materials, British Sign Language videos and short wordless stories for individuals with a learning disability.
- Digital resource pack and online activity plan was published and circulated across our communication networks for World Elder Abuse Awareness Day.
- A full review of all safeguarding leaflets was carried out, including all 7 translated versions. <https://www.tsab.org.uk/key-information/posters/>
- Full TSAB website review undertaken, ensuring compliance with the WCAG 2.0 accessibility guidelines, this work will continue into 2021-22. <https://www.tsab.org.uk/>
- TSAB Annual Consultation Survey took place from October 2020 to February 2021, with an Easy Read Survey available.
- Comprehensive plans and activity took place for National Safeguarding Adults Week with partners.\*
- A dedicated Self-Neglect campaign took place following recommendations from the Josh SAR and Adult D Learning Lessons Review.\*
- Further to the success of the 'Spotlight On' campaign, another dedicated week of information sharing, support and advice options took place in relation to Scams and Financial Abuse, following a rise in reporting across Tees.\*
- TSAB Annual Report 2019-20 was featured in the local media.

\*Further detailed information regarding these campaigns features on page 8.

Throughout the COVID-19 pandemic, Thirteen has put the safety of its customers and workforce at the forefront of its actions. Essential and emergency repairs were carried out following the guidelines laid down by government. As face to face visits were restricted, those customers that are known to us as vulnerable were contacted by telephone to ensure they were safe and well and to maintain a semblance of contact with the outside world. Our support staff continued to operate and maintain services to those living in our Independent Living, Extra Care and Older persons properties. We continued to support the work of TSAB by attending the virtual Board and Sub-Group meetings. Safeguarding information from TSAB was distributed through our internal intranet page and also through our social media pages.

**thirteen**  
Managing and building homes

# Protection

## What we said we would do:

- Provide effective, consistent, timely and proportionate responses to reported abuse.
- Encourage a trauma-informed, strengths based and person-centred approach to all safeguarding work.
- Focus on specific aspects of adult safeguarding to determine best practice and a consistent approach.
- Learn from the findings of local, regional and national SARs, LLRs and applicable Domestic Homicide Reviews and Safeguarding Children Practice Reviews.

## What we did:

- Multi-Agency audits continued throughout the COVID lockdown, partners committed to virtual and subsequent COVID safe meetings. Audit themes included; Medication, Hospital Discharge and Homelessness.
- All newly commissioned training courses included a direct focus on trauma informed practice.
- TSAB undertook a survey to determine the effectiveness of the revised Inter-Agency Safeguarding Procedures. The survey was developed to specifically seek views on how well the procedures were working from a professional perspective. The findings identified that the revised procedures were working well however there were some recommendations for consideration, subsequent follow up work will be reported on in 2021-22.
- Following a recommendation from the Adult D Learning Lessons Review, a piece of work commenced on developing a guidance document on Mental Capacity Assessments, a Task & Finish Group will be established and this work will be reported on further in 2021-22
- The Mental Capacity Act policy was reviewed and a reference to COVID-19 included.  
<https://www.tsab.org.uk/key-information/policies-strategies/>
- Operational Leads across partner agencies received a presentation from Cleveland Police regarding their Intelligence Hub and reporting processes.
- There was a significant increase in the identification of safeguarding concerns received from Partner agencies across Tees, including: Cleveland Fire Brigade, Cleveland Police, Housing and NHS Hospital Trusts and NHS Primary Care Services.
- The Board continue to share regional and national learning from reviews at the SAR Sub-Group meetings, this is a standing agenda item.

Over the last year we have seen an increase in cases in which childhood and early adulthood trauma has impacted on our most vulnerable adults who experience multiple disadvantages in relation to Substance Misuse, Homelessness, Sexual Exploitation and Domestic Abuse. As a result we have focused on how Trauma Informed Practice can be embedded into our social work practice and safeguarding work. This has led us to increase our assertive outreach approach and to consider how trauma can impact on an individual's day to day functioning and decision making.

We are now developing a Trauma Informed Practice Lead post which will work in partnership with strategic leads across Children and Adult Services and our Integrated Services Model. We envisage that this post will lead and direct services to ensure they effectively implement trauma informed practice and collaborate with staff, service users and external organisations to ensure the delivery of trauma informed principles and practice are embedded by taking a system wide approach.

# Partnership

## What we said we would do:

- Ensure Board partners work together in an effective manner to protect adults from abuse and neglect.
- Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships and Strategic VEMT to deliver joint priorities and objectives and further embed a Think Family approach.
- Influence and challenge existing and emerging strategic groups and networks on specific and relevant safeguarding issues.
- Contribute regionally and nationally to the further development of the safeguarding adults agenda.

## What we did

- The Board hosted a joint development day involving Local Safeguarding Children Partnerships, Community Safety Partnerships and wider partners; discussions assisted in informing the future direction and priorities for the Board for 2021-22.
- The Board supported and engaged with the Tees VEMT action plan development work with Task & Finish Groups focusing on; Transitions, Communications, Training and Contextual Safeguarding.
- A joint child and adults Task & Finish Group was established following a Serious Case Review commissioned by the Hartlepool & Stockton Safeguarding Children Partnership. This resulted in the development of a Safeguarding Adults, Children and Family checklist for practitioners.
- The Board partnered with Local Safeguarding Children Partnerships, Cleveland Police and Barnados to raise awareness on Child Sexual Exploitation Day, communicating key messages and sharing resources across social media platforms.
- The Board attended a number of partner events across the year, including a local specialist services virtual event on 'Ending Violence Against Sex Workers'.
- The Board continued to communicate effectively with the TSAB Safeguarding Champions, sharing key messages and circulating information via bulletins.
- 4 editions of the TSAB newsletter were produced and circulated across networks and partners covering a variety of themes, including COVID-19, Self-Neglect and Keeping People Connected.
- TSAB regularly attend and contribute to the National SAB manager network meetings scheduled twice per month, sharing national learning, 'problem solving', and guest presentations.
- The Board form part of the North East SAR Champions network, work is currently underway to develop a regional SAR/Learning Review library.
- A joint Communication & Engagement plan was developed in collaboration with the Local Children Safeguarding Partnerships to further embed a Think Family approach.

Cleveland Anti Slavery Network was set up in 2018 and supported by the Police and Crime Commissioner and four Local Authorities has worked closely with TSAB since inception. The recent publication of a victim care pathway which was supported by the Independent Anti Slavery Commissioner was seen as national good practice. We will soon be publishing a further guide on post rescue and pre National Referral Mechanism (NRM) accommodation standards which will also be shared nationally. Working in partnership is essential to address all the issues and challenge of human trafficking and exploitation regionally and nationally.



# Professional Accountability

## What we said we would do:

- Adopt a proportionate and pragmatic approach to safeguarding adults work during and following the COVID-19 pandemic.
- Gain assurance from partners about the effective delivery of their services.
- Ensure individuals accessing safeguarding services are involved with informing the future direction and priorities of the Board.
- Deliver and achieve the Board's performance benchmarks.

## What we did:

- The Quality Assurance Framework (QAF) Self-Audit Tool was streamlined for 2020-21, taking into account the additional pressures across organisations as a result of the pandemic. The process remained focused on evaluating the effectiveness of internal safeguarding arrangements and identifying and prioritising any areas which require further development over the next 12 months.
- Despite the significant pressure faced by the Statutory Partners during 2020/21, the majority were able to complete the TSAB Quality Assurance Framework process.
- The Multi-Agency Audit programme continued on a virtual basis with audits presented to Board including relevant findings, good practice and recommendations for improvement.
- The Board carried out its Annual Consultation Survey 2020-21, the results of which were used to inform the future priorities for the Board. Despite the difficulties in engaging with service users, due to lockdown restrictions and some services temporarily closing, the Board were able to gain service user feedback as part of the Annual Survey process.
- 4 out of 5 Performance Indicators were successfully achieved across 2020-21.
- A Task & Finish Group was established to collaboratively understand the current pressures on the care sector linked to COVID-19 and safeguarding.
- In addition to the main Board meetings, Statutory Partner meetings were established in light of the pandemic to highlight any emerging issues, share good practice and gain additional assurance in relation to COVID-19.
- 4 SAR notifications were received throughout 2020-21, further information is noted on page 13.

In January 2021, whilst still being in the midst of the pandemic, the height of winter pressures, and a national lockdown, we were required to undertake a 6-week Safeguarding Quality Assurance Audit of our safeguarding practice. As a statutory partner of the Board, we are required to do this on a 2-yearly cycle, to give assurance that our safeguarding of adults meets the standards set out by the Board. Although we were dealing with staffing capacity issues at the time, we met the deadline for providing our portfolio of evidence and this was assessed by an independent panel. The feedback we received was very positive with several areas of good practice highlighted and a request to share some of our good practice with other partners. There was one recommendation of fully embedding our think family approach to safeguarding, which we will be strengthening in 2021-22. We are further developing our Making Safeguarding Personal and customer engagement processes to ensure individuals have the opportunity to feedback their experience of safeguarding services in a meaningful way, which can help to inform Redcar & Cleveland's priorities and ultimately feed into the Board's future direction and priorities.



# Safeguarding Adult Reviews (SARs)

## Safeguarding Adults Review (SAR) Definition

A SAR is undertaken when agencies who worked with an adult who has been subject to abuse or neglect, come together to find out if they could have done things differently and prevented serious harm or death from happening. A SAR does not blame an individual or organisation for their actions, its purpose is to learn from what happened and to see what can be changed so that harm is less likely to happen in the same way to other people in the future.

The Care Act 2014 says that Safeguarding Adults Boards must arrange a SAR when an adult dies or is seriously harmed as a result of suspected or known abuse or neglect and there is reasonable cause for concern about how partners worked together to safeguard the adult.

### Adult C

Adult C was a 30-year-old lady who died following cardiac arrest after diagnosis and treatment for pneumonia. Adult C had a long history of alcohol dependency and showed some signs of wanting to reduce her alcohol consumption. Adult C was known to have been in an abusive relationship with reports of injuries from both her partner and her ex father in law as well as others. Adult C was also considered to be a perpetrator of physical violence against her partner and other adults. Adult C was known to many agencies as a result of her alcoholism and the abuse she suffered. On the date of her death, it was her partner who called an ambulance; her ex father in law was also present. They were originally arrested on suspicion of the murder of Adult C, but her death was later found to be from physical health causes. An inquest confirmed death by natural causes.

The Learning Lessons Review looked at the 6 month period prior to Adult C's death and the report was published in May 2020, the full report and the learning briefing can be accessed here:

<https://www.tsab.org.uk/professionals/safeguarding-adult-review-sar-reports/>

### Adult D

Adult D was a gentleman in his sixties who had physical health problems which led to a decline in his mental health. This resulted in admissions to and between hospitals. On one discharge from hospital, he was reported as being homeless and was placed in Bed and Breakfast accommodation, following which his physical and mental health declined further. Concerns were raised that Adult D had been sectioned under the Mental Health Act, but his detention had been to a Primary Care Hospital which was not registered with the Care Quality Commission to detain individuals who are sectioned under the Mental Health Act. Adult D sadly died of natural causes.

The Learning Lessons Review looked at how services worked together to support Adult D and specifically considered how services responded to the following key issues: self-neglect, application of the Mental Health Act, communicating an unconfirmed diagnosis of a terminal illness, safeguarding, housing, and transfers between hospitals. The report was published in March 2021, the full report and the learning briefing can be accessed here:

<https://www.tsab.org.uk/professionals/safeguarding-adult-review-sar-reports/>

# SARs

## SAR Sub-Group activity

The role of the Sub-Group is to consider new SAR notifications, oversee any ongoing SARs or other reviews, ensure any learning from reviews (locally, regionally, nationally) is considered by TSAB partners and taken forward in their own organisations, and to oversee the implementation of action plans arising from review activity across Tees. The SAR Sub-Group met 6 times in 2020-21 including 1 SAR Notification meeting which was held to ensure notifications were considered in a timely way. Membership of the Sub-Group comprises of senior managers from our key partner organisations.

The following work was carried out:

- 4 SAR notifications were considered this year (compared to 8 in 2019-20); none met the SAR criteria in full, however the Sub-Group agreed 1 case as a multi-agency Learning Lessons Review and 1 case as a Rapid Review. The outcome of both reviews will be reported in 2021-22.
- 1 case was progressed as a single agency 'other enquiry' investigation and 1 case was deemed to require no further action.
- The Adult C Learning Lessons Review report was published in May 2020 and the Adult D Learning Lessons Review report was published in March 2021; action plans are ongoing for these cases.
- The Sub-Group monitored actions identified from the above cases as well as some cases from previous years, a total of 12 cases: all actions were completed on 8 cases and the remainder will continue to be monitored into 2021-22.
- Members of the SAR Sub-Group considered learning from 3 national SARs, the National Analysis of SARs Report which was published in October 2020, a local Domestic Homicide Review case and a local Serious Case Review (Children).

## What has the SAR Sub-Group achieved?

- ✓ A SAR Sub-Group members' introduction pack has been developed which outlines the role of the Sub-Group and supports new members to be able to take on their role with confidence.
- ✓ The statutory work of the Sub-Group has continued throughout the pandemic: procedures and processes have been updated to ensure they are effective and meet deadlines and a virtual review process has been developed to ensure ongoing and new reviews can continue.
- ✓ The TSAB Professional Challenge procedure has been refreshed by the SAR Sub-Group and a guidance note developed and promoted to support practitioners to confidently challenge decisions made within the safeguarding arena.
- ✓ As a result of considering a SAR Notification the Department of Work and Pensions (DWP) were invited to attend a TSAB meeting to outline their safeguarding arrangements and following this discussion they have now become TSAB members.

## North East SAR Champions Network

TSAB are represented in the NE SAR Champions network; the aim of this group is to share learning across the region arising from SAR's, other learning reviews, training support and national learning. A dedicated work programme has been created to develop a regional SAR/Learning Review library and a regional SAR Quality Markers Checklist. These workstreams will be further reported on in 2021/22.

### **SAR Notification Themes:**

- ▶ Neglect & Acts of Omission
- ▶ Self-Neglect
- ▶ Domestic Abuse
- ▶ Organisational Abuse
- ▶ Substance Misuse
- ▶ COVID-19
- ▶ Physical Health Issues
- ▶ Falls
- ▶ Professional Curiosity
- ▶ Mental Capacity

# Partner Activity

## Throughout the COVID-19 Pandemic

Cleveland Police now have a fully embedded omni-competent specialist crime team supporting the area of both Children and Adults across Cleveland. This team has evolved and developed over the past 12 months notwithstanding the challenges of the COVID pandemic which we have all faced. We continue to work with Adult Social Care Team Managers to support working relationships and apply a stronger approach to protecting some of the most vulnerable in our community. We remain on our Road to Improvement Journey implemented following inspection from HMIC with a significant area around Vulnerability.

We are reviewing our response to Missing From Home, introducing Missing from Home Co-ordinators who aim to effectively manage the Police response to people going missing by recognising and highlighting trends, repeat missing persons and locations, and informing a co-ordinated and intelligence led response from all partner agencies.

In line with the force plan to protect and safeguard the most vulnerable and at risk, the 'Complex Exploitation Team' aims to identify and safeguard adults who because of their vulnerabilities are subject to complex exploitation following the methodology of Prepare, Prevent, Protect, Pursue and Partnerships to develop a collaborative exploitation framework to identify victims and develop contextual safeguarding arrangements with key partners.



The COVID-19 pandemic has changed the way our services have responded to the public, our partners and staff. The physical limitations put in place by the national lockdown required the council to shift its resources at short notice to meet the needs of its most vulnerable. In order to support those identified as both clinically extremely vulnerable as well as socially isolated there was a need to quickly train a number of volunteers and non-care staff to provide essential care and support whilst understanding and recognising the signs of abuse. 40 volunteers received adult safeguarding awareness training through the TSAB Me-Learning platform and felt confident they could spot the signs of abuse whilst undertaking essential support in the community.



In response to the COVID-19 pandemic our Access Safeguarding Team have focused on prevention, recognising that social isolation and loneliness have been an increasing risk factor. Our Customer Advisors have supported our HELP BORO telephone line and have signposted adults to support services for prevention and low level support. We have also ensured that our Customer Advisors are mindful of the potential for safeguarding concerns to increase as a result of the pandemic, therefore their screening of incoming work has taken an increased focus on the prevention of abuse and neglect, using our safeguarding officers to provide advice and guidance to the public as required.



In 2020–21 Redcar & Cleveland worked in conjunction with partner agencies and authorities to ensure that we delivered our safeguarding duties to the public despite COVID-19 challenges. Under normal circumstances, it is most effective if social care intervention is conducted face to face, for example, an assessment of need being conducted in the presence of the potential service user, so a rapport can be built, and detailed observations of the persons abilities can be undertaken. There has been a continual balance of risk between infection control and ensuring the right support is given to people in need of support. Despite the challenges, keeping adults safe has remained our top priority and so where safeguarding issues have been identified that require immediate action and an onsite visit, these have taken place using appropriate infection control procedures. We have utilised technology to ensure that formal meetings could be held and found this increased professional attendance which ultimately benefited the adult and supported the risk assessing process. Despite the limitations of COVID 19, Redcar & Cleveland contributed and delivered a comprehensive programme for National Safeguarding Adults Week 2020. This included raising the profile of the Safe Place Scheme and focusing upon isolated and hard to reach groups, we are currently proactively planning our communication and delivery for National Safeguarding Adults Week 2021, working closely with our communications colleagues. We have contributed to the development of TSAB Communication & Engagement Operational Work Plan which included our revision of local documentation and identifying more creative ways to reach a wider public audience.






In August 2020 as part of our Transformation agenda for Care Home and Home Care services and Pandemic response, Stockton-on-Tees Borough Council established 'The Hub'. The Hub was a designated team on Microsoft Teams where Providers could access up to date resources and information in a single place, and network with colleagues and fellow professionals. The Hub had a range of channels including Adult Safeguarding, COVID 19 resources, North Tees and Hartlepool Education Alliance and many more. Each dedicated channel was managed by a channel lead which meant that Providers could have direct access to that professional allowing for any questions and issues to be resolved quickly. The Hub was developed as a multi-disciplinary, multi-organisational space for Providers and professionals to work collaboratively and continue to build strong and positive peer relationships.



North Tees and Hartlepool NHS Foundation Trust continues to be an active member of TSAB and supports all of the associated Sub-Groups. The Board has developed a robust support network involving all organisations within the safeguarding arena. During the pandemic, safeguarding contact and communication has been maintained via virtual platforms to ensure continued support.

 Safeguarding Adult Reviews (SAR) and Lessons Learned Review (LLR) events continue to showcase areas of good practice in addition to identifying any areas for improvement.



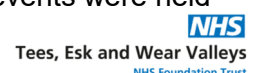
We write this update now as a unified Probation Service but during 2020/21 we were working as two separate teams in what was the National Probation Service and the Durham and Tees Valley Community Rehabilitation Company. Last year when the pandemic struck and we had to find new ways of working we paid particular attention to raising staff awareness about Domestic Abuse and Suicide and Self Harm. We worked in Covid secure ways with stakeholders and people on probation who were vulnerable or extremely clinically vulnerable, and created bespoke rehabilitation work to use during the pandemic. We created a card to share with people on probation at induction and at points of crisis that highlighted sources of help and support, especially for people feeling suicidal.



In 2020-21 South Tees NHS Foundation Trust maintained the delivery of safeguarding responsibilities in the face of service activity challenges presented by the pandemic. The safeguarding operational model was adapted to release support into clinical areas whilst continuing the work of the Board through its subgroups. STHFT has worked in partnership with agencies; contributing to performance reports, multi-agency audits and promoting the message that safeguarding as being everybody's responsibility. In supporting the development of others the Trust has worked within 'Responding to Serious Concerns' procedures and has experienced a positive practice development opportunity through the participation of a Learning Lessons Review. In response to the exploitation of adults the Trust has contributed to the development of a Victim Care Pathway and regularly attended TATI panels across the different Local Authorities. Safeguarding training compliance has been maintained through alternative methods of delivery. The ethos of Making Safeguarding Personal has remained a focus for development, with evidence of an improved understanding of staff through the audit process. Best practice and lessons learned identified from safeguarding concerns raised in relation to the Trust have continued to be shared through internal governance structures and external to the Trust through Operational Leads forums.



Tees, Esk and Wear Valleys NHS Foundation Trust continued to be operational throughout the COVID-19 pandemic. Services were kept under close scrutiny in light of the increasing COVID cases in communities and implications of local lockdown for users and their families, partners and stakeholders and our own staff. A new suite of safeguarding training was rolled out so that staff who work within TEWV are better equipped to identify, raise concerns and support those at risk of abuse or neglect and their families as a whole. Real time 'flash safety briefings' and learning events were held across the Trust to discuss the impact of COVID on safeguarding and risk, including 'hidden harm', domestic abuse and the impact of parental mental health during these difficult times.





# Our Priorities 2021-22

The Board's strategic objectives for 2021-22 have been extended to include empowerment and proportionality in their own right, following feedback from partners at the Board's Development Day and learning from current strengths and areas for development.

This will ensure that the work of the Board is underpinned by the six safeguarding principles.

## **Empowerment:**

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

## **Prevention:**

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

## **Protection:**

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

## **Partnership:**

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

## **Proportionality:**

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

## **Accountability:**

I understand the role of everyone involved in my life and so do they.

The Board's Strategic Business Plan 2021-22 has been developed and directly informed by the results of the Annual Consultation Survey and feedback from professionals at the Board's Development Day.

The top 3 priorities identified by professionals, service users and the general public included within the Strategic Business Plan 2021-22 are as follows;

1. Continue to improve general awareness of safeguarding and how people can protect themselves.
2. Help efforts to reduce loneliness and isolation.
3. Concentrate efforts on preventing adult abuse and neglect.

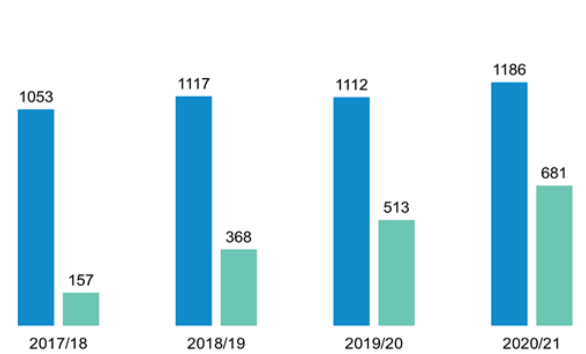
**The Board's Strategic Business Plan 2021-22 can be viewed here:**  
[www.tsab.org.uk/the-board/strategic-plan/](http://www.tsab.org.uk/the-board/strategic-plan/)

# Appendix

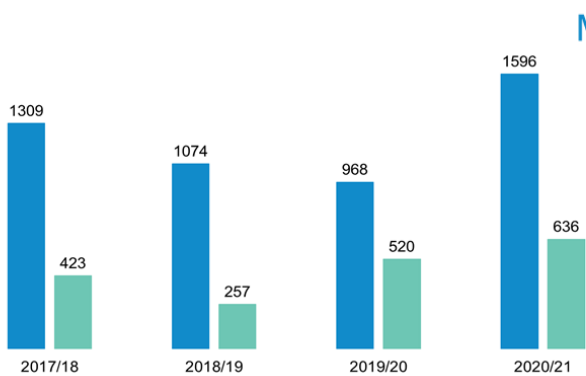
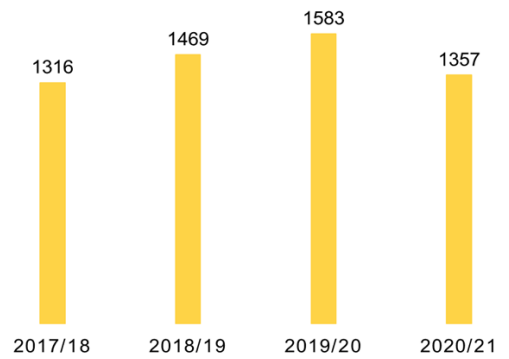
The Deprivation of Liberty Safeguards, under The Mental Capacity Act 2005, provide legal protection for those individuals who are 18 years old and above and who are, or may become deprived of their liberty, in a hospital or a care home.

## Concerns and Section 42 Enquiries

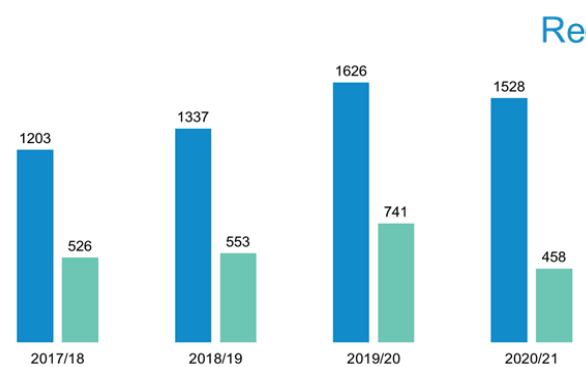
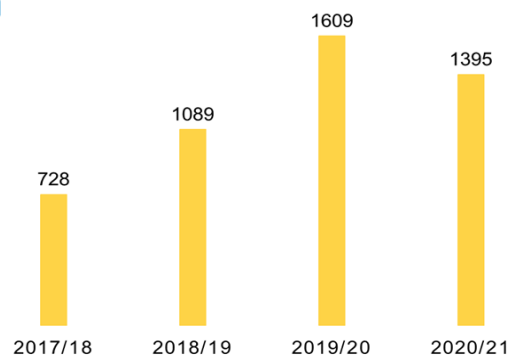
■ Concerns ■ Section 42 Enquiries



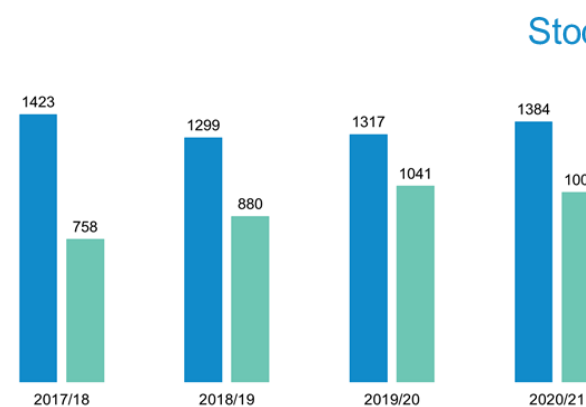
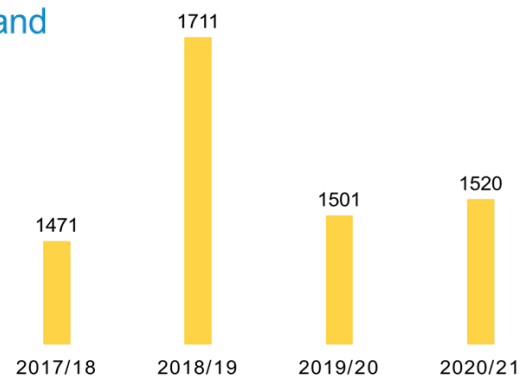
### Hartlepool



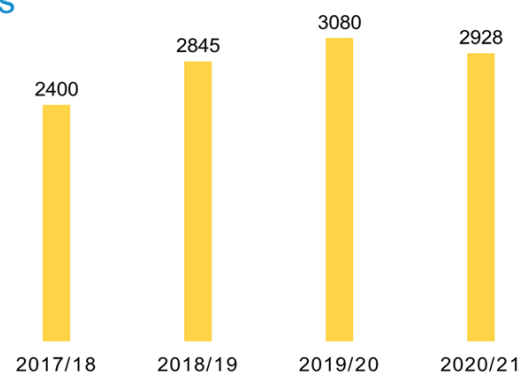
### Middlesbrough



### Redcar & Cleveland



### Stockton-On-Tees





www.tsab.org.uk



Kingsway House, Billingham, Stockton-On-Tees



01642 527263



TeeswideSAB



TeeswideSAB

## 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:

<b>Hartlepool</b>	01429 523 390
<b>Middlesbrough</b>	01642 065 070
<b>Redcar and Cleveland</b>	01642 065 070
<b>Stockton-on-Tees</b>	01642 527 764
<b>Evenings and Weekends</b>	01642 524 552

