Teeswide Safeguarding Adults Board

Annual Report

1 April 2021 to 31 March 2022

Our safeguarding arrangements will effectively prevent and respond to adult abuse

Introduction from Darren Best, Independent Chair

I am pleased to present the Annual Report of the Teeswide Safeguarding Adults Board (TSAB) for 2021-22.

The format of the TSAB Annual Report has been developed over a number of years, with clarity and accessibility in mind. There is however a legislative requirement under the Care Act 2014, for TSAB, alongside all other Safeguarding Adults Boards across the country to produce an Annual Report. The main purposes being to highlight the work of TSAB over the past 12 months, what has been done to implement our strategy, to provide information about Safeguarding Adult Reviews, (SARs) that have been undertaken and subsequently what activity has taken place to implement their findings.

In my introduction last year, I described how the safeguarding landscape has continued to be hugely complex and presented many new challenges, with the COVID pandemic having a significant impact. I think it is fair to say that despite the vaccination programme and developed understanding of the virus, this last year has been equally challenging for those involved in commissioning and providing safeguarding services. Most importantly however it has been challenging for our communities and on that basis the Board would wish to recognise and pay our respects to all those who have suffered, been affected by and / or worked through the numerous challenges (including COVID) that have presented themselves.

During 2021-22 the Board has continued to work closely with both statutory and voluntary sector partners to gain the reassurance that safeguarding issues are addressed effectively and appropriately. Our strategy has been developed and underpinned by the six safeguarding principles of empowerment, prevention, protection, partnership, proportionality and accountability. The report details some of our activities under those important headings.

As Independent Chair, it is my privilege to learn and hear about the experiences and challenges faced by those who provide safeguarding services in Teesside, as I did last year I would like to place on record, my admiration and thanks to every one of them.

Equally, 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 continued professionalism, commitment, hard work and support.

Contents

What does the Board do?

The Teeswide Safeguarding Adults Board (TSAB) is a statutory body responsible for protecting adults' rights to live independent lives, free from abuse and neglect.

The Board works collaboratively with partners to set the strategic direction for adult safeguarding in Tees and seeks assurance from partners that they have appropriate and robust safeguarding arrangements in place.

Board Member Organisations

6 Statutory Partners:

- Cleveland Police
- Hartlepool Borough Council
- Middlesbrough Borough Council
- Redcar & Cleveland Borough Council
- Stockton-on-Tees Borough Council
- Tees Valley Clinical Commissioning Group

For a Glossary of Terms linked to the Annual Report, please visit: https://www.tsab.org.uk/the-board/annual-reports/

Board Member Organisations

21 Non-Statutory Partners:

- Beyond Housing
- Care Quality Commission
- Catalyst Stockton-on-Tees (Voluntary Development Agency)
- Cleveland Fire Brigade
- Community Rehabilitation Company (Durham Tees Valley) and National Probation Service (merged together in June 2021 to form the Probation Service)
- Department for Work and Pensions (DWP)
- Hartlepool & Stockton-on-Tees Safeguarding Children Partnership
- Healthwatch Hartlepool
- Healthwatch South Tees
- Healthwatch Stockton-on-Tees
- HMP Holme House Prison
- Middlesbrough Voluntary Development Agency
- North East Ambulance Service
- North Tees & Hartlepool NHS Foundation Trust
- Office of the Police and Crime Commissioner for Cleveland
- Redcar & Cleveland Voluntary Development Agency
- South Tees Hospitals NHS Foundation Trust
- South Tees Safeguarding Children Partnership
- Tees Esk & Wear Valleys NHS Foundation Trust
- Teesside University
- Thirteen Housing

Board Structure

The Board has continued to engage with key strategic partnerships across Tees including the Local Safeguarding Children Partnerships, Health & Wellbeing Boards, Community Safety Partnerships, Strategic Vulnerable Exploited Missing and Trafficked, Serious and Organised Crime Group and the Cleveland Anti-Slavery Network as well as regional and national Safeguarding Adults Boards.

Sub-Groups

The Board has a number of Sub-Groups, which lead on key pieces of work in order to achieve the aims and objectives set out in the Board's Strategic Business Plan 2021/22. The purpose of the Sub-Groups are summarised below.

Communication & Engagement (CE)

Leads 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 & Development (LTD)

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

Operational Leads (OL)

Provides 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, Audit & Quality (PAQ)

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

Safeguarding Adult Review (SAR)

Leads 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.

Task & Finish Groups

During 2021/22 there were a number of Task & Finish Groups to look at specific work streams:

- Learning from Reviews
- Housing/Homelessness
- Multi-Disciplinary Team Guidance
- Streamlining Data Options (commenced March 2022)
- Safeguarding and Falls (commenced March 2022)

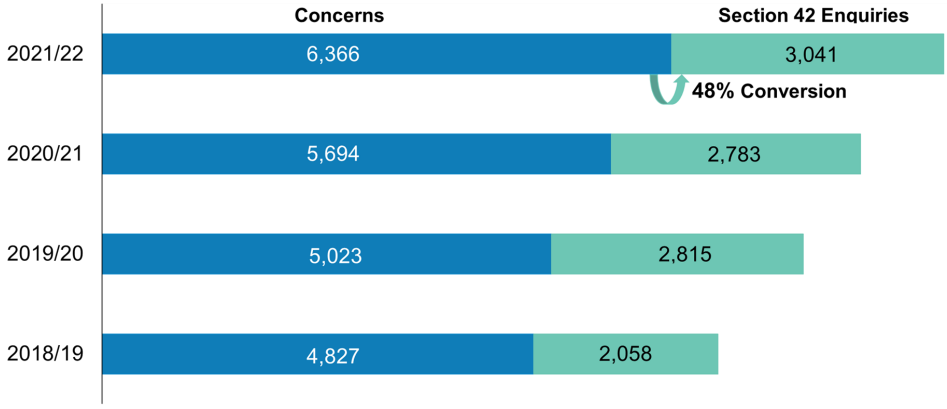
Safeguarding Data 2021-22

Concerns and Section 42 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.



11% **Increase in Safeguarding Concerns received**

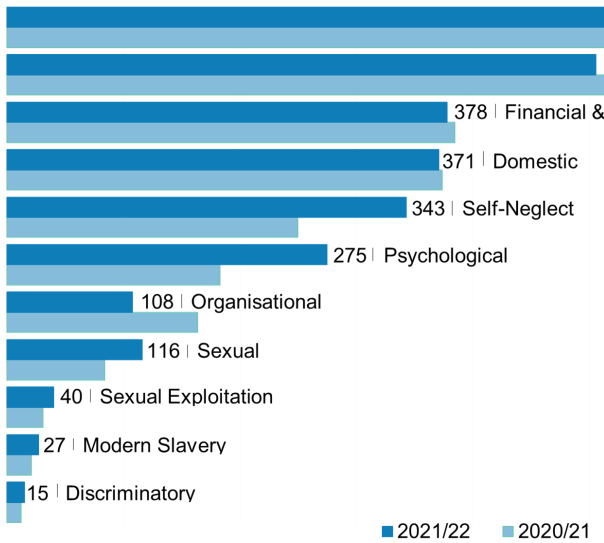
9% Increase in Section 42 Enquiries carried out

Location of Abuse: Section 42 Enquiries

Own Home 48% **Care Home 32%** **Hospital 8%** **Community 6%** **Other 6%**

A person's Own Home remains the most common location of risk in Tees, which reflects the data trends reported Nationally. The number of Section 42 Enquiries undertaken in relation to Care Homes recorded a slight decrease when compared to the previous year.

Types of Adult Abuse: Section 42 Enquiries



In line with National trends the number of Concerns recorded across Tees has continued to increase again during this reporting year. Although Concerns continue to increase year on year, the conversion rate to a Section 42 Enquiry remains consistent with previous year's data.

The top 4 areas of abuse for Section 42 Enquiries in Tees continue to be Neglect & Acts of Omission (28%), Physical (17%), Financial & Material Abuse (12%) and Domestic Abuse (12%).

This reporting year has also seen a recorded increase across the following areas of abuse: Neglect & Acts of Omission, Psychological, Self-Neglect and Sexual Abuse.

Performance Indicators (PI)

5 Performance Indicators Achieved

	Criteria to achieve	
PI 1	<25%	Percentage of Section 42 Enquiries that involved an Adult with a previous enquiry in a rolling 12-month period
PI 2	>31%	Percentage of Concerns leading to Section 42 Enquiry in 2021/22
PI 3	>90%	Percentage of those who were asked their desired outcome in 2021/22
PI 4	>75%	Percentage of those who were satisfied with their outcome in 2021/22
PI 5	>90%	Percentage of those where risk has been reduced or removed

Safeguarding Concerns Received

122 **Concerns** were recieved, on average per week across Tees

Care Homes	24%
NHS Secondary Care	13%
Social Care	9%
Police	8%

* % of Concerns received from organisations

28% decrease in Concerns received from Care Homes

17% increase in Concerns received from Family/Friends

12% increase in Concerns received from both Care at Home & Social Care staff

40% increase in Concerns received about Psychological Abuse

37% increase in Concerns relating to Self-Neglect

Section 42 Enquiries Commenced

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

15% increase in Own Home category

4% decrease in Care Home category

52% of ALL Section 42 Enquiries relate to an adult aged under 65

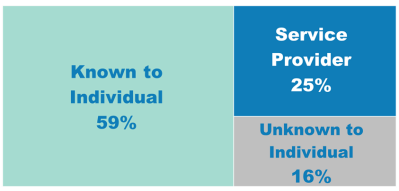
24% increase in the number of Section 42 Enquiries relating to people aged under 50

58% of **ALL Section 42 Enquiries** relate to females

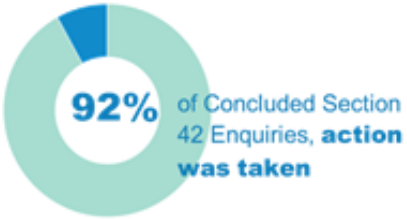
79% of Domestic Abuse cases involved a female victim, with the majority of cases occurring in their own home

Outcomes of Concluded Section 42 Enquiries

Source of Risk to the Adult



Safeguarding Action



Safeguarding Outcome

Adults Voice

Some of our achievements over the past year...

April—June 2021

- First Joint Learning from Reviews meeting held with Community Safety Partnerships and later with Safeguarding Children Partnerships to discuss how to formally share learning from reviews across the partnerships.
- A Communication and Engagement Plan 2021/22 was co-produced with the Safeguarding Children Partnerships.
- Annual Communication & Engagement (CE) Report 2020/21 published.
- Rapid (Learning) Review process trialled and later recruited a pool of volunteers to chair this type of review.
- Worked collaboratively with North East SAR Champions network to set up the regional Safeguarding Adult Review Library.
- The Board delivered its first Modern Slavery training session.

July—September 2021

- A quick and easy Mental Capacity Act guide was published for practitioners.
- Spotlight on...Support Services Campaign.
- Making Every Contact Count training offered to Safeguarding Champions (delivered by local Public Health services).
- Multi-Disciplinary Team Guidance published.

October—December 2021

- Easy read safeguarding guide developed in consultation with Independent Voices service user group.
- Teeswide Team Around the Individual referral form for high risk/complex cases developed and published.
- North East SAR Champions presented to the National Care & Health Improvement Programme and Local Government Association (LGA) showcasing regional good practice and received excellent feedback.
- Two important campaigns took place:
  - ⇒ Back to Basics
  - ⇒ National Safeguarding Adults Week
- Trauma Informed Practice event held for professionals.
- Housing and Homelessness Task & Finish Group convened.

January—March 2022

- Two key campaigns took place:
  - ⇒ Spotlight on...Self-Neglect
  - ⇒ Look Closer (joint exploitation awareness campaign with Safeguarding Children Partnerships)
- In response to Alcohol Change's National Report, the Board delivered its first Safeguarding Vulnerable Dependent Drinkers training.
- Two Task & Finish Groups commenced:
  - ⇒ to develop systems and processes for data collection/reports
  - ⇒ to develop a Safeguarding & Falls Protocol
- Stephen Learning Lessons Review Report published.

Empowerment

What we said we would do:

1. Establish mechanisms that allow service users and carers to better inform the future direction and priorities of the Board.
2. Ensure individuals requiring safeguarding services are asked what they want as outcomes from the safeguarding process and that their views inform what happens.
3. Strengthen professionals' understanding of the legislative framework and trauma informed practice to ensure the best outcomes for adults at risk.

What we did:

1. The Board carried out its Annual Consultation Survey 2021/22, the results were used to inform the future priorities for the Board. There was a 184% increase in responses from the general public compared to the previous year. The survey results included feedback from service users and carers.

In 2020/21 the Board, together with the Safeguarding Children Partnerships and Office of Police and Crime Commissioner for Cleveland, commissioned SafeLives to undertake a full systems review of Domestic Abuse across Tees. In June 2021, Domestic Abuse survivors and perpetrators were encouraged to complete a consultation survey, which will feed into the outcomes of this project due to complete during 2022/23.

People First (Advocacy) attended the Board's Development Session in February 2022 and shared real case examples of people they support who use safeguarding services. This provided an additional opportunity to ensure that service users were at the forefront, when Board members were discussing ideas for future priorities and the strategic business plan for 2022/23. Work continues with People First into 2022/23 to discuss how adults' perspectives and experiences can help to inform the Board's work.

2. The Multi-Agency audit programme continued on a virtual basis. The involvement of the adult and their views, wishes and desired outcomes were considered as part of the audit process. The audit reports were presented at Board meetings and highlighted good practice, areas for improvement with actions for agencies to reflect and act upon to continually drive service improvement.

The Board has five Performance Indicators (PI), one of which includes; *percentage of those who were satisfied with their outcome.* For 2021/22 this PI was achieved at 95%

The Board continued to deliver Making Safeguarding Personal training, to empower professionals to feel confident in seeking adults' views and working with adults to achieve the best outcome for them.

3. A Trauma Informed Practice event was held in November 2021. Legal Literacy training sessions continued throughout 2021/22 including a Legal Literacy update for Board Members in March 2022. A new e-learning course on the Human Rights Act was launched in November 2021.

The Tees and Regional Liberty Protection Safeguards (LPS) Group continued to meet to prepare for implementation of the Mental Capacity Act Amendment Bill anticipated in 2022/23.

In June 2021, Board members received an update from Cleveland Police in respect of the Domestic Abuse Bill, and what changes this would bring from a policing perspective in terms of supporting and protecting victims of domestic abuse.

One service user's account, when interviewed for Self-Neglect article:

"The ongoing support and help from the agency has really kept me going...One of the reasons that I think I got myself into this situation was that I was embarrassed and ashamed at how my life had turned out, but I can speak with the staff and they want to help me and don't judge me...the support I have had has made a huge difference to me".

Prevention

What we said we would do:

1. Provide accessible, clear and simple information, advice and support that helps people to understand what abuse is, how to recognise the signs and how help can be sought.
2. Improve engagement with local communities.
3. Help efforts to reduce social isolation and loneliness.

What we did:

1. During November 2021, the Board delivered a comprehensive communication and engagement plan where multi-agency activity took place for National Safeguarding Adults Week, with a particular focus on engaging with harder to reach, marginalised groups and those who may be digitally excluded. An easy read safeguarding guide was developed with Independent Voices advocacy group and a safeguarding awareness radio advert was produced in English and Urdu with Community Voices FM. The Board worked with Healthwatch South Tees who asked people 'what does safeguarding mean to you?' to help benchmark public understanding. Their quotes were shared on social media to help raise public awareness of safeguarding.

In June 2021, the Home Office's British Sign Language awareness video on Domestic Abuse was added to the TSAB website and promoted on social media. Work continues into 2022/23 to raise awareness of safeguarding with people who have sensory loss/impairments.

Work continued on the Board's website to meet Web Content Accessibility Guidelines and any new or reviewed documents were made accessible before being added to the TSAB website.

The Board coordinated a Spotlight On...Back to Basics campaign which promoted 'safeguarding is everyone's business' and shared key, simple messages on what abuse is, how to spot the signs and how to seek help. The Board's leaflets, which are translated into commonly spoken non-English languages were also shared.

In July 2021 the Board's Find Support in Your Area webpage was fully reviewed and updated to ensure people using the site were being signposted to the correct and current support available.

From September 2021 the Board launched a number of simple 'Safeguarding Explainer' animations which covered key topics linked to safeguarding.

In September 2021 all of the Board's leaflets were reviewed, re-designed and formatted so that they could easily be accessed, downloaded and printed directly from the website.

2. The Board supported various national campaigns during 2021/22 and coordinated a 'Spotlight On...Support Services' campaign, which highlighted local support available to victims of abuse and/or neglect.

The Board continued to engage with its 122 Safeguarding Champions via quarterly *Keeping in Touch* Bulletins. The Champions helped to share key messages within their networks and with the service users and carers they support.

3. Safeguarding articles were included in the autumn and winter editions of local resident magazines, which were delivered to every household across Tees.

In June 2021, the Board commissioned three new e-learning courses; substance misuse, dementia awareness and loneliness and isolation.

The Board commissioned a Safeguarding Explainer animation on Social Isolation and Loneliness (launched in 2022/23).

In February 2022, the North East SAR Champions secured funding from ADASS to develop an animation on Self-Neglect. Work continues into 2022/23.

Proportionality

What we said we would do:

1. Provide effective, consistent, timely and proportionate responses to reported abuse.
2. Continue to adopt a proportionate and pragmatic approach to safeguarding adults work during and following the Covid-19 pandemic.
3. Communicate with and seek feedback from service users and carers to ensure safeguarding responses are the least intrusive possible and appropriate to the risk(s) presented.

What we did:

1. The effectiveness and application of the TSAB inter-agency safeguarding adults procedures, making safeguarding personal approach and proportionality were monitored as part of the annual Multi-Agency Audit programme.

In June 2021, the TSAB procedures were amended in line with national recommendations from Social Care Institute for Excellence (SCIE) and Care and Health Improvement Programme (CHIP) of 'what is a safeguarding concern?' to ensure consistency on a national basis.

The Board continued to deliver Care Act Section 42 (S42) Enquiry training (Level 1 and Level 2) which promotes use of TSAB's Inter-Agency Policy & Procedures, Decision Support Guidance and Causing S42 Enquiries Guidance, all of which emphasise appropriate timescales, proportionality and aid consistency.

The Safeguarding Adults Review Sub-Group continued to consider proportionality to maximise learning. A 'Rapid Review' methodology was trialled in May 2021, which reduced the resource implications for staff, whilst ensuring meaningful learning was shared and distributed quickly. The process was deemed successful and will be used for future cases where appropriate.

In response to a SAR Notification which did not meet the criteria for a SAR, it was identified that there was still valuable learning in relation to the links between falls and Safeguarding Concerns; a Task & Finish Group was set up to develop a Safeguarding and Falls Protocol (published in 2022/23).

2. Despite ongoing uncertainties linked to the pandemic, the Board continued to engage with service users, carers and harder to reach groups using a variety of communication methods. The Board's Training Plan continued to be delivered online as well as the Quality Assurance/Self-Audit process. Safeguarding Adult Review work, including learning review processes also continued virtually.

Multi-Disciplinary Team Guidance was published in September 2021, which highlights the pros and cons of virtual or face to face meetings and suggests that these are considered when setting up meetings. The Board continues to work flexibly, using the most appropriate forums for meetings, training and learning reviews.

3. The Board's annual survey 2021/22 received 53 responses from carers, compared to 10 responses the previous year. The Board also supported National Carers Week in June 2021.

In June 2021 it was agreed for feedback to be sought from practitioners involved in Learning Reviews to provide assurance that learning has been embedded into practice.

"I have subsequently used the process of professional challenge successfully which has enabled me and the team to understand why decisions have been reached and this has been empowering for both staff understanding of the risk assessments and safety netting in place and for patients to live as they choose".

- Practitioner involved in the Adult D Learning Lessons Review

Protection

What we said we would do:

1. **Encourage a trauma-informed, strengths based and person-centred approach to all safeguarding work.**
2. **Use the concept of contextual safeguarding* to protect adults at risk.**
3. **Learn from the findings of local, regional and national Safeguarding Adult Reviews and Learning Lessons Reviews, and applicable Domestic Homicide Reviews and Safeguarding Children Practice Reviews.**

*to understand and respond to people's experience of abuse and exploitation from perpetrators outside of the home.

What we did:

1. As part of the Adult F Learning Lessons (Rapid) Review a Learning Briefing was published and shared widely, which included themes around the impact of trauma and professional curiosity to understand the best way to engage with someone who may be affected by trauma and encouraging flexible engagement opportunities. The Adult F Learning Briefing was also introduced as a case study in Legal Literacy and Self-Neglect training courses.

A Trauma Informed Practice event was held in November 2021, which included an expert by experience speaker and a presentation on vicarious trauma. Recorded videos were made available on the TSAB website. Key messages were also shared via social media to raise public awareness of the impact of trauma.

In January 2022, the Operational Leads Sub-Group reviewed TSAB's Making Safeguarding Personal Guidance.

2. The Board held its first Modern Slavery training session in June 2021 and Criminal Exploitation and County Lines e-learning courses were commissioned in December 2021.

The Molly Safeguarding Adult Review was agreed in August 2021; learning and reflection workshops with practitioners took place in December 2021. Some key early learning from the review linked to Adult Sexual Exploitation, trauma and the effective management of perpetrators. Actions to address the recommendations from this SAR will continue into 2022/23.

3. The Board continued to share regional and national learning from SARs at SAR Sub-Group meetings to consider and act upon the learning from a Tees perspective—these reports are published on the TSAB website. It was suggested following some high profile national cases, to run a Creating Safer Cultures Awareness campaign in 2022/23.

During 2021/22, the Safeguarding Adult Review (SAR) Sub-Group considered a number of new SAR notifications. 3 cases were published and 4 cases were completed during the reporting year. Open action plans continued to be monitored and implemented.

In December 2021, a Joint Review Protocol was agreed with the Safeguarding Children Partnerships and Community Safety Partnerships, to develop a more coordinated approach and improve lines of communication between partnerships with regards to learning reviews.

Comments and Feedback from Trauma Informed Event

"Genuinely one of the best presentations I have witnessed in 20 years of working in the trauma field, remarkable and brilliant"

"You are an inspiration and thank you for sharing your story with us. Very valuable points to be learnt"

"Thank you, very thought provoking. It really made me think about the impact (of vicarious trauma) on colleagues"

Partnership

What we said we would do:

1. Ensure Board partners work together in an effective manner to protect adults from abuse and neglect.
2. Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships and Strategic Vulnerable Exploited Missing Trafficked to deliver joint priorities and objectives.
3. Work with partners and partnerships to support the development of a 'Missing Adults' protocol and to further develop 'Transitions' work.
4. Seek assurance from partners that the NICE guidelines for Safeguarding Adults in Care Homes are met when commissioning and supporting services.

What we did:

1. Themed discussions took place at Operational Leads (OL) Sub-Group meetings on complex safeguarding topics and sharing best practice; Homelessness, Adult Sexual Exploitation, Domestic Abuse and Alcohol, Financial Abuse/Scams, Discrimination/Hate Crime and Quality of Concerns.

The themed discussion regarding Homelessness prompted further work by a Task & Finish Group to consider an effective approach to support homeless people to access health and support services. This work concluded in March 2022, and each Local Authority area has taken forward their own action plan.

The Team Around the Individual (TATI) approach continued to be embedded into practice and provided a means of escalation, to collectively manage high risk and complex cases. The multi-agency audits of the TATI process have highlighted good practice and areas for improvement. A TATI referral form was developed to compliment the Teeswide TATI Guidance, to improve consistency across Local Authority areas.

2. The Strategic Vulnerable Exploited Missing and Trafficked (VEMT) Transition Principles were approved by the Board in September 2021. During 2021/22 the process for Adult representatives attending the VEMT Practitioners Group became much more established, to ensure a smooth transition of support from children safeguarding into adult safeguarding.

In November 2021 planning commenced to deliver a Joint Learning from Reviews event (in May 2022) with support from the Safeguarding Children Partnerships and Community Safety Partnerships.

In March 2022, TSAB joined the Call for Action on Adult Sexual Exploitation (ASE) Group, chaired by Cleveland Police, to understand the prevalence of ASE in Tees. Work continues into 2022/23.

3. In January 2022, the OL Sub-Group discussed welfare visits for vulnerable people at risk of suicide. Work continues in 2022/23.

A Safeguarding Explainer video on suicide prevention was launched in September 2021.

Cleveland Police introduced a Missing From Home (MFH) Co-ordination Team who were embedded into their Safeguarding Department and have established close working relationships with partners. They continue to use intelligence and trend analysis to identify repeat persons and locations and adopt a problem-solving approach. A new MFH Standard Operating Procedure (SOP) was launched and provides key advice to officers to ensure the effective management of missing person investigations.

4. In April 2021, the Board considered the *National Institute for Health and Care Excellence (NICE) Guidance for Safeguarding Adults in Care Homes.* Members were asked to provide an assurance statement to ensure the recommendations had been considered and implemented where appropriate.

The TSAB's Training Plan, training competencies and Quality Assurance Framework (QAF) / Self-Audit Tool were also reviewed in line with the NICE Guidelines.

Accountability

What we said we would do:

1. Gain assurance from partners about the effective delivery of their services.
2. Deliver and achieve the Board's performance benchmarks.
3. Promote the Teeswide adult safeguarding competencies as a framework for the delivery of safeguarding adults training.

What we did:

1. The Board continued to receive assurance on organisations' safeguarding arrangements from non-statutory partners as part of the Quality Assurance Framework (QAF) / Self-Audit process. Beyond Housing became a new Board partner in July 2021 and completed the QAF Self-Audit Process providing assurance to the October Board.

The Board's Multi-Agency Audit Programme continued and considered cases of: Homelessness, Adult Sexual Exploitation, Team Around the Individual (TATI) Self-Neglect cases (x4), TATI Domestic Abuse and Alcohol cases (x4), Financial/Scams, Discriminatory/Hate Crime, Quality of Concerns. 4 audit reports were presented to the Board during 2021/22 and the TATI audits were logged as evidence against relevant Safeguarding Adult Review and Learning Lesson Review action plans.

During 2021/22 the Board were notified of 11 care providers who were subject to the Responding to and Addressing Serious Concerns (RASC) Policy and Procedure. The Lessons Learned Reports from 10 care providers were discussed at the SAR Sub-Group, where the learning was considered and shared via appropriate networks. In September 2021, the RASC Learning Lessons Reports (over a two-year period) were analysed, for the SAR Sub-Group to reflect on the main issues/themes affecting care providers. Members provided assurance that there are mechanisms in place to address concerns.

The Board received a number of presentations during 2021/22; Home Office (Agency Workers in Care Settings), Cleveland Police (Domestic Abuse Bill changes) SafeLives (Domestic Abuse Project), Public Health (Drug Related Death Reviews), Tees Valley CCG (LEDER Annual Report and Private Mental Health Hospitals), Middlesbrough Borough Council (Domestic Homicide Review 4), and Voluntary Sector (overview). Partners also continued to be invited to present the results of any inspection reports. The OL Sub-Group also received presentations from; DWP, Cleveland Police (Organised Crime), Coroner's Office and A Way Out charity.

2. 5 out of 5 Key Performance Indicators were achieved in 2021/22.

From April 2021, quarterly performance reports, which included multi-agency data were streamlined and routinely presented at TSAB meetings. Work is continuing to explore streamlined approaches for data collection and reporting into 2022/23.

3. All training courses commissioned by TSAB were continually reviewed to evaluate quality and effectiveness through the use of initial evaluations and impact assessments. Changes were made, where appropriate, to keep the content relevant.

"As a provider it is vital that when our services do not meet the required standard we respond in a transparent and constructive manner to ensure that we not only meet the needs of our contractual obligations, but we also and most importantly ensure that the residents we work for, get the service they deserve. It was clear that our home fell short of this baseline of quality... I wanted to place on record how inclusive and driven from a partnership perspective, the whole [RASC] process was. It was refreshing as a provider to see the Local Authority not only understanding the difficult circumstances, we found ourselves in as a provider, but also acted as a critical friend and supported us, through extensive knowledge of the sector. This sharing of best practice had an immediate impact on service quality outcomes and safety".
- Feedback from a Care Provider subject to RASC

Communication and Engagement

178,183 website views*

*highest yearly views to date

(108% increase on previous year)

49,625 reached

783 followers*

*33% increase on previous year

67,100 impressions

796 followers*

*8% increase on previous year

62 YouTube subscribers

3 radio interviews

1 radio advert

414,216 digital advertising impressions

416,500 local magazines

5,702 newsletter reads

704 Safeguarding Champions Bulletin reads

961,000 impacts bus stop advert

Read more detail in the Board's Annual Communication and Engagement Report 2021/22

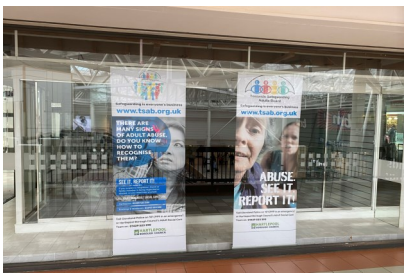
Awareness Campaigns

Teeswide Safeguarding Adults Board

Safeguarding is everyone's business

Safeguarding Adults Week

15-21 November 2021



The Board coordinated 3 focused 'Spotlight On' campaigns: Support Services, Back to Basics and Self-Neglect. In addition, the Board took part in National Safeguarding Adults Week 2021, collaborating with partners to develop a joint communication and engagement plan. Key activity included: radio interviews, a Trauma Informed Practice event, resident magazines, digital advertising, bus stop campaign, displays in shopping centres/other key venues, launch of the 'Tricky Friends' video and easy read safeguarding guide. There was also a focused campaign with Community Voices FM radio and the BME Network.

The Self-Neglect campaign included articles in local resident magazines that were based on real case studies and interviews with service users. The TSAB newsletter included a service user's story, told in their own words of their experience and how they were supported in relation to their self-neglect.

Safe Place Scheme

The Safe Place Scheme steering group met twice during 2021/22. The group focused on maintaining and auditing current venues to establish those which had closed due to the pandemic. In October 2021, discussions began on how to link with other similar safe place initiatives in Tees (e.g. Ask ANI Domestic Abuse codeword scheme), work is ongoing into 2022/23.

Safeguarding Explainer Videos

From September 2021 the Board launched a number of Safeguarding Explainer animations, covering key topics on; what is safeguarding? organisational abuse, PREVENT, modern slavery/human trafficking and suicide prevention.

Training

The Board provides free multi-agency training, designed to supplement single agency training provision. The Board continued to deliver its existing training programme as well as commissioning additional courses.

New TSAB courses introduced in 2021/22:

- ☑ Modern Slavery
- ☑ Safeguarding Vulnerable Dependent Drinkers
- ☑ Legal Literacy: 'Aftercare Under Section 117 Mental Health Act'.

Based on feedback, the Section 42 Enquiry training was split into foundation and advanced level and the Safeguarding Adults Training for Managers of Services included an additional refresher course.

Safeguarding Adults Training for Managers of Services (Refresher) - Learner Feedback

"This will greatly benefit our service users in future in allowing staff the foresight in perhaps reducing the incidents if we can spot triggers sooner"

Section 42 (Foundation) - Learner Feedback

"I now have a much better understanding of how enquiries should be undertaken, who can be responsible for this, and the significance of the safeguarding triage system"

Me-Learning

The Board commissions the e-Learning platform (Me-Learning) with the local Safeguarding Children Partnerships. There are often crossovers between children and adult safeguarding work and therefore it is recognised that people who work with children and/or adults greatly benefit from having access to a wide range of safeguarding courses available in one place. The figures below are based on all learners across children and adults.

11,007 learners registered on the Me-Learning system*

From **2,577** different organisations

***5,157** were new learners who joined during 2021/22

During 2021/22 there were:

19,780 course registrations

18,368 e-learning courses completed*

***93%** completion rate

1,145 completed Safeguarding Adults Level 1 courses during 2021/22

444 delegates attended virtual training webinars; all face to face training was suspended across the year due to the Covid-19 pandemic.

187 workbooks completed

Modern Slavery—Learner Feedback

"Increased awareness of modern day slavery and the forms that this can take. Also not to accept things on 'face value' and use professional curiosity to drill down and gain more useful information"

Safeguarding Vulnerable Dependent Drinkers—Learner Feedback

"Taken forward knowledge of working at service user's pace and not always starting with support to reduce drinking and look at other concerns or issues that can be addressed"

Safeguarding Adult Reviews (SARs)

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 Adult 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, or if partners worked together to safeguard the adult.

Cases published during 2021/22 can be viewed here:

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

Adult F	Adult H	Stephen
Learning Briefing	Learning Briefing	Learning Lessons Review

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 or 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 10 times in 2021-22, including 3 SAR Notification meetings which were held to ensure notifications were considered in a timely way. Membership of the Sub-Group comprises of senior managers from our key partner organisations.

7 SAR Notifications considered in 2021/22 (compared to **4** in 2020/21 and **8** in 2019/20)

Of these 7 cases:

1 case met the Care Act 2014 criteria for a SAR (the outcome will be reported in 2022/23).

2 cases were progressed as single agency reviews (a learning briefing was published in relation to one of these reviews).

1 case did not meet the Care Act 2014 criteria for a SAR, however, it was agreed that there would be relevant learning from undertaking a Learning Lessons Review: this was undertaken using Rapid Review methodology by an internal reviewer who was independent of the case.

1 case was taken forward as a Domestic Homicide Review (DHR).

2 cases were deemed to require no further action from a review perspective, however a learning briefing was produced from one of these cases which had also been subject to a Coroner's inquest to ensure learning relevant to the case was shared with partners.

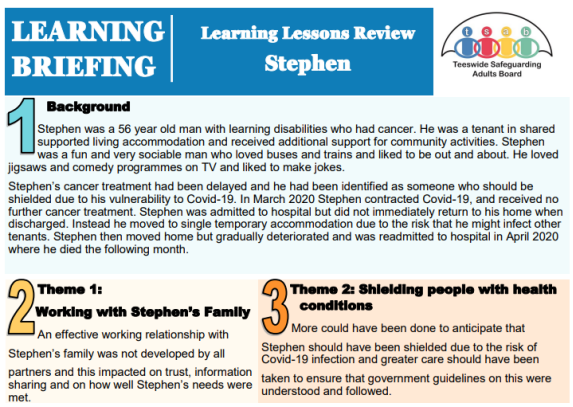
4 national SARs considered by the Sub-Group.

8 open cases being monitored.

4 action Plans completed in the period.

The **Adult F** Learning Briefing was published following a Rapid Review which started in 2020/21 and concluded in 2021/22.

The **Stephen** Lessons Learned Report and Learning Briefing were published.


LEARNING BRIEFING

Learning Lessons Review
Stephen

Teeswide Safeguarding Adults Board

1 Background

Stephen was a 56 year old man with learning disabilities who had cancer. He was a tenant in shared supported living accommodation and received additional support for community activities. Stephen was a fun and very sociable man who loved buses and trains and liked to be out and about. He loved jigsaws and comedy programmes on TV and liked to make jokes.

Stephen's cancer treatment had been delayed and he had been identified as someone who should be shielded due to his vulnerability to Covid-19. In March 2020 Stephen contracted Covid-19, and received no further cancer treatment. Stephen was admitted to hospital but did not immediately return to his home when discharged. Instead he moved to single temporary accommodation due to the risk that he might infect other tenants. Stephen then moved home but gradually deteriorated and was readmitted to hospital in April 2020 where he died the following month.

2 Theme 1: Working with Stephen's Family

An effective working relationship with Stephen's family was not developed by all partners and this impacted on trust, information sharing and on how well Stephen's needs were met.

3 Theme 2: Shielding people with health conditions

More could have been done to anticipate that Stephen should have been shielded due to the risk of Covid-19 infection and greater care should have been taken to ensure that government guidelines on this were understood and followed.

SAR Sub-Group Achievements

☑ Completed a multi-agency review for Adult F using Rapid Review methodology for the first time. This approach provided a proportionate and timely review of practice and included engagement with practitioners in the review, the report was approved at the September Board meeting and a Learning Briefing was developed and published.

☑ Following on from the Rapid Review for Adult F, further work was undertaken to provide training and coaching opportunities for senior managers from our partner organisations to build internal capacity for independent reviewers.

☑ Joint protocol developed and agreed with the Safeguarding Children Partnerships and Community Safety Partnerships with the aim of developing a more coordinated approach, to improve lines of communication between partnerships throughout the review process and to ensure learning from all types of reviews are shared across partnerships.

☑ Introduced a process to go back to practitioners who have been involved in a review to seek their reflections on how practice has changed and whether learning has been truly embedded in practice.

☑ Planning commenced for a joint learning event with the Safeguarding Children Partnerships and Community Safety Partnerships across Tees looking at similar themes within reviews and sharing the learning across all service areas.

North East SAR Champions

☑ Developed a regional SAR repository to build a comprehensive library that is reflective of the work that has been undertaken across the region. This has been set up via Microsoft Teams; it lists and hosts local and national SARs, discretionary reviews, 7 minute briefings and other useful resources to inform and share learning across the region. This work has been showcased nationally.

☑ The group also carried out some work in relation to the SAR Quality Markers, and developed a regional quality markers checklist in order to simplify the language and ensure the checklist is succinct and accessible, this work is ongoing.

A message from Jill Harrison, Director of Adult & Community Based Services for Hartlepool Borough Council and Chair of the SAR Sub-Group.

"As well as managing the SAR process and promoting the sharing of learning across agencies, the SAR Sub-Group also reviews SARs undertaken elsewhere in the country, ensuring that relevant learning informs policies, procedures and practice within Tees. When themes are identified within reviews, briefings and case studies are used to inform training and development opportunities and to raise awareness of adult safeguarding more widely. The SAR Sub-Group also works closely with those leading on other forms of review, such as Domestic Homicide Reviews and Learning Disability Mortality Reviews when appropriate to maximise opportunities for learning that informs service improvements and ultimately leads to better outcomes for local people. The group has also been proactive over the past year in considering different approaches to reviews that are timely and proportionate, taking into account how reviews are undertaken in other areas and examples of good practice.

The SAR Sub-Group undertakes a statutory function on behalf of the TSAB and its members take on a significant responsibility and time commitment in order to manage the work of the group effectively. Meetings are well established and well attended and, as Chair of the SAR Sub-Group, I would like to formally record my thanks to all members of the group for their input and particularly the TSAB Business Unit for the outstanding support that is provided".

Partner Contribution from North Tees & Hartlepool NHS Foundation Trust:

"The learning from local and national Safeguarding Adults Reviews has enabled the Trust to reflect upon current practice and identify areas for improvement in order to safeguard vulnerable adults. The new approach to carrying out (rapid) reviews has ensured that lessons can be identified early".

Partner Activity 2021/22

Each year, Board partners reflect on their organisations' involvement, contribution and support in helping to achieve the Board's strategic aims and objectives. Their summaries are included below:

Hartlepool Borough Council remains fully committed to the strategic aims and work of TSAB, recognising the value of a co-ordinated approach across Tees and the benefits this has for local people. Over the past year we have continued to develop the Integrated Community Safety Team (comprising of community safety staff, Cleveland Police, Cleveland Fire Brigade and Cleveland Victim Care and Advice Service) and have undertaken a review of the Team Around the Individual (TATI) process that was originally developed in Hartlepool before being adopted across Tees. The integrated approach that is now embedded, alongside a revised TATI model, has further improved communication and collaboration between partners and professionals, supporting our shared aim of improving and better coordinating services to support people across Hartlepool who are living with multiple and complex needs. We have used learning from reviews to inform the development of practice and used the audit process to provide assurance that practice improvements are delivered. We have also delivered local awareness raising campaigns that make use of existing links with providers and community groups to ensure that messages are widely promoted. We were also able to use the expertise of an Assistant Director within the Council to support TSAB in developing a Rapid Review model and to provide training to TSAB partners, which has enabled the approach to be adopted and utilised alongside other methodologies.

Middlesbrough Borough Council (MBC) has worked with Cleveland Police Licensing Team, Health Agencies, A Way Out and our Neighbourhood Safety Team, Guiding Light Project (Making Every Adult Matter), Housing Solutions Team and Recovery Solutions Team to provide a bi-monthly drop in service at Newport Hub. The aim is to support prevention by engaging vulnerable men and women from across Middlesbrough who may be at risk of sexual exploitation or sex working. We want to be able to increase confidence and trust in engaging with voluntary and statutory services and to empower individuals to make positive life choices. This involves providing harm reduction services, safety advice, emotional support, practical help and one to one casework to meet individual needs. Working alongside partners, the Safeguarding Team aims to ensure a range of support is offered and can be accessed easily including drug and alcohol support, legal advice, benefits advice, housing support and advice and health clinics. MBC has worked to embed trauma informed practice further over 2021/22. We have done so through involvement in the TSAB Trauma Informed Practice Learning Event, highlighting the importance of trauma informed practice in the quarterly Modern Slavery, Exploitation and Human Trafficking Peer Support Meetings and by commissioning Time to Reflect – Vicarious Trauma training for our front line staff and managers. Involvement in the TSAB audit process for 2021/22 has provided assurance that our Safeguarding and Team Around the Individual Panel practice is effective. We have demonstrated our ability to adhere to the TSAB policies and procedures, involve service users and carers and manage risk through working effectively with partner agencies.

Redcar and Cleveland Borough Council (RCBC) has continued to support the aims and objectives of the strategic plan during 2021/22. We have played an active part on the Board and its Sub-Groups and contributed to the overall success of the Board during the year. We have focused on the voice of the individual and actively promoted the principles of Making Safeguarding Personal, which permeate through the Board's strategic aims. As a result in 2021/22, 100% of the respondents in Redcar and Cleveland when asked, said that they felt listened to during the safeguarding process and 93% felt safer at the end of the process.

Stockton-on-Tees Borough Council (SBC) has implemented a Making Safeguarding Personal (MSP) approach into our practice, so the voice of service users and carers are heard and strengthened. As part of joint-up and collaborative working we are committed to use locally agreed processes, such as the Team Around the Individual (TATI) with the emphasis on sharing information between agencies in order to agree and achieve the best possible outcomes for some of the most vulnerable service users. During 2021/22, SARs and Learning Lessons Reviews resulted in valuable learning and changes to our practice. SBC is committed to and continues to contribute towards learning events, both for staff and local communities. One of our aims for 2022/23 is to have at least one Adult Safeguarding Champion in each of the teams across Adult Services.

Healthwatch South Tees is committed to working with the TSAB in helping to keep our communities safe. By working with the Board we feel we can better promote the Safeguarding processes which in turn helps people feel more confident in raising concerns. We have found the training particularly beneficial and now open this up to our own Board and volunteers.

Partner Activity 2021/22 Continued...

Cleveland Police have now fully embedded their Complex Exploitation Team (CET) who have ran several successful operations over the last 12 months to safeguard vulnerable adults and identify the perpetrators who exploit them. Following the methodology of Prepare, Prevent, Pursue, Protect & Partnerships they continue to disrupt criminal networks and work with TSAB partners to intervene at the earliest opportunity to safeguard the public.

Our Force Vulnerability Desk work closely with front line officers to support the initial response to incidents of domestic abuse. This ensures that appropriate advice and guidance is provided, and positive action is taken to arrest perpetrators and safeguard the victim and their families. The Domestic Abuse Solutions Team (DAST) are embedded into the Specialist Domestic Abuse Team within the Safeguarding Department and through Multi-Agency Tasking & Coordination (MATAC) and Multi-Agency Risk Assessment Conference (MARAC) processes provide enhanced services to victims, particularly those at greater risk of harm. Cleveland Police have seen a significant increase in the use and granting of Domestic Violence Protection Notices/Orders which are used to provide protective measures for victims and place conditions on perpetrators.

Our dedicated Vulnerable Adults (VA) team continue to work closely with Adult Social Care teams and play a pivotal role in the safeguarding of vulnerable adults and subsequent joint investigations. The VA Detective Chief Inspector works closely with TSAB, sitting on the SAR Sub-Group and is involved in all reviews, ensuring any learning is identified and embedded into Police practice.

North Tees and Hartlepool NHS Foundation Trust has valued the support provided by TSAB during the past year. The training sessions that have been carried out ensures that staff are continually kept updated, the work with Trauma Informed Practice has enabled staff to better understand and support people who may not choose to engage with services. The Team Around the Individual approach further supports people who may need additional support, and ensures practitioners are able to escalate concerns.

Our Priorities 2022-25

Following feedback from the Board's Development Session, the Strategic Business Plan will change from an annual plan to a three-year plan, with the actions refreshed annually.

The priorities within the Strategic Plan have been developed and directly informed by the results of the Annual Consultation Survey and feedback from service users, carers and professionals.

The Board's strategic aims and objectives continue to be underpinned by the six safeguarding principles: Empowerment, Protection, Proportionality, Prevention, Partnership and Accountability.

Joint Working

We will develop a whole system approach to safeguarding adults which is responsive to the individual's needs, views and wishes.

People

We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities.

Communication

We will provide accessible and clear information, advice and support that helps people to understand what abuse is, how to prevent abuse from happening, how to seek help and how to engage with the work of the Board.

Services

Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect.

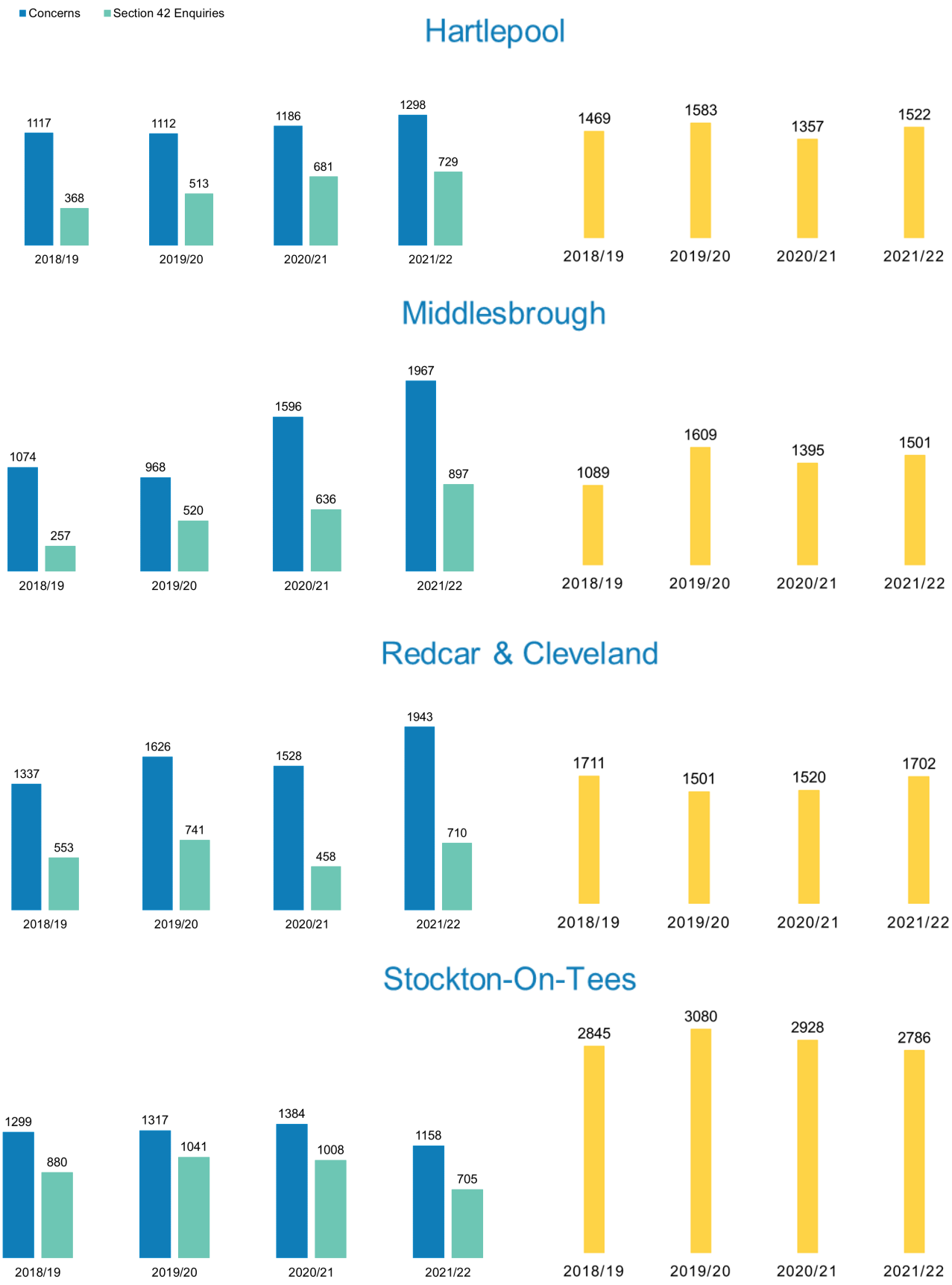
The Board's Strategic Business Plan for 2022-25 can be viewed here:
https://www.tsab.org.uk/the-board/strategic-plan/

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 care home.

Concerns and Section 42 Enquiries

Deprivation of Liberty Safeguards (DoLS) Applications



www.tsab.org.uk

Kingsway House, Billingham, Stockton-On-Tees

01642 527263

TeeswideSAB

TeeswideSAB

Teeswide Safeguarding Adults Board

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 an emergency.

Call your local Adult Social Care Team:

Hartlepool:	01429 523 390	iSPA@hartlepool.gov.uk
Middlesbrough:	01642 065 070	adultaccessteam@middlesbrough.gov.uk
Redcar & Cleveland:	01642 771 500	AccessAdultsTeam@redcar-cleveland.gov.uk
Stockton-on-Tees:	01642 527 764	FirstContactAdults@stockton.gov.uk
Evenings and Weekends:	01642 524 552	