

Teeswide Safeguarding Adults Board Annual Report



Period: 1 April 2017 to 31 March 2018



Structure and Membership

Board Overview

Board members met on seven occasions throughout 2017-18 to discuss and agree the approach to adult safeguarding work across Tees.

The Independent Chair has led on the ongoing and constructive discussions with the local Safeguarding Children Boards and Community Safety Partnerships, on how best to work together.

The Board's structure continued to be reviewed, membership has grown, and attendance across all working groups has been very positive reflecting the increasing range of agencies engaging with the work of the Board. This expansion included the introduction of the Operational Leads Sub-Group.

Six Sub-Groups

Communication and Engagement

Aim: Improve awareness and involvement of adults at risk, carers and advocates.

Learning, Training and Development

Aim: Delivery of a multi-agency training plan designed to help protect adults at risk.

Operational Leads (December 2017)

Aim: Enable partners to share good practice, problem-solve and access support.

Performance, Audit and Quality

Aim: Oversight of the Board's role to promote inter-agency co-operation.

Policies, Procedures and Practice

Aim: Development, delivery, monitoring, evaluation and promotion of local practices.

Safeguarding Adults Review

Aim: Develop and implement Safeguarding Adults Review processes and procedures.

Six Task and Finish Groups in 2017-18

1. Conference Planning
2. Medication Errors
3. Prevention
4. Responding to and Addressing Serious Concerns
5. Self-Neglect
6. Training Needs Analysis

Vision Statement 2015-18

Ensuring our safeguarding arrangements act to help and protect adults.

Board Members

- Cleveland Police
- Hartlepool and Stockton-on-Tees Clinical Commissioning Group
- Hartlepool Borough Council
- Middlesbrough Borough Council
- Redcar and Cleveland Borough Council
- South Tees Clinical Commissioning Group
- Stockton-on-Tees Borough Council
- Care Quality Commission
- Catalyst (Voluntary Development Agency in Stockton-on-Tees)
- Cleveland Fire Brigade
- Community Rehabilitation Company: Durham Tees Valley
- Healthwatch Hartlepool
- Healthwatch Stockton
- Healthwatch South Tees
- HM Prison Service
- Middlesbrough Voluntary Development Agency
- National Probation Service
- North East Ambulance Service
- North Tees and Hartlepool NHS Foundation Trust
- 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



Key Achievements

Learning and Networking

The Board facilitated and delivered an increasing number of successful learning, networking and face to face training events, which has helped to significantly improve the awareness of adult safeguarding issues across Tees.

This is influencing the increasing volume of activity outlined in this report, which is resulting in greater numbers of people accessing protective services.

Awareness Campaign

The Board delivered its first ever dedicated awareness campaign that ran throughout February 2018. This involved local radio and press, events engaging the public, as well as extensive on-line and social media activity. All of the objectives for the campaign were achieved, resulting in positive outcomes and feedback.

Performance Indicators

Five Performance Indicators were agreed in 2017 that are informed by the data captured and evaluated by the Board. This is helping to determine how effectively policies and procedures are being delivered.



Three indicators were partially achieved with good progress being made.

Two indicators have already been fully achieved.

February 2018

By people and organisations working together in a 'whole community approach', we can help prevent and stop, both the risks and experience of abuse and neglect.

Ann Baxter
Independent Chair

Medication Incidents

The medication incidents guidance for local providers and commissioners was published. This will have a big impact in promoting best practice in this crucial area of safeguarding related work.

Strategic Planning

The Board's first three-year strategic planning cycle came to an end and has been replaced with a new one-year strategy.

This has a clearer emphasis on prevention, and gives the Board's Sub-Groups more freedom to develop their own individual work programmes in 2018-19.

The outcomes from the five strategic Aims in 2017-18 are set out in this report.



Participants in the Awareness Campaign

Communication and Engagement

Communication and Engagement (CE) Strategy

The Board's CE Strategy was updated during the year to outline how the Board intended to connect with a wider range of agencies and groups across Tees, and improve engagement with marginalised communities.

Key CE Targets

 <p>100% of Board partners linked to the Board's website</p> 	 <p>900 members of the public engaged face to face at 60 events & forums</p> 	 <p>Over 50 local organisations supported the Feb awareness campaign</p> 
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The Annual Communication and Engagement Report 2017-18 can be read here: <https://www.tsab.org.uk/key-information/annual-reports/>

Community Engagement

The Board developed a new radio advertisement that was broadcast throughout February 2018 by Smooth Radio across Tees, and Community Voices FM (CVFM) in central Middlesbrough. CVFM also hosted four interviews with colleagues from Aapna Services, The Halo Project, Middlesbrough Borough Council and Cleveland Police.



Adult Safeguarding Manager from Middlesbrough Borough Council talking about the reporting of adult abuse

Awareness Raising



Board Website
42,000 Page views
10,000 Users



16,000 Reached
490 New Followers
700 Tweets



250,000 Reached via Board's radio advert and live interviews

100,000 Reads of the Board's advert and local newspaper articles



8,000 Reads of Board E-Bulletins and Newsletters



Board Leaflets
2,000 Distributed in total

1,400 500 During Feb campaign Translated versions

Impact of the Work

The Board's CE work is helping to bring partner agencies together in significantly improving awareness of adult safeguarding related issues across Tees.

Policy and Strategic Development

Medication Incidents Guidance for Commissioners and Care Providers

In response to the findings from the Medication Audit in 2016-17, work concluded to develop and publish guidance for commissioners and health and social care providers.

The guidance for commissioners was published in December 2017 and will support the development and monitoring of contracts in line with statutory guidance and best practice.

The guidance for service providers was published in February 2018, and includes an incident decision flowchart to improve the way medication errors are reported as Safeguarding Concerns.

Both sets of guidance can be accessed here: <https://www.tsab.org.uk/key-information/policies-strategies/>

Improving Data Collection

The information collected from the Board partner agencies has continued to grow and become more sophisticated. This is demonstrating how well adults are being safeguarded, supports risk management, and improves adult safeguarding practice.

Board Development

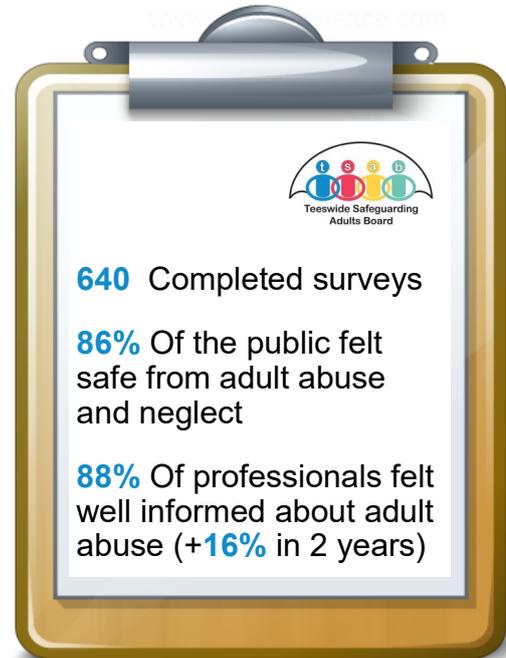
Board members and other invited leaders held their annual development day on 7 March 2018, spending time analysing the delivery and work of the Board over the previous year.

Operational Development

An operational leads development session was held for the first time on 12 October 2017 and included engagement with professionals from a wide range of agencies. The feedback from the delegates led to the introduction of the Operational Leads Sub-Group.

Annual Survey 2017-18

The survey indicated a change in the views of both members of the public and professionals, placing early help and prevention ahead of awareness raising in the list of priorities for the first time.



What should the priorities be for 2018-19?

1. Develop the approach to early help and prevention
2. Improve awareness of how people can protect themselves
3. Focus on breaking down barriers to reporting abuse and neglect

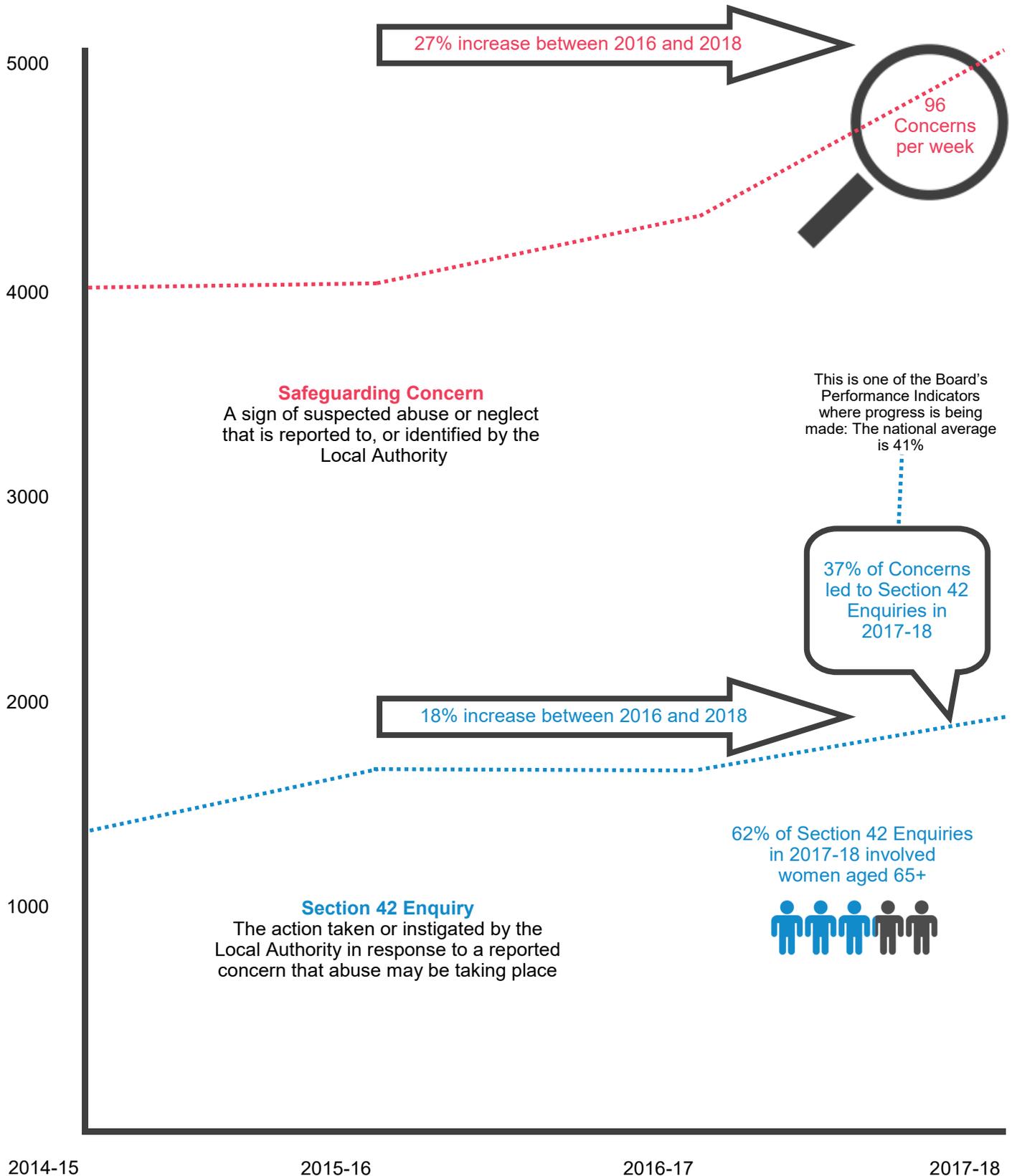
Repeat Occurrences of Abuse



Data on this subject is being assessed as part of the Board's five Performance Indicators. The repeat occurrence rate in Tees is below the benchmark criteria of 25% for Local Authorities, and as such is one of the indicators being successfully achieved locally.

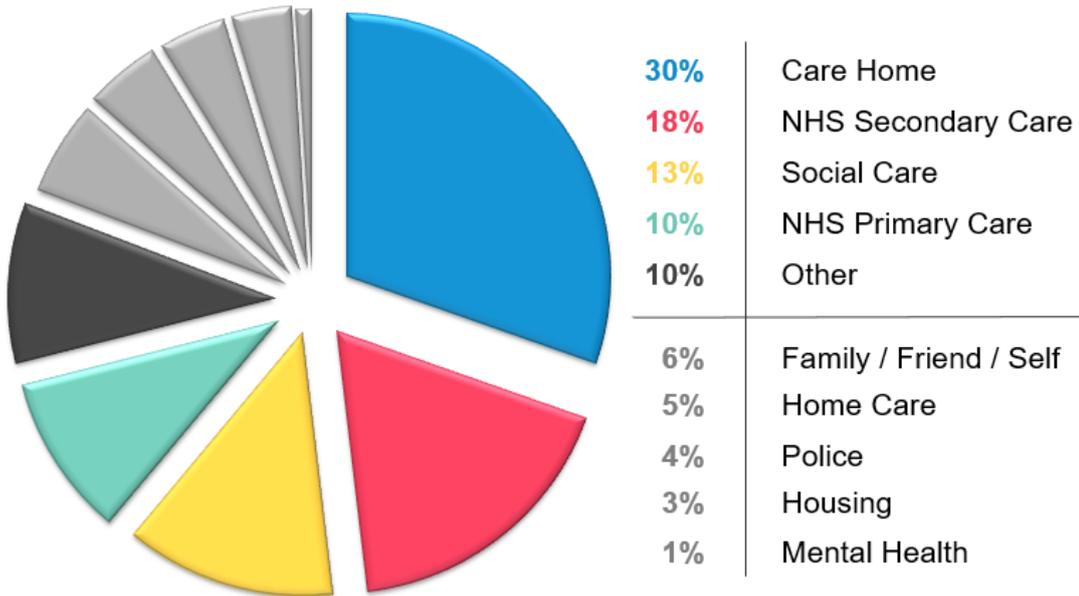
Increasing Volume of Activity

Safeguarding Concerns and Enquiries Teeswide

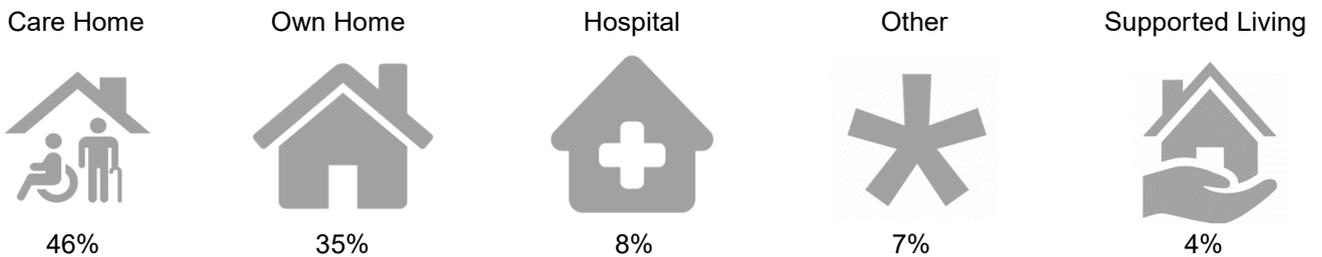


Adult Abuse in 2017-18

Who Reported Adult Abuse?



Where did Adult Abuse Occur?



Types of Adult Abuse

Improving the Focus on Domestic Abuse

Multi-Agency Audit

Over the last year the Board has been committed to improving the focus of domestic abuse within adult safeguarding. Alongside other initiatives and activities this included a multi-agency audit into the subject:

Domestic Abuse Audit: What did we Learn?

Mental capacity issues were not consistently considered or evidenced.

The quality of referral information was good, and when information was missing, further enquiries were conducted.

Individual's views were not always recorded or evidenced.

There is a need to consider the 'Think Family' approach.

There was evidence of good multi-agency working to investigate the concerns and safety plan.

Domestic Abuse Conference

The Board held a Domestic Abuse Conference in May 2017. This was used to continue to raise awareness of the subject, develop multi-agency working, and also highlight the need to improve appropriate reporting into Local Authority adult safeguarding teams.



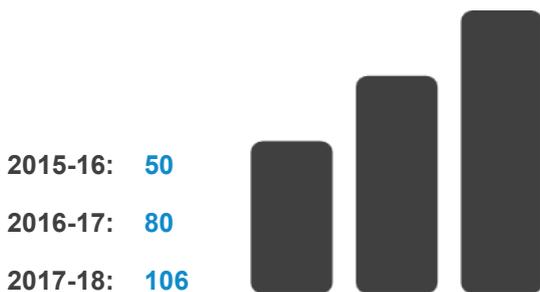
Yasmin Khan
CEO of the
HALO Project
speaking at the Board's
Domestic Abuse
Conference

This popular event was attended by 100 professionals and speakers, providing an important opportunity for delegates to network and discuss ways to improve partnership working arrangements.

Local Authority Enquiries

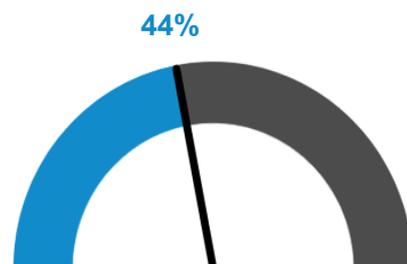
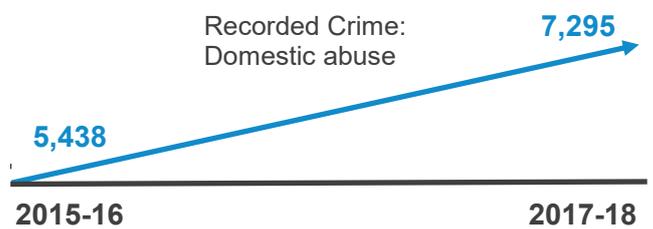
34% of Safeguarding Concerns for Domestic Abuse resulted in a Section 42 Enquiry being conducted by the four Local Authorities across Tees in 2017-18.

This is higher than the average for all other types of abuse in that year.



Total number of Section 42 Enquiries conducted by the four Local Authorities

Cleveland Police Data



Repeat Victims of Domestic Abuse

Providing an Effective Response

Serious Concerns

The Board reviewed the Serious Concerns Protocol during the year and re-published this in October 2017 as Responding to and Addressing Serious Concerns Procedures (RASC).

Ten services across Tees were managed under these procedures throughout 2017-18.

Partner agencies have been working with the service providers to improve standards and offer support.

The RASC and other local policies and procedures can be accessed here: <https://www.tsab.org.uk/key-information/policies-strategies/>

Self-Neglect Policy and Guidance

This new guidance was published in October 2017 and seeks to encourage good practice in managing the balance between protecting adults from self-neglect, and their right to self-determination to live their lives as they choose.

Reducing Risk to the Adult

In 97% of the safeguarding cases investigated by the four Local Authorities across Tees, the risk to the adult was either completely removed or reduced. This was the second Performance Indicator that was achieved by Board partner agencies in 2017-18.



● Risk reduced or removed ● Risk remained

Generating a Collective Local Picture

The Care Quality Commission (CQC) publishes local statistics, and updates the Board on the quality of care provided by Care Homes and Home Care agencies across Tees. This helps to develop a picture on how well adults are protected from abuse and neglect.

Outstanding	4	
Good	99	
Requires Improvement	24	
Inadequate	1	

CQC Inspection Ratings 2017-18:
Care Home and Home Care Providers

Protective Options



The Board reviewed its [Find Support in Your Area](https://www.tsab.org.uk/key-information/find-support-in-your-area/) database to provide a resource for professionals in listing all the key agencies offering services linked to each strand of adult abuse:

Impact of the Work

The consistent delivery of policy, combined with the drive to establish good practice is helping improve outcomes for adults, and reduce the number of repeat victims of adult abuse and neglect.

Person-Centred Practice

Learning and Networking Events

The Board jointly facilitated three successful learning and networking events in conjunction with the four Local Authorities in Tees, between October 2017 and March 2018.



192 Attended
100+ Agencies

These events were designed to increase the number of professionals and agencies working to prevent abuse and neglect, whilst providing an opportunity to hear about existing practice and ways to personalise the approach to protecting adults.

This also included input from adult service users:

Voice of the Adult

My care workers were not supporting me properly and some of the other residents where I lived were causing problems.

My Social Worker helped me to sort out the problems in the way that best suited me.

Making Safeguarding Personal (MSP)

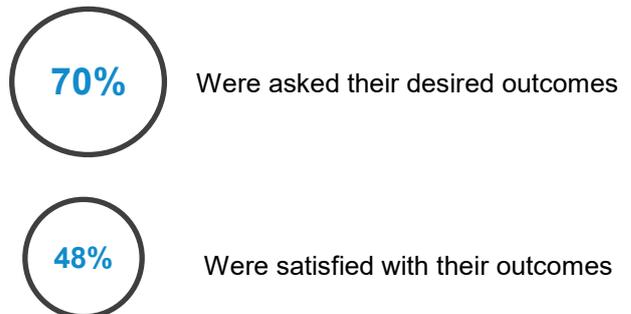
Training

The Board commissioned a new Making Safeguarding Personal course in February 2018. This aims to equip staff and managers with the knowledge, skills and confidence to ensure that all safeguarding related work involves the adult in determining and achieving their desired outcomes. **Feedback from delegates:**

“ I will listen to the adult more
Really enjoyable
Excellent
I have more confidence now
This will change how I assess people ”

Safeguarding Service Users

Two of the Board’s Performance Indicators created in 2017 are linked to this subject. These are not yet fully achieved, although good progress is being made as partner agencies improve methods to collect the thoughts and feelings from those accessing services:



The Board’s MSP Guidance can be accessed here: <https://www.tsab.org.uk/key-information/prevention/making-safeguarding-personal-tsab-guidance/>

Training Delivered by the Board in 2017-18

4,000	E-Learning registrations
450	Workbooks completed
220	Attended training courses

Impact of the Work

The delivery of training and events is being used to appropriately share the experiences of the adult, and help improve person-centred practice.

Multi-Agency Working

Teeswide Safe Place Scheme

These are venues in the community where people who need extra support can go to if they need help.

Those feeling vulnerable can use the scheme if they are feeling unsafe, but many who may benefit never actually use it, although the existence allows some people to feel safer and live more independently.

The scheme is supported by local Police, the Police and Crime Commissioner, the four Local Authorities across Tees and independent agencies who volunteer to help support and provide locations.

There have been notable additions to the scheme over the last twelve months, including Teesside Retail Park and Middlesbrough Football Club.



Picture taken at the launch of the scheme at Middlesbrough Football Club in November 2017

There are now **96** locations:
Hartlepool: **25**
Middlesbrough: **16**
Redcar & Cleveland: **17**
Stockton-on-Tees: **38**



Safeguarding Champions

This initiative was launched in 2017-18, which resulted in a diverse range of professionals from public, private and voluntary organisations signing up to the scheme.

Safeguarding Champions support the work of the Board by being the point of contact inside their agency and by helping raise awareness in the community.



66 Professionals Volunteered

Audit Programme

A programme of audits was conducted throughout 2017-18 which examined some of the key issues that had been highlighted for review across Tees.

Risk Register

The Board developed a Risk Register in September 2017 that is reviewed every six months.

This identified six key risks from the Strategic Business Plan 2017-18, which is now monitored as part of the Board's overall business planning processes.

Quality Assurance Framework (QAF)

The QAF is a self-audit process and tool used by Board partner agencies to provide assurances about services being delivered to adults in four key areas:

- 1. Prevention and Personalisation**
- 2. Leadership**
- 3. Adult Safeguarding Practice**
- 4. Professional Accountability**

Board partner agencies provide inter-agency oversight of the process by forming Evaluation Groups.

These have been drawn from a wider range of partner organisations in the last year, which is helping improve understanding of the framework and enhance multi-agency working.

9 non-statutory partners started the QAF process in 2017-18, with work continuing to complete and report on the findings.

Impact of the Work

Partner agencies are working together to co-ordinate safeguarding adults work, and provide assurances about services being delivered.

Lessons Learned

Safeguarding Adults Review (SAR) Definition

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

SAR - Carol

Professionals from the SAR Sub-Group and the Chair of the Board continued to oversee the delivery of the SAR-Carol review until the report was published on 13 June 2017. There was considerable coverage in the media on that day, and the report went on to become the most read document the Board has published, which is helping ensure the lessons are being shared.



1,650 reads
(31 March 2018)

The full report can be read here:
<https://www.tsab.org.uk/key-information/safeguarding-adult-review-sar-reports/>

SAR Notifications and Non-Statutory Reviews

Three new notifications were considered by the Board and the SAR Sub-Group during the reporting period, although none progressed to a SAR as they did not meet the statutory criteria.

The group also continued to oversee the delivery of actions linked back to seven historical, non-statutory reviews or cases.

Good practice was developed in response to some of these cases and shared with relevant agencies.

The Board's SAR Policy and Procedures can be accessed here: <https://www.tsab.org.uk/key-information/policies-strategies/>

Lessons Learned Locally

Escalation of Risk

In some cases it was apparent that professionals had not identified the need, or had the opportunity due to the absence of a method to do so, to escalate risk.

Inter-Agency Working

Lack of inter-agency co-operation and working was also a contributing factor in many of the notifications and non-statutory reviews overseen.

Information Sharing

This continued to be a key feature in many cases, with professionals unable to efficiently and effectively share information with colleagues in other agencies.

Lessons Learned Nationally

Out of Area Placements and Provider Oversight

Two high profile SAR cases highlighted the potential risks in placing adults into care outside of the local area. In these instances this led to a lack of oversight by the hosting authority, and a lack of supervision by the placing authority.

Risk Assessment and Police Referrals

In other high profile SAR cases a critical feature was the lack of focus on risk assessment in relation to adults in care homes. This was combined in some homes with a failure to report serious sexual and other criminal behaviour appropriately to Police.

Mental Capacity Act (MCA)

Lessons learned from local and national cases also highlighted the need to improve understanding around MCA Assessments.

A summary of regional and national cases can be viewed here: <https://www.tsab.org.uk/key-information/safeguarding-adult-review-sar-reports/>

Impact of the Work

The focus on learning lessons from serious cases of abuse is helping to prevent further instances from occurring.

Planning for 2018-19

Strategic Themes across Tees

In March 2018 the Board published a report which highlighted three key areas to consider in 2018-19.



Developing Best Practice:
Further reduce volumes of repeat abuse, and in particular incidents between residents.



Communication & Engagement:
Continue to improve connections with ethnic minority communities and other marginalised groups across Tees.



Under Reported Types of Abuse in Tees:
Develop the profile of Domestic Abuse, Self-Neglect, Modern Slavery and Sexual Exploitation.

Development of the Strategic Business Plan

The Strategic Business Plan 2018-19 has been put together using the above findings, as well as feedback and evaluation from the Board's development days.

This has been combined with the data from the Board's Annual Survey 2017-18, and the information that is collated and monitored as part of the Board's quarterly performance reports.

The plan is less detailed than in the previous three years as it is designed to give the Board's Sub-Groups more autonomy in developing their work programmes.

A new Vision Statement has also been agreed, which reflects the feedback from professionals and members of the public to further prioritise prevention.

The Strategic Plan on a page can be viewed here: <https://www.tsab.org.uk/key-information/annual-reports/>

Vision Statement 2018-19

Our safeguarding arrangements will effectively prevent and respond to adult abuse.

Prevention Aim:

We will develop strategies that reduce the risk of abuse

Protection Aim:

We will work effectively together to ensure the protection of adults

Partnership Aim:

We will develop a whole community approach to the prevention of abuse

Professional Accountability Aim:

We will work to ensure the accountability of all partners in protecting adults at risk of abuse

Strategic Objectives and Actions for 2018-19

9
Objectives

16 Actions

Organisation	Telephone	Email
Business Unit Teeswide Safeguarding Adults Board	01642 527263	tsab.businessunit@stockton.gov.uk
First Contact and Support Hub Hartlepool Borough Council	01429 523390	fcsh@hartlepool.gcsx.gov.uk
First Contact Team Middlesbrough Borough Council	01642 065070	adultsafeguarding.alert@middlesbrough.gov.uk
Access Team Redcar and Cleveland Borough Council	01642 065070	contactus@redcar-cleveland.gov.uk
First Contact Team Stockton-on-Tees Borough Council	01642 527764	firstcontactadults@stockton.gov.uk
Protecting Vulnerable Adults Unit Cleveland Police	999 Emergency or 101	
Tees Esk and Wear Valleys NHS Foundation Trust	01325 552000	tewv.enquiries@nhs.net
South Tees Hospitals NHS Foundation Trust	01642 850850	
NHS Hartlepool and Stockton-on-Tees Clinical Commissioning Group	01642 745982	hstccg.hartlepoolandstocktonccg@nhs.net
NHS South Tees Clinical Commissioning Group	01642 263030	STCCG.enquiries@nhs.net
Patient Experience Team North Tees and Hartlepool NHS Foundation Trust	01642 624719	patientexperience@nth.nhs.uk
Children's Social Care Hartlepool Borough Council	01429 284284	childrenshub@hartlepool.gcsx.gov.uk
Children's Social Care Middlesbrough Borough Council	01642 726004	firstcontact@middlesbrough.GCSX.gov.uk
Children's Social Care Redcar and Cleveland Borough Council	01642 771500	firstcontact@redcar-cleveland.gcsx.gov.uk
Children's Social Care Stockton-on-Tees Borough Council	01429 284284	childrenshub@hartlepool.gcsx.gov.uk

Arch North East

Registered charity based in Tees offering free and confidential counselling and support to people who have been affected by rape or sexual abuse:

<http://www.archnortheast.org/>



Campaign to End Loneliness

Sharing research, evidence and knowledge with organisations and the public to make a difference to older people's lives:

<https://www.campaigntoendloneliness.org/>



Family Information Service - Middlesbrough

Accurate, high quality, accessible and impartial information, advice and guidance on services and activities:

<http://fis.middlesbrough.gov.uk/kb5/middlesbrough/fsd/home.page>



Hartlepool Now

Information for local help and support:

<https://www.hartlepoolnow.co.uk/>



Hope for Justice

National charity that exist to bring an end to modern slavery by preventing exploitation, rescuing victims, restoring lives, and reforming society:

<http://hopeforjustice.org/>



National Trading Standards - Friends Against SCAMS

Friends Against SCAMS is an initiative which aims to protect and prevent people from becoming victims by empowering communities to take a stand against scams:

<http://www.nationaltradingstandards.uk/news/friends-against-scams/>



People's Information Network - Adults Services Directory

Wide range of information from community based services and help-lines through to older people's services in Redcar & Cleveland:

<http://www.peoplesinfont.org.uk/kb5/redcar/directory/adult.page?adultchannel=0>



Research in Practice for Adults (RiPfa)

Evidence from research, practitioner expertise and the experience of people accessing services to provide learning and development support for the health and social care sector:

<https://www.ripfa.org.uk/>



Stockton Information Directory

A website that provides details of services, advice and support for adults and families in Stockton-on-Tees:

<http://stocktoninformationdirectory.org/kb5/stockton/directory/home.page>



Stop Hate UK

National organisation working to challenge all forms of Hate Crime and discrimination, providing independent confidential and accessible reporting and support for victims, witnesses and third parties:

<https://www.stophateuk.org/>



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

See it, report it!

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

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

Call your local Adult Social Care team:

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

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

Think Family

Consider risks to others which may include children or other adults with care and support needs. Should there be a concern that a parent may be neglecting children in their care, concerns should be reported to Children's Social Care.