

ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL

Date: Tuesday 19th December, 2023
Time: 4.00 pm
Venue: Spencer Room

AGENDA

1. Apologies for Absence
2. Declarations of Interest

To receive any declarations of interest.
3. Minutes- Adult Social Care and Services Scrutiny Panel - 21 November 2023 3 - 8
4. Integration of Health and Social Care- Verbal Update

Standard item- the Director of Adult Social Care and Health Integration will be invited to present an update if there are any items which are of significant interest to the Panel.
5. Teeswide Safeguarding Adults Board (TSAB)- Annual Report 9 - 38

Darren Best, Independent Chair of the Teeswide Safeguarding Adults Board, will be in attendance to present the Annual Report to the Panel.
6. Prevention Programme.- Public Health

Dr Michelle Stamp FFPH, Consultant in Public Health will be in attendance to provide the Panel with information relating to the Prevention Programme within Public Health.

This is the second setting the scene presentation in relation to the Panel's current topic on Prevention. Following the presentation, the panel will be asked to consider some terms

of reference into the investigation.

7. Chair's Overview and Scrutiny Board Update

Standard Item:

There has been no Overview and Scrutiny Board since the Panel last met. The next meeting of the Board will take place on 20 December 2023.

8. Any other urgent items which in the opinion of the Chair, may be considered.

Charlotte Benjamin
Director of Legal and Governance Services

Town Hall
Middlesbrough
Monday 11 December 2023

MEMBERSHIP

Councillors J Walker (Chair), D Jackson (Vice-Chair), TA Grainge, L Mason, M Nugent, S Tranter and G Wilson

Assistance in accessing information

Should you have any queries on accessing the Agenda and associated information please contact Susie Blood, 01642 729645, susie_blood@middlesbrough.gov.uk

ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL

A meeting of the Adult Social Care and Services Scrutiny Panel was held on Tuesday 21 November 2023.

PRESENT: Councillors J Walker (Chair), D Jackson (Vice-Chair), M Nugent and S Tranter

PRESENT BY INVITATION: Councillors

OFFICERS: S Blood, S Hodge, C Thompson and E Scollay

APOLOGIES FOR ABSENCE: Councillors TA Grainge and G Wilson

23/23 **DECLARATIONS OF INTEREST**

There were no declarations of interest received at this point in the meeting.

23/24 **MINUTES- ADULT SOCIAL CARE AND SERVICES SCRUTINY PANEL - 17 OCTOBER 2023**

The minutes of the Adult Social Care and Services Scrutiny meeting held on 17 November were submitted and approved as a correct record.

23/25 **INTEGRATION OF HEALTH AND SOCIAL CARE- VERBAL UPDATE**

The Director of Adult Social Care and Health Integration outlined that in terms of significant changes, it was worth noting that the NHS were going through a cycle of cost reductions across the North East and Cumbria. This would indefinitely have an impact but the level of which was yet to be known.

AGREED- That the update be noted.

23/26 **SETTING THE SCENE- PREVENTION**

The Chair welcomed Suzanne Hodge, Head of Prevention and Partnerships and Chris Thompson, Prevention and Support Services Lead Officer to the meeting.

This was the first meeting of the new topic in relation to the Adult Social Care and Services Scrutiny Panel's investigation into prevention, as a way of keeping older people in their own home for longer.

The Head of Prevention and Partnerships outlined that there are primary, secondary and tertiary elements of prevention. Public health is generally primary prevention, with Adult Social Care providing the secondary and tertiary preventions.

There is a huge spread of activity and therefore the officers thought it would be useful to talk through the Middlesbrough Independent Living services (MILS).

The Panel learnt that Within Middlesbrough Council Adult Social Care, there are creating an interlinked care and support system that spans the public, private and third sectors, a system that is geared towards prevention, wellbeing, choice and control. This is being led by a range of preventative services that have been embed at a local level.

The aim and ambition is as follows:

- To ensure that every person finds Adult Social Care fair and accessible. That people have choice, control and support to live independent lives,
- All Adult social care staff will take a preventative approach to support, ensuring earlier intervention and reducing demand for statutory health and social care interventions,

- This is being delivered through an improved, integrated and better coordinated offer; that will see, a re-focus on prevention from initial contact at the Access front door, to preventative options being prioritised by all Adult social care staff.

In terms of realising the Council’s ambition, the Panel were advised that there that been a reallocation of the Council’s Preventative services, which were now all located at Cavendish House, Marton Road, Middlesbrough.

The model of delivery for the service was as follows:

- Person centred/ Holistic approach
- Prioritise and act upon feedback from service users
- Responsive to service need through bespoke service creation.

The MILS has been recognised as delivering effectively and successfully as there is a central point of referral. The service has also received national recognition and success.

In terms of the most recent nominations and award successes, the Prevention and Support Services Lead Officer provided the Panel with the following information:

2023

The Staying put agency has been shortlisted for the following three Healthy Housing Awards for 2023, winners will be announced on the 5th December 2023.

Middlesbrough Staying Put Agency

- DFG Adaptation Service of the of the Year 2023 - Foundations National Healthy House Awards
- Achievement of the Year 2023 - Foundations National Healthy House Awards (Rekindle Digital Inclusion Service shortlisted)
- Technical Officer of the Year 2023 - Foundations National Healthy House Awards (Simon Waller)
-

The staying put agency were also on the LGC finalist earlier in the year.

Middlesbrough Staying Put Agency
Local Government Chronicle (LGC) Awards 2023 – Health and Social Care – Finalist

2022

- **Middlesbrough Staying Put Agency**
Home Improvement Agency of the Year 2022 – Foundations National Healthy House Awards – Winner
- **Middlesbrough Staying Put Agency**
Handyperson Team of the Year 2022 - Foundations National Healthy House Awards – Winner
- **Middlesbrough Staying Put Agency - Rekindle Team**
Local Government Chronicle (LGC) Awards 2022 – Digital Impact – Finalist

The officer outlined that the Council have a wide range of services and projects that have been developed to deliver our prevention programme. Our mantra is that we aim to help **Middlesbrough Residents** to Stay Safe, Stay Warm, Stay Well and to Stay Connected (to both their home and to the community)

The services provided by the Middlesbrough Independent Living Service were as follows:

 Major/ Minor Adaptations Services	 Winter Warmth Scheme	 Rekindle Digital Inclusion Programme
 Connect Telecare		 Hospital to Home Service
 Reablement Team		 Hoarding Intervention Service
 Assistive Technology	 Staying Included	 Caseworker Team & Independence Hub

The officer stated that the teams were in the privileged position, in that they enter many homes and meet with thousands of individuals every year. Through improving staff awareness around health and wellbeing issues, our teams are taking an approach in which we ‘make every contact count’ (EXAMPLE – Handy person operative)

The 'make every contact count' method has helped further embed our holistic approach to prevention, increasing cross referrals within Adult Social Care and in onward referrals to Health and Third Sectors partners.

The panel were provided with an example of a service which has improved a number of people's lives, which is the Rekindle Digital Inclusion Service.

Rekindle – The service takes a unique and creative approach to reduce loneliness and social isolation by addressing digital inequality and through increasing community participation.

The service provides innovative co-produced solutions that empower Middlesbrough residents, to get online and confidently use digital tools to enhance their lives and the communities in which they live.

Middlesbrough's high levels of multiple deprivation has added to regional digital disparity, the panel heard that the North East has the highest proportion of internet non-users in England (12.1%) and the highest proportion of people with zero basic digital skills (12%) making the challenge ahead all the greater.

The service provides upskilling/ device support and help with connectivity solutions (including Sim Cards) and has a number of groups, including for example:

- The Rekindle Co-production Group- which has supported with the develop of ~~looked~~ ~~at~~ Ancestry groups and an Animation project / alongside a Radio Podcast. They have also helped develop Digital QR Walks at St Hilda's and Stuarts Park, the unique walks present a creative offer that brings Digital Technology/ Community Involvement and Local History together.

The St Hilda's Walk is also being supported by Colleagues in regeneration.

The Rekindle service was a nominated finalist at the LGC annual wards in 2022 for 'Digital Impact'. The service has also been shortlisted at this year's 2023 Healthy Housing Awards under the 'Outstanding Achievement' Award, winners will be announced on December 5th.

The Officer also provided further information into 3 other services which have been essential to residents of the town:

- **Connect Telecare**- The Telecare provision provides peace of mind to some of the most vulnerable individuals in our town and provides a way of managing the risks of a person living at home. Through technology and equipment solutions, the service aims to lengthen the time in which an individual can continue to live independently and safely within their own home, but with the knowledge there is equipment in place if help is needed.

Telecare equipment includes a range of sensors, detectors and monitors and alarms tailored to individual needs. These include, for example, motion sensors that will detect if an individual has fallen, sensors to detect environmental dangers like fire or carbon monoxide, sensors which can detect when a door has been left open and bogus caller alarms.

The Telecare sensors will raise an alarm at the local contact centre if there is an emergency. The Panel were pleased to hear that in 2022, Telecare responded to 392 falls which prevented pressure on emergency services.

The service is constantly adapting, and they will be looking into new technology solutions including A.I technology over the next year.

- **Hoarding Intervention Service**- Hoarding is a condition which is often misunderstood and has only recently being recognised as a as a specific mental health condition by the World Health Organisation (WHO)

If left unchecked hoarding can escalate to a level that can have a significant impact both to the individual, family members and the surrounding community. Risks associated with the condition may include poor physical and mental health, self-neglect and possible safeguarding issues. Along with an increased risk of fire, falling or being crushed by objects within the property.

The service is commissioned to Age UK Teesside and works in partnership with the

Tuesday 21st November, 2023

Council's Staying Put Agency team. They offer a therapeutic Approach to Hoarding and work with the individual across the long term to help with the Disorder. The approach to delivery is person-centred and support is based on the needs of the individual meaning timescales to support can greatly vary, support may take weeks/months or even years, however the service prioritise safety and ensures the welfare of the individual is paramount.

- **Hospital to Home Service** - The Panel learnt that this scheme was targeted at reductions in delayed transfers of care and admissions to residential care, but also to reduce non elective admissions as the services aim is to provide preventative support such as adaptations and assistive technology solutions which contribute to the reduction of falls/accidents around the home.

The Hospital Discharge Service model can support all patients who were discharged from hospital on Pathway 0 or 1 which would mean we could potentially support 95% of the Middlesbrough patients discharged from James Cook Hospital and other satellite hospitals in the North East.

Connect Telecare is provided for a 6 week trail as part of the Hospital to Home Service.

Members of the Panel were complimentary of the services provided and acknowledged that Adult Social Care act as a support network to assist independent living.

To assist with the Panel agreeing their terms of reference, it was suggested that an overview of the Preventative agenda set out by Public Health South Tees. This would be explored and Mark Adams, Joint Director of Public Health would be invited to a future meeting of the Panel.

The Chair thanked the officers for their contributions to the meeting.

AGREED

- **That the information be noted**
- **That Mark Adams, Joint Director of Public Health be invited to a future meeting to provide an overview of the Preventative agenda.**

23/27

CHAIR'S OSB UPDATE

The Chair provided a verbal update of the items discussed at the Overview and Scrutiny Board on 15 November 2023.

The Chair outlined that there was a comprehensive presentation from the Executive Member for Finance and Governance, as well as updates from all Scrutiny Panel Chairs'.

AGREED

That the update be noted.

23/28

DATE OF NEXT MEETING AND ITEMS FOR AGENDA

The Chair advised that the next meeting would take place on Tuesday 19 December 2023 at 4pm.

Darren Best, Chair of Teeswide Safeguarding Adults Board would be in attendance to provide an overview of the Annual report.

The Democratic Services officer would also extend an invitation to Mark Adams, Joint Director of Public Health, Public Health South Tees to provide an overview of the Prevention Programme within Public Health, prior to the panel setting out their terms of reference for the review.

AGREED- Noted

23/29

ANY OTHER URGENT ITEMS WHICH IN THE OPINION OF THE CHAIR, MAY BE

CONSIDERED.

Budget Consultatio

This page is intentionally left blank



TSAB Strategic Business Plan 2022-25

Our safeguarding arrangements will effectively prevent and respond to adult abuse

Contents

What we do 3

Vision..... 3

Safeguarding Principles 3

Board Priorities 4

What we do

We seek assurance that organisations work in partnership to deliver joined-up services that safeguard adults from abuse and neglect. The work of the SAB is underpinned by the Care Act 2014. The core purpose of the Board is to:

- Ensure that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance.
- Ensure that safeguarding practice is person-centred and outcome focused.
- Work collaboratively to prevent abuse and neglect where possible.
- Ensure agencies/individuals give timely and proportionate responses when abuse or neglect has occurred and
- Ensure that safeguarding practice is continuously improving and enhancing the quality of life of adults in the area.

Vision

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

The TSAB will seek assurance from statutory organisations and multi-agency partners that the following aims, objectives and actions are delivered.

Safeguarding Principles

The safeguarding principles set out in the Care Act 2014 will underpin all aspects of safeguarding adults work across Tees.

Empowerment:	Prevention:	Proportionality:
I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens	I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.	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.
Protection:	Partnership:	Accountability:
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.	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.	I understand the role of everyone involved in my life and so do they.

Board Priorities

Priority 1: Joint Working	Aim: We will develop a whole system approach to safeguarding adults which is responsive to individual's needs, views and wishes	
<p>Objectives: We will</p> <ol style="list-style-type: none"> 1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect. 2. Consider and act upon the impact of new legislation and statutory guidance on safeguarding practice, for example, Liberty Protection Safeguards, Domestic Abuse Act 2021. 3. Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards, Tees Exploitation Group (TEG) and partners to deliver joint priorities and objectives. 4. Engage and collaborate with the multi-partnership and multi-agency development work regarding Missing Adults, Transitions, Contextual Safeguarding and Adult Sexual Exploitation. 5. Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults' work. 6. Explore different safeguarding operating models and joint protocols to enhance partnership working and information sharing (new objective) 		
<p>2023-24 Actions: We will do this by</p> <p>Page 12</p> <ol style="list-style-type: none"> 1. Concluding the work to review the Teeswide approach to the management of high-risk and complex cases and implementing the new arrangements. 2. In conjunction with service users and carers review existing and, where appropriate and necessary, develop new policy, procedure, and guidance to incorporate updated or new legislation and statutory guidance. 3. Working with relevant partners, partnerships, and user groups to develop joint protocols which will contribute towards the development of a 'Missing Adults' protocol, Transitions procedures, Contextual Safeguarding work, and an Adult Sexual Exploitation Strategy. 4. Reviewing existing decision support guidance tools to take into account the increasing complexity, risk and volume of safeguarding cases, including notifications for Safeguarding Adult Reviews. 5. Further developing the suite of tools, resources, and training to truly embed trauma informed practice in adult safeguarding. 6. Identifying opportunities to test out new ways of working with partners. 	<p>Lead</p> <p>Statutory Partners and OL</p> <p>PPP Task and Finish Group/ OL</p> <p>Relevant Partnerships, with support from OL and TSAB Business Unit OL/SAR</p> <p>LTD</p> <p>Statutory Partners</p>	
<p>Assurance Methods</p> <p>Quality Assurance Framework (QAF) / self-audit tool, performance reports, multi-agency audits, surveys, other partnership plans, training plan, impact assessments, feedback from adults</p>	<p>Impact/ outcomes</p> <p>Adults at risk of or experiencing abuse and / or neglect will be confident that professionals will work together and with them to achieve the best possible outcomes for them.</p> <p>Evidence that TSAB is and has worked effectively with partnerships operating within and across the Tees area to provide the best and most efficient services possible for individuals in need and across our communities.</p>	

Priority 2: People		Aim: We will ensure the workforce is well trained, supported and equipped to safeguard the most vulnerable people within our communities	
Objectives: We will			
<ol style="list-style-type: none"> 1. Seek assurance from partners that staff understand the legislative framework and the principles of trauma informed practice to ensure the best outcomes for adults at risk. 2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy. 3. Seek assurance from partners that staff are provided with support and training, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma. 4. Learn from the findings of local, regional, and national Safeguarding Adult Reviews (SAR), Learning Lessons Reviews (LLR), applicable Domestic Homicide Reviews (DHR), and Safeguarding Children Practice Reviews (SCPR) and implement action plans. 5. Provide opportunities for partners to share learning and best practice in all aspects of safeguarding adults work which will promote staff and public confidence. 			
2023-24 Actions: We will do this by	<ol style="list-style-type: none"> 1. Developing and delivering the TSAB Training Plan to align with TSAB priorities, ensuring that the voice of people with lived experience of abuse or neglect is included in resources and events. 2. Reviewing and further developing the Quality Assurance Framework/ Self-Audit tool to seek assurance from partners on the training and support provided to their staff. 3. Developing and implementing action plans for all SARs and LLRs, applicable DHRs and SCPRs. 4. Sharing the learning from the above reviews at the earliest opportunity, across partner agencies and seeking assurance that the learning has been embedded into practice. 5. Further developing methods to review learning from SARs and LLRs to ensure it remains embedded in practice 6. Identifying and celebrating good news stories, innovative work, and exceptional people. 	Lead	<p>LTD</p> <p>PAQ</p> <p>SAR</p> <p>SAR/LTD/OL</p> <p>SAR/LTD</p> <p>CE</p>
Assurance Methods	Impact/ outcomes		
QAF / self-audit tool, surveys, website hits, training evaluations, multi-agency audits, impact assessments, awards.	Adults at risk of or experiencing abuse and/or neglect will have confidence that professionals will be involved only as far as is reasonable, proportionate, justifiable and necessary and always work in their best interest.		

<p>Priority 3: Communication</p>	<p>Aim: 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</p>	
<p>Objectives: We will</p> <ol style="list-style-type: none"> 1. Ensure mechanisms are in place that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Tees 2. Ensure that all public-facing materials are accessible and understandable. 3. Ensure adults and/ or their representatives or advocates who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens. 4. Provide tools and resources to facilitate engagement with adults in need of safeguarding support. 5. Ensure the Safeguarding Champions initiative continues to improve engagement with local communities, harder to reach groups, the seldom heard and creates stronger links with the Voluntary, Community and Social Enterprise sector. 6. Ensure robust information sharing across and between agencies and partnerships to ensure the best outcomes for adults using safeguarding services. 		
<p>2023-24 Actions: We will do this by</p> <ol style="list-style-type: none"> 1. Further developing tools and processes to assist with seeking feedback from adults and their carers. 2. Reviewing the Communication and Engagement Strategy to ensure it reflects the need to minimise the use of technical, professional language within public facing information 3. Continuing to monitor the TSAB Performance Indicator relating to outcomes. 4. Delivering a Communication and Engagement plan, including awareness raising and ‘Spotlight On’ campaigns which focus on prevention and engages with the public, hard to reach groups, the seldom heard, and professionals. 5. Provide Safeguarding Champions with the tools and resources they need to ensure they can carry out the role within their own organisations and ensure that there is representation from all relevant agencies including the Voluntary, Community and Social Enterprise sector. 6. Reviewing the TSAB Information Sharing Agreement to minimise the duplication of work across organisations and partnerships. 	<p>Lead</p> <p>CE CE</p> <p>PAQ CE</p> <p>CE/LTD</p> <p>BU/SBC</p>	
<p>Assurance Methods</p> <p>Performance Indicators, annual CE report, performance reports, QAF/Self-audit tool, multi-agency audits, feedback from focus groups, feedback from individuals, families and carers, evaluation reports</p>	<p>Impact/ outcomes</p> <p>People will receive clear and simple information about what abuse is, how to recognise the signs and how to seek help.</p>	

<p>Priority 4: Services</p>	<p>Aim: Services are commissioned and provided by our partners to meet the individual needs of adults who are most at risk of abuse or neglect</p>	
<p>Objectives: We will</p> <ol style="list-style-type: none"> 1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI. 2. Seek regular assurance from our partners on the safe commissioning and delivery of services. 3. Implement our new performance monitoring processes and systems to obtain accurate, current, and validated information. 4. Provide opportunities to share information about innovative services and solutions for working with people with complex needs 5. Work with the Voluntary, Community and Social Enterprise sector to understand and share the range of services and support available to meet the needs of adults most at risk of abuse and neglect. 		
<p>2023-24 Actions: We will do this by</p> <ol style="list-style-type: none"> 1. Reviewing the 'Find Support in your Area' page on the TSAB website to ensure all information is up to date and accurate. 2. Delivering the annual Quality Assurance programme, which includes the Quality Assurance Framework/ self-audit tool and multi-agency case audits. 3. Correlating accurate records of services that are subject to the Responding to and Addressing Serious Concerns protocol, including data within the TSAB quarterly Performance Reports. 4. Implementing and embedding the Power Bi system to produce high quality performance reports which will support the analysis and further development of multi-agency safeguarding practice. 5. Establishing better links with the Voluntary, Community and Social Enterprise sector within the Board's structure. 	<p>CE</p> <p>PAQ/OL</p> <p>PAQ/ SAR</p> <p>PAQ</p> <p>CE, OL</p>	
<p>Assurance Methods QAF/Self-audit tool, TSAB reports, performance reports, multi-agency audits, assurance reports to TSAB, feedback from adults, their families and carers, Responding to and Addressing Serious Concerns (RASC) reports</p>	<p>Impact/ outcomes Adults at risk of or experiencing abuse and/or neglect will have access to a range of high quality services and support that meet their individual needs.</p>	

Sub-Groups' key: Communication and Engagement (CE), Learning, Training and Development (LTD), Operational Leads (OL), Performance, Audit and Quality (PAQ), Safeguarding Adults Review (SAR), Policy, Procedure & Practice (PPP).

LA = Local Authority SBC = Stockton-on-Tees Borough Council BU = Business Unit

This page is intentionally left blank



Teeswide Safeguarding Adults Board

Annual Report

1 April 2022 to 31 March 2023

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 2022-23.

The TSAB Annual Report has been further developed, with clarity and accessibility at the forefront of our minds, I do hope that readers find it so. As I mentioned in my introduction to last year's report the Care Act 2014 requires 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.

The work of TSAB and its many partner organisations has continued to be hugely complex and presented numerous challenges for the many dedicated people who commission, protect and provide services to some of the most vulnerable people in our communities.

During 2022-23 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.

As Independent Chair, it continues to be 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 gratitude to every one of them. Equally I am always aware that the numbers and statistics contained within this report each have the real-life experiences of people sat behind them, it is on that basis that individually and collectively we must strive to develop and improve the ways in which we work and offer services.

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 continued professionalism, commitment, hard work and support.

Contents	Page
1. Board Structure	3
2. Board Achievements	4
3. Safeguarding Data 2022/23	5
4. Communication & Engagement	7
5. Training	8
6. 2022/23 Priorities	
Joint Working	9
People	10
Communication	11
Services	12
7. Safeguarding Adult Reviews	13
8. Partner Activity	15
9. Our Priorities 2023/24	18
10. Appendix	19
11. Glossary of terms	

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 Council
- NHS North East and North Cumbria Integrated Care Board
- Redcar & Cleveland Borough Council
- Stockton-on-Tees Borough Council

Board Member Organisations

23 Non-Statutory Partners:

- A Way Out
- Beyond Housing
- Care Quality Commission
- Catalyst Stockton-on-Tees (Voluntary Development Agency)
- Cleveland Fire Brigade
- Probation Service
- Department for Work and Pensions
- Hartlepool & Stockton-on-Tees Safeguarding Children Partnership
- Hartlepower
- 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, Tees Strategic Exploitation Group (formerly known as 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, who lead on key pieces of work in order to achieve the aims and objectives set out in the Board's Strategic Business Plan 2022/23. 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)

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, 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 2022/23 there were a number of Task & Finish Groups to look at specific work streams:

- ☑ Creating Safer Cultures
- ☑ National Safeguarding Adults Week
- ☑ Organisational Abuse
- ☑ Welfare Visit Requests for Vulnerable People
- ☑ Team Around The Individual (TATI) Review
- ☑ Joint Learning Event
- ☑ SAR Procedures Review
- ☑ Power BI
- ☑ Responding to and Addressing Serious Concerns (RASC) Providers Action Plan template

Some of our key achievements over the past year...



July—September 2022

- Trauma Informed Practice Me-Learning course launched
- SAR - Martin Learning Briefing published
- Safeguarding Champions presentation delivered to the Care Provider Peer Support Group
- A number of Presentations were delivered to Board including: People First, Cleveland Police, South Tees Hospitals NHS Foundation Trust
- ARCH Teesside attended the Operational Leads Sub-Group to discuss the services they offer in relation to sexual violence support

January—March 2023

- A number of awareness campaigns took place:
 - Sexual Violence Awareness Week
 - Spotlight on Organisational Abuse
 - Spotlight on Trauma Campaign
- Trauma-Informed Practice Briefing Session delivered by the South Tees Trauma Lead.
- Hosted a Legal Updates for Board Members Training session
- Adult K Learning and Reflection workshop was held

April—June 2022

- Safeguarding and Falls Guidance was developed and published
- A number of key campaigns took place including:
 - Stalking Awareness Week—awareness of 2 new specialist Stalking Advocates, anonymised Stalking case study included within the TSAB bulletins, sharing of the spotting the signs tool in 11 languages (Suzy Lamplugh Trust resource)
 - Deaf Awareness Week—Deaf awareness poster produced, article included within the TSAB Newsletter, local sensory support groups information included on TSAB website
- A Self-Neglect launch poster was included in Stockton News resident magazine and sent to 90,000 homes.
- A Joint Learning from Reviews event was hosted together with colleagues from the Safeguarding Children Partnerships and Community Safety Partnerships
- A number of TSAB training courses took place including; Safeguarding Vulnerable Dependent Drinkers, Self-Neglect and Legal Literacy
- “Molly” Safeguarding Adults Review (SAR) published

October—December 2022

- Independent Voices Advocacy Group session on Self-Neglect took place, members created their own posters and completed surveys. A new Self-Neglect easy read poster was developed.
- A number of key campaigns took place:
 - National Safeguarding Adults Week coincided with Carers’ Rights Day and 16 Days of Activism for the Elimination of Violence Against Women and Girls. A range of communication and engagement activity took place across the week, raising the profile of safeguarding adults.

The first Adult Sexual and Criminal Exploitation Webinar was held

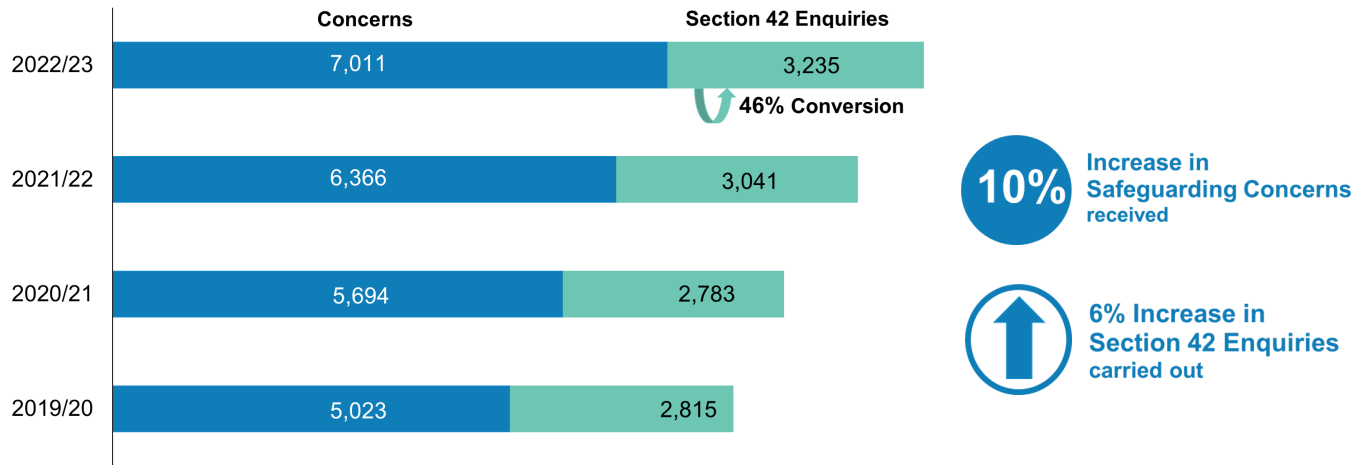
Safeguarding Data 2022-23

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.

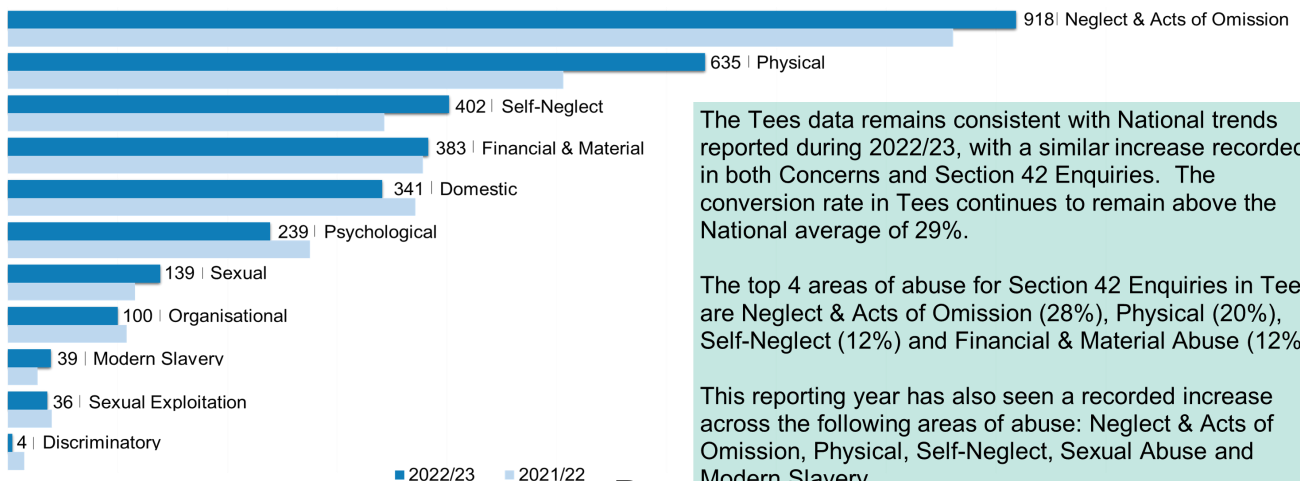


Location of Abuse: Section 42 Enquiries



A person's Own Home remains the most common location of risk in Tees, with a similar figure being reported in the National data. In line with the data trends reported Nationally the Own Home category recorded a slight increase in the number of Section 42 Enquiries reported.

Types of Adult Abuse: Section 42 Enquiries

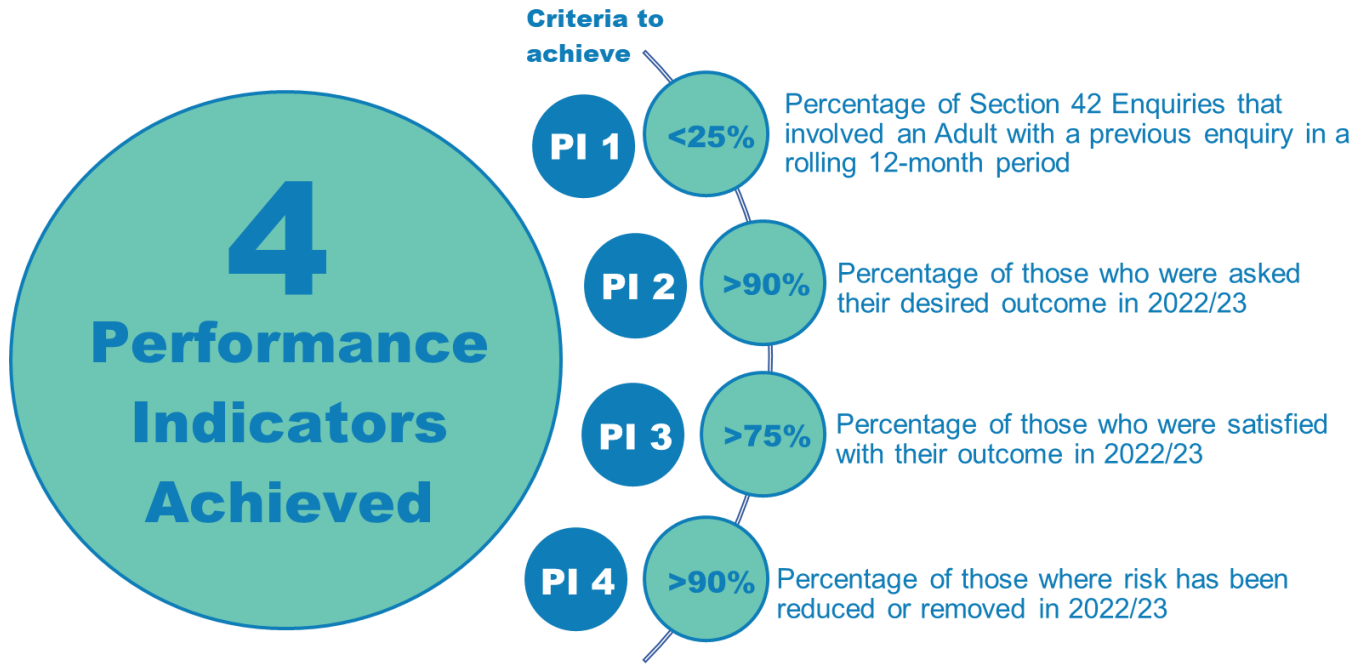


The Tees data remains consistent with National trends reported during 2022/23, with a similar increase recorded in both Concerns and Section 42 Enquiries. The conversion rate in Tees continues to remain above the National average of 29%.

The top 4 areas of abuse for Section 42 Enquiries in Tees are Neglect & Acts of Omission (28%), Physical (20%), Self-Neglect (12%) and Financial & Material Abuse (12%).

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

Performance Indicators (PI)

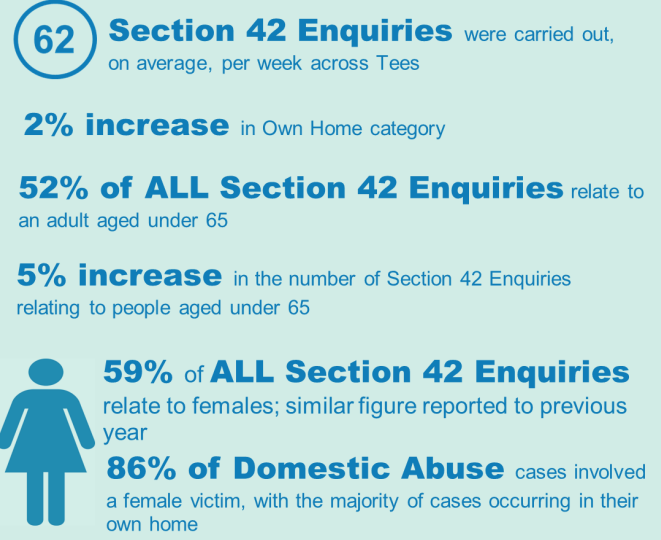


Safeguarding Concerns Received



- 15% increase** in Concerns received from Social Care
- 9% increase** in Concerns received from Care Homes
- 20% increase** in Concerns relating to Sexual Abuse
- 11% increase** in Concerns involving Physical Abuse

Section 42 Enquiries Commenced

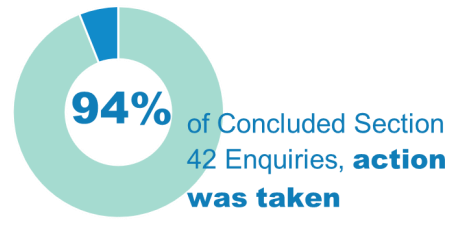


Outcomes of Concluded Section 42 Enquiries

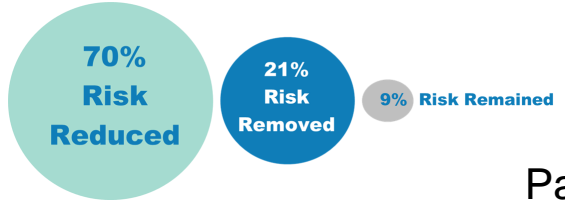
Source of Risk to the Adult



Safeguarding Action



Safeguarding Outcome



Adults Voice




Communication and Engagement

 **149,436** website views

 **910** Followers*
28,150 Reached
 * 16% increase on 2021/22

 **844** Followers*
41,900 Impressions
 *6% increase on 2021/22

 **66** YouTube Subscribers

 **4** Radio interviews
2 Radio adverts

 **976,000** Impacts - bus stop advert

 **291,000** Local Magazine Impressions (digital advertising)
8,607 TSAB Newsletter reads
962 Safeguarding Champions Bulletin reads

Read more detail in the Board's [Annual Communication & Engagement Report 2022/23](#)

Awareness Raising Campaigns

Throughout the year, The Board engaged collaboratively with partners in a wide range of awareness raising activities, utilising multiple communication and engagement methods with an aim of engaging professionals, members of the general public, harder to reach groups and digitally excluded individuals.

National Safeguarding Adults Week was a key event in 2022, with a comprehensive communication and engagement plan of activity throughout the week to raise awareness of important safeguarding messages. This included a social media campaign, displaying of TSAB material across Tees, a Bus Stop poster campaign, training courses and events for professionals and the development of resources with a local Independent Advocacy Service. TSAB also launched the Sexual Exploitation leaflet in Vietnamese and Community Voices FM (CVFM) produced a "how to report abuse and neglect" advert in English and Urdu.

Other awareness raising events included Stalking Awareness Week and three "Spotlight On" campaigns comprising of Creating Safer Cultures, Organisational Abuse and Trauma-Informed Practice.



Safeguarding is Everyone's Business
National Safeguarding Adults Week
 21 November - 27 November 2022

88 Safe Place Scheme Locations

The steering group met twice and work was completed to ensure the list of locations and map was up to date. An 'information pack' was developed to signpost venue staff to safeguarding awareness training and other relevant schemes such as Ask ANI.

[Click here](#) for more information.



Safeguarding Champions

Focused work on recruitment to the Safeguarding Champions initiative resulted in a **79%** increase in champions. Safeguarding Champions receive quarterly e-bulletins and they can use their unique position to communicate important messages to their organisations and local communities.

[Click here](#) for more information.

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.

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.



5,804 learners*

***3,916** new learners

From **1,421** different organisations



Registered for **18,208*** e-learning courses

*91% completion rate

1,222 completed
Safeguarding Adults
Level 1

583 completed
Trauma Informed
Practice



580 delegates attended virtual training webinars

118 delegates attended face to face training



220 workbooks
completed

TSAB courses and webinars introduced in 2022/23:

- Trauma Informed Practice Me-Learning
- Adult Criminal and Sexual Exploitation Webinar
- Modern Day Slavery Webinar

Adult Criminal & Sexual Exploitation Webinar

2 sessions were held

39 delegates attended

From **17** different organisations



This course has introduced me to the many different ways that are now recognised as 'modern day slavery'. Understanding the types of exploitation, the indicators and the key drivers will also help me to recognise any 'tell tale signs' with my service users. Thus enabling me to provide the correct safeguarding and support necessary for that individual.

Learner Feedback - Modern Day Slavery



It broadened my knowledge of sexual exploitation and the signs to look out for. It also heightened my understanding of how victims maybe feeling and the depth of trauma that this has inflicted to them.

Learner Feedback - Adult Criminal and Sexual Exploitation



Since the training I have changed my view from dependent drinkers being a "lifestyle choice" and have begun working more creatively and consistently to support one of my service users on a frequent basis.

Learner Feedback -Safeguarding Vulnerable Dependant Drinkers



Priority 1: Joint Working

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

What we said we would do:

1. Ensure Board partners work together in an effective manner to protect adults from all forms of abuse and neglect.
2. Consider and act upon the impact of new legislation and statutory guidance on safeguarding practice, for example, Liberty Protection Safeguards, Domestic Abuse Act 2021.
3. Engage and Collaborate with the Local Safeguarding Children Partnerships, Community Safety Partnerships, Domestic Abuse Steering Groups, Health and Well-being Boards, Tees Strategic Exploitation Group (TSEG) and partners to deliver joint priorities and objectives.
4. Engage and collaborate with the multi-partnership and multi-agency development work regarding Missing Adults, Transitions, Contextual Safeguarding and Adult Sexual Exploitation.
5. Further embed trauma informed practice, strengths based and person-centered approaches to all safeguarding adults' work.

What we did:

- A Team Around The Individual (TATI) Review Task & Finish Group was established to review operational practice and procedures across Tees to develop a Teeswide Terms of Reference and Guidance for the management of high-risk complex cases. This work is ongoing and near completion and will be further reported on in 2023/24.
- TSAB policies and procedures were updated to reflect the enactment of the Domestic Abuse Act 2021. The Domestic Abuse Training Workbook was also reviewed.
- Adult Criminal and Sexual Exploitation Training was commissioned and piloted throughout 2022/23, this includes reference and links to the Molly SAR. The training has received positive feedback and one delegate advised that following the course they discussed exploitation with a service user which resulted in a disclosure of abuse and cuckooing. The delegate then supported the service user to access safe accommodation.
- Following the Molly Safeguarding Adults Review (SAR) publication in June 2022 where Trauma was identified as a main theme, a recommendation to continue the work to embed Trauma Informed Care in practice was actioned. In July 2022 the Trauma Informed Practice Me-Learning course was launched online. Work in this area will continue into 2023/24.
- A 'Spotlight on' Trauma Informed Practice campaign was hosted during March 2023 and a Trauma Informed Practice Briefing Session was delivered to 26 delegates by the South Tees Trauma Lead from Middlesbrough Council. A Trauma Informed Practice fact sheet aimed at professionals and the general public was published and shared with partner organisations and across social media platforms.
- TSAB met with the managers of the Children's Safeguarding Partnerships to review the [Think Family Guidance](#).

“The **Integrated Care Board** (ICB) has continued to support the aims and objectives set out within the Board's strategic plan 2022/2023. We ensure representation at the various sub-groups and attendance at the Board. We have and continue to support some of the review work, for example the review of The Team Around the Individual (TATI) processes. We continue to share relevant information with primary care during our quarterly engagement sessions which seeks to raise the profile of the work of the Board and all matters of safeguarding within our area.

”

Priority 2: People

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

What we said we would do:

1. Seek assurance from partners that staff understand the legislative framework and the principles of trauma informed practice to ensure the best outcomes for adults at risk.
2. Seek assurance from partners that staff are provided with single agency Safeguarding Adults training in accordance with the TSAB Training Strategy.
3. Seek assurance from partners that staff are provided with support and training, particularly in relation to the management of high risk/complex cases and with consideration of vicarious trauma.
4. Learn from the findings of local, regional, and national Safeguarding Adult Reviews (SAR), Learning Lessons Reviews (LLR), applicable Domestic Homicide Reviews (DHR), and Safeguarding Children Practice Reviews (SCPR) and implement action plans.
5. Provide opportunities for partners to share learning and best practice in all aspects of safeguarding adults work which will promote staff and public confidence.

What we did:

- The Molly Safeguarding Adults Review (SAR) was published. A learning briefing and a recorded PowerPoint presentation was developed to be used as a training tool to share learning from the SAR. In conjunction with Newcastle Safeguarding Adults Board (SAB), the Molly SAR was highlighted via the [SAR Escalation Protocol](#) as some of the issues highlighted in the case had national implications. This included the Department of Health and Social Care to consider taking a lead role in developing a national definition of Adult Sexual Exploitation and practice guidance and for the Criminal Justice issues to be taken to the Ministry of Justice. Colleagues from Newcastle SAB were invited to TSAB's SAR Sub-Group to talk about Operation Sanctuary and findings relevant to the Molly SAR and progress/gaps of national recommendations.
- A meeting was convened to gain further insight into how the SAR and Learning Disabilities Mortality Review (LeDeR) process interlink, ensuring learning is captured and not duplicated. Work in this area will continue in 2023/24.
- The SAR Sub-Group explored and discussed learning from regional and national SARs. One of the themes discussed included Newcastle's [Adult N SAR](#) and how we can better engage with pharmacies across Tees. Pharmacies will now be considered as key partners where relevant in safeguarding meetings and SARs.
- The Quality Assurance Framework (QAF) Self-Audit Tool was updated and completed by Statutory Partners during 2022/23. QAF submissions from Statutory Partners has provided the required assurance that learning from reviews is being cascaded within the organisations.
- Annual surveys have highlighted that Organisational Abuse continues to be the least well understood form of abuse amongst both professionals and the general public. Considering recent high profile regional and national SARs such as Whorlton Hall (Durham) and Joanna, Jon and Ben (Norfolk), the SAR Sub-Group felt it was beneficial to raise awareness of 'Creating Safer Cultures' and hosted a week long campaign in June 2022. Work is ongoing at a Regional Task & Finish Group on decision making tools for Organisational Abuse. This will be reported on in 2023/24.
- During National Safeguarding Adults Week Cleveland Police held an awareness session on Adult Exploitation and County Lines. 53 people from 18 organisations attended and positive feedback was received.

Tees, Esk and Wear Valley NHS Foundation Trust is committed to learning from Safeguarding Adult Reviews, actively participating, acting on recommendations and disseminating the learning across the organisation.

Priority 3: Communication

Aim: 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

What we said we would do:

1. Establish mechanisms that enable adults, their families, and their carers to better inform the future direction and priorities of Adult Safeguarding across Teesside.
2. Ensure adults who use safeguarding services are asked what they want as outcomes from the safeguarding process and that their views actively inform what happens.
3. Communicate with and seek feedback from adults, families, and carers to ensure safeguarding responses are the least intrusive possible and proportionate to the risk(s) presented.
4. Further develop the Safeguarding Champions initiative to improve engagement with local communities, harder to reach groups, the seldom heard and to create stronger links with the community and voluntary sector.
5. Improve information sharing across and between agencies to ensure the best outcomes for adults using safeguarding services.

What we did:

- The Board's Annual Survey 2022-23 was completed by 414 people, with 236 responses from professionals and 178 from members of the public. The highest number of Easy Read surveys were completed during 22/23, with an 170% increase compared to 2021-22. The Easy Read survey was developed in conjunction with advocacy service, Independent Voices with the aim of making the Annual Survey more inclusive and accessible. The feedback provided from the surveys will inform the development of the TSAB Business Plan for 2023-24.
- The Performance, Audit and Quality (PAQ) Sub-Group have continued to monitor four Performance Indicators this last year, with all areas being achieved at the end of the reporting year.
- A number of key 'Spotlight On' awareness raising campaigns took place across the year including; Creating Safer Cultures, Organisational Abuse, Trauma Informed Practice.
- As part of the Safeguarding Champions recruitment drive, the champions' presentation was delivered to a number of groups to promote the initiative, including Stockton Care Provider Peer Support Group and the Catalyst Adult Forum.
- Voluntary Sector Services Directories were linked to Find Support in Your Area webpage. The Business Unit are also now also signed up to receive their e-bulletins.
- A "Joint Learning from Reviews" event hosted in collaboration with the Safeguarding Children Partnerships and Community Safety partnership across Tees focused on learning from local Safeguarding Adult Reviews, Domestic Homicide Reviews and Safeguarding Children's Practice Reviews and included an expert by experience presentation. 156 people attended from 44 organisations.
- TSAB attended a Self-Neglect session with Advocacy Service Independent Voices. The session explored what self-neglect is, how to spot the signs and how to ask for help. A self-neglect animation was shown and participants created their own self-neglect poster and completed a survey. This informed the creation of a self-neglect easy read poster which received positive comments from the group.

“ Tees, Esk and Wear Valleys NHS Foundation Trust took the opportunity to create awareness of safeguarding adults to staff, services users and families during Safeguarding Adults week in November 2022 by promoting material at stalls within the public areas of our main hospitals and providing advice and understanding of safeguarding to those around. **”**

Priority 4: Services

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

What we said we would do:

1. Ensure that adults at risk of neglect and/or abuse can access support services and schemes such as the Safe Place Scheme and Ask ANI.
2. Review the services and support available across Tees which aim to reduce the impact of loneliness and isolation on vulnerable people.
3. Seek regular assurance from our partners on the safe commissioning and delivery of services.
4. Improve our performance monitoring processes and systems to obtain accurate, current and validated information.

What we did:

- TSAB oversee the governance arrangements for the Teeswide Safe Place Scheme. Work has continued to audit venues and individuals accessing services are routinely involved in the audits. There was a notable reduction this year in the number of venues which are part of the scheme due to the closures of businesses, which could be a link to the ongoing cost-of-living crisis.
- During Deaf Awareness week in May 2022, TSAB worked with partner agencies to raise awareness and to support with reducing loneliness, isolation and engaging with harder to reach groups. A deaf awareness poster was produced and circulated. Ongoing discussions were conducted around how deaf people can self-report safeguarding concerns. Work remains ongoing in this area and progress will be reported on in 2023-24.
- TSAB held a “Creating Safer Cultures Week” which included an Elder Abuse session for Safeguarding Champions. Safeguarding Explained videos were shared online for trauma informed practice and loneliness and isolation.
- A full review of the [“Find Support in Your Area”](#) page was carried out, ensuring all information regarding help and support was up-to-date.
- Multi-agency audits took place across the year, themes included; Team Around The Individual Self-Neglect, Transitions, Psychological Abuse, Sexual Exploitation and Organisational Abuse.
- A Task and Finish group was set up to create an Action Plan Template for Responding to and Addressing Serious Concerns (RASC), to ensure that providers who are subject to RASC can consistently provide feedback to the Local Authority.
- 3 Care Quality Commission Findings Reports for Tees, Esk and Wear Valley, South Tees (James Cook Hospital) and North Tees and Hartlepool NHS Foundation Trust were presented to Board members and assurance was provided.
- A Task & Finish Group was established to develop and implement a Power BI dashboard which produces high quality performance reports. This work continues and will be reported on in 2023/24.

“**Middlesbrough Council** launched a review of the Safe Places Scheme. We are progressing work to develop our offer and to ensure that those signed up to the Safe Places Scheme feel confident in supporting the residents of Middlesbrough. Engagement with users of our service has also given us valuable insight into what individuals need from the scheme in order to feel safe and protected.”

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 consider 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.


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 12 times in 2022-23. The group met on a bi-monthly basis, with bi-monthly Notification meetings in between – this ensured that the 28-day timescale for consideration of new SAR Notifications could be met.

Membership of the Sub-Group comprises of senior managers from our key partner organisations.

2022/23 [Published Reports](#)

- 1 [SAR](#) (Molly) 
- 2 [Learning Briefings](#)

8

SAR Notifications Considered



6

Referrals met criteria for a SAR (our highest number since TSAB began)

2

Referrals did not meet criteria for SAR



SAR Sub-Group Achievements

- As of 31 March 2023, the SAR Sub-Group were monitoring 11 open cases
- 7 cases were completed/ closed during 2022/2023
- Learning was considered from 3 regional and national cases including Katharine (Dorset), [Adult N](#) (Newcastle) and [Eileen Dean](#) (Lewisham).
- Learning reports regarding Care Providers who have been subject to the Responding to and Addressing Serious Concerns (RASC) Protocol were considered and 3 reports were shared during 2022/23. Sub-Group members were asked to consult with care providers and provide feedback on the RASC Protocol and an action plan template for care providers was developed and published in August 2022.
- SAR Policy & Procedures Review Task & Finish Group was convened. The revised policy was presented to the board and [published](#).

North East SAR Champions Network

- [‘What to do about Self-Neglect’](#) animation video developed and published as part of NSAW.
- [Self-Neglect conference](#) held during NSAW. Included topics such as ‘Challenges and Evidence from Safeguarding Adult Reviews’.
- [7 Learning Briefings](#) on Self-Neglect developed and published in May 2022.

“Mrs I” [Learning Briefing](#) - Mrs I was an 84 year old lady who lived in a care home receiving 24 hours nursing care. Mrs I was discharged from the hospital Emergency Department (ED) back to the care home. Mrs I’s condition significantly deteriorated and Mrs I returned to the ED later that day. There was a delay in obtaining an in-patient bed and Mrs I died whilst in the ED causing significant distress to family members.

This case raised key themes around two-way communication between hospitals and care homes, medical management, professional curiosity and personalised care.

“Martin” [Learning Briefing](#) - Martin was a 64 year old man who had a diagnosis of autism and a learning disability. He was diagnosed with a brain tumour in 2020. Martin lived in supported living until he was placed in a residential care setting in October 2020 following a hospital admission. Martin was admitted to hospital in January 2021 and passed away in February 2021 due to aspiration pneumonia. Martin’s siblings raised concerns regarding the care provided to him prior to his death resulting in a Safeguarding Enquiry.

The Lesson Learned Review (LLR) raised key themes on communication with the adult, family and between health and social care, professional curiosity, discharge arrangements, mental capacity assessments and the impact of Covid-19.

“Molly” SAR

Molly was found deceased at the property of a person she did not know well when she was 25 years old. Molly was well known to services; she was open to safeguarding for two years and was involved in the Team Around the Individual process for over one year. The key concerns regarding Molly related to sexual exploitation from multiple perpetrators, sexual violence, historical abuse, self-harm, domestic abuse, self-neglect, homelessness, and drug use.

The SAR highlighted good practice and multi-agency working.

Learning was identified in the following areas and the following actions have been completed:

The Safeguarding System

- A full review of the Team Around The Individual (TATI) is underway to develop a consistent Teeswide approach for managing complex and high-risk cases. Work in this area remains ongoing.

Adult Sexual Exploitation

- Adult Sexual Exploitation (ASE) and trauma was highlighted as a priority for The Board. Discussions were ongoing throughout 2022/23 on how this could be addressed on a local level as well as raising the profile of issues nationally.
- The CEO of A Way Out Charity who support victims of ASE became a member of the Board in September 2022 to provide a link to and advice on the work that is ongoing regarding exploitation of adults.
- TSAB’s first Adult Sexual Exploitation and Adult Criminal Exploitation training course was held.
- Work is ongoing regarding the development of a wider Exploitation Strategy and Adult Sexual Exploitation Guidance for professionals and will be reported on in 2023/24.

Trauma Informed Care/ Approaches

- A Spotlight on Trauma Campaign was held in March 2023; resources were created and shared online and with local Safeguarding Children’s Partnerships.
- A Trauma Informed Practice animation was launched June 2022.
- TSAB’s Trauma Informed E-Learning was promoted.

The Legal System

- Learning Briefing on Executive Capacity was published and circulated throughout TSAB networks.

Complex Cases Support and Supervision

- Considerations will be given within the TATI review to include a checklist and guidance for managers around supervision for professionals working with complex cases. Work in this area remains ongoing and will reported on in 2023/24.

Some of the issues identified in this case had national implications and TSAB together with Newcastle SAB highlighted concerns via the SAR Escalation Protocol.

Partner Activity 2022/23

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 (HBC) has continued to contribute to delivering the strategic aims of TSAB through active participation across the TSAB agenda, chairing two of the TSAB Sub Groups and routinely disseminating learning to providers and the adult social care workforce. Our QAF submission during 2022/23 was commended as transparent, detailed and well-evidenced and provided us with clear priorities to take forward. We also shared the findings from an independent peer review of our safeguarding arrangements, undertaken by Partners in Care & Health in March 2023. The review highlighted evidence of strong collaborative working with statutory and community partners and a view that HBC 'punched above its weight' in terms of partnership engagement and innovation. The Council undertook a range of activities during National Safeguarding Adults Week (NSAW) in 2022 including safeguarding awareness sessions with members of the deaf community, supporting our Trading Standards team to raise awareness of scams and doorstep crime, awareness raising on Radio Hartlepool and across our Community Hubs. Information was also shared via the local Hartbeat publication, which was delivered to 42,000 households across Hartlepool. We also held a Provider Forum during NSAW sharing best practice and learning from SARs, raising awareness of organisational abuse and promoting the TSAB Safeguarding Champion role.



Middlesbrough Council (MBC) Middlesbrough Council's complex needs accommodation pilot moved into its second year of delivery in 2022/23. This scheme has allowed us to take a person centred approach to safety planning for females with some of the most complex needs in Middlesbrough. One of our female residents was able to successfully move on from the flats and is now sustaining her own tenancy. We launched a bespoke trauma informed training programme which delivered intensive training over a period of 6 months and incorporated trauma informed supervision into the training module. This has supported us to embed trauma informed principles into our adult safeguarding work.

As part of safeguarding week in 2022 we developed an article which was published in our Love Middlesbrough Magazine and also worked with our Neighbourhood Safety Officers to promote safeguarding in their day to day work. We have focussed on highlighting risks in relation to organisational abuse with the aim to promote joint working with our providers with the aim of protecting those in receipt of services. Two presentations have been delivered to providers to highlight risks and best practice in relation to organisational abuse, the first in safeguarding week 2022 and the second to our provider forum.



Redcar and Cleveland Borough Council (RCBC) In 2022/23 Redcar & Cleveland Borough Council has continued to work collaboratively with our Board partners to deliver positive change for the adults and carers we support. We have actively contributed to the Team Around the Individual task and finish group to review how we support adults with complex needs and risk-taking behaviours, to strive for a consistent approach to reduce risks and improve their quality of life. We have completed regular themed Safeguarding Audits and fed the learning into the Safeguarding Adults Review Sub-Group

In January 2023 we completed the Board's Safeguarding Quality Assurance Framework Self-Audit. We received positive feedback from the evaluation panel, which agreed with our assessment and highlighted two areas of best practice, that is, sharing learning from SARs and Other Reviews, and effective safeguarding information sharing with care providers. The panel made helpful recommendations about how we can better evidence best practice in safeguarding training, prevention and practice assurance.



Stockton-on-Tees Borough Council (SBC) has engaged with numerous partners, the Police, Housing, Probation, NHS providers, Public Health, etc. to ensure the needs of an individual are addressed holistically. We continue to discuss cases of the most vulnerable residents at the Team Around the Individual (TATI) meetings, where agencies bring skills and knowledge about the individual and share ideas and views how best support an adult, their family and wider community from abuse and/or neglect as far as possible. The Adult Safeguarding Team took an active role in contributing towards Stockton-on-Tees Domestic Abuse Strategy 2022-2028, where agencies from across the sector came together to set key priorities when it comes to tackling domestic abuse. SBC contributes to the numerous forums/ meetings, such as: MAPPA, MARAC, MATAAC, Channel Panel (PREVENT), and Cleveland Anti-slavery Network. Staff are aware of our local services, which can and should be accessed when an adult is at risk; such as Safe Place Scheme, or Ask for ANI (Action Needed Immediately).



Partner Activity 2022/23 Continued...

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) are an active partner of the Teeswide Safeguarding Adults Board contributing to developing new initiatives, policy and guidance in line with the Boards priorities. Developments in new approaches are communicated across our organisation to enhance the joint working approach to safeguarding adults. This is further emphasised within our newly reviewed safeguarding training which incorporates a Think Family approach to managing safeguarding concerns and in a trauma informed way.

The Trust continues to demonstrate seeking assurance of safeguarding practices. There have been developments in incorporating safeguarding within our internal quality assurance tools Trustwide and following positive feedback from the previous year we have continued to increase the presence of the Trust safeguarding team into clinical areas bringing the safeguarding expertise closer to clinical services to support and upskill the workforce.

The Trust embarked on a 'Journey to Change' and one of the 5 key areas focuses on co-creation. It states we will seek out and act upon the voices of the people we work with to improve care. As part of this journey the Trust have appointed 2 Lived Experience Directors.



Cleveland Police held a Violence Against Women and Girls (VAWG) conference which was a well-received, inclusive event with Police, Crown Prosecution Service, Health, Local Authorities and Commissioned Services. We jointly led on the TATI review resulting from actions in the Molly Review, contributing to significant change and improvements to the process.

Operation Beech, an Initiative to tackle crimes against sex workers in Middlesbrough was highly successful and has been nominated and shortlisted for a national VAWG award. The operation, alongside local charity A Way Out, led to more than forty women being supported. There have been bespoke listening circles set up to glean experiences from victims to help support and shape VAWG initiatives across the force.

A VAWG week of action was carried out to tackle perpetrators and support victims, with 83 arrests made in connection with VAWG related offences. Operation Arrow, an operation to target criminals who were exploiting children and adults into drugs, trafficking and Modern Day Slavery has been shortlisted for a Tilley award. It has seen the successful prosecution of 35 defendants, with 10 key members of an Operational Crime Group recently receiving a combined total of 67 years in prison. A number of people at risk of exploitation have also been safeguarded.



The **Integrated Care Board (ICB)** ensures that all staff within the organisation are trained within safeguarding adults in line with the intercollegiate document.

The ICB supports and works with the services that they commission to ensure that statutory safeguarding functions are achieved, this assurance takes the form of evidence gathering and discussion with providers at regular meetings (Clinical Quality Review group) as well as reviews of serious incidents where safeguarding issues are identified as a concern or contributing factor to such an incident. The ICB undertake Commissioner Assurance Visits (CAV) to providers and a member of the safeguarding team is involved in these visits. The aim of the safeguarding team attending is to ensure that statutory safeguarding functions of providers are adhered to, and any concerns can be addressed in a timely manner. These visits are undertaken with NHS commissioned services and privately commissioned providers.

The ICB also implement Local Quality Requirements (LQRs) where safeguarding training is monitored, and improvement action is highlighted as and when required.



Healthwatch Stockton-On-Tees is a Board member and continues to support and promote the work of the Board across social media platforms, we regularly circulate the Board's newsletters and Bulletins across our wider networks and promote the Safeguarding Champions Scheme. Healthwatch hosted a number of coffee morning events across 2022/23 at Community Centres and Family Hubs and shared the Board's resources including leaflets, posters and a pop up TSAB banner.



Partner Activity 2022/23 Continued...

Catalyst, Hartlepower, Middlesbrough Voluntary Development Agency, Redcar and Cleveland Voluntary Development Agency, Tees Rural Action

The Tees Valley Infrastructure Partnership works collectively with the five area/ geography-based agencies to raise awareness of good practice in safeguarding to the sector and support organisations more broadly.

Voluntary sector development agencies attend TSAB meetings on behalf of the voluntary, community and social enterprise sector. We make efforts to circulate the TSAB Newsletter, new policies and announcements to our mailing list, mainly in the VCSE sector across Tees.

The Tees Valley Infrastructure Partnership co-designed a presentation followed by Q&A for the 2023 TSAB Development Day.

A Way Out has taken part in the TATI review meetings to respond to the findings from the Molly SAR and has undertaken a number of sessions with local organisation, including Cleveland Police to raise awareness of trauma informed practice.

AWO has a safeguarding champion within the organisation and actively engages in the campaigns and the sharing of newsletters, bulletins and training opportunities. These are widely promoted internally and with partners. AWO raises awareness around gaps in provision, namely Adult Sexual Exploitation (ASE) and has been actively involved in developing the response around ASE.

AWO has also explored further funding opportunities to support service provision in this area and to enhance the approach across the Tees Valley.



Probation - North Tees The current structure of the Probation Service is now 2 years old and we continue to recruit new staff and blend the legacy teams that came together in 2021. Over the last year Stockton and Hartlepool Probation Delivery Unit has ensured that all 110 staff have completed the most up to date Probation Service Domestic Abuse, Safeguarding and Prevent training. Probation have contributed to Team around the Individual, VEMT and Domestic Abuse Strategic Groups as well as Multi Agency Public Protection Arrangements (MAPPA).



Holme House has been concentrating on our people and we are celebrating the upskilling of our prisoner Listeners (Samaritans) in SASH training (Suicide & Self Harm) and additional TRiM (Trauma Risk Management) training for staff to support both staff and prisoners. Our Safety Intervention Meeting (SIM) is a whole prison approach, with inclusivity and joint working of our Partner agencies, and the sharing of information to safeguard our prisoners to enable us to be more responsive to their needs.

We have been promoting the TSAB Safeguarding training sessions to further upskill our staff and circulating our Safeguarding leaflet and support services which are available to staff and prisoners. We are driving hard to meet our targets for accommodation and employment on release to give our prisoners the best start possible to reintegrate back into the community.

Going from Red to Amber/Green on the TSAB QAF is testament to how far Holme House has travelled to support the work of the Board in line with all of our aims and objectives of 'our' Strategic Plan.

Thirteen Housing Group developed and delivered an innovative, interactive safeguarding training package to over 850 staff, board members and involved customers. Developed by colleagues within Thirteen, the safeguarding training was created to support staff to identify and record safeguarding concerns when working with vulnerable individuals.

Interactive learning experiences were set up in vacant properties. Two scenarios were created, one for Self-Neglect and one for Domestic Abuse. Scenes within the properties were created to be as realistic as possible and include signs and triggers that staff may encounter when visiting properties. Delegates were tasked with identifying signs of abuse and neglect highlighting safeguarding concerns, as well as what actions they would take both during the visit and post visit.



Our Priorities 2023-24

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 **six safeguarding principles** set out in the Care Act 2014 will underpin the Board's strategic aims and objectives and all aspects of safeguarding adults work across Tees:

Empowerment

Proportionality

Partnership

Prevention

Protection

Accountability

The Board's Strategic Business Plan 2022-25 has been updated following feedback from the Annual Consultation Survey 2022/23 and feedback from the Board's Development Day. The top 3 priorities identified by professionals, service users and the general public included with the Strategic Plan are as follows:



1. Strengthen links with organisations, Children's Partnerships and Community Safety Partnerships at a strategic and local level to embed a 'think family' approach to safeguarding.



2. Work more closely in engaging with local communities to report abuse and neglect.



3. Continue to improve general awareness of safeguarding and how people can protect themselves.

The Board's Strategic Business Plan for 2022-25 can be viewed here:

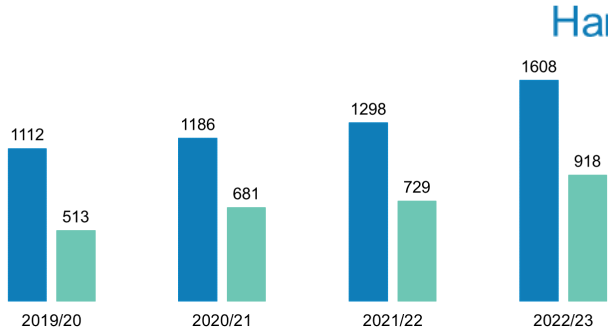
<https://www.tsab.org.uk/the-board/strategic-plan/>

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.

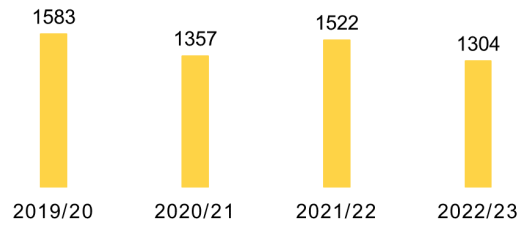
Concerns and Section 42 Enquiries

■ Concerns ■ Section 42 Enquiries

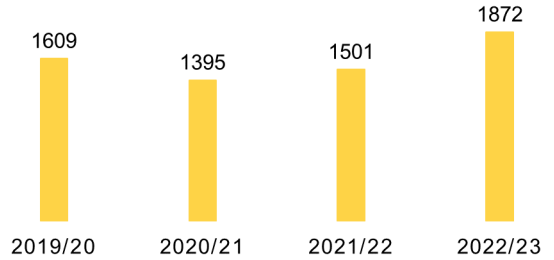
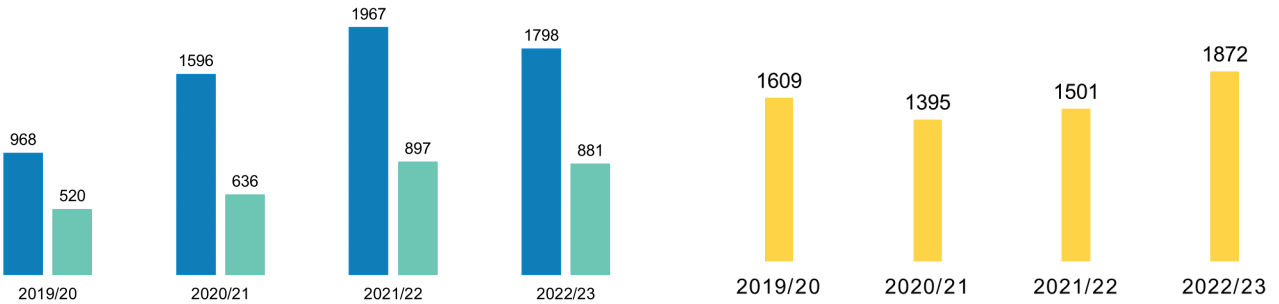


Deprivation of Liberty Safeguards (DoLS) Applications

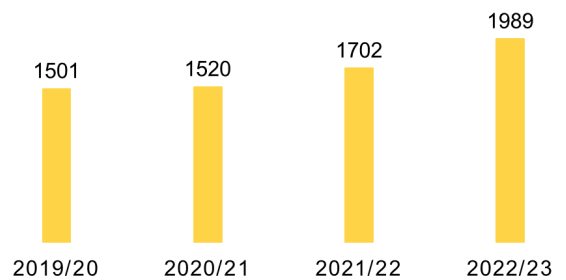
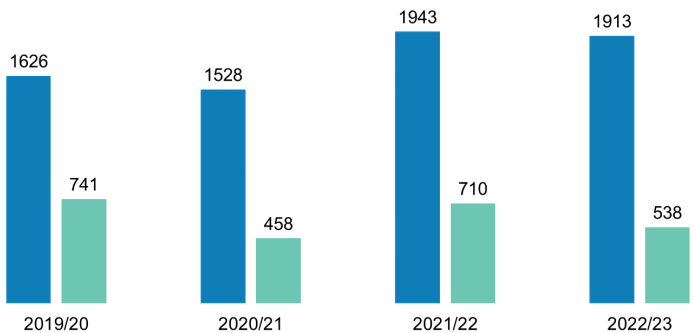
Hartlepool



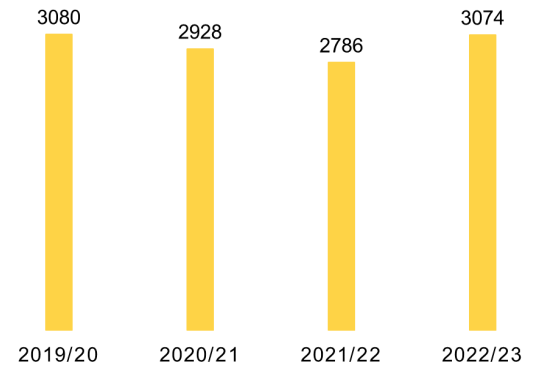
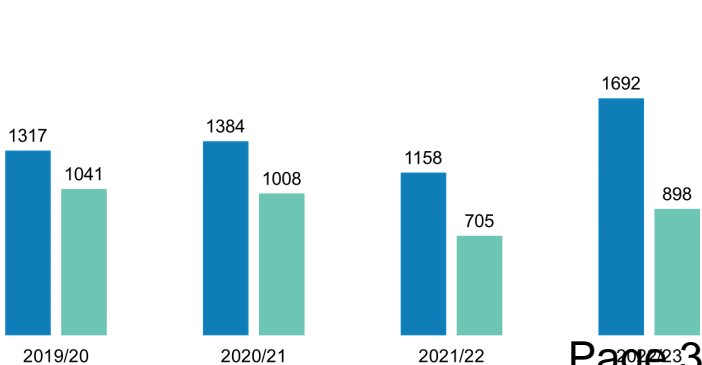
Middlesbrough



Redcar & Cleveland



Stockton-On-Tees



Glossary of Terms



Ask ANI - The Ask for ANI (Action Needed Immediately) codeword scheme has been developed by the Home Office to allow victims of domestic abuse to access support from the safety of their local pharmacy. Participating pharmacies will display the Ask ANI logo. If a person asks for ANI or a Safe Space, staff will give the person access to their consultation room, where they can make a phone call to police, domestic abuse helpline or local support service for example.

Channel Panel (PREVENT) – Multi-agency meeting for those who are identified as being at risk of engaging in terrorism.

Domestic Homicide Review (DHR) - a review held under Section 9 of the Domestic Violence, Crime and Adults Act 2004 and is coordinated by the local Community Safety Partnership. DHRs review the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by:

- *a person to whom they were related, or had been in an intimate personal relationship with or a member of the same household*

DoLS (Deprivation of Liberty Safeguards) - are part of the Mental Capacity Act (MCA) 2005. The Safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.

Learning Disability Mortality Review (LeDeR) – In May 2015 a LeDeR Programme was established to learn from deaths of people with a learning disability to address the health inequalities people with learning disabilities often face.

Making Safeguarding Personal (MSP) - is an initiative which aims to develop a person-centred and outcomes focus to safeguarding work in supporting people to improve or resolve their circumstances. MSP is applicable to all agencies working with adults in relation to safeguarding, including those at the initial stages of a Safeguarding Concern being identified.

MAPPA – Multi-agency public protection arrangements that ensure agencies work together to protect the public by successfully managing violent and sexual offenders.

MARAC (Multi-Agency Risk Assessment Conference) - information sharing and action planning meeting for victims of domestic abuse who are at risk of serious harm or death.

MATAC (Multi-Agency Tasking & Coordination) - to assess and plan interventions to target and disrupt serial perpetrators of Domestic Abuse and/or support them to address their behaviour.

Power BI – Power BI is a data visualisation tool that pulls together information to produce high quality performance reports.

RASC (Responding to and Addressing Serious Concerns) - a TSAB policy and procedure which sets out the framework for dealing with serious concerns of care providers on a multi-agency basis.

Glossary of Terms continued...



Safeguarding Adult Reviews - A Safeguarding Adults Review is a statutory requirement of the Care Act 2014 (Section 44). The purpose of a SAR is to:

- Determine what the relevant agencies and individuals involved in the case might have done differently that could have prevented harm or death
- Learn lessons from the case and apply the learning to future cases to prevent similar harm occurring again
- Explore examples of good practice where this is likely to inform and improve inter-agency practice.

The Care Act 2014 sets out the criteria for carrying out a SAR and SABs **must** carry out a review if:

- There is reasonable cause for concern about how the Safeguarding Adult Board (SAB), its members or other persons involved worked together to safeguard the adult; **and**
- The adult has died, and it is known or suspected that the death resulted from abuse or neglect, including self-neglect; **or**
- The adult is alive, but it is known or suspected that they have experienced serious abuse or neglect, including self-neglect

Safeguarding Champions - volunteers from a broad range of organisations that are far reaching and able to link directly with the community and clients they support.

Safe Place Scheme - Safe Place Scheme locations are venues in the community where people who need extra support can go if they need some help. This 'help' can range from a phone call to home or help with directions.

The idea is that vulnerable people can use these venues if they are feeling unsafe, whilst out in the community. Many who benefit from the scheme may never actually need to use it, but the existence of the 'Safe Place' venues allows people to feel safer, and go out and about more (live more independently).

Service User – someone who uses health and/or social care services.

TATI (Team Around the Individual) - a multi-agency approach to supporting work on complex and/or high-risk cases, including but not limited to chaotic lifestyles, self-neglect, hoarding, fire risk, alcohol & substance misuse.

Vicarious Trauma – is sometimes referred to as 'secondary trauma'. Anyone who engages empathetically with survivors of traumatic incidents can be affected and experience trauma themselves through their connection with the person.

X/ Twitter Impressions – the number of times a Tweet has been seen.



www.tsab.org.uk



Queensway 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 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	