

North Lincolnshire Safeguarding Adults Board Annual Report 2015/16

*"Working together
to Safeguard
Vulnerable Adults"*



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Foreword from the Chair

I am pleased to present North Lincolnshire Safeguarding Adults Board 2015/16 Annual Report. The report provides an opportunity for the Board to demonstrate the fulfillment of its role, and commitment to safeguarding adults with care and support needs in North Lincolnshire.

As Chair of the Board I have been impressed with the dedication to shared safeguarding principles and values that members of the Board have demonstrated throughout the year. The Board have embedded the new statutory requirements of the Care Act 2014 into its structure and into the way that it carries out its business. A comprehensive programme of work has taken place across North Lincolnshire during this year to meet the priorities the Board identified in its Strategic Plan. The Board has embraced the principle of prevention a key element of safeguarding people. A great deal of success has been achieved during 2015 to meet this critical objective, through awareness raising of adult safeguarding risks, quality assurance of services and the training and development of the workforce.

Details of the work and the outcomes that have been achieved are provided in this report. It is rewarding to note, that as a result of this work, 89% of adults, (higher than the national average), who have used services in North Lincolnshire report that those services have made them feel safer.

The safety of adults with care and support needs remain at the heart of all that the Board does, and our aim for the present and future is to provide leadership and constructive challenge to safeguard adults in North Lincolnshire who may be suffering or at risk of suffering harm or neglect.

Going forward the Board will continue the focus on Making Safeguarding Personal, placing emphasis on prevention of harm, whilst also assuring itself that all that can be done will be done to keep adults with care and support needs safe across the locality.

I would like to take this opportunity to thank members of the Board for their contributions and commitment throughout the year.

Maira Wilson

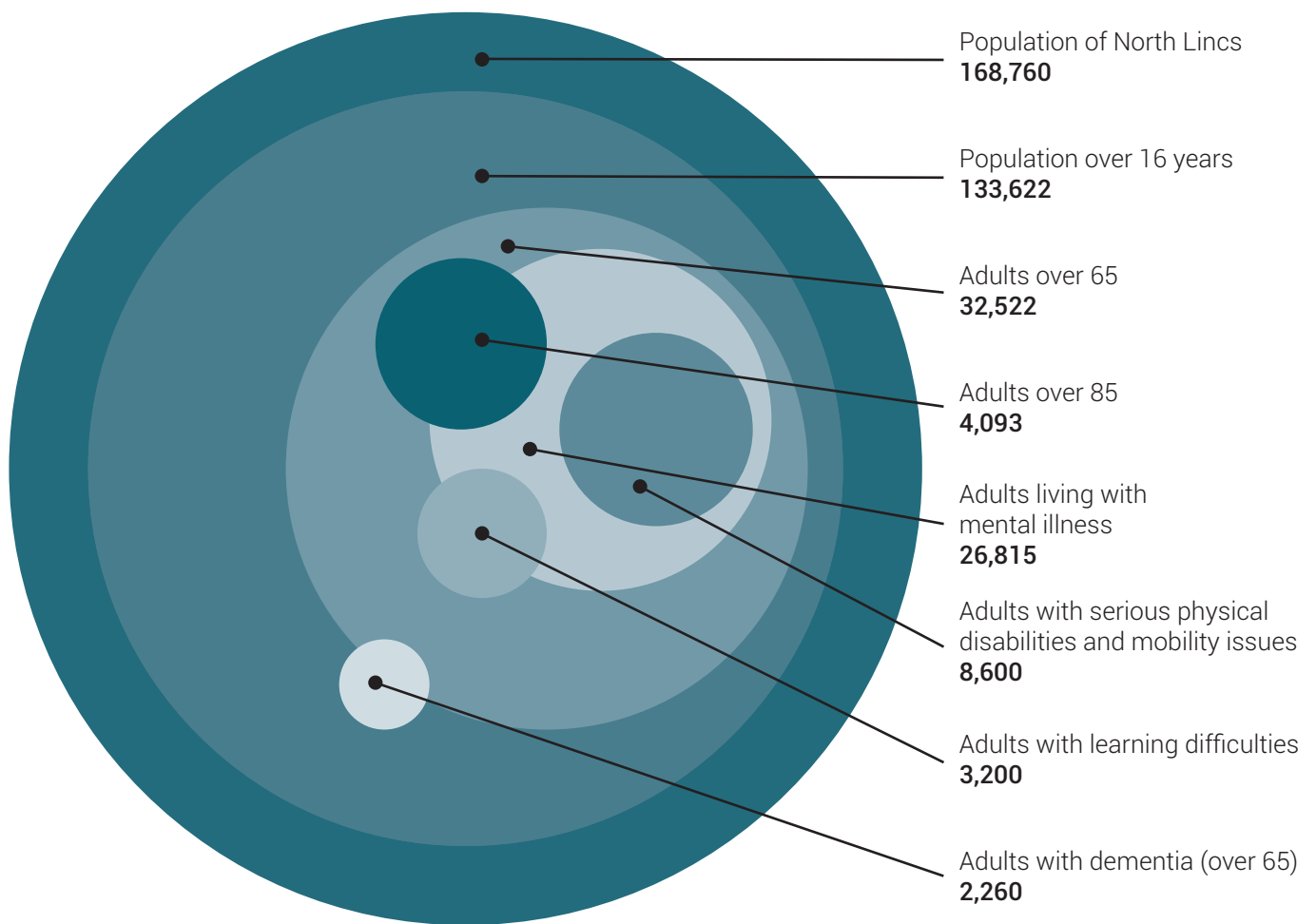


Maira Wilson

Independent Chair
North Lincolnshire Safeguarding
Adults Board

An overview of the population of North Lincolnshire 2015

Quality of Care in North Lincolnshire, CQC prototype report (estimated)



Introduction

This report outlines the activities North Lincolnshire Safeguarding Adults Board (NLSAB) has undertaken to fulfil its statutory responsibilities for the strategic development and oversight of adult safeguarding across North Lincolnshire. The report covers a one year period (1st April 2015 to 31st March 2016) and highlights the Board's progress and achievements in delivering the priorities and objectives identified in its agreed Strategic Action Plan 2015 – 2018.

In 2015 the Safeguarding Adults Board, agreed the following priorities for its strategic plan 2015 – 2018:

- To keep adults safe at home
- To raise awareness on keeping people safe
- To keep adults safe in care and health settings
- The Board leads multi agency safeguarding effectively

The strategic plan was shared and agreed with organizations and representatives of the community of North Lincolnshire. In particular, Healthwatch a representative of the consumer voice in health and care services, and the North Lincolnshire Adults Partnership which is a stakeholder reference group that brings together partners from all adult workforce sectors and adult citizen voice representatives.

Information provided within this report gives detail about who North Lincolnshire Safeguarding Adults Board are, how they conduct their work, the principles and values that underpin the work of the Board and what the Board did to achieve good outcomes in relation to its identified priorities during 2015. The report will also highlight the actions the Board will undertake moving forward into 2016/2017 as it continually strives to ensure safeguarding excellence for the people of North Lincolnshire.

North Lincolnshire Safeguarding Adults Board Membership (Who we are)

In accordance with the Care Act 2014, the objective of the Safeguarding Adults Board is to ensure effective co-ordination of services to safeguard and promote the welfare of local adults who may be at risk of abuse and harm. The Board is made up of senior officers nominated by each member agency. Members have sufficient delegated authority to effectively represent their agency and to make decisions on their agency's behalf. They have access to those responsible for making the decision for which they do not have delegated authority. If they are unable to attend board meetings for any reason they send a nominated representative of sufficient seniority.

Core statutory members:

- North Lincolnshire Council
- North Lincolnshire Clinical Commissioning Group
- Humberside Police

Additional members:

- East Midlands Ambulance Service
- Humberside Fire and Rescue Service
- Northern Lincolnshire and Goole NHS Foundation Trust
- Rotherham, Doncaster and South Humber Mental Health Trust

- ONGO (housing provider)
- Representative from private home care agencies
- Representative from Independent care homes
- HLN Community Rehabilitation company
- General Practitioners
- National Probation Service
- Public Health
- Age UK

Advisory members:

- Care Quality Commission
- Healthwatch
- Cabinet Member for Adult Services
- NHS England

Board Management:

- Independent Chair
- NLSAB Board Manager
- NLSAB Business Co ordinator

Principles and Values of North Lincolnshire Safeguarding Adult Board (Conduct of the Board)

The Board promotes a 'Making Safeguarding Personal' approach as a golden thread that runs through all strategic and operational adult safeguarding work in North Lincolnshire. Making safeguarding personal is a shift in focus from process driven safeguarding to an emphasis on the individual and the outcomes each person wishes to achieve to stay safe. Making

Safeguarding Personal is ever present in North Lincolnshire Safeguarding Adults Board strategy and will be evident within this report.

In support of Making Safeguarding Personal the Board have adopted and incorporated the six personal focus safeguarding principles embodied in the Care Act 2014.

Principle	Description	Outcome for Adult at Risk
Empowerment	Presumption of person led decisions and informed consent	'I am asked what I want as the outcome from the safeguarding process and these directly inform what happens'
Prevention	It is better to take action before harm occurs	'I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help'
Proportionality	Proportionate and list intrusive response appropriate to the risk presented	'I am sure that professionals will work for my best interests, as I see them and will only get involved as much as needed and I understand the role of everyone involved in my life'
Protection	Support and representation for those in greatest need	'I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able'
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse	'I know staff treat any personal and sensitive information in confidence, only share what is helpful and necessary. I am confident that professionals will work together to get the best result for me'
Accountability	Accountability and transparency in delivering safeguarding	'I understand the role of everyone involved in my life.'

All agencies represented on the Board have also agreed that they will work to, and endorse, the values below:

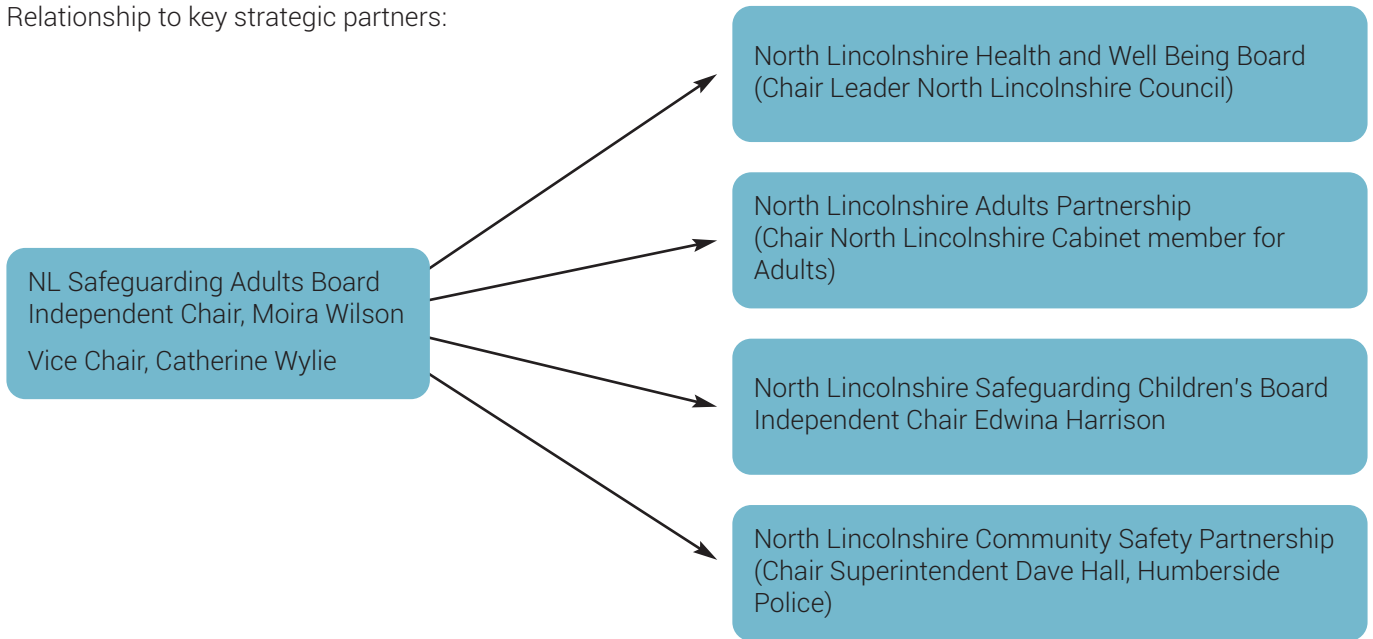
- Advocacy
- Respect
- Valued
- Cared for

- Warmth
- Compassion
- Dignity
- Listened to
- Nurturing
- Empathy

Structure of the North Lincolnshire Safeguarding Adults Board (How we do our work)

In order to avoid duplication and to ensure best use of shared resources North Lincolnshire Safeguarding Adults Board operates in partnership with North Lincolnshire Children's Safeguarding Board and the Health and Well Being Board.

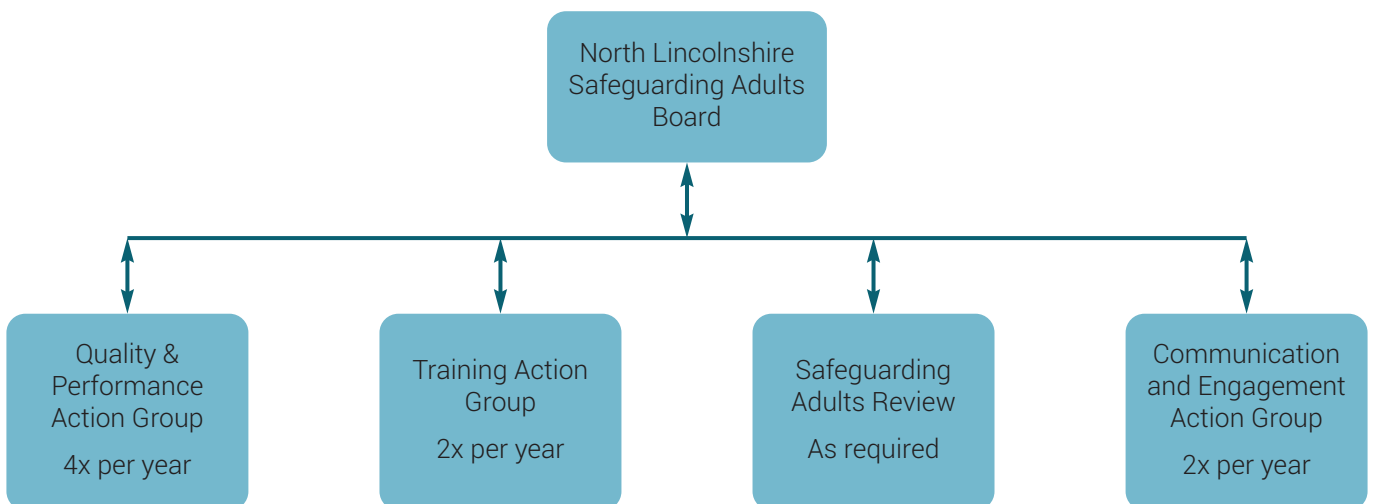
Relationship to key strategic partners:



During 2015 a North Lincolnshire Partnerships protocol framework between Safeguarding Adults Board (NLSAB), Local Safeguarding Children Board (LSCB) and Health and Wellbeing Board (HWB) was developed support the effective operation of these organisations. The protocol provides clarity about respective functions, inter-relationships and roles and responsibilities in terms of safeguarding and wellbeing. The protocol

provides the means to ensure effective co-ordination between the Boards.

The North Lincolnshire Safeguarding Adults Board meets bimonthly, in the intervening periods members of the Board, action groups and partnership organisations carry out safeguarding activity reporting directly to the Board on progress and outcomes.



The Quality Assurance and Performance Action Group meet 4 times a year to look at the quality of the safeguarding work taking place in North Lincolnshire. The group report to the Safeguarding Adults Board to provide oversight of the quality of the work to keep people safe across the area.

The Training Action Group meets twice a year. Once at the beginning of the year to agree the training needs of professionals and volunteers working with adults with care and support needs, and how these will be met. It then meets at the end of the year to evaluate the quality and impact of the training provided. The training action group report to the Board to enable the Board to assure itself that professionals and volunteers working with vulnerable adults receive required safeguarding training and that this training is kept up to date.

It is a statutory requirement that the Safeguarding Adults Board carry out a Safeguarding Adults Review when a person has died or is seriously injured and it is felt that agencies could have worked together to have done more. The Safeguarding Adults Review action group meets regularly to ensure preparation readiness to complete a SAR when required. It will also meet as needed when it is felt that a SAR should be carried out.

The outcomes from this group are fed into the Quality Assurance and Performance and Training action groups to improve practice if it is required.

North Lincolnshire Safeguarding Adults Board values contribution and partnership with members of the public, adults with care and support needs, families and carers. The community is an important part of making safeguarding everybody's business, with everyone playing a part to report abuse and keep people safe.

The Communication and Engagement Action group is essential in providing information about safety and what the Board does, as well as finding out what the safe priorities are for people in North Lincolnshire. It meets regularly to plan communication events or co ordinate engagement activity.

In addition to the established action groups, topical task and finish groups take place on an ad hoc basis to address specific issues or subjects that require a concentrated partnership safeguarding approach for a short period of time to achieve a specific safeguarding outcome for the Board.

North Lincolnshire Safeguarding Adults Board Activity (What you said/We said & What we did)

Consideration of the national safeguarding agenda and consultation with the community has led people in North Lincolnshire and the North Lincolnshire Safeguarding Adults Board to agree the following as the priorities for safeguarding in the local area:

- To keep adults safe at home
- To raise awareness on keeping people safe
- To keep adults safe in care and health settings
- NLSAB to lead multi agency safeguarding effectively

This report outlines what the North Lincolnshire Safeguarding Adults Board did to progress those priorities in North Lincolnshire during 2015.

Priority One: To keep adults safe at home

Outcome: Adults at risk and their families are supported and empowered to keep safe at home. Partners and agencies work together to ensure and assure that people have access to support and services to protect them.

Objectives:

- People in distress are offered a safe place to talk and are offered the appropriate support
- People who have experienced harm are empowered and feel that outcomes are improved
- Adults at risk and their families will be supported by offering appropriate advocacy
- Young adults at risk will be identified and managed, ensuring they feel safer.

Key Activity Progress

The Safeguarding Adults Board is committed to the Care Act 2014 principles of supporting people at home to maintain safe independent lives. It is with this in mind that together with the Local Safeguarding Children's Board, it has promoted a Spaces of Safety (SOS) program across North Lincolnshire. This initiative aims to provide people in distress, with a safe place to talk about their difficulties and receive appropriate support to achieve outcomes they identify as important. During 2015 Spaces of Safety were fully implemented at libraries, local links and Ongo offices. Venues have also been identified as signposting points, one of these being the Fire station. Mobile venues such as Street Sports and Youth outreach are pending endorsement. The program is well on its way to implementation, with a mystery shopper exercise to take place during 2016, before the official launch.

The Care Act 2014 introduced a new category of harm, Domestic Abuse. This category has been a particular area of focus for partners of the Board. In 2015 the Humberside Criminal Justice Board, in partnership with the office of the Police and Crime Commissioner and regional Clinical Commissioning groups, invited the University of Hull to undertake research into Domestic Abuse across the four regions of the Humberside area: Hull, East Riding, North Lincolnshire and North East Lincolnshire. The research was both qualitative and quantitative, involving interviews with a number of practitioners across Humberside at different levels of seniority. A large volume of data was analysed and the research team have produced a report with 23 recommendations. A domestic abuse plan is currently being developed for 2016 to address these recommendations.

The detrimental impact of domestic abuse on children, families and communities is well established. North Lincolnshire Safeguarding Adults Board will continue to work with partner Boards locally and regionally to collectively tackle this important issue.

The Safeguarding Adults Board recognise that when people are raising concerns about possible or actual harm it is important that they feel supported to take part in the actions that follow and are able to identify that the outcome has been beneficial. Many people are

supported by advocacy via family, friends and carers; sometimes an independent advocate is required. NLSAB has assured itself that there are sufficient resources available to provide support to adults at risk of or suffering abuse, so that they can feel empowered to attain safety. In 2015, an analysis of S42 enquiries that took place in North Lincolnshire into abuse or neglect, where the individual lacked capacity to make decisions, found that 100% of adults were given support by an independent advocate. These have included friends, family, carers and Independent Mental Capacity Advocates. An independent voluntary agency Cloverleaf, has been commissioned to take this work further across 2015 to 2016, to look at how individuals are involved in enquiries into abuse and what further support might be needed to embed the personalisation and empowerment principles into all professional practice.

In order to be safe at home adults with care and support needs should be able to have confidence in the care services that they receive. Partners of the Board have put in place assurance systems to monitor the quality of care provided in the community. NLSAB maintains an oversight of the quality of the home support market via its Quality Assurance and Performance action group. Whilst the Care Quality Commission has focused their inspection efforts on residential care as a priority it has undertaken some inspections of community services with the following outcomes:

Domiciliary Care Home CQC inspections

It has been reassuring to note that no service has been judged inadequate, and only a minority has received a 'Room for Improvement'. The Board will continue oversight of actions taken by partner agencies to improve care in this area.

The NLSAB strategic plan identified young adults at risk as an area of particular focus and this has provided an opportunity to work with North Lincolnshire Safeguarding Children's Board to meet the safeguarding needs of young people. A partnership group has been initiated to look at the transition needs of children moving to young adult status, and a Social Worker has been appointed by the Local Authority in Adult Social Care to concentrate on transition support for young adults.

The remit for the Safeguarding Adults Board includes that of tackling both local and national priorities to keep people safe. In 2014 the Care Act introduced several new categories of harm for adults with care and support needs; one of these being Anti-Slavery. The NLSAB is able to report that during 2015 partners of the NLSAB,

led by the police, undertook a successful local enquiry into the employment of foreign nationals as forced labour. The enquiry formed part of a National Environmental Agency operation into illegal waste management at a number of sites around the country. The organizer had moved business premises to Scunthorpe. A joint investigation by Police, Environmental Health, Local Authority Adult Social Care, Health Service, with the involvement of other supporting agencies took place. A number of foreign nationals were liberated from employment with the agency and provided with medical help and support.

The work undertaken by North Lincolnshire Safeguarding Adults Board member agencies in 2015 has yielded positive outcomes for vulnerable people in North Lincolnshire, with people feeling safer than the national average reporting figure.

Reporting data demonstrates the following:

The proportion of people who use services who feel safe 2015:

North Lincolnshire	Yorkshire & Humber	Comparator Group	England
76.2%	67%	69.9%	68.5%

The proportion of people who use services who say that those services have made them feel safe and secure

North Lincolnshire	Yorkshire & Humber	Comparator Group	England
89.1%	81.8%	84.4%	84.5%

Priority Two: To raise awareness on keeping people safe

Outcome: People in the community report that they have up to date information and advice to help them stay safe. Agencies and partners work together to ensure people within the community know where to access the information.

Objectives:

- Raise awareness of safeguarding across the whole community
- People have access to a range of safeguarding information
- Improve engagement with service users and families
- All partner agencies are involved in raising awareness of safeguarding

Key Activity Progress

North Lincolnshire Safeguarding Adults Board has a clear commitment to the engagement of the local community in its safeguarding approach. Communication of safeguarding information is an important element of making safeguarding everybody's business.

During 2015 the NLSAB completed a community survey to find out how best to communicate safeguarding messages and advice, and how to receive concerns.

People in North Lincolnshire told us the following:

Knowledge of Adult Safeguarding	76% of the people of North Lincolnshire surveyed indicated they had a good or excellent knowledge of Adult Safeguarding
Indication of whether people have seen information for adult safeguarding and keeping safe with knowledge of categories of harm	58% of people surveyed were able to identify the main forms of abuse and had seen information on keeping safe
How would you like to be informed of safeguarding information/advice?	40% of people surveyed identified the internet as their preferred option to obtain adult safeguarding information. This choice was closely followed by leaflets and local media.

In response to the results of the survey, partner agencies of the NLSAB have ensured that safeguarding messages are communicated across the internet by use of website information. NLSAB have an internet presence on North Lincolnshire Council website. The site provides information about the Board, advice about how to raise a concern, procedures for adult protection and useful links and documents regarding Safeguarding issues. The information and quality of the website is being reviewed to ensure it is user friendly and up to date. This action is taken forward into 2016/17, together with continued improvement to the NLSAB digital footprint in response to the public view that the internet is a predominant source of information. In addition to electronic communication a range of hard copy leaflets and

newsletters are available from member organisations of the NLSAB. The Board itself will contribute information via current media outlets that already reach large sectors of the community, rather than produce a specific newsletter.

Throughout the year the Board and its partners have promoted safeguarding awareness via a number of events within the locality. Representatives of the Safeguarding Adults Board attended Messingham show in June 2015, to promote awareness of the Board and its remit in the community. In April 2015 a network event with partners and the local public took place in the centre of Scunthorpe, to share messages of Safeguarding and listen to local views about what makes people safe. The NLSAB also conducted an Information Fair at the Baths Hall in Scunthorpe open to professionals and the public.

Information Fair Baths Hall September 2015



In September the Safeguarding Adults Board held a conference with emphasis on special interest areas of Self Neglect, Domestic Violence and human trafficking (Care Act 2014 new domains)



Feedback comments from participants at the Workshop event.

'The the subject matters made me think differently and I got an update on safeguarding information'

'...relevant safeguarding information that was thought provoking'

'I like that as a Social Worker the event covered other aspects of safeguarding adults than those that I normally work with, although I may be required to engage with these aspects issues at times. This included domestic violence, human trafficking and the more extreme aspects of self-neglect involving environmental health,

'we identify needs and provide support at the earliest point so , this this adults events day is helpful for us to deliver service and support to meet people's individual needs.'

As a result of the work undertaken to raise the awareness of safeguarding across North Lincolnshire there has been a significant positive outcome noted in the improvement of reporting concerns across the county. Safeguarding concerns reported by the wider

community have increased to 17% in 2015, a total of 180 referrals. This is an increase from the previous year figure of 8%, 56 referrals. This number includes friends, neighbours, housing, education, shops and banks. The increase indicates that there is a heightened awareness in relation to reporting abuse.

Priority Three: To keep adults safe in care and health settings

Outcome: Agencies and partners commission safe and cost effective services which provide active leadership; to positively manage allegations of abuse within the settings. Services demonstrate awareness and report any issues and/or themes to relevant bodies.

Objectives:

- People with dementia who may be at risk of going missing are safeguarded by multi agency responses
- SAB are aware of safeguarding themes emerging in relation to providers
- Strengthen links with Cross Provider Partnership
- The Provider Pledge will be embedded across all providers
- The Council and NHS commission safe services
- Staff are appropriately trained.

Key Activity Progress

Several members of North Lincolnshire Safeguarding Adults Board have been involved in implementation of the Herbert Protocol in North Lincolnshire. This is a national scheme led by police with agency partners. The protocol encourages carers to compile useful information about a vulnerable person suffering with dementia. The information is recorded and held by the person, their family or carers, and is passed to the police in the event of the individual going missing. It is expected that the information will help operations to find missing persons with dementia quickly, and make them safe.

In North Lincolnshire the Herbert Protocol was launched at Scunthorpe Community and Well Being Hub in 2015. The promotion of the protocol has been led by the Police Community Cohesion officer. Leaflets with information about the protocol have been promoted at community and partnership events throughout the year. Electronic information has also been available on NLSAB partner websites in particular: Humberside Police, Clinical Commissioning Group and the Local Council.

The Police Community Cohesion Officer has promoted training in the Herbert Protocol in various areas of the authority during 2015 including, Sir John Mason House, the Adult Partnership meeting, North Lincolnshire Cross Sector Provider Partnership, Social Work reform best practice forum and Dementia Information group for carers. The information and forms for recording information have been made available on the Humberside Police website, together with NHS England and the Alzheimer society.

The Safeguarding Adults Board have maintained oversight of the safety and well-being of adults in care and health settings, through its monitoring of outcomes in respect of local authority and health quality assurance

of providers, and CQC inspections in North Lincolnshire. Data regarding the quality of care in the area, in particular in relation to safe is submitted to the Board via the Quality Assurance and Performance action group each quarter, with a final year overview.

The quality of care in North Lincolnshire during 2015:

Service Quality (CQC rating) Overall Result Care Home Inspections published 2015/2016

Where there has been an inadequate provider the Safeguarding Adults Board have sought assurances that partner agencies, health, police and the Local Authority, are working together with providers to improve care and make sure residents are safe. The Clinical Commissioning group and the Local Authority have played an active role working with CCGs and Local Authorities of Doncaster and East Riding in managing cases and the safety of a care home in the area; rated as inadequate by CQC.

CQC also carried out inspections of North Lincolnshire and Goole NHS Trust and Rotherham, Doncaster and South Humber Mental Health Trust. Both inspections identified areas for improvement in safeguarding. The SAB is actively seeking assurances of improvement in these services.

The Quality Assurance and Performance action group has had oversight of action plans to improve safety where it is needed.

During 2015 North Lincolnshire Council received 610 responses to a resident survey of Care Homes in the area.

Residents gave the following feedback:

99% of said they felt safe in their Care Home

94% of said they felt happy and comfortable in their Care Home

98% said they were happy with the service their Care Home provides 98% said they could talk to staff in a safe and confidential way

This is a self-reported survey which is part of an ongoing quality assurance process.

Priority 4: The Board leads multi agency safeguarding effectively

Outcome: Partners and agencies cooperate to ensure an effective safeguarding response in North Lincolnshire. The Board have assurance arrangements in place which enable understanding of the prevalence of abuse or neglect and multi-agency responses.

Objectives:

- There is a recognised and active leadership to safeguard adults in each of the statutory partner organisations
- Annual Report is disseminated widely and used to ensure multi agency visibility and accountability
- The Board works effectively with other strategic partnerships to ensure joined up working in key areas
- Board Members understand their respective roles and contribute their expertise to ongoing Board development

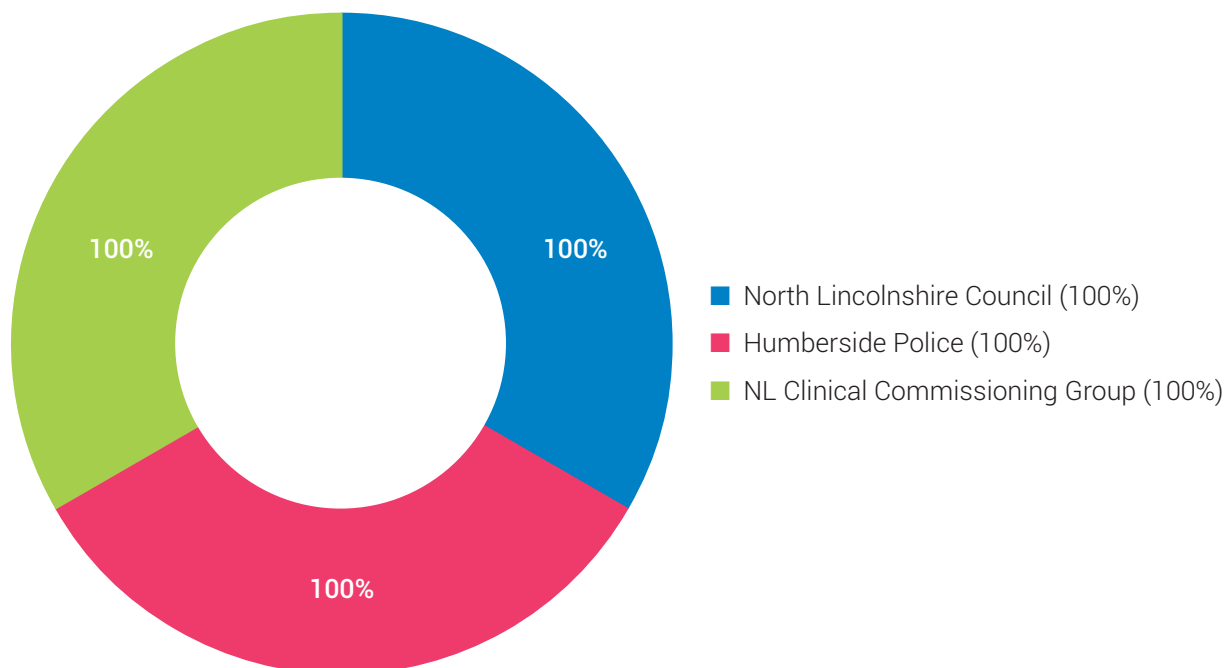
- SAB learning and workforce development strategy enables a workforce to deliver a quality experience to people accessing safeguarding services.
- Performance information is used to monitor safeguarding effectiveness and improve multi agency responses.

Key Activity Progress

The Board is chaired by Independent Chair Moira Wilson. The leadership from statutory organisations includes: Vice Chair Catherine Wiley, Clinical Commissioning Group, Assistant Director Adult Social Care North Lincolnshire Council Karen Pavey, and Chief Superintendent Christine Wilson.

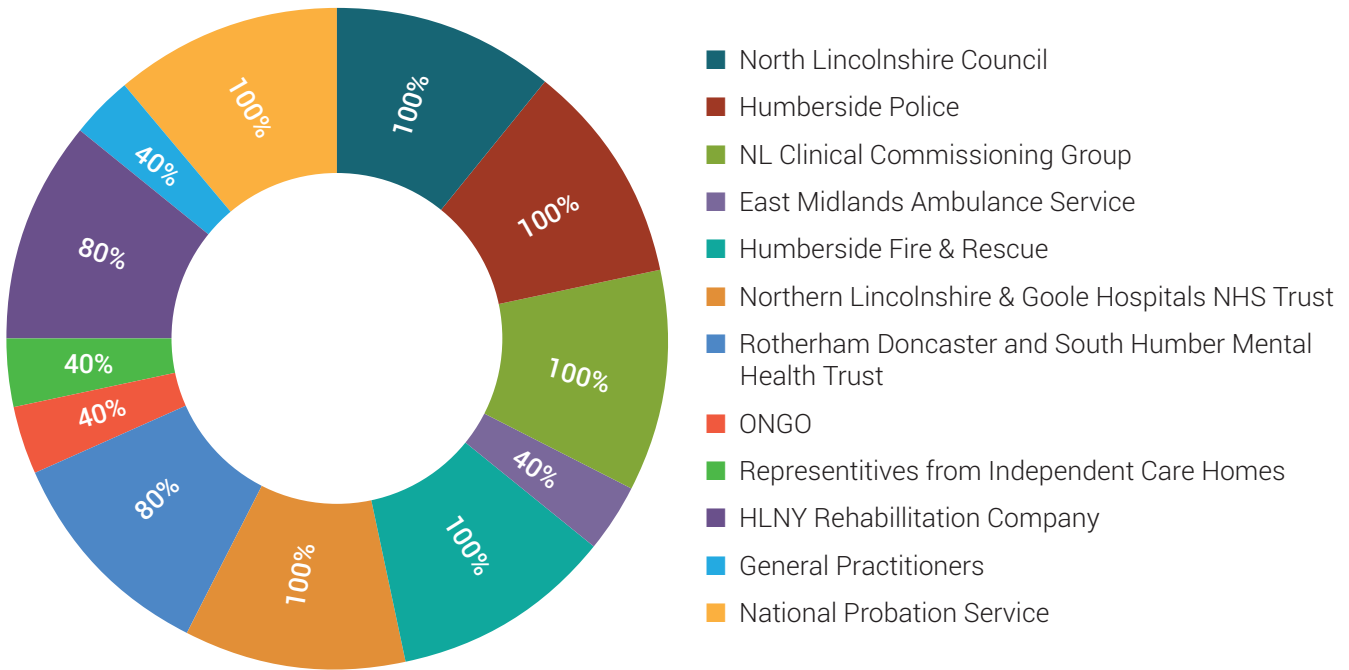
Attendance by statutory partners has been 100% with every Board meeting attended.

NLSAB Meeting Statutory Member Attendance



The Board is well attended by all partner organisations:

LSAB Meeting Member Attendance 2015/16



This Annual Report will be available (together with an easy read copy) on the websites of all three of the statutory organisation websites. It will also be available as a hard copy to organisations or members of the public who wish to read it. Translation services are available to provide copies of the report in languages spoken within the county. The report will be available at NLSAB promotional events and will be sent to user led organisations.

Finally, in accordance with the statutory requirements of the Care Act 2014 the report will be submitted to: the Chief Executive and Leader of North Lincolnshire Council, Chair of the Health and Well Being Board, Healthwatch and Humberside Police force.

In 2015 North Lincolnshire Safeguarding Adults Board developed an operational framework that combined both policy and information updates with practical development sessions to address specific areas of business or enhance the collective knowledge of issues in North Lincolnshire and nationally. Each Board meeting now consists of a business section and development session often breaking into small groups to work on specific aspects of an issue. This approach has been welcomed by its members as a support to collaborative relationships that establish a clearer understanding of each agencies roles and responsibilities.

The improved format to the operation of the Board has led to a clear commitment to joint work by members:

'Partners engage effectively with the Board and there are clear priorities set out in the Board's Business Plan' (The Quality of Care in North Lincolnshire: Care Quality Commission 2016)

The Safeguarding Adults Board has worked effectively with partnership Boards across its framework, with many of its members present on related Boards. In particular NLSAB has made working with the Local Safeguarding Children's Board a priority in the adoption of a whole family approach to safeguarding, recognizing that safeguarding issues that can affect adults can also impact children.

A joint NLSAB and LSCB meeting took place in January 2016 with the following objectives:

- To further support the co-operation between both boards in respect of early help and prevention
- To further embed early help across both boards
- To further increase awareness of early help across partnership board.

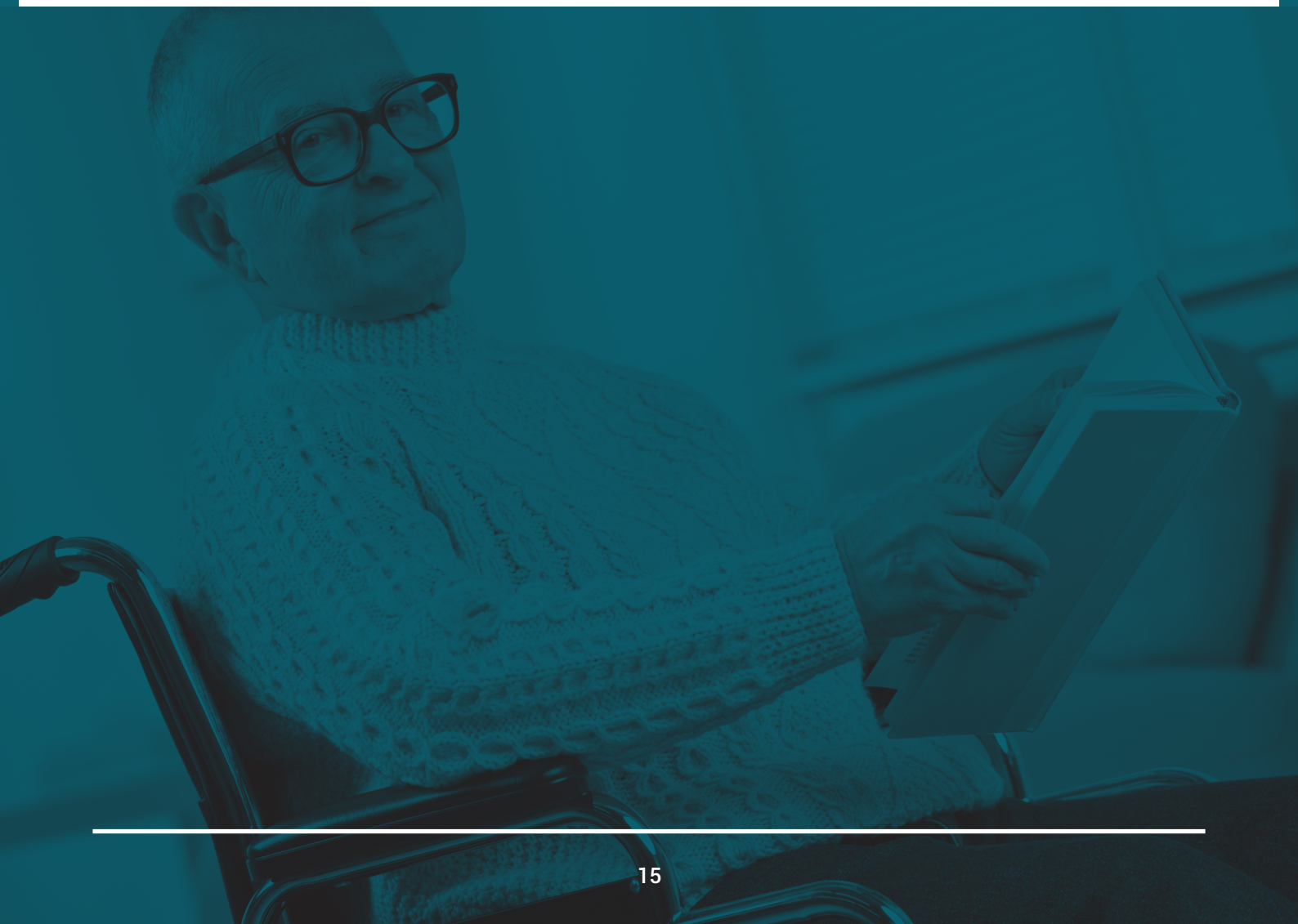
The emphasis on joint working between both adult and children's boards is having effect. In 2015 the Care Quality Commission in its review of the quality of care in North Lincolnshire observed the following:

'Evidence shows that there are effective arrangements for children and adult safeguarding across North Lincolnshire and partners recognise that addressing safeguarding is a key element of driving quality' (The Quality of Care in North Lincolnshire: Care Quality Commission 2016)

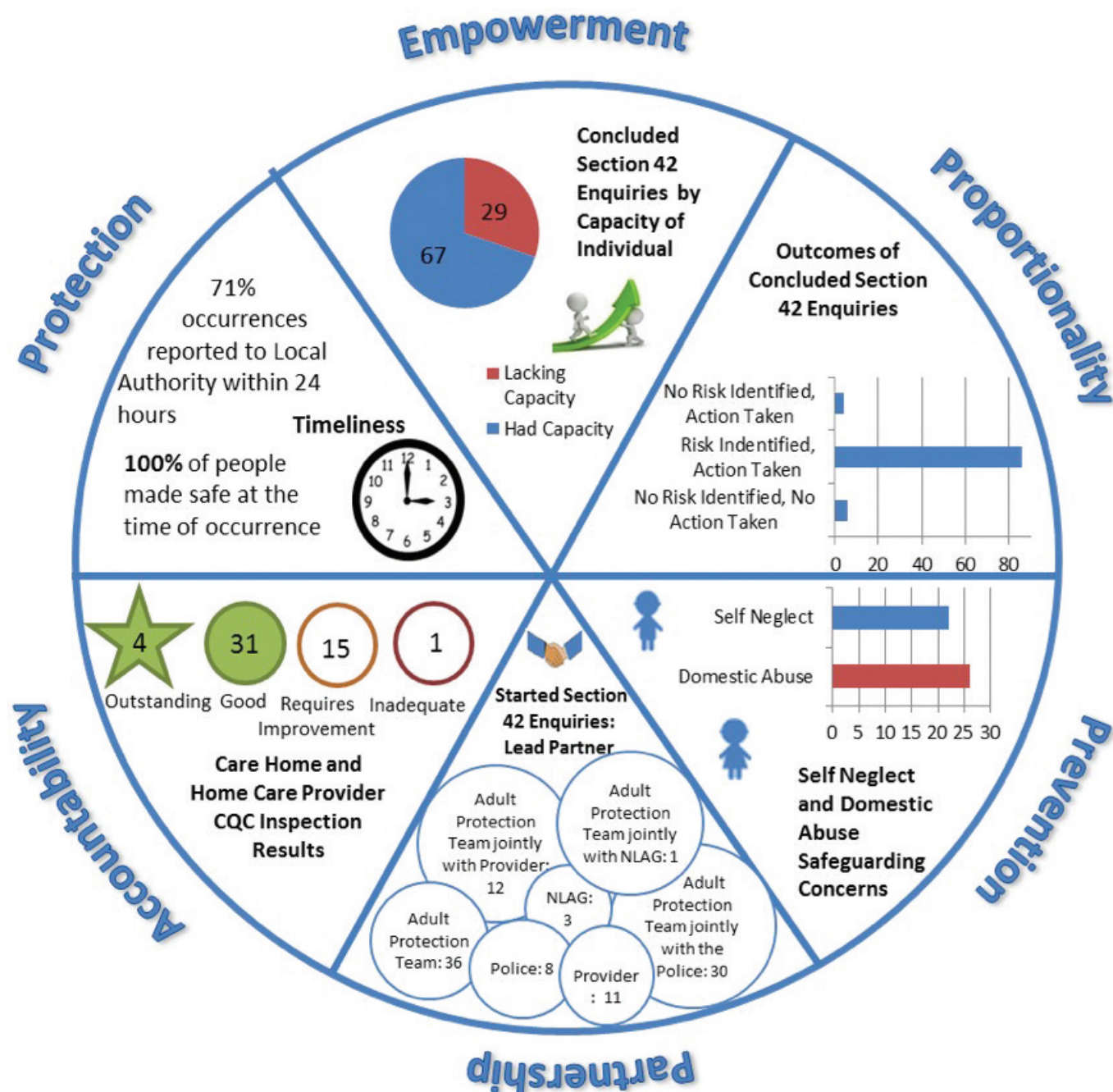
In 2014/2015 the Board Chair began a programme of one to one sessions with individual Board members to discuss their contribution to the Board and their view of what needs to happen to undertake effective

safeguarding in the future. This programme is identifying key actions going forward as the Board continues to reinforce the effectiveness of its partnership arrangements.

The NLSAB Quality and Performance action group have led the introduction and scrutiny of performance information to monitor safeguarding effectiveness and improve multi agency responses. The action group developed a performance dashboard, as a data reporting template that provides Board members with an easily accessible summary of safeguarding information across North Lincolnshire. The dashboard gives a summary of useable data that enhances the Board's understanding of the prevalence and themes of abuse and neglect locally.



Dashboard data summary for 2015 (Safeguarding data summary for 2015 available as appendix one to this report)



The action group has considered the new reporting requirements in relation to safeguarding data to build a picture of activity locally and nationally. Adjustments have been made in relation to how and what data is collected. The information has been regularly reviewed by the Quality Assurance and Performance Action Group and the Board as a whole throughout 2015. In particular an audit has been carried out in relation to those safeguarding enquiries that did not progress to a S42 enquiry, to establish if the correct threshold is being applied. The audit concluded that appropriate action was taken in all cases, and no adult was left at risk of harm.

The Quality Assurance and Performance action group also noted that neglect was a prevalent theme in 2015 and this prompted a more in depth audit of cases by the group to establish if safeguarding responses were sufficient and appropriate. The audit yielded the recommendation that the Board consider the implementation of health passports to ensure that safeguarding personal and individual needs are known even if communication is limited. A Board representative is taking this action forward into 2016/2017.

The Safeguarding Adults Review and Learning Action Group have met regularly throughout the year. An operating protocol for the completion of SARs and learning reviews to consider any lessons to be learnt from partnership working in individual cases has been agreed. The group has considered one case that did not meet the SAR criteria but might warrant a learning review. However, this process is now pending the outcome of a Coroner inquest and actions by the Board will be reviewed once the result of the hearing is available.

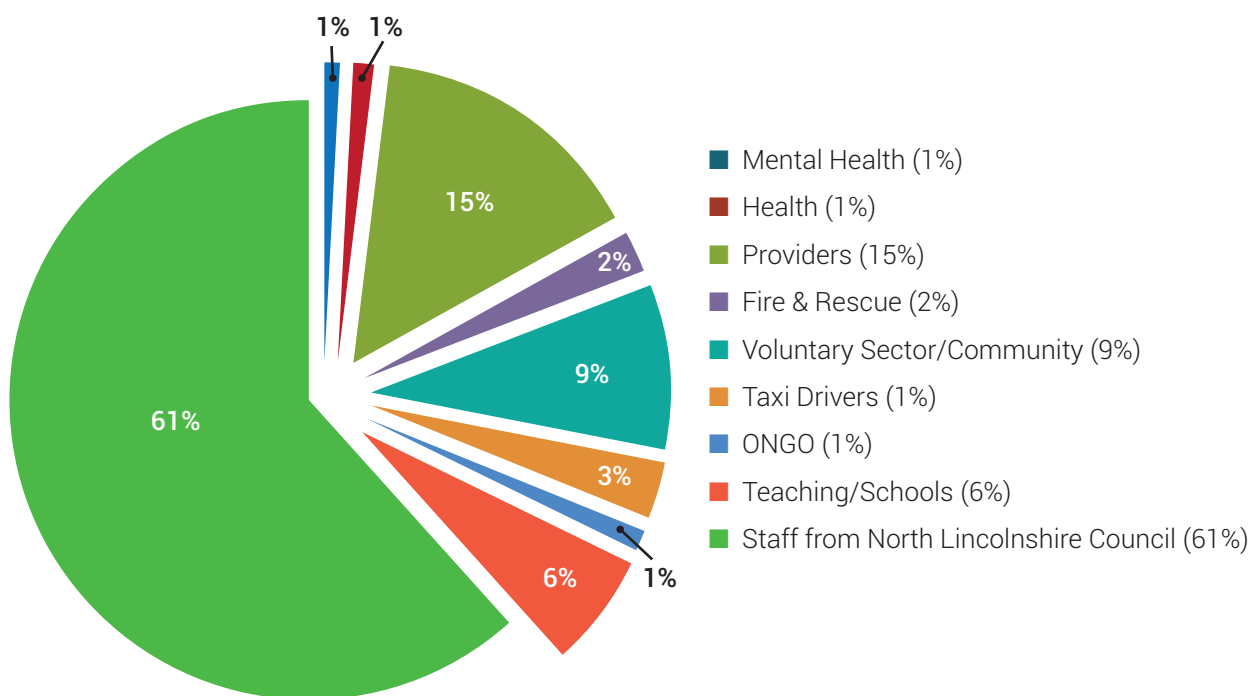
During 2015/16 Board members undertook several development sessions, to share experience and

information and establish joint approaches to important safeguarding issues.

- Review of Deprivation of Liberty and Court of Protection good practice
- Development of the Local Safeguarding Strategic Plan
- Workshops: Self-neglect, Domestic Violence, Anti-Slavery

In addition it has carried out its responsibilities to oversee joint safeguarding training during the year and the following chart indicates safeguarding training undertaken by agencies across the authority for 2015/2016.

Safeguarding Training 2015/16 Agency Attendance



The training is delivered by North Lincolnshire Local Authority, and a review of the participation illustrates a wide range of professionals who work with adults with care and support needs have undertaken a safeguarding course. Voluntary and community services have included foster carers, charities (Blue Door, Victim Support) and in one instance staff from a chemist attended. The taxi drivers category also included those from mini bus hire and Amvale.

Safeguarding Training provided has included the following elements:

- Recognition of harm and abuse
- Understanding how to report abuse and what to do

- Indicators of harm
- Understanding practices that can help minimize or prevent the risk of abuse.
- Awareness of the legislative framework
- Understanding the roles and responsibilities of partner agencies and provider services in adult safeguarding
- Skills and knowledge to undertake and make decisions

You/We said (Priorities)	We did – actions 2015-16 (Actions)	Actions 2016/2017
Keep Adults Safe at Home	<ul style="list-style-type: none"> • Implementation of Spaces of Safety. • Research into Domestic Abuse across the area. • Participated in a national investigation to combat forced labour in the region. • Reviewed home support service inspections • Initiated joint work with LSCB about the transition of vulnerable children to adulthood. 	<ul style="list-style-type: none"> • Launch Spaces of Safety extend venues. • Domestic Abuse action plan to address recommendations of research. • Continue to awareness raise and combat forced labour/slavery in the region. • Seek assurances from local partners regarding the improvement of home support services where it is needed. • Continue to work jointly with LSCB to put plans in place to meet the needs of vulnerable young adults.
Raising awareness on keeping people safe	<ul style="list-style-type: none"> • Checked with people how best to communicate and receive messages about safe. • Responded to the survey focusing on the digital footprint • Attended and held events to engage the community 	<ul style="list-style-type: none"> • Continue to raise awareness via wide ranging communication outlets. • Work jointly with LSCB to increase community coverage and publish whole family approach messages. • Provide local SAB conference for the people of North Lincolnshire that focuses on both national and local safeguarding issues.
Keep adults safe in Care and Health settings	<ul style="list-style-type: none"> • Implemented the Herbert Protocol. • Maintained oversight of data relating to inspections of care and health settings. • Held partners to account to quality assure care and health settings and make improvements where needed. • Consulted service users to find out if they felt safe. 	<ul style="list-style-type: none"> • Continue to monitor the quality of care and health settings. • Ensure local provider representation on the Safeguarding Adults Board. • Review any findings from CQC reports regarding care in the area. • Oversee the quantity and quality of safeguarding training for health and care staff in the area.
SAB to lead multi agency safeguarding effectively	<ul style="list-style-type: none"> • Provided sufficient representation on the Board at seniority to carry out decisions about multi agency safeguarding. • Revised the operating framework to enable Board members to work towards partner solutions to issues • Worked with other Boards to avoid duplication and ensure good communication across adult social care • Engaged in development sessions to strengthen collective knowledge and partnerships • Developed Safeguarding Strategic Plan for North Lincolnshire • Developed new methods of collecting and reviewing safeguarding data to assure itself of the safety of adults with Care and Support needs in the community 	<ul style="list-style-type: none"> • Continue to develop the operating framework for the Board to include Executive Business meetings and wider issue focused Board meetings. • Review and examine the safeguarding data for the area to look at where improvements need to be made. • Conduct Safeguarding Adults Reviews in cases where it is appropriate to do so. • Lead a Safeguarding Adults Board Conference to raise awareness of the Board and its work. • Continue to promote Making Safeguarding Personal with all partner agencies

Moving Forward

This Annual Report highlights the significant progress North Lincolnshire Safeguarding Adults Board has made to meet the safeguarding opportunities and challenges that both local and national influences have raised. In particular it is the intention of the Board to continue to build on its success to embed the Care Act further into its practice. This will involve a focus on the priority of prevention of harm to adults with care and support needs. Whilst also paying adherence to the need to Make Safeguarding Personal for those in receipt of a safeguarding service.

The Board currently has a Strategic Plan in place until 2019. This plan will be reviewed and updated annually to maintain its relevance to the North Lincolnshire area and to meet national safeguarding criteria. The plan will be supported by a Business Action Plan which will detail the steps to be taken to meet the Strategic Safeguarding priorities. Both will be shared at stakeholder events to gain feedback, from the public, local communities and grass roots organizations and partners, about the key issues within adult safeguarding that they feel the NLSAB should be responding to.

The Annual Report will be shared with the Chief Executive and leader of the Local Authority, Police and Crime Commissioner, Chief Constable Humberside Police and Health Watch. It will also be shared with North Lincolnshire Health and Well Being Board in order to ensure alignment of Board activities with the broader

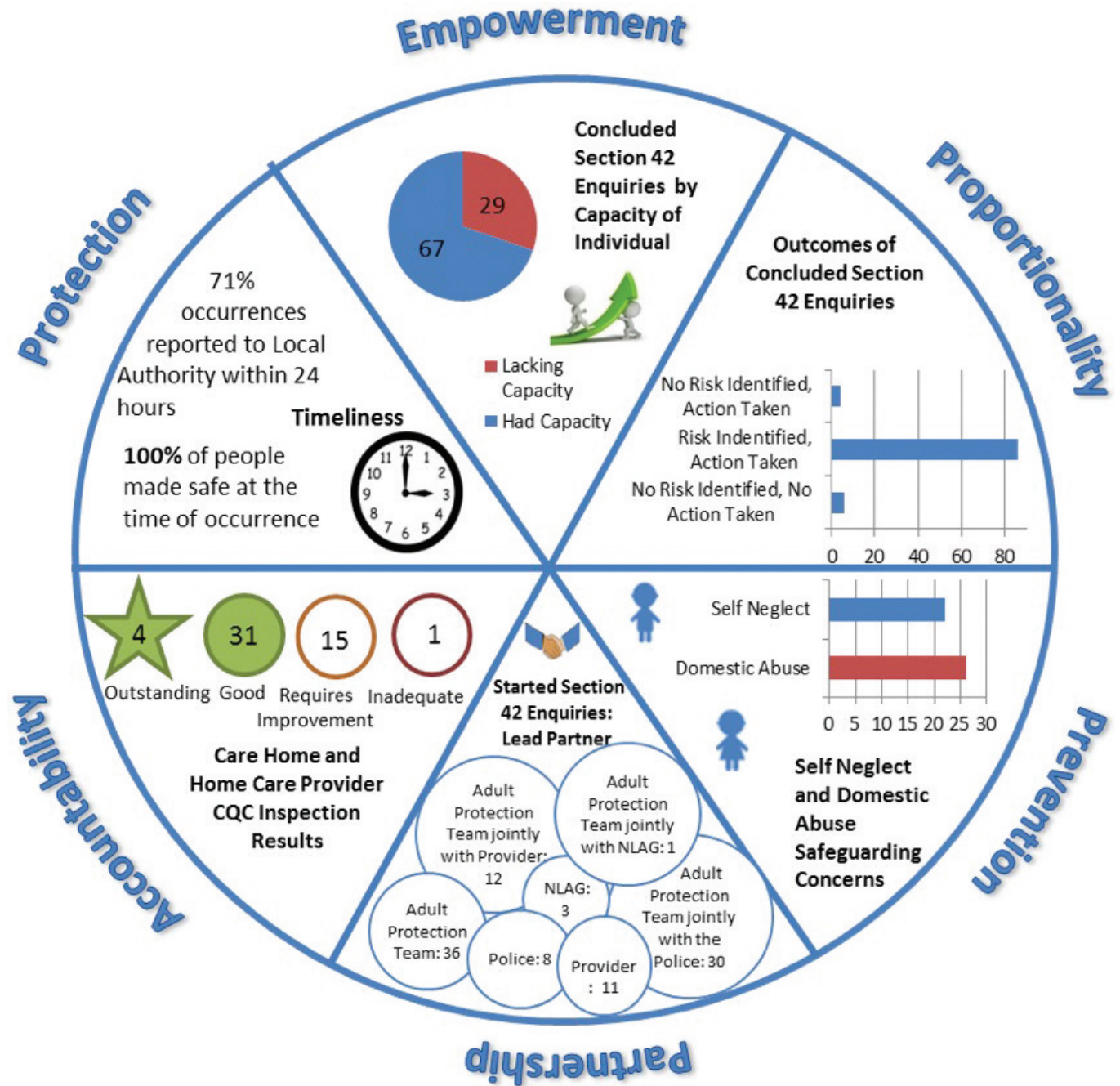


health and well-being agenda. A copy will also be available to the North Lincolnshire Safeguarding Children's Board in recognition of the synergies and links between the agendas of both the NLSAB and the LSCB.

Partner organizations will be requested to share the Annual Report with the senior executive and management teams as well as relevant governance boards and committees to ensure they are sighted on the local strategic priorities for adult safeguarding, and hold their own organization to account for delivery of these objectives.

Copies of the Annual Report will be made available on the websites of Humberside Police, Clinical Commissioning Group and the Local Authority.

Appendix 1 - North Lincolnshire Safeguarding Adults Dashboard End of Year 2015/16



Proportionality					
Proportionality	Quarter 1 (April to June 2015)	Quarter 2 (July to September 2015)	Quarter 3 (October to December 2015)	Quarter 4 (January to March 2016)	Total
Started Enquiries					
Started Safeguarding enquiries	24	20	36	21	101
A S42 enquiry is where a concern is raised about the risk of, abuse or neglect and this instigates an investigation under the S42 duty.					
In total there have been 101 formal S42 Enquiries in 15/16 – this is an increase of 140% on the previous year when there were 42.					
18-64 years old	7 (29%)	1 (5%)	8 (22%)	4 (19%)	20 (20%)
65+ years old	17 (71%)	19 (95%)	29 (78%)	17 (81%)	81 (80%)
Males	10 (42%)	5 (25%)	20 (56%)	4 (19%)	39 (39%)
Females	14 (58%)	15 (75%)	16 (44%)	17 (81%)	62 (61%)
White	23 (96%)	17 (85%)	35 (97%)	20 (95%)	95 (94%)
Other Ethnic Group	1 (4%)	0 (0%)	0 (0%)	1 (5%)	2 (2%)
Not Stated	0 (0%)	3 (15%)	1 (3%)	0 (0%)	4 (6%)
Concluded Enquiries					
Number of Concluded Referrals	19	14	24	39	96
A concluded referral is when the safeguarding investigation is complete and the conclusions and actions have been decided.					
In total there have been 96 concluded S42 Enquiries which is an increase of 140% in comparison to the previous year when there were 40.					
Risk identified, action taken	19	11	21	35	86
When a risk to the individual has been identified. Action has been taken as a result of the enquiry to ensure the individual is no longer subject to that specific risk. For example this could happen if a care worker in a care home is the perpetrator and they are dismissed and referred to the DBS as a result of their actions.					
This is a new collection for the Safeguarding Adults Return and we do not have last year's figures for comparison. Although in 14/15 there were 30 substantiated S42 enquiries.					
No risk identified, no action taken	0	3	2	1	6
As a result of the S42 enquiry there were no identified risks to the individual and there was no further planned action.					
No risk identified, action taken	0	0	1	3	4

As a result of the enquiry there were no identified risks however some actions were taken, for example this could be that recommendations were made in relation to recording improvements etc,

In relation to the emphasis for prevention in the Care Act there would be an expectation that this figure would increase in forthcoming years to demonstrate that although no risk was identified action was still taken to support the individual to prevent future harm.

Type of Abuse Alleged	Physical	5 (23%)	4 (25%)	3 (12%)	9 (22%)	21 (20%)
	Sexual	1 (5%)	2 (12%)	5 (19%)	3 (7%)	11 (10%)
	Emotional	4 (18%)	0 (0%)	1 (4%)	2 (5%)	7 (7%)
	Financial	2 (9%)	3 (19%)	10 (38%)	16 (39%)	31 (30%)
	Neglect	10 (45%)	7 (44%)	7 (27%)	11 (27%)	35 (33%)

One individual may have more than 1 type of alleged abuse

Overall neglect continues to be the highest type of risk; however in both quarter 3 and 4 there was an increase in allegations of financial abuse. These concerns are being investigated by the police.

Concluded Enquiries: Location of Abuse

Care Home	10 (53%)	9 (64%)	11 (46%)	19 (49%)	49 (51%)
Care homes continue to be the highest location of alleged abuse, however in quarter 4 abuse in the individuals own home increased.					
Hospital	2 (11%)	3 (22%)	1 (4%)	0 (0%)	6 (6%)
Other	2 (11%)	0 (0%)	3 (13%)	0 (0%)	5 (5%)
Own Home	5 (25%)	2 (14%)	9 (37%)	20 (51%)	36 (38%)

The increase in quarter is linked to the increase in financial abuse allegations which is currently being investigated by the police.

Own home includes property owned by the individual, family or friends, this can also include rented or supported accommodation.

Safeguarding Adults Reviews (SAR)	0	0	0	0	0
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Prevention					
Proportionality	Quarter 1 (April to June 2015)	Quarter 2 (July to September 2015)	Quarter 3 (October to December 2015)	Quarter 4 (January to March 2016)	Total
Safeguarding Concerns					
Self-Neglect	5	13	4	0	22
Safeguarding concerns in relation to self-neglect were not collated last year, in line with the Care Act self-neglect is now included. Self-neglect covers a wide range of behaviours such as neglecting to care for one's personal hygiene, health or surroundings and also includes behaviour such as hoarding.					
It should be noted that the Care and Support Guidance March 2016 indicates an expectation that self-neglect would not usually be dealt with as a S42 but under a support process.					
Domestic Abuse	4	12	4	6	26
In previous years Domestic Abuse was not reported on in terms of Adult Safeguarding. Previously allegations of abuse between family members would have been reported within physical or sexual abuse.					
In total there have been 26 safeguarding concerns, none of these were progressed to a formal S42 enquiry which was predominately because the individual had capacity and refused to progress the concern.					
In relation to the low numbers of referrals progressed to S42, a comparison with police will be helpful to find out if they share the same experience. If so the underlying reasons for refusal to consent to progress can be examined to establish any required changes to support the individual effectively.					
Started Enquiries: Primary Support Reasons					
Physical Disability Support	4 (58%)	12 (60%)	22 (61%)	14 (67%)	62 (61%)
Memory and Cognition Support	3 (13%)	0 (0%)	4 (11%)	2 (10%)	9 (9%)
Mental Health Support	0 (0%)	3 (15%)	2 (6%)	2 (10%)	7 (7%)
Learning Disability Support	(17%)	0 (0%)	3 (8%)	1 (5%)	8 (8%)
Sensory Support: Support for Hearing Impairment	0 (0%)	0 (0%)	1(3%)	0 (0%)	1 (1%)
No Support Reason Recorded	(13%)	5 (25%)	4 (11%)	2 (10%)	14 (14%)
The individual is not receiving any support from social services at the time of the safeguarding incident.					

Partnership					
Proportionality	Quarter 1 (April to June 2015)	Quarter 2 (July to September 2015)	Quarter 3 (October to December 2015)	Quarter 4 (January to March 2016)	Total
Started Enquiries: Lead Partner					
Adult Protection Team jointly with provider	6 (25%)	1 (5%)	3 (8%)	2 (10%)	12 (12%)
Adult Protection Team jointly with the Police	7 (29%)	8 (40%)	10 (28%)	5 (24%)	30 (30%)
Adult Protection Team jointly with NLAG	0 (0%)	1 (5%)	0 (0%)	0 (0%)	1 (1%)
Police	3 (13%)	1 (5%)	3 (8%)	1 (5%)	8 (8%)
Provider	4 (17%)	2 (10%)	1 (3%)	4 (19%)	11 (11%)
Adult Protection Team	4 (17%)	6 (30%)	17 (47%)	9 (43%)	36 (36%)
NLAG	0 (0%)	1 (5%)	2 (6%)	0 (0%)	3 (3%)
Source of Safeguarding Concern					
Ambulance Service	5 (2%)	2 (1%)	9 (4%)	10 (3%)	26 (2%)
CQC	3 (1%)	3 (1%)	2 (1%)	4 (1%)	12 (1%)
Family and Carers	3 (1%)	2 (1%)	2 (1%)	2 (1%)	9 (1%)
Health Staff	43 (17%)	51 (20%)	36 (15%)	40 (13%)	170 (16%)
Other Social Care Staff	45 (18%)	51 (20%)	77 (32%)	72 (24%)	245 (23%)
Police	5 (2%)	7 (3%)	3 (1%)	4 (8%)	39 (4%)
Registered Care Staff	121 (49%)	93 (36%)	55 (23%)	95 (31%)	364 (35%)
Registered care staff continue to be the highest source of safeguarding concern; registered care providers are required by CQC to report all safeguarding incidents to the adult protection team.					
The Wider Community	21 (9%)	48 (19%)	56 (23%)	55 (18%)	180 (17%)
Safeguarding concerns reported by the wider community have increased, includes friends, neighbours, housing, education, shops and banks etc. The increase would suggest that there is an increased awareness in relation to reporting abuse.					





Accountability

Accountability	2015/2016
Service Quality (CQC rating)- Overall Result- Care Home Inspections Published in Period	
Outstanding	
Good	
Requires Improvement	
Inadequate	

One service was rated by the CQC as being Inadequate overall. Issues identified included the failure to follow reporting procedures; lack of staff having received appropriate training on MCA.

Areas/Themes and Trends from the CQC reports throughout the year identified:

- Staff requiring further training, especially around MCA and Best Interests.
- themes and trends in accidents/incidents and concerns not being identified in a timely and effective manner.

Service Quality (CQC Rating)- Overall Result- Domiciliary Care Inspections Published in Period	
Outstanding	
Good	
Requires Improvement	
Inadequate	

Protection					
Proportionality	Quarter 1 (April to June 2015)	Quarter 2 (July to September 2015)	Quarter 3 (October to December 2015)	Quarter 4 (January to March 2016)	Total
Timeliness of Intervention					
% of people made safe at the time of occurrence	100%	100%	100%	100%	100%
% of occurrences reported to the Local Authority within 24 hours	70%	73%	74%	67%	71%
On average a 71% of occurrences are reported to the Adult Protection Team within 24 hours, the team continues to encourage people to report safeguarding issues within the timescales set out in the Multi-Agency Policy & Procedures					
% of Investigations (S42 enquiries) completed within six weeks	58%	77%	86%	77%	75%
Formal Section 42 enquiries are recorded as concluded at the point of risk being identified and all necessary action has been taken to prevent the harm and reduce the risk of abuse or neglect. In the previous year enquiries were recorded as completed at the point of the full process being completed such as any police or internal enquiry being finalised. Please note increased figures are due to recording activity differently.					
Started Enquiries: Alleged Type of Abuse					
Physical Abuse	7 (23%)	3 (13%)	8 (22%)	3 (14%)	21 (19%)
Sexual	5 (17%)	4 (17%)	3 (8%)	1 (5%)	13 (12%)
Psychological	5 (17%)	2 (9%)	0 (0%)	1 (5%)	8 (7%)
Financial/ Material	3 (10%)	8 (35%)	10 (28%)	8 (36%)	29 (26%)
Discriminatory	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Organisational	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Neglect and Acts of Omission	10 (33%)	6 (26%)	15 (42%)	9 (41%)	40 (36%)
Domestic Violence	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Modern Slavery	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Self-Neglect	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
One individual may have more than 1 type of abuse.					
There have not been any safeguarding enquiries started in relation to Domestic Abuse, Modern Slavery or self-neglect. This may be because all three categories are new domains within the Care Act and increased awareness and training may be required.					
Concluded Enquires: Capacity					
% who lacked capacity	8 (42%)	2 (14%)	9 (38%)	10 (26%)	29 (30%)
% who had capacity	11 (58%)	12 (86%)	15 (63%)	29 (74%)	67 (70%)
**From 1 April 2016 data in relation to the use of advocacy is being collated and are able to add into future dashboards.					