



# ***North Lincolnshire Safeguarding Adults Board***

**ANNUAL REPORT 2017/18**



# Introduction

## **The Safeguarding Adults Board is committed to:**

- The protection of adults at risk of abuse and neglect
- Promoting a wider understanding of safeguarding as everyone's responsibility
- Creating a co-ordinated partnership approach to keeping people safe across North Lincolnshire
- The fundamental principle of Making Safeguarding Personal – giving people choice, control and involvement in their safeguarding plans

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## Foreword by the Chair

I am pleased to present North Lincolnshire Safeguarding Adult Board's 2017/18 Annual Report. The report demonstrates the success of the Board in meeting our objective of effective safeguarding practice across the North Lincolnshire area.

As Chair of the Board I would like to thank members for their commitment and hard work throughout the year and congratulate them on the progress that has been made in meeting the Board's strategic priorities. I am particularly pleased with the completion of our new Safeguarding Board website, devised in partnership with the 'expert by experience' group; a co-production that has ensured the site provides useful information that is accessible by all. It has also proved to be a very strong year for professional development. Safeguarding Adults Board representatives delivered a full week of workshops that raised awareness and increased knowledge around such important safeguarding subject areas as: Mate Crime, Modern Slavery, Making Safeguarding Personal, Mental Capacity and Doorstep crime. Practitioner attendance was very high, and feedback indicated the workshops were well received providing a valuable increase in knowledge and skills in these particular safeguarding areas.

It has also been encouraging to note that quality assurance of our safeguarding activity, and scrutiny of our safeguarding intelligence data during 2017 has indicated a consistent level of good safeguarding practice in North Lincolnshire. The number of adult at risk enquiries is concurrent with the national average picture, and particular skills have been demonstrated in the completion of mental capacity assessments and the maintenance of the 'making safeguarding personal' approach to all safeguarding concerns.

North Lincolnshire Safeguarding Adults Board continues to carry out learning and safeguarding adult reviews into cases when adults have died or been seriously injured and there is a concern that partners could have acted more effectively. Lessons from the reviews have been highlighted to the Quality Assurance and training groups to improve inter agency safeguarding practice.

I look forward to our Safeguarding Adult Board conference in 2018 with a focus on Safeguarding Adults reviews and what good safeguarding practice looks like. I welcome the opportunity for the Board to build upon the strengths of its current success during the coming year.



Moira Wilson

**Moira Wilson**

*Independent Chair*

North Lincolnshire Safeguarding Adults Board



## About the Safeguarding Adults Board

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

### Advisory Members:

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

### Additional members:

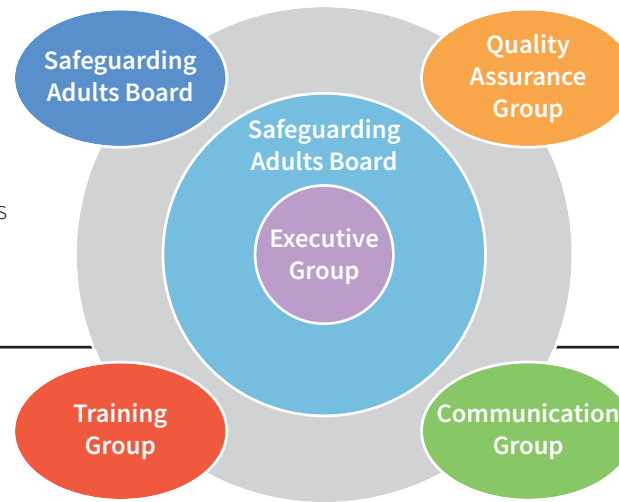
- East Midlands Ambulance Service
- Humberside Fire and Rescue Service
- Northern Lincolnshire and Goole NHS Foundation Trust
- Rotherham, Doncaster and South Humber Mental Health Trust
- ONGO (housing provider)
- Regulated Health and Social Care Provider representative
- General Practitioners
- National Probation Service
- Public Health
- Age UK

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 places emphasis on the individual and the outcomes each person wishes to achieve to stay safe. Making Safeguarding Personal is ever present in the Safeguarding Adults Board strategy and the work that the Board undertakes.

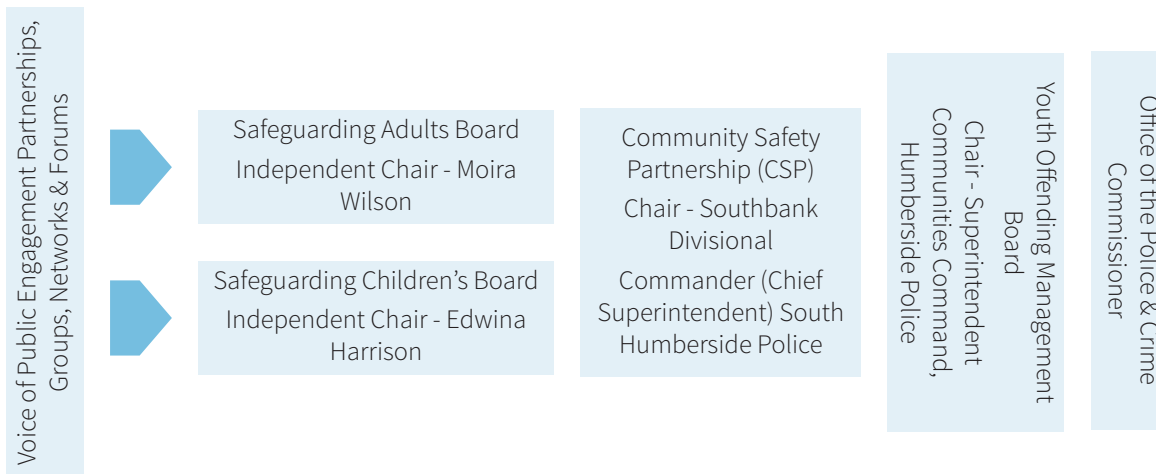
In support of Making Safeguarding Personal the Board have adopted and incorporated the six personal safeguarding principles embodied in the Care Act 2014.

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	Least 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 and I am confident that professionals will work together to get the best results for me.'
Accountability	Accountability and transparency in delivering safeguarding	'I understand the role of everyone involved in my life'

During 2017 /18 the Safeguarding Adults Board Executive group, Police, North Lincolnshire Council, Clinical Commissioning Group, met every six weeks, the full board met quarterly. In the intervening periods members of the board, actions groups and partnership organisations carry out safeguarding activity reporting directly to the Board on progress and outcomes.



The Safeguarding Adults Board has a strong relationship with key strategic partners: Local Safeguarding Children's Board, The Health and Well Being Board, Adults Partnership and the Community Safety Partnership. A partnership protocol framework has been developed and implemented to strengthen the links between these organisations.



# Actions completed by the Safeguarding Adults Board to meet its objectives

## Communication and Engagement

*Community Engagement with those who use services, those who deliver them and the wider public.*

Information, advice and engagement are essential components to enable the Safeguarding Adults Board to realise its vision for safeguarding in North Lincolnshire. The Safeguarding Adults Board Communication and Engagement Group reformulated its membership and strategy to meet the Board priority of raising safeguarding awareness. The membership of the group incorporates communication representatives from Police, Humberside Fire and Rescue, Northern Lincolnshire and Goole NHS Foundation Trust, Healthwatch, North Lincolnshire Council. Consultation takes place, with other partner organisations and with adults who experience services, on a regular basis in relation to specific individual communication events.

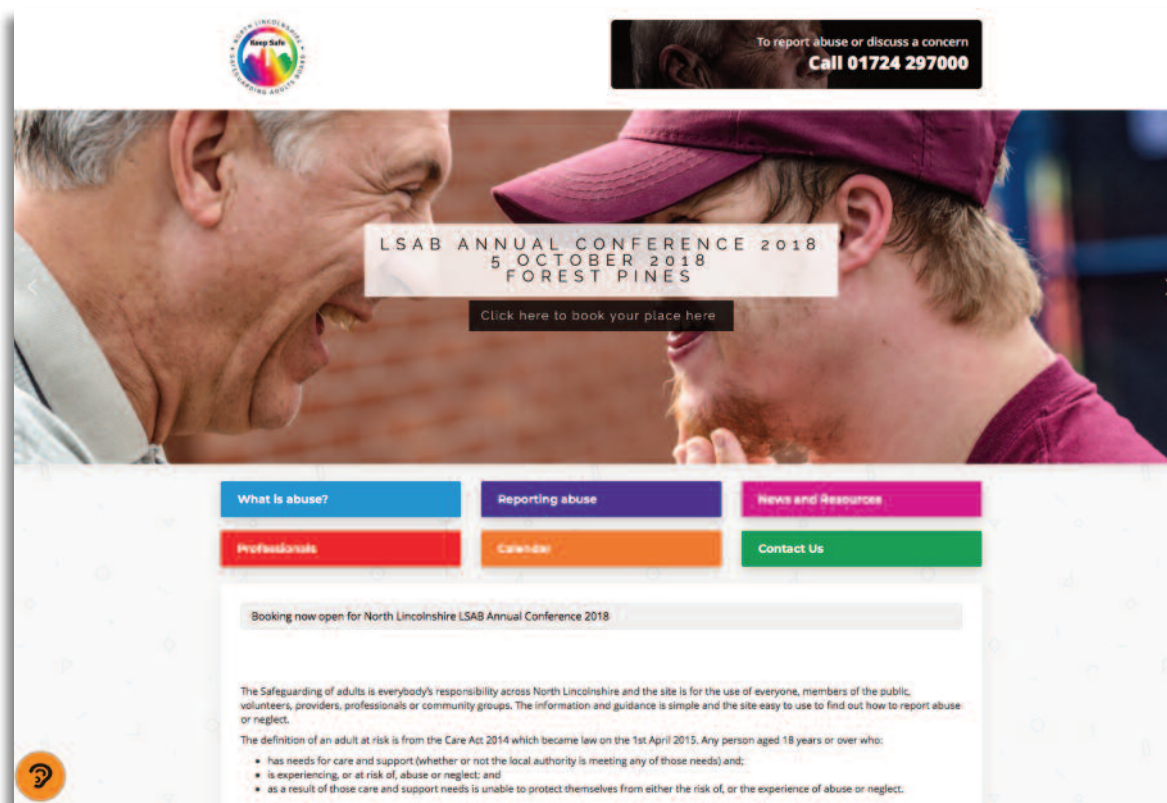
The group understand the importance of using the methods of communication preferred by most people, surveys have been completed with practitioners and the local community that have identified social media and leaflets as the priority means of raising safeguarding awareness. During 2017 the Safeguarding Adults Board launched its independent website at [www.northlincsab.co.uk](http://www.northlincsab.co.uk)

The site provides a range of information about what adult abuse is, how to report a concern, safeguarding news and resources, a professional practice area and a calendar of events facilitated by the Safeguarding Adults Board and its individual partners.

The Communication Group also launched its Safeguarding Adults leaflet. The leaflet has been

co-produced with North Lincolnshire Council experts by experience group. It offers advice and guidance about how adults can combat doorstep crime in the area.

Leaflets can be downloaded and printed as information by accessing the website and can be used any organisation or distributed within the community as needed.



In addition to the website, and leaflets a number of articles about safeguarding and Board activity have been published in local media outlets that have a wide established circulation. Information in relation to the Board, the Strategic Plan and Making Safeguarding Personal has been published in various newsletters for Healthwatch North Lincolnshire, the North Lincolnshire Council Adult Information Service and Community Hubs.

Throughout the year the Board and its partners have promoted safeguarding awareness via a number of events within the locality. The Safeguarding Adults Board were represented at the Public Health conference Mental Health Day (May 2017) and celebrated the 10 year anniversary of the Mental Capacity Act with participation in a public event, engaging members of the community in conversations about keeping safe. The Board have also engaged with members of the community at a number of local events including Rescue Day (July 2017) and the Voluntary Alliance for North Lincolnshire (October 2017).

The SAB have supported local interest groups including the Seniors Forums and Experts by Experience, in which members have participated in the co-production of safeguarding information for the public and the SAB business plan to meet its priorities. Engagement with the community has resulted in the completion of 150 questionnaires representing people's views of safeguarding.

People wanted to know where they could access information about safeguarding and who to contact should they require help. The majority of people told us that they would access the internet to try and find this information. During 2017 the

Safeguarding Adults Board website was launched and we continue to use this medium to raise the profile of Safeguarding amongst professionals and people within the community.

**BEAT DOORSTEP CRIME AND COLD CALLING**

**STOP**

- Do you recognise this person?
- Are you expecting anyone?
- Is the chain on your door?
- Stay vigilant!

**CHECK**

- Check their ID and verify
- If you don't know them, don't let them in
- Never engage in conversation
- Do not give personal details!

**REPORT**

- Make your neighbours aware!
- Call **101** or **999** in an emergency
- Alternatively report it to Action Fraud on **0300 123 3400**

For more information, please visit:  
**[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

**IF IN DOUBT, KEEP THEM OUT!**

**PREVENT YOURSELF FROM BECOMING A VICTIM**

- ✓ Do not give information out.
- ✓ These people are convincing, remain vigilant.
- ✓ Never give out bank details.
- ✓ Report your concerns.
- ✓ If it sounds too good to be true, it usually is.
- ✓ Ignore suspicious leaflets, phone calls, e-mail and text messages.
- ✓ Inform your friends, neighbours and colleagues of any suspicions you may have.

**WHERE TO REPORT**

You can report to the police on **101**, or contact Citizens Advice on **0345 404 0506**

Alternatively call Action Fraud on **0300 123 3400**, or go online to **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

**In an emergency call 999**

**ITS OKAY TO SAY NO**

## Workforce Training and Development

### *A skilled and knowledgeable workforce.*

To keep people safe at home and in health and care settings, it is important that professionals delivering services have sufficient skills and knowledge to carry out their safeguarding duties. The Safeguarding Adults Board led the safeguarding training and development across the workforce through its Workforce Development Group, chaired by Sarah Glossop of the Clinical Commissioning Group. A review of the workforce development plan was completed to ensure it is fit for its purpose of equipping professionals, volunteers and carers with the safeguarding knowledge they need.

### Participation of Safeguarding partners in Safeguarding Training during 2017

The following courses were available to the workforce during the year:

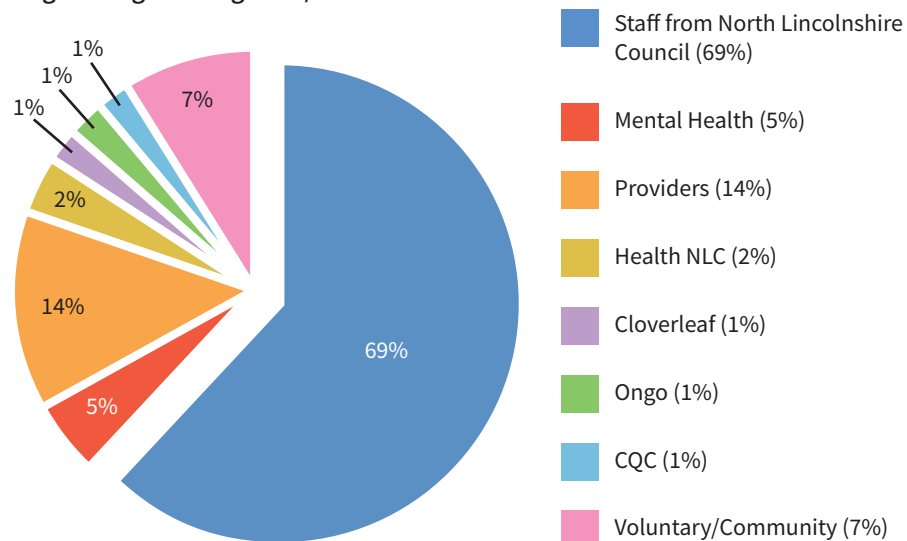
- Safeguarding Tier 1 Safeguarding for Adult Service Practitioners E learning
- Safeguarding Tier 1 Safeguarding Children Basic Awareness E learning
- Safeguarding Tier 2 Safeguarding Adults for Operational Practitioners
- Safeguarding Tier 3: A Guide to Safeguarding enquiries
- Safeguarding Adults Mental Capacity Act & Deprivation of Liberty Safeguarding Basic Awareness
- Safeguarding Mental Capacity Act & DoLS in Practice Level 2
- Deprivation of Liberty in the Community, Care Homes and Hospitals
- Making practice Mental Capacity Compliant
- Safeguarding Master class Court of Protection Skills
- Safeguarding Tier 4 Competence in Strategic Management and Leadership of Safeguarding Services

The nature, content and level of courses offered comply with the National Competence Framework for Safeguarding Adults.

The workforce Development group also reviewed the content of the basic level 1 Safeguarding Training to ensure that all organisations are delivering the same knowledge to an agreed standard across the area of North Lincolnshire. A standard template has been introduced to make sure there is a consistency of understanding amongst all SAB partners.



### Safeguarding Training 2017/18 Attendance



In addition to the Safeguarding training framework that fulfils national competencies, the Safeguarding Adults Board also hosted a week of safeguarding workshops for member organisations.

All the workshops were facilitated by Board partners as follows:

<b>Mental Capacity:</b>	North Lincolnshire Council
<b>Mate Crime:</b>	Rotherham, Doncaster and Scunthorpe Health Trust
<b>Making Safeguarding Personal:</b>	Humberside Fire and Rescue Service
<b>Doorstep Crime:</b>	Trading Standards
<b>Modern Slavery:</b>	Humberside Police



"I feel more able to help people make supported decisions"

"Workshop improved my awareness of doorstep crime. Knowledge I will share with my team"

"I now have a better understanding about how to assess capacity in my role"

"I didn't know what mate crime was until today – very informative"

All of the workshops were well attended by a range of partner agencies, a total of 174 delegates participated during the course of the week. Professionals found the information and knowledge shared very useful and were able to feedback how they would be applying the training in their own practice.

## Safeguarding Adults Reviews and Learning Development

*A culture of continuous learning and improvement across the organisations*

The Safeguarding Adults Board is committed to a shared culture that values and facilitates learning to improve safeguarding practice. During 2017/18 the Safeguarding Adults Review and Learning Development group, chaired by Mark Kelk, Humberside Police, completed one Safeguarding Adults Review, identified a further Safeguarding Adult Review to take place and agreed a learning review. The group also considered a briefing following an important review of financial harm that took place in a neighbouring council.

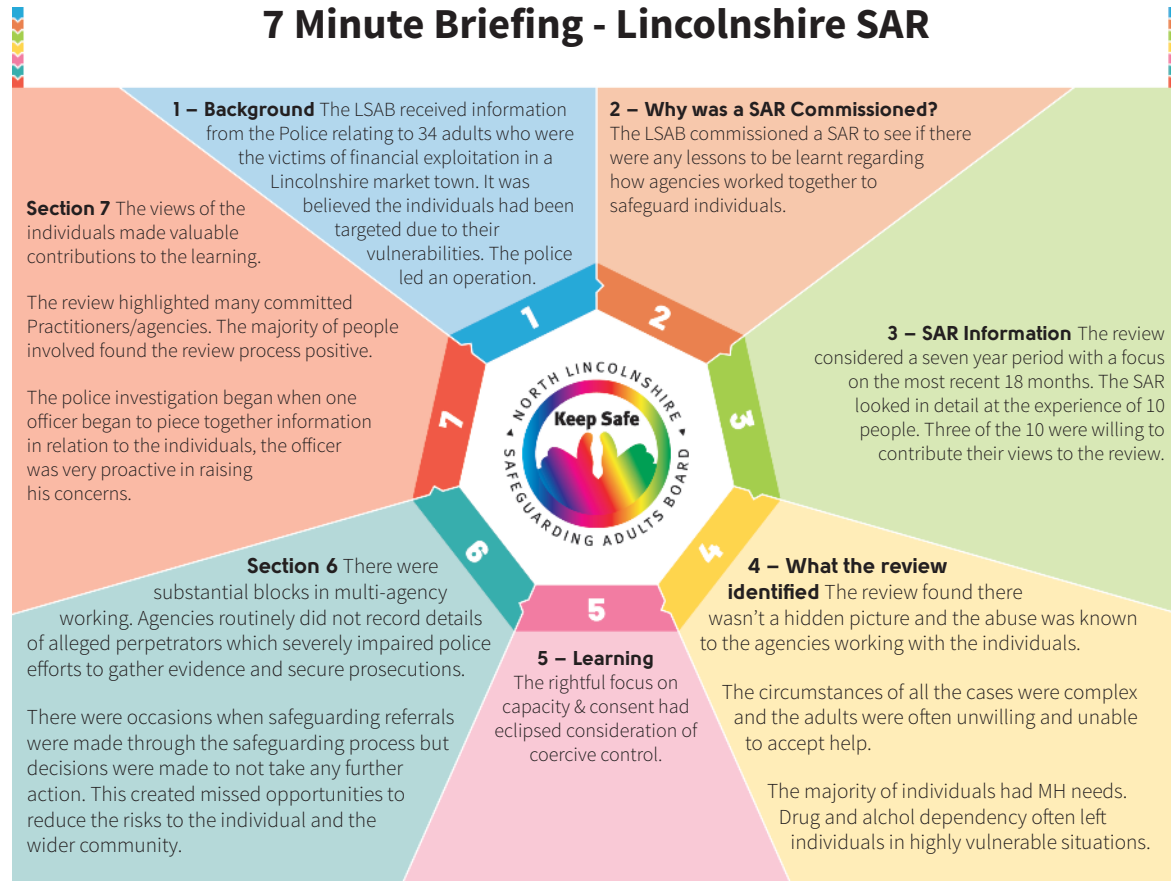
### Learning Review L

*L was a gentleman who died 2017. He experienced mental health difficulties and had received services from a number of partner agencies. A review of the events leading to his death led to revision of the agency referral protocol to the Local Authority Safeguarding Adults Service.*

### Lincolnshire Council Financial Safeguarding Adults Review

*Lincolnshire Council completed a Safeguarding Adults Review into the theme of financial harm that took place within the county over a period of 10 years with multiple victims. A seven minute briefing was shared with the group to highlight the issues involved in the review and agree dissemination to Board partners.*

## 7 Minute Briefing - Lincolnshire SAR



The SAR group have completed an audit timetable to check that organisational partners have enacted recommendations from previous Safeguarding Adults Reviews that took place during 2016. There is a close link across all four subgroups, ensuring

that information and learning from practice is disseminated to all partner organisations to enable them to make changes or improvements that will keep adults safer in the future.



## Quality Assurance and Performance

*Safeguarding responses are timely, effective and personal.*

The primary aim of the Quality Assurance and Performance group is to monitor and evaluate the effectiveness of partners to safeguard adults in North Lincolnshire. The group has established a safeguarding data dashboard which provides quarterly performance information used to highlight any emerging themes in relation to safeguarding, contributing to the formulation of any actions required to improve practice. The group consider the information in the data dashboard and the Safeguarding Adult Collection (A government requested return of safeguarding information), completing an analysis of safeguarding performance. Further action is undertaken to explore particular themes in more detail and to identify areas of good practice. Themed

audits are carried out to look closely at information provided to reassure the Board that appropriate action is being taken to protect adults from abuse.

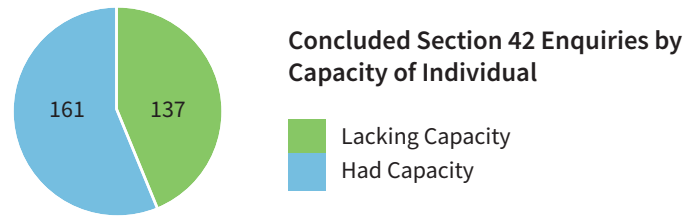
During 2017 666 safeguarding concerns were received, 281 became safeguarding enquiries and 298 safeguarding enquiries were completed during the year.

There was a high level of performance in relation to risk identified action taken, consistent with the previous year. This approach has ensured adults were made safe. In cases where a risk remained, this was in accordance with the wishes of the adult subject to the enquiry. The Making Safeguarding Personal (MSP) approach has also remained consistent with the previous year demonstrating MSP has been embedded into safeguarding responses. Of those adults involved in enquiries, 96% of individuals were asked their views and wishes in relation to the S42 enquiry, in comparison to 86% during the previous year.

The safeguarding data indicates a strong response to both the issues of self-neglect and domestic abuse. A high proportion of enquiries elicited a good multi agency response to meet the needs of the adult at risk.

A profile analysis of the quality assurance data indicates that white British females are most in receipt of a safeguarding response. These adults are predominantly over the age of 65 years, with physical needs identified as the primary support reason.

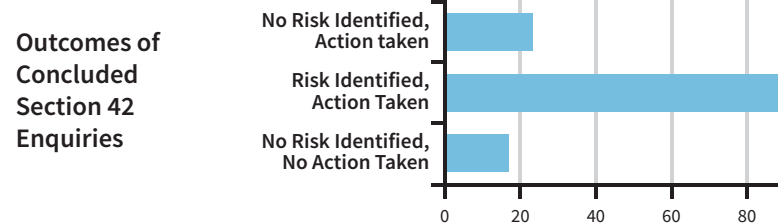
## EMPOWERMENT



## PROTECTION

**96%** of individuals or their representatives were asked their views and wishes in relation to the S42 Enquiry

## PROPORTIONALITY

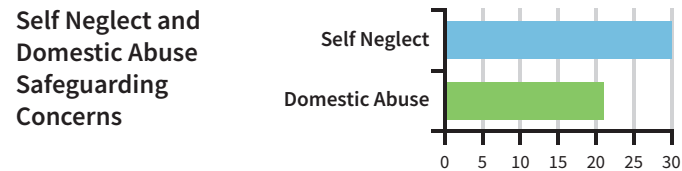


## ACCOUNTABILITY



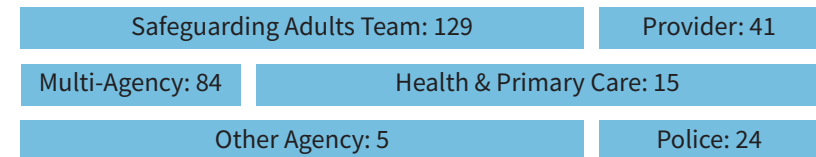
Care Home and Home Care Provider CQC Inspection Results

## PREVENTION



## PARTNERSHIP

**Concluded Section 42 Enquiries: Agencies involved**

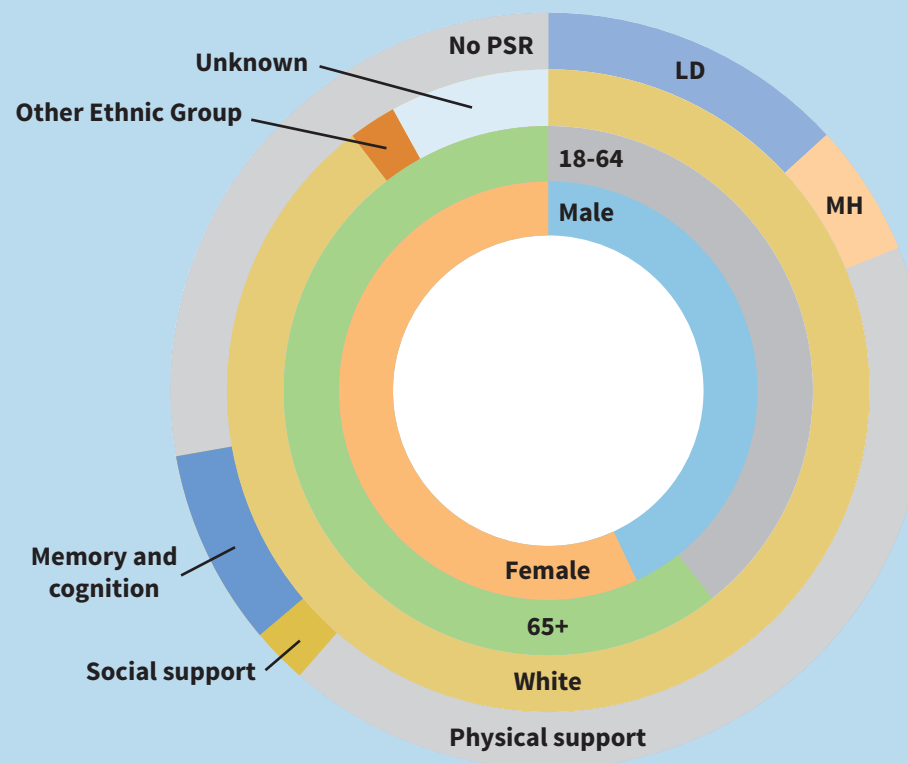




## Individual Profile

The highest number of referrals came from residential care homes. This should be viewed in the positive context that care homes are vigilant about recognising and addressing safeguarding issues. It should be seen as a contributory factor to the high quality care

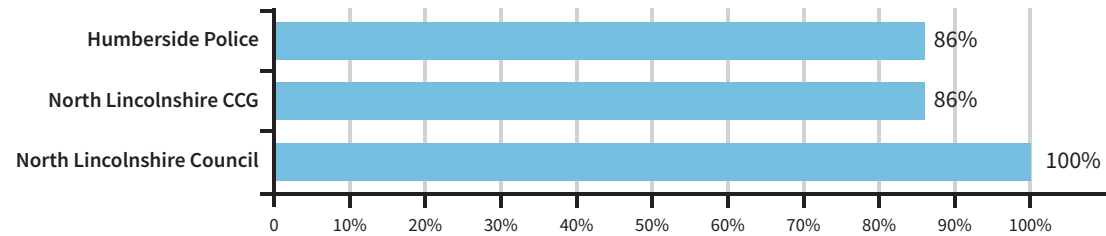
provider market that currently exists within North Lincolnshire. This is endorsed by CQC as during 2017/18, 84% of care homes were rated as either good or outstanding and 100% of home care providers were rated as good.



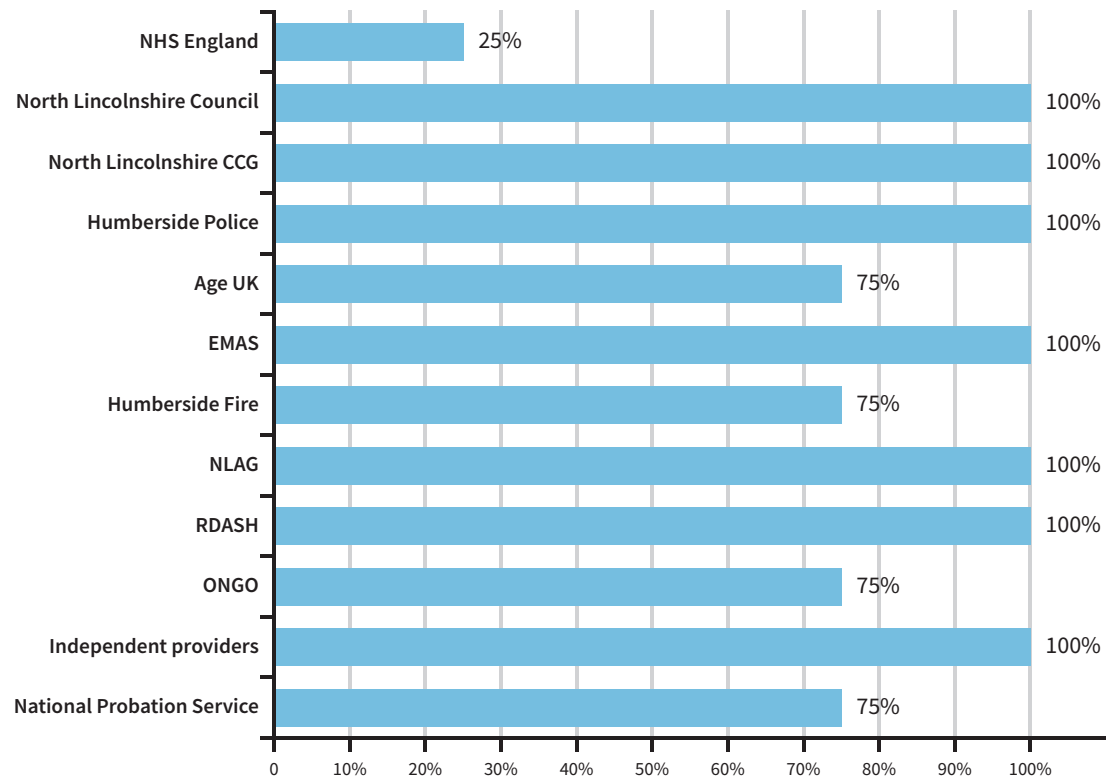
## Work carried out by the Safeguarding Adults Board

The Safeguarding Adults Board is able to demonstrate a sustained level of attendance and participation from members. There is a clear demonstrable commitment to safeguard adults across the area, through representation by senior managers of all organisations that have an investment in good safeguarding practice.

Executive Group Attendance 2017/18



Board Member Attendance 2017/18



## Development Sessions

It is a key function of the Board to develop good safeguarding practice across the area; it is with this aim in mind that the Board ensures safeguarding development sessions take place at each meeting to keep members informed about particular significant safeguarding issues and updates. It is expected that each member will disseminate this knowledge within their individual organisations.

### Quality Assurance Line of sight to practice

In June 2017 the Board completed a development session centred on a line of sight to practice looking at two safeguarding cases in detail. One included a good practice case of Making Safeguarding Personal involving the police, the other a case of challenge that involved a residential care home. In both cases the information was fully explored with highlights of what actions were successful and how challenges were addressed to ensure adults were safe.

### Safeguarding Adults Reviews

A second development session was completed with the Board in October 2017, focusing on the topic of Safeguarding Adults Reviews. This session was led by North Lincolnshire Council, with Board members taking part in a discussion about the relevance of Safeguarding Adults Reviews for improving organisational safeguarding practice.

## Trading Standards and Doorstep Crime

In accordance with Care Act 2014, Statutory Support and Guidance, the Board undertook a further development session in December to strengthen links between the Safeguarding Adults Board and its Trading Standards partners. Board members received information about local issue of doorstep crime and scams, with guidance about how agencies can work with Trading Standards to reduce and prevent this area of harm to adults.

## Assurance of Safeguarding Practice

A key objective of the Safeguarding Adults Board is to assure itself that local safeguarding arrangements are effective, and partners act to help and protect adults in its area. The Safeguarding Adults Board has a strategic role that is greater than the sum of the operational duties of core partners. It oversees and leads adult safeguarding across the area and will be interested in a range of matters that contribute to the prevention of abuse and neglect. In 2017/18 the Safeguarding Adults Board had oversight of two partner's inspections and action plans to improve safeguarding. Details and outcomes of partner inspections are presented to the Board Executive group, and kept under review to gain an understanding of the progress of any recommendations made during inspection. Two inspection outcomes have been monitored by the Board during 2017.

Assurance of safeguarding arrangements also extends to scrutiny of the safeguarding data information both locally and nationally. The Safeguarding Adults Board review the safeguarding picture quarterly monitoring progress via the agreed safeguarding quality assurance dashboard.

## Safeguarding Adults Board Self-Assessment

The Board completed an annual self-assessment process with partners to discover how well its organisations were carrying out safeguarding responsibilities, and to review their contributory role to the Safeguarding Adults Board.

Members of the Board were requested to complete the agreed Yorkshire and Humber self-assessment template that captures information about the organisations safeguarding structure, practice and procedures.

Organisations were invited to attend a self-assessment panel to discuss the content of their completed template. The self-assessment panel consisted of: Moira Wilson SAB Chair, Karen Pavey Director Adults and Community Well Being, George Ducker voice of the service user, Barbara Starns SAB Manager.

## Self-Assessment Panel Outcomes

1. All agencies had in place robust internal safeguarding strategies that included user/carer involvement. Systems for safeguarding prevention, reporting and learning were also in place.
2. Organisations believed their leadership, management and workforce were clear about safeguarding roles and responsibilities.
3. In relation to partnership, organisations were able to demonstrate regular attendance at the Board and support to the progression of the Board strategy and business plan within the sub groups.
4. Commissioners were confident that high quality services were available in North Lincolnshire, and where there had been inadequacy in inspection reports quality assurance processes were in place to oversee improvement.
5. Several partners highlighted a lack of understanding in relation to MCA/Dols in some areas of their service. MCA/Dols has been added to the Board Strategic plan and will be a focus for the training strategy going forward.
6. Several organisations rated their assurance regarding audits of the quality and effectiveness of their safeguarding training as amber. An action has been passed to the SAB training group to focus on this area of work with members.

## Points from Panel Discussions

Organisations felt the Board worked well with good representation and attendance, open discussion and challenge. New members of the Board would welcome a development session to revisit Board objectives, roles and functions.

## Executive Group

The Clinical Commissioning Group took the opportunity at the panel discussion to provide an update regarding new governance arrangements and a new leadership team. Representatives were also able to assure the panel that the CCG is sighted on adult safeguarding, in particular the Head of Safeguarding requirement that a safeguarding report is submitted to the CCG Quality Board quarterly and the production of a safeguarding section of information within the bi monthly Public Quality Report.

The panel welcomed the commitment of the CCG to lead involvement of the Primary Care Voice in the Board going forward.

North Lincolnshire Council took the opportunity to update the panel about reorganisation of services, highlighting the positive benefits of housing the Adult Safeguarding Team, Dols, and Provider Development together. This co location builds strong safeguarding relationships and helps a unified approach. It was also noted that the Clinical Commissioning Group safeguarding nurse is now embedded in the Adult Safeguarding Team.

Humberside Police emphasised to the panel their commitment to safeguarding indicating that vulnerability is a police priority that runs as a golden thread through the organisation. However the 'vulnerability' term used by the police has a wider definition than that used by the Care Act in its definition of safeguarding. The Detective Superintendent of Humberside Police would welcome further discussion about how this works in practice.

Humberside Police have reorganised to a more localised north and south bank approach which will enable the Board representative from the Police (Detective Superintendent) to focus attention to both North and North East Lincolnshire. The Police continue to fully support the Board, and a representative is chair of the SAB Safeguarding Adults Review Group. In response to a query from the Expert by Experience on the panel the Police confirmed that updates would be provided regarding the progress of 'safe places' and the Herbert Protocol.

## Wider Board Members

Several organisations gave examples of how service users were involved in their services, noting areas such as co-production of systems and information. Recording of individual responses to a service and representation on governance groups. Ongo housing association, in particular, gave details about minority representation within its organisation, including a Syrian spokesperson to represent Syrian refugees in supported accommodation. Tenants are also represented on its governing board. NLaG assured the panel that regular liaison and feedback to patients and carers takes place, family and friends' questionnaires are embedded within the Trust. A patient Experience reference group has been developed and involves the Safeguarding Adults Team.

Organisations provided information and discussed developments in their own services, that contribute to the wider safeguarding agenda, and which are linked to the SAB Business plan and strategic priorities.

RDaSh described the new Mate Crime initiative that they are undertaking in the area. The Trust are also in the process of implementing a one service IT system which will enable more effective working arrangements. Humberside Fire and Rescue service provided an update in relation to its strategic response to cases of significant hoarding and self-neglect to agree across agency solutions. Probation informed the panel of changes to the service nationally with particular relevance to early intervention work in prisons prior to prisoner release. This is viewed as a

positive change enabling offenders to have a greater degree of support and preparation for release. Nick Hamilton Rudd from Probation would also like to highlight a good practice multi agency case for the full Board meeting in June.

NLaG confirmed to the panel that following safeguarding issues raised by CQC at a recent inspection, a great deal of work had taken place to address areas of risk, particularly in relation to suicide risks within the A & E Department. It was recognised that improvements would not take place over night but that the NLaG Board representative would keep the Board updated with progress.

NHS England outlined the process by which the Board will receive assurance that improvements are made in health organisations such as NLaG. Arrangements were confirmed regarding communication between NHS England and the risk summit process which is put into place when there is deemed to be high risk as a result of organisational failures. An area of focus is the LeDeR programme and a process of review is taking place to identify good practice in this area. This work with link with North Lincolnshire SAB 'Appreciative Enquiry' programme to identify what works well in safeguarding practice.



## Outcome of the process

The outcomes of the process are reflected in the SAB Business Plan 2018. Below are specific actions going forward for the Board.

### Feedback George Ducker, Expert by Experience

*I have found it very interesting to sit on the*

*Safeguarding Adults Board Self-assessment panels and to listen to the different proposals that the various organisations are planning to bring into effect.*

The self-assessment panel process has proved to be a very worthwhile exercise to identify the high level of positive safeguarding activity that is taking place by the partners of the Safeguarding Adults

Board. Areas where there has been seen to be deficiencies have been quickly addressed by member organisations. Actions identified by the process have been translated into the Safeguarding Adults Board Business Plan and are kept under regular review. The self-assessment places the Board in a strong position for its development session in November and the compilation of its new strategic plan for 2019.

Outcome	Responsible organisation	Status
Involvement of the primary care voice on the SAB	North Lincolnshire Clinical Commissioning Group	Recruitment is currently in progress
Progress updates for the Herbert Protocol & Safe Spaces	Humberside Police	Update is underway
Incorporation of Ongo safeguarding information into the Board performance report.	ONGO	Completed
Review and update of the NLAG progress to make inspection improvements	Northern Lincolnshire & Goole Hospitals NHS Trust & NHS England	Review is underway
SAB to understand changes within the Probation Servicer and MARAC process	National Probation Service	Completed
Strengthen links between NHS England Safeguarding Quality Assurance processes and the Safeguarding Adults Board by increased communication with the Chair/Board Manager and NHS England representation on the Board	NHS England	Completed
SAB to maintain links with the LeDer process and information	North Lincolnshire Clinical Commissioning Group, NHS England	Links have been strengthened by regular Board updates from the CCG representative and a standing item on the Safeguarding Review Group
Regional SAB hoarding strategy agreement	Humberside Fire and Rescue	Strategy is near completion
Development Session for the SAB	Consideration at the Executive Group	Development session is planned for November 2018

## Conclusions and future priorities

This annual report highlights the considerable progress the Board has made to raise awareness of safeguarding and embed safeguarding duties into partner practice. In particular, success in the implementation of making safeguarding personal, and application of the six safeguarding principles of: Empowerment, Prevention, Protection, Partnership, accountability and proportionality.

It is the intention of the Board to review its Strategic plan and priorities during 2019, building on the outcome of the Safeguarding Conference in October 2018. Consultation will take place with adults who use services, professionals and wider members of the community about what being safe means to them. The consultation will be the platform on which to build the safeguarding strategy and priorities for the Board moving forward.



# Partner contributions to the Board Priorities

## North Lincolnshire Council

### Keeping Adults Safe at Home

North Lincolnshire Council has embedded Making Safeguarding Personal (MSP) and made it integral to all safeguarding activities, in a way that enhances involvement, choice and control. The Council recognises that MSP is not an approach limited to statutory enquiries but is fully integrated throughout the whole spectrum of safeguarding.

The Council have strong multi-agency partnerships, joint working and sharing intelligence to ensure a swift and personalised safeguarding response, involving the adult in all aspects of decision making. The Council recognises the importance of early positive interventions with individuals and their families to prevent the deterioration of a situation or breakdown of a support network.

The Council are members of the Humberside Fire Service Strategic Group who are currently working on the development of a Humberside wide strategy for tackling self-neglect and hoarding.

### Keeping Adults Safe in Health and Care Settings

The Council continues to work closely with providers and partner agencies, providing advice and support where appropriate. Regular audits are undertaken and action plans are developed to ensure continued improvement. The Council also has an excellent relationship with the Cross Sector Provider Partnership and the Safeguarding Team has delivered tailor-made training around

Safeguarding and Making Safeguarding Personal to providers.

The Council maintains strong links with the CCG and CQC and are core members of the Health and Social Care Standards Board. The Standards Board provides a local framework to enable shared accountability for improving standards within residential, nursing and domiciliary care. Partner agencies and providers work collaboratively to drive up the quality of health and social care provision within North Lincolnshire.

The Safeguarding Named Nurse within the Clinical Commissioning Group has co-located with the Safeguarding Adults Team providing advice and guidance to the team in relation to specialist health safeguarding concerns. The Council has welcomed this opportunity to work collaboratively with health colleagues to ensure good safeguarding outcomes for all adults.

### Raising Awareness of Safeguarding

Throughout the year the Council have initiated and taken part in a number of awareness raising events.

A Mental Capacity Act 10th Anniversary Day, took place on the 22 September 2017. The day was aimed at increasing knowledge, and also emphasised the importance of the Mental Capacity Act in underpinning good safeguarding practice amongst both professionals and members of the public. The Safeguarding Team attended North Lincolnshire Rescue Day in July 2017 to raise awareness and knowledge about

how to keep adults safe and report abuse.

The Council arranged and promoted an Autism Awareness Week in March 2017. The event was aimed at raising awareness and educating people to know more about the condition and the links to safeguarding. Various activities took place over the course of the week at both the Ironstone Centre and Brumby Learning Centre in Scunthorpe.

### The Board Leads Multi-agency Safeguarding Effectively

The Council continues to play an active role on the Safeguarding Adults Board, providing a representative for each Action Group, and chairing the SAB Quality Assurance and Performance Group.

The Council is committed to multi-agency working and have contributed to Safeguarding Week by leading two workshops; one in relation to Mental Capacity and the other from Trading Standards around scams and doorstep crime. Board representative also facilitated a development session on Safeguarding Adults Reviews (SARs) to the full Board to further knowledge and skills in this area.



## Humberside Police

Humberside Police co-ordinate safeguarding through a Central PVPU based within the Specialist Crime Command. Appropriate action is taken against those who offend either by prosecution or civil remedies and where there are areas of concern these are shared with partner agencies to ensure a multi-agency approach is considered.

Humberside Police works collaboratively with a range of partner agencies to support service users who have been victims of crime or are at risk of abuse or neglect.

Throughout 2017/18 numerous successful prosecutions were brought in respect of allegations of physical abuse, sexual abuse, theft and domestic abuse involving vulnerable victims.

In addition to the successful prosecutions there have been hundreds of safeguarding concerns which have been reviewed and then acted upon to ensure appropriate multi-agency intervention to protect those at risk and improve their lives.

We have a dedicated Detective Sergeant working within the Local Authority who is responsible for the co-ordination of referrals and concerns identified through police contact. We ensure that we share appropriate information with our partner agencies to safeguard the needs of adults and children. The Force ensures that there is engagement with front line Officers and in particular those who work within Communities to safeguard the needs of the community.

The force has delivered extensive training to support front-line officers with a greater understanding of how to respond to vulnerable people with mental health issues, Autism Spectrum Disorders and understanding the Herbert Protocol in respect of mentally vulnerable people who go missing.

Within Humberside Police awareness has been raised in respect the emerging issue of Modern Day Slavery and Human Trafficking through local and regional training events and the creation of specially trained Police Tactical advisors.

In addition Humberside Police have delivered Domestic Abuse Matters training to a significant proportion of the force aimed at raising awareness of the impact of DA on victims and the need for positive intervention and support.

To further improve the response to adults in crisis and those with acute mental health issues, Humberside Police now have a crisis worker from MIND now based within the force command centre seven days per week between 1600hrs and 2200hrs. This collaboration ensures specialist tactical advice to call-handlers and response officers and enables immediate mental health intervention to support members of the public where required.

Humberside Police have implemented Operation Signature focussed on identifying Vulnerable Adults who have been subjected to financial harm. The operation is intelligence led through referrals from the National Crime Agency and other partner organisations using the Banking Protocol. The

Banking Protocol was set up to help financial institutions identify Adults who may be in the process of being financially abused or are being financially abused. The operation has been running since January 2018 but has identified 4 victims from North Lincolnshire who have all been visited by officers from Humberside Police.

We have actively engaged in a number of Safeguarding Adults Reviews and multi-agency audits and disseminated this learning across the Organisation where appropriate.

Humberside Police are committed to sharing information with partner agencies in respect of those who work with vulnerable adults either voluntary or paid.



Protecting Communities, Targeting Criminals

## North Lincolnshire Clinical Commissioning Group

### Keeping Adults Safe at Home / Keeping Adults Safe in Health and Care Settings

NLCCG have a duty to safeguard adults in all aspect of their commissioning. This includes establishing effective structures for safeguarding with clear strategies, robust governance and a competent workforce that can lead and develop safeguarding across the local health community. Through their safeguarding standards, NLCCG seeks to ensure that all their commissioned services:

- Support patients to reduce risks of neglect and abuse – according to the patients informed choices
- Reduce risks of abuse and neglect occurring within their service through the provision of high quality, person centred care
- Identify and respond to neglect and abuse in line with local multi-agency safeguarding procedures

NLCCG is the provider of the Continuing Health Care (CHC) assessment service for patients registered with North Lincolnshire GPs. In working with partner agencies and individual patients, this service is in a prime position to identify and respond to circumstances in which risks are identified for adults with care and support needs, whether their primary health needs are met with a package of care in their own home, or in a nursing home.

The Designated and Specialist Nurses for Safeguarding worked closely with NLC Safeguarding Adult Team, with the Specialist Nurse co-located with the Team for part of the year. This close partnership working aimed to ensure that appropriate health professional support was available to multi-agency investigations.

The Designated and Specialist Nurses have worked closely with CCG colleagues (in particular CHC staff) in identifying and responding to concerns arising in home or care settings.

The CCG's Head of Nursing has provided strategic clinical nursing input into consideration and decision making in respect of quality of professional care.

### Raising Awareness of Safeguarding

All staff members within the CCG have mandatory training on Safeguarding adults which includes raising awareness of how to keep adults with care and support needs safe.

Staff in regular, direct contact with adults with care and support needs, including those involved in the assessment for Continuing Health Care have additional training to enable them to act appropriately. The CHC team have regular safeguarding supervision from the Specialist Nurse.

All CCG staff have regular access to safeguarding case management support via the Designated and Specialist Nurses – Safeguarding

### The Board Leads Multi-agency Safeguarding Effectively

Throughout 2017/18, the NLCCG Executive Lead was

- the Deputy Chair of the SAB
- a core member of the SAB Executive Group

The Designated Nurse & Head of Safeguarding regularly attended the SAB Executive Group, as the strategic professional lead for safeguarding in the North Lincolnshire health economy, but also as chair of a SAB Action/ Reference Group

Both the Executive Lead, and the Designated Nurse contribute to the development of the SAB, its systems and processes

NLCCG has appropriate representation on all Action/ Reference Groups with the Designated Nurse for Safeguarding chairing the Workforce and Development Group, and acting as vice chair for the SAR Group. The Designated Nurse has ensured that there has been appropriate health service representation at SAR Action/ Reference Groups.

The Designated Nurse has supported the Board Manager in rolling out of new multi-agency arrangements, in particular, following publication of national guidance on responding to pressure ulcers.



**North Lincolnshire  
Clinical Commissioning Group**

# Humberside Fire & Rescue Service

## Keeping Adults Safe at Home

HFRS has a Safeguarding Policy in which all staff have received training and awareness.

We are fully involved in Safeguarding throughout the service area and provide solutions to fire risk and general safety issues affecting people in their own homes. This has particular relevance for the most vulnerable in our community who we may refer to other organisations to seek any specialist support that we are unable to provide.

Following a home safety risk assessment we are able to recommend/provide a range of equipment to assist vulnerable people to live independently. This includes equipment such as fire retardant throws and mats, sprinklers, cooker guards and smoke alarms.

HFRS are also in the process of developing our Safe and Well Visits to enable us to identify and provide information on a wider range of issues to people with vulnerabilities throughout the Service area.

We maintain an extensive secure database of all our interactions and personal vulnerabilities.

All staff are DBS checked.

HFRS are currently providing an Emergency First Response within North Lincolnshire that assists in providing a level of initial medical assistance in support of EMAS.

HFRS continues to support Board training events and is working closely with partners to improve our interactions with vulnerable people in particular in

terms of cases of self-neglect and hoarding.

HFRS has resourced a 6 month trial to utilise the Blue Light Brigade Volunteers to assist us in engaging with more vulnerable people in our community. In North Lincs it is intended that the volunteers will focus on rural locations rather than Scunthorpe. These volunteers have all had training from HFRS they are DBS checked and are formed from retired blue light service workers and therefore have considerable experience already.

## Keeping Adults Safe in Health and Care Settings

periodic inspections of Care and Health settings with respect to fire safety precautions. The Service provides copy reports to North Lincolnshire Council via the Health and Social Care Board of the outcome of visits to adult care premises. The Service has made a pledge to the Corporate Parenting Group to provide support, advice and assistance to young care leavers moving onto independent living.

## Raising Awareness of Safeguarding

Staff receive regular safeguarding updates to ensure that we provide the best possible service to the most vulnerable in our community.

The Service utilises a range of communication media to highlight timely, periodic safety updates.

HFRS know only too well the challenges we face as a Service when an adult we are working with refuses to engage or accept our support; who self-neglect and hoard. HFRS are sure that other organisations face the same difficulties. We recognise that there may come a point when a person no longer has the ability to protect

themselves by controlling their own behavior; without multi-agency working together to manage the best way forward. To address this HFRS have contacted all four Safeguarding Adult Boards within the Humberside area.

- We are jointly working to create a Self-Neglect and Hoarding Guidance which all agencies will be able to easily follow.
- Clear training will be in place to enable partners to identify risk; assess the risk through timely information sharing and multi-agency intervention.
- All four Adult Safeguarding Boards will have met HFRS by mid-June to start the ball rolling to create this new important guidance.
- The guidance purpose is to evaluate risk, formulate plans, identify which agencies will be responsible for intervention and review action plans to evaluate effectiveness and monitor change and outcomes.

## The Board Leads Multi-agency Safeguarding Effectively

The Board has reviewed its structure and how it conducts its business in recent months. The Executive Group meet regularly to discuss the Boards objectives. Information is promulgated to members of the full Board as and when required and full board meetings are less frequent.

The new approach appears to be working well whilst also impacting less on the schedules of the wider Board Members.



**HUMBERSIDE**  
Fire & Rescue Service

# Northern Lincolnshire and Goole Hospitals NHS Trust

## Keeping Adults Safe at Home

NLaG provide services within both the hospital and community setting. The safeguarding team actively screen incident reports that link to possible safeguarding issues, this ensures a proactive approach to case management and allows for trends to be identified at an early stage (within hospital and community ) and improve the reporting of safeguarding issues. A member of the team also sits on the community governance group looking at community incidents. Any issues / trends are monitored within the safeguarding adult's forum.

The safeguarding adults training strategy was reviewed in April 2017. Current training levels continue to be maintained at around 85% and as of 30th April 2018 84% of trust staff have received safeguarding adults training. As a result of this staff are more able to recognise safeguarding issues and as such more staff seek advice with regards to safeguarding concerns. Specifically we have had several cases whereby elderly clients have reported domestic abuse and have been referred appropriately and received the support of an IDVA.

## Keeping Adults Safe in Health and Care Settings

During 2016 and 2017 the trust introduced the role of specialist nurses for dementia and learning disability. These nurses work to ensure that these particularly vulnerable group of clients receive care that is suitable and specific to their needs, reasonable adjustments are made (both prior to and during admission) and that any safeguarding issues are identified at an early stage.

In November 2017 the Trust appointed a Named Nurse with responsibility for Mental Capacity Act and Deprivation of Liberty. This post works within the safeguarding team to ensure that capacity assessment is at the forefront of patient care and maintains a focus on care which is delivered in the ' best interest' of the patient.

## Raising Awareness of Safeguarding

Discussions continue to take place as part of the care pathway for clients with regards to issues of a safeguarding nature. Where these are low level, general advice will be given to the client / family member in relation to "what to do next" and if necessary how to make a formal referral. Referrals will also be made by NLaG staff in conjunction with the client / family where there are issues of a safeguarding nature. Information sharing from NLaG to the commissioning groups is also maintained to ensure that any trends can be identified within other commissioned services.

## The Board Leads Multi-agency Safeguarding Effectively

The SAB maintain positive challenge with all partner agencies. In order to maintain a fully transparent working relationship the chair of the LSAB was invited to attend the NLaG safeguarding adult's forum to observe its functionality and cascading of information via the governance routes.

The SAB maintain a performance data base for which NLaG fully contribute.



# Rotherham Doncaster and South Humber NHS Mental Health Trust

## Keeping Adults Safe at Home

Safeguarding is at the heart of everything we do within RDaSH. In order to prevent or minimise the risk of abuse occurring, and to help protect those most at risk in our communities, we believe a partnership approach is essential. We continue to ensure that our staff listen and respond to what adults with care and support needs (and their carers) tell us about that they want to happen to safeguard them, and to enable them to live their lives as independently as possible in their own homes.

The staff within the Learning Disabilities Team have continued to develop their project in relation to raising awareness of mate/hate crime, and have been recognised at a national award level for the work they have achieved.

## Keeping Adults Safe in Care and Health Settings

There continues to be established oversight, assurance, and governance mechanisms for managing safeguarding quality in RDaSH services.

The Safeguarding Adults Lead works closely with all staff to ensure that safeguarding incidents are reported and effectively managed to keep patients safe, and to protect their human rights.

The Safeguarding Adults Team has oversight of serious or potential incidents via STEIS and IR1

reports; these are all reviewed to ensure that safeguarding is threaded through investigations and wider subsequent learning.

In response to the Department of Health and Social Care's safeguarding adults protocol for "pressure ulcers and the interface with a safeguarding enquiry" (January 2018), a member of the Safeguarding Adults Team is now a member of the Trust's Pressure Ulcer Forum, and contributes to the learning and development in this area.

The Trust continues to have representation on the SAR Sub-Group; during this period the trust has contributed to one Lessons Learnt Review (LLR), which related to an adult at risk in a care and health setting. The SAR Sub-Group representative has ensured that learning points have been cascaded to all relevant staff, and embedded into frontline practice.

## Raising Awareness of Safeguarding

A culture of "safeguarding adults is everybody's responsibility" permeates across the teams and individuals within the Trust.

Over the last 12 months a significant amount of work has been undertaken to ensure there is a robust safeguarding adults governance structure in place. The capacity of Safeguarding Adults Lead Professionals has been strengthened, and this has resulted in greater visibility and the formation of strong relationships across the partnerships. They have also provided leadership for the wider Safeguarding agenda, including Prevent, Modern Slavery, FGM, Hate and Mate Crime, and Self-Neglect.

The governance arrangements oversee and facilitate the implementation of safe practice across our workforce. There is a strong culture of learning and sharing good practice, based on appreciative enquiry, and safeguarding training is delivered in line with research and best practice.

There continues to be a clear vision to achieve the highest standards of quality and safety, and to embed safeguarding principles, dialogue, and a culture of early intervention/ prevention in safeguarding into all areas of practice.

## The Board Leads Multi-agency Safeguarding Effectively

RDaSH is actively involved in improving safeguarding arrangements for adults at risk. It is represented at a senior level at all key forums providing specialist health advice and leadership, and proactively contributes to the safeguarding of adults at risk in North Lincolnshire. It is fully committed to ensuring it meets its statutory duties and responsibilities for safeguarding.



## Ongo

### Keeping Adults Safe at Home

Ongo has a Safeguarding Vulnerable Adults Policy.

There are safeguarding guidance procedures in place to assist staff in recognising and reporting through their concerns.

All staff are trained and aware of the importance of reporting their concerns and that safeguarding is everyone's business.

Ongo has a named manager who acts as champion for the remit and that supports all staff in raising their concerns.

The ICT system for staff that work out on estates and in customers' homes has been amended to make it easier for them to raise safeguarding concerns quickly.

Within Ongo's support service, our customer risk assessment / support plan template contains a question in relation to safeguarding. Our support staff are all fully trained to ask appropriate questions that may encourage customers to answer honestly.

### Raising Awareness of Safeguarding

All staff undertake mandatory safeguarding training as a new starter. Customer facing staff receive refresher safeguarding training on a three year cycle. Ongo's customer risk assessment / support plan template contains a question in relation to safeguarding.

Safeguarding articles are regularly included in our tenant magazine (Key News – which is distributed to around 10,000 homes twice a year, as well as an additional two digital Key News editions during the year).

### The Board Leads Multi-agency Safeguarding Effectively

A report is prepared and presented to Board on an annual basis. This report is considered, any recommendations put in place as required, with officers then implementing actions.



## Healthwatch North Lincolnshire

### Keeping Adults Safe at Home

We listen to comments and concerns about health and social care and report any safeguarding issues if they arise. We also carry out Enter and View visits to care settings and all volunteers and staff involved in these visits have received safeguarding training and know how to deal with safeguarding concerns.

### Keeping Adults Safe in Care and Health Settings

We carry out monitoring visits to care settings across North Lincolnshire to listen to the views and comments of those receiving care and their friends and relatives.

We keep adults safe by ensuring any safeguarding issues are escalated and make recommendations to improve quality of service where this is necessary.

### Raising Awareness of Safeguarding

We have included information about how the public can raise adult safeguarding matters in our wellbeing directory which was published in November 2017.



## National Probation Service

### *North and North East Lincolnshire Local Delivery Unit*

The role of the National Probation Service (NPS) is to protect the public, support victims and reduce re-offending. It does this by:

- assessing risk and advising the courts to enable the effective sentencing and rehabilitation of all offenders;
- working in partnership with Community Rehabilitation Companies (CRCs) and other service providers; and
- directly managing those offenders in the community, and before their release from custody, who pose the highest risk of harm and who have committed the most serious crimes.

In carrying out its functions, the NPS is committed to protecting an adult's right to live in safety, free from abuse and neglect.

The NPS has a key responsibility for safeguarding and promoting the welfare of adults at risk. It recognises the importance of people and other organisations working together to prevent and stop both the risk and the experience of abuse and neglect, whilst at the same time making sure an individual's well-being is being promoted with due

regard to their views, wishes, feelings and beliefs. It also acknowledges the important contribution the NPS can make to the early identification of care and support needs for an offender in the community, as well as cases where an offender who is a carer needs support.

The NPS is committed to eliminating all forms of unlawful discrimination and to encouraging diversity amongst the services it provides. Its aim is to ensure equality and fairness for all and to not discriminate on the grounds of gender, marital status (including civil partnerships), race, disability, sexual orientation, age, gender reassignment, and religion or belief.

During this year the National Probation Service has continued to work with the North East Lincolnshire Safeguarding Board members via the Humberside Multi-Agency Public Protection Arrangements (MAPPA). Together we have ensured the, proportionate and necessary risk management of adult offenders who presents a risk of serious harm to communities whilst supporting desistance from crime through a continued and shared rehabilitative ethos. We have continued to work closely with our colleagues from the HLNy CRC to commission services targeted at addressing domestic abuse in terms of the risks presented by individual offenders and the wider societal impact. The North & North East Lincolnshire NPS Local Delivery Unit has taken the lead this year in developing practitioner awareness training with

the Humberside Modern Slavery Partnership, delivering an input for probation staff across the North East of England”.



