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# Annual Report 2019 – 2020

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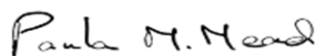
## Foreword by Independent Chair

I am pleased to present what will be my final annual report of the North Tyneside and Northumberland Safeguarding Adults Board. I'm delighted to report on the good work that has been achieved during 2019-20. I particularly want to thank our lay members who give up their time and share their local knowledge as they have brought an invaluable perspective to the Board.

This report explains the role and functions of the Board, highlighting achievements as well as lessons learnt by the relevant agencies in North Tyneside and Northumberland.

In recent months, the COVID-19 pandemic has impacted on the way agencies have delivered safeguarding services. Despite the unprecedented demands on staff, partners have remained determined and committed to deliver quality safeguarding services. The Board has continued to scrutinise, risk assess and coordinate effective safeguarding provision. Despite the pressures, there have been a number of positive lessons learnt; the use of virtual meetings has ensured progress and focus on Board priorities.

In response to these pressures this report will be shorter than usual in order that partners may continue to focus their work on the front line with those adults at risk.



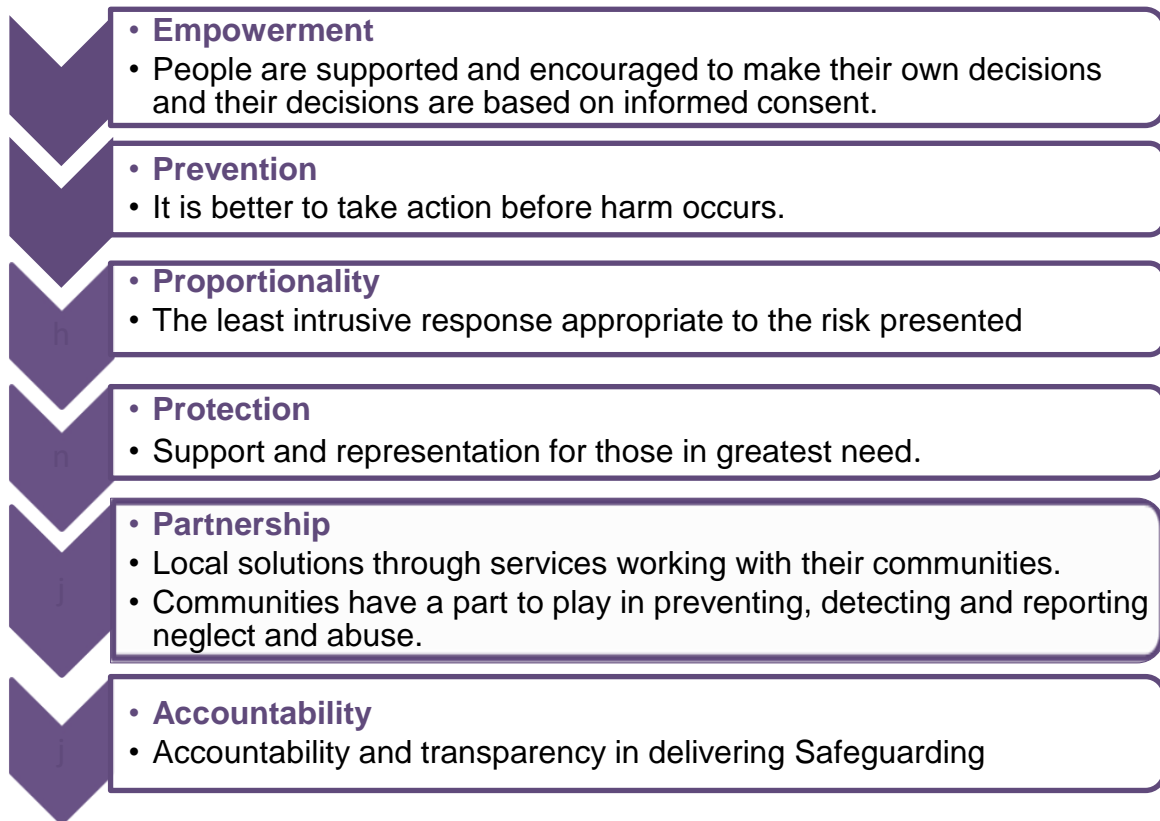
**Paula Mead**

North Tyneside and Northumberland SAB Independent Chair

## 1. Our Vision

“To promote the individual’s human rights, their capacity for independence, ensuring each person is treated with dignity and respect and able to enjoy a sustained quality of life and improved wellbeing. That at all times people are afforded protection from abuse, neglect, discrimination or poor treatment and that their carers whether paid or unpaid, are safe”.

In addition, we agree to adhere to the Care Act principles which underpin all adult safeguarding work;



## 2. North Tyneside and Northumberland Safeguarding Adults Board [SAB]

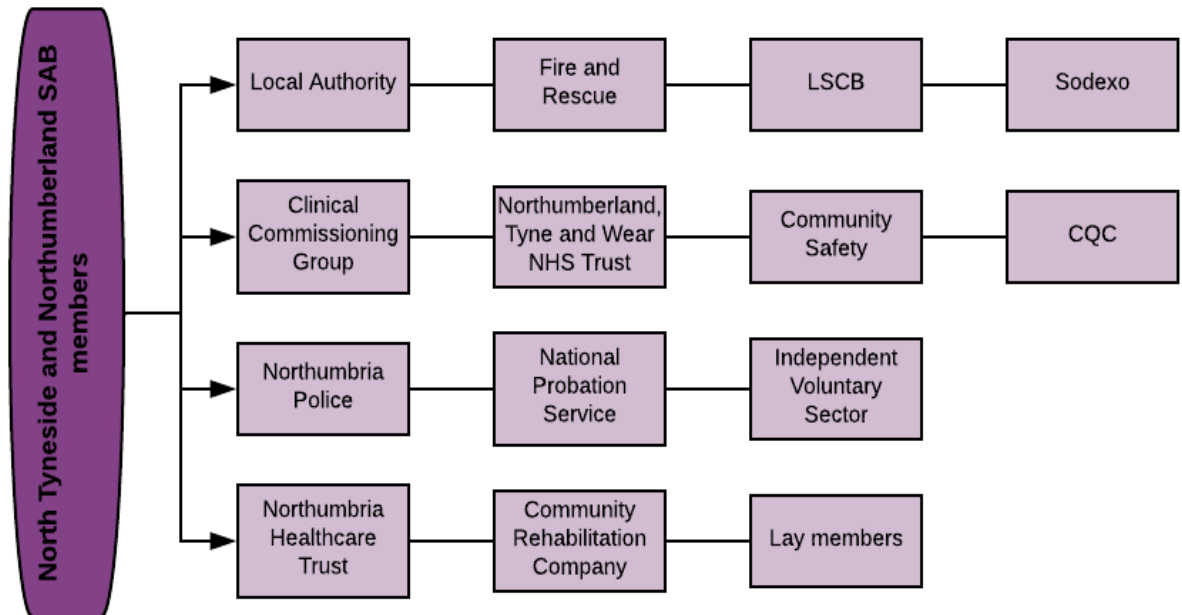
The SAB has three core duties, in accordance with the Care Act (2014):

- develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute.
- publish an annual report detailing how effective their work has been.
- commission safeguarding adults reviews (SARs) for any cases which meet the criteria for these.

The main objective of the SAB is to improve local safeguarding arrangements to ensure partners act to help and protect adults experiencing, or at risk of neglect and abuse.

## SAB members

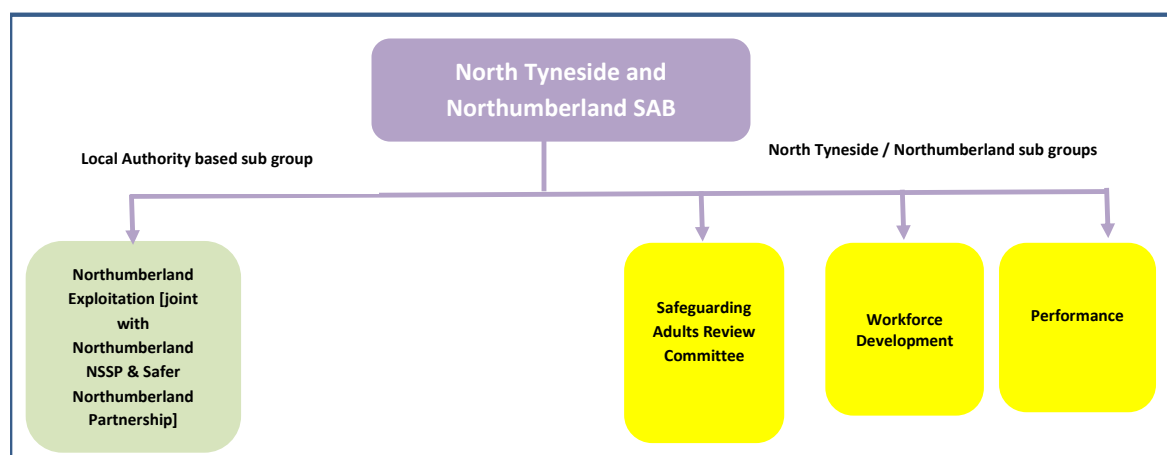
As specified in the Care Act, the SAB includes three core members; the Local Authority, Clinical Commissioning Group, and the Police. However our membership is also made up of nominated lead representatives from a wide range of partner agencies.



## SAB structure

The SAB is supported by a number of sub-groups that contribute to the work of the Board. Three of the sub-groups are partnerships between Northumberland and North Tyneside and have representation from both areas. We have continued to have separate Sexual Exploitation sub-groups, with Northumberland and North Tyneside each having had a group consisting of members from their respective Local Safeguarding Children Board and Community Safety Partnerships.

The SAB reports to the Overview Scrutiny Committees and also shares the Annual report with the Health and Wellbeing strategic boards at North Tyneside and Northumberland.



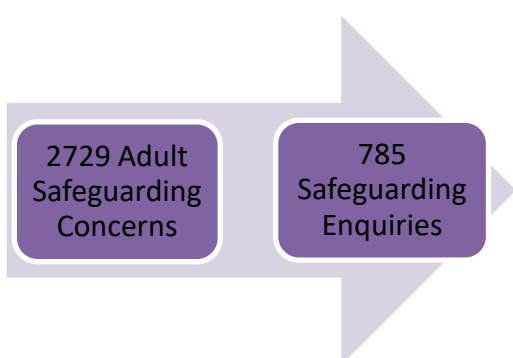
### 3. Local Safeguarding Data 2019-20



North Tyneside

#### North Tyneside Data

##### Safeguarding Concerns and Enquiries



There has been a decrease in safeguarding concerns received from the previous year: this may be linked to improved awareness and clearer identification of welfare and safeguarding concerns. In contrast, there has been an increase in safeguarding enquiries and this may reflect the robust interface with the MASH and early screening of referrals.

##### Location of abuse



51% of concluded enquires were about abuse in people's own home.



23% of enquiries were in Nursing or Care homes

##### Source of Risk

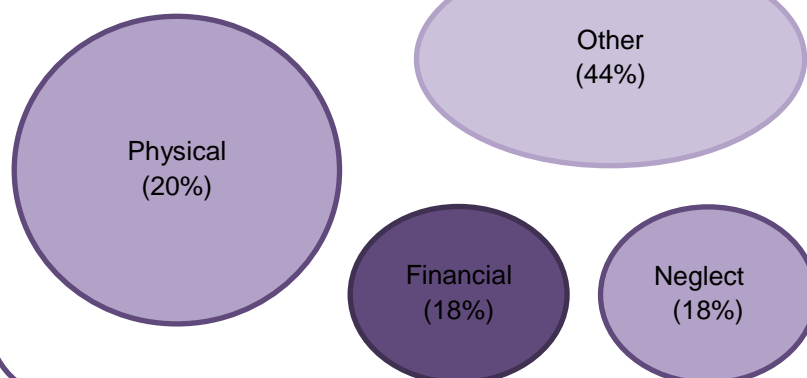


**84%** of enquiries had risk identified and action taken.

**2%** of enquiries ceased at individual's request.

**86%** of enquiries involved a source of risk known to the individual.

##### Type of Abuse



1 Safeguarding Adult Review was commenced

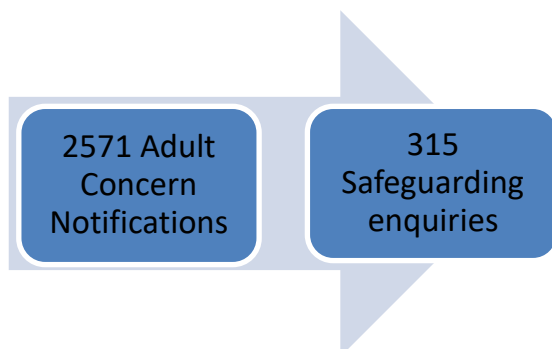
**\*Adult Concern** – this is a referral into Adult Social Care by any person or agency who believes that an adult may be experiencing abuse or neglect.

**\*S.42 Enquiry/ Safeguarding referral** – an enquiry is any action that is taken or instigated by the Local Authority under Section 42 of the Care Act 2014. Please see full [Care Act guidance](#).



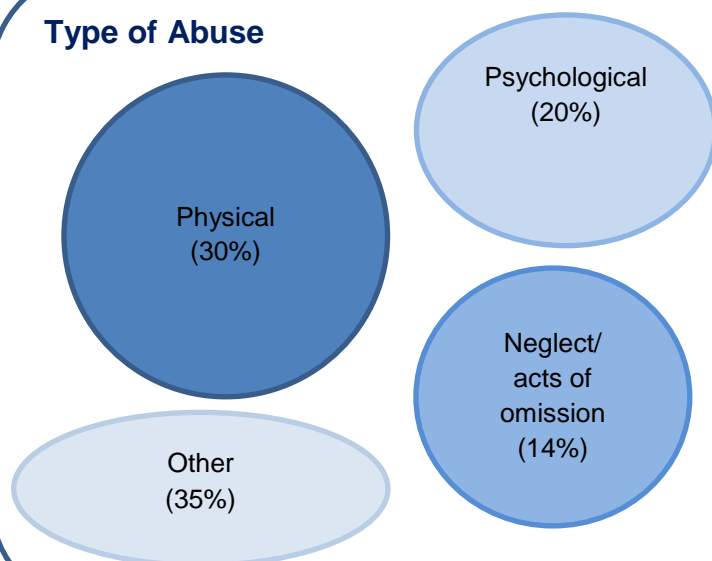
## Northumberland Data

### Safeguarding Concerns and Enquiries



There has been an 11% increase in Adult Concern Notifications and a 23% increase in Safeguarding enquiries compared to the previous year. This reflects changes in management structure and processes, resulting in consistent, appropriate and proportionate decision-making.

### Type of Abuse



94% of referrals from the police led to an enquiry

### Location of abuse



57% of concluded enquires were about abuse in people's own home



21% of enquiries were in Nursing or Care homes

### Source of Risk



74% of enquiries had risk identified and action taken.

6% of enquiries ceased at individual's request.

76% of enquiries involved a source of risk known to the individual.

1 Safeguarding Adult Review was concluded



## Making Safeguarding Personal



% of clients involved in enquiries who lacked capacity

**North Tyneside – 31%**

**Northumberland – 40%**

% of individuals involved in enquiries who were asked what their desired outcomes were

**North Tyneside – 75%**

**Northumberland – 69%**

% of individuals who had their outcomes fully or partially met (where outcomes were expressed)

**North Tyneside – 93%**

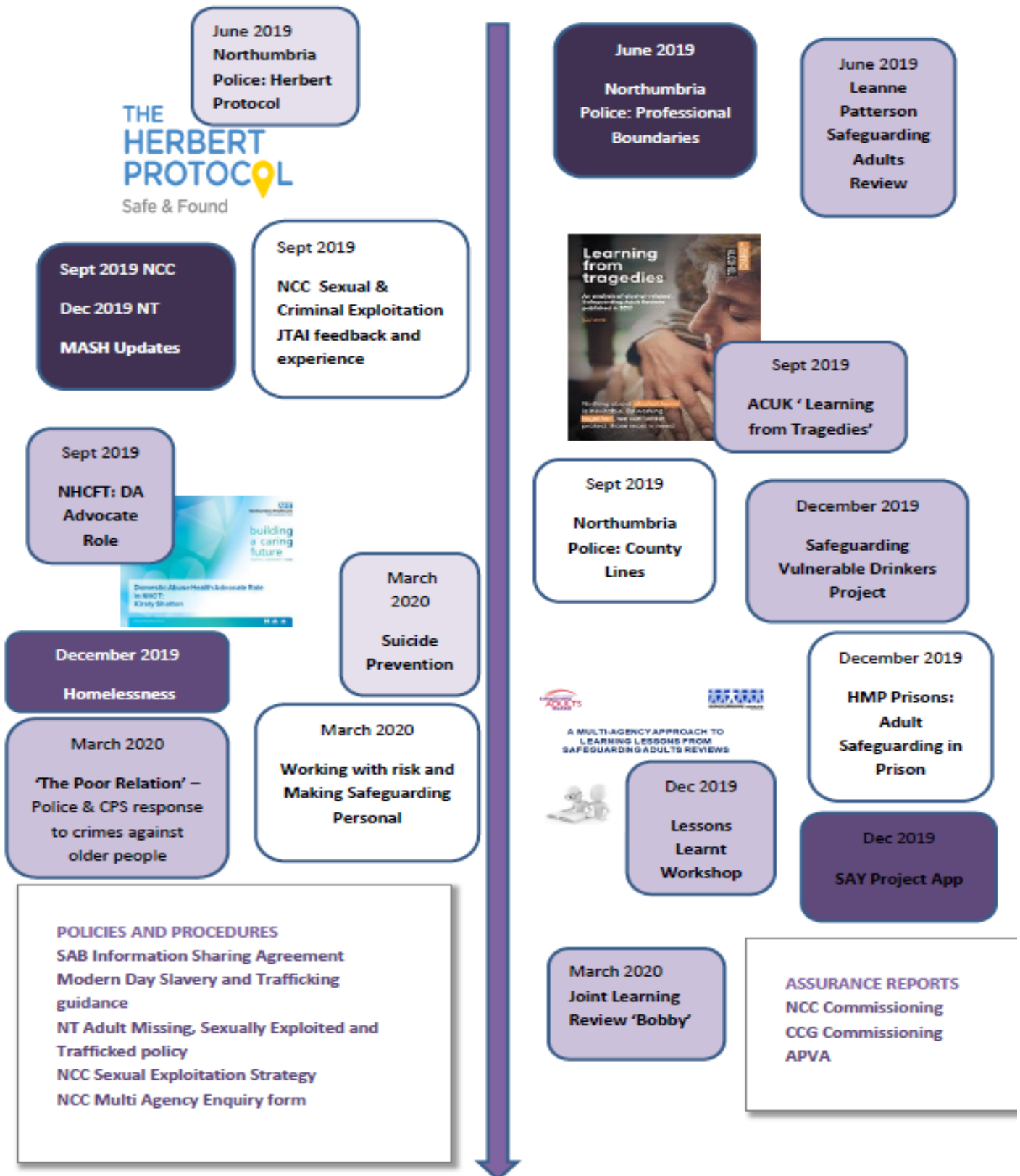
**Northumberland – 98%**





## 4. Key achievements 2019-20

### Timeline of SAB work



## Continued Development of the MASH



Both North Tyneside and Northumberland have continued to develop their Multi-Agency Safeguarding Hubs (MASH) as part of their front door services. A MASH brings together professionals from a range of agencies and is designed to facilitate timely information sharing and decision making on a multi-agency basis, which is key to meeting the SAB objectives. MASH arrangements across ensure consistent thresholds are applied, to facilitate effective risk assessment and intervention, and a family approach towards safeguarding.

### North Tyneside

Adult Social Care MASH continues to sit at the front door alongside children services and other partners which include the police, Harbour, Probation and Housing. We continue to have daily triage with the police which allows for discussions around risk and response. We are able to speak to partners quickly and have access to information in a timely manner. Our Duty team at the front door work closely with MASH partners and this allows for early intervention and quick and robust safety planning. As a result, advice regarding adult safeguarding and Care Act eligibility can be given at the earliest opportunity.

The Channel/Prevent process is aligning to the MASH which will have the benefit of having the single point of contact and the Channel Chairs within the MASH/Front Door for Adult and Children's. We continue to have strong links with Northumbria Healthcare Trust Foundation, Safeguarding adults Team, hospital team. We continue to have weekly MARAC meetings. The benefits of the Mash include a joint overview of cases such as APVA, Criminal Exploitation, County Lines, and domestic abuse.

In the next 12 months, we would like to develop multi agency pathway for individuals with complex needs linked to our well established Making Every Adult Matter work. We would also like to see other partners included in the MASH including CNTW and conversations are taking place to see if this can happen.

### Northumberland

The Northumberland MASH is now running into its third year and has continued to expand and develop. Over the past 12 months, some of our virtual partner agencies have committed to having a member of staff sitting within the MASH, which now includes Adult

Safeguarding, Children's Safeguarding, Northumbria Police, Education, Health, Early Help Services, Probation, and more recently CNTW have appointed a full time member of staff who is based within the MASH. This has had a significant impact on the MASH in relation to Mental Health services supporting with research, police notifications and signposting, resulting in clients being provided with intervention and services at the earliest opportunity. The CNTW Mash researcher provides support to both Adult and Children's Safeguarding.

Staffing within the MASH remains consistent, demonstrating the ongoing commitment MASH workers provide. Daily triage meetings continue with the Police and key partners which promotes timely, consistent and experienced decision making. Joint partnership working in relation to APVA, Exploitation, County Lines and domestic abuse has developed and has proven effective in relation to early intervention and safety planning. MASH continues to work within 100% timescales and the team have demonstrated an ongoing dedication to keeping adults safe in the Northumberland area.

Over the next 12 months, there are plans to strengthen both APVA and PREVENT pathways, which will ensure partner agencies are clear in relation to the referral processes. Ongoing workshops continue to be held within the MASH which focuses on assessment skills, Making Safeguarding Personal, capacity and consent, and revisiting the 10 steps procedures. Monthly MASH meetings are held to review performance and provide the opportunity for audits to be undertaken to identify areas of good practice and development. Looking forward the MASH will be focusing on maintaining a high level of service following the onset of Covid-19. During this time the Northumberland MASH has needed to respond to an increase in safeguarding referrals and police notifications relating to domestic abuse, mental health and neglect. This is likely to have a significant impact on the nature and volume of the work undertaken by the MASH moving forward.

### Key highlights from 2019-2020

This year the Board has focused upon, and invited speakers in relation to a range of specialist topics. These presentations have informed future areas of work, and are included in a number of sub-group work plans. Below are some highlights from this work.

#### **THE HERBERT PROTOCOL** Safe & Found

In June 2019 the SAB were pleased to support and promote the Herbert Protocol, following a presentation from Northumbria Police. This national scheme is aimed at improving responses when individuals with dementia go missing. This initiative was widely promoted and publicised by all SAB partners, and has been implemented across both areas.

#### **County Lines**

In Sept 2019 Northumbria Police provided a presentation to raise awareness of County Lines.

*"County Lines is a term used to describe Gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.*



### Alcohol Change UK - 'Learning from Tragedies'

In September 2019, Mike Ward presented the ['Learning from Tragedies report'](#), based on an analysis of Safeguarding Adult Reviews published in 2017. Of the 41 SARs reviewed; 15 referred to alcohol dependency and 11 referred to alcohol as a key theme. The Report highlighted some key features of the individuals identified in the SARs, including difficulties sustaining engagement with services, being at increased risk of exploitation due to alcohol use, self-neglect and lack of family involvement. Other key themes identified in the lived experiences of these individuals were domestic abuse, chronic ill health, mental health difficulties and past trauma. The Report made a number of national recommendations including the need for guidance particularly in relation to applying safeguarding risk thresholds for individuals who self-neglect due to alcohol misuse, and the application of the mental capacity act for those with fluctuating mental capacity. Recommendations were also made to inform future practice such as better multi-agency working, more robust risk assessments, and improved understanding and training for practitioners to help them better identify and support vulnerable people who are experiencing alcohol harm. This SAB presentation and the findings of the Report informed the SAB's decision to contribute funding to the Safeguarding Vulnerable Dependent Drinkers project, alongside other Local Authorities across the country.

### Homelessness and Safeguarding

In the last year there has been an increased emphasis upon the interface between homelessness and safeguarding adults, which the SAB has focused upon. In September 2019, [Safeguarding homelessness and rough sleeping: an analysis of SARS](#) was published by the NIHR Policy Research in Health & Social Care Workforce, focusing upon 14 Safeguarding Adult Reviews where homelessness was a factor. This report highlighted issues of poor inter-authority working, experiences of multiple exclusion, self-neglect, poor hospital discharge and lack of supported accommodation. In March 2020, the LGA and ADASS published [Adult Safeguarding and Homelessness: a briefing on positive practice](#) which emphasised the importance of an integrated, whole system approach. Homelessness often arises from a complex set of circumstances, including, adverse experiences in child and adulthood, and the impact of trauma. In this context, in December 2019, Northumberland and North Tyneside Housing teams provided updates to the SAB regarding homelessness and supported accommodation provision in each locality. Both areas were also part of the successful North East regional funding bid to the Rough Sleeping Initiative bid for 2019/20 and 2020/21. This has resulted in new services being delivered and posts created, that focus upon rough sleepers or those at risk of rough sleeping, to identify pathways to reduce homelessness.



## Raising Awareness of Safeguarding during 'SAFE week'

In September 2019 the seventh annual SAFE week took place across North Tyneside and Northumberland. This annual campaign seeks to raise awareness of protecting vulnerable adults.



This year there was a specific focus upon scams and circulating a range of awareness raising materials across our communities. Whilst anyone can be a victim of a scam, adults at risk are often targeted by particular scams, due to their vulnerability, and may be especially at risk due to their circumstances. The impact of scams can be devastating for individuals and their families.



The campaign and events were supported by a range of agencies, but the SAB would like to particularly express their gratitude to **Trading Standards, Stop Loan Sharks, Age UK** and **Independent Age**, who provided a variety of materials and resources.



## Continued contribution from Lay members

The SAB continues to be committed to engaging communities in safeguarding, and promoting the welfare and wellbeing of adults. In March 2018 we were delighted to recruit two lay members to the Board; one representing Northumberland and one for North Tyneside. Two years on, and their role and contribution to the SAB has been invaluable, and continues to provide a community perspective to the work of the Board. Both lay members have contributed positively to meetings and development sessions, and have provided oversight and scrutiny of the decisions and policies endorsed by the Board.

We continue to welcome their contribution and perspective, which strengthens the work of the Board, and enhances safeguarding within our local communities.

*"I have been fully supported to be an independent voice which offers an outside perspective. Hopefully my voice will continue to make a valuable contribution towards the SAB's vision of improving safeguarding outcomes.*

*I have also been allowed wider opportunities to participate and engage in some of the work of the Board, enhancing its governance.*

**North Tyneside Lay Member**

*"Now in my second year as layperson, I have remained impressed by the leadership and strategic oversight of the Board in its role to ensure vulnerable adults are effectively safeguarded. I have noted much evidence of learning from policy and practice reviews with concise action plans developed, which positively impact on the front-line of service provision across agencies. There is mutual respect and support amongst Board members and I feel that my opinions and views are listened to respectfully. The interface between the Board and local communities remains a focus of interest to me as a community developer and I have had the opportunity in the last year to organise a number of events in my local community, which I ensured shared safeguarding information with our more vulnerable residents and supported volunteers to complete safeguarding training along with me."*

**Northumberland Lay Member**

## Continued support from the Central User Forum



The Central User Forum is a self-advocacy group for Adults with Learning disabilities in Northumberland. Their main goal is to increase the involvement of people with Learning disabilities and autism, enabling them to have a voice in the development of social care.



The Board would like to express their gratitude to the Central User Forum, who this year produced an Easy Read version of the Annual Report 2018-19, which has been circulated across partners and services.



## 5. Strategic priorities 2019-20

In 2019-20 the SAB agreed to focus on 4 key priorities. This work has commenced and will be progressed further in 2020-21.



- **Transitional Safeguarding arrangements** - ensure robust and consistent responses are in place to manage safeguarding for vulnerable young people.
- **Early identification and Prevention of Domestic Abuse.** To support the work of the Strategic forum.
- **Focus on forms of Criminal exploitation** - including County Lines, Sexual Exploitation, Cuckooing, Hate Crime and Criminal Gangs.
- **Making Safeguarding Personal** – further embedding and scrutiny of current arrangements.

### Transitional Safeguarding arrangements

Transitioning from childhood to adulthood can be extremely challenging and complex, particularly from a safeguarding perspective. It is recognised that in order to respond to complex risks and harms such as sexual and criminal exploitation there is a need to safeguard young adults more effectively, to avoid them falling between the thresholds and legal frameworks. Consequently, transitional safeguarding continues to be a key priority for the SAB, and for partners across both areas.

In Northumberland work has commenced on Transitional protocols and pathways which will include transitional safeguarding arrangements. A key feature of this work is Adult and Children's Services working together to provide early support with transitional planning and Mental Capacity assessments. This work is ongoing and will be informed by joint Children's and Adult Services reviews which have been commenced during this year.

In North Tyneside a whole life disability service has already been co-produced with parent/carers and lessons are being learned from that work to inform transitional pathways in relation to safeguarding, particularly in consideration of the differing legal frameworks and assessment of capacity, especially where this fluctuates. Further work is required regarding transitional safeguarding, in strengthening processes to ensure transitions

arrangements are planned in a timely manner. A focussed piece of work needs to be developed at the front door for children and adults to make this happen.

## **Early Identification and Prevention of Domestic Abuse**

The following work has been undertaken in both areas, to promote the early identification and prevention of Domestic Abuse:

- Following the learning from Leanne Patterson's Safeguarding Adults Review (see page 20) a range of multi-agency training and workshops have been delivered across both areas. A variety of learning resources and briefings has also been circulated to all partner agencies.
- Both North Tyneside and Northumberland successfully completed and received the Domestic Abuse Housing Alliance accreditation.
- The Northumbria Healthcare Trust Domestic Abuse Health Advocate will be a permanent post following the successful evaluation of the Police Crime Commissioner project.
- North Tyneside and Northumberland in partnership with the other 4 local authorities in the Northumbria Police Force area, were successful in securing Ministry of Housing Communities and Local Government funding. This has enabled the domestic abuse support service, Harbour, to provide assertive outreach in addition to the core offer, enabling more intensive support for those with complex needs and a history of disengaging from services.
- Domestic Abuse and Adolescent to Parent Violence and Abuse (APVA) training continues to be developed in both areas.

## **Focus on forms of Criminal exploitation**

In Northumberland the multi-agency Exploitation sub group has continued to drive our understanding and responses to all forms of criminal exploitation. This is a joint group with the Northumberland Strategic Safeguarding Partnership (NSSP) and the Safer Northumberland Partnership (SNP), which is informed by a multi-agency Strategy and Delivery plan. During this reporting year there has been an increased focus upon raising awareness of criminal exploitation across all agencies. A number of joint programmes have been designed and delivered across Children's and Adult Services including Contextual Safeguarding workshops and Sexual Exploitation (Vulnerability not Age) training. In response to operational experiences, a multi-agency County Lines and Modern Slavery programme has also been developed and moving forward will be rolled out across the county.

In North Tyneside work is commencing to develop a joint approach to criminal exploitation across all age groups. The North Tyneside approach to managing

Modern Day Slavery is published and training has been rolled out to staff. The MASH and Making Every Adult Matter process was successful in ensuring robust safety plans were put in place for vulnerable adults affected by a large County Lines operation, and robust partnership working was evident within this

## **Making Safeguarding Personal**

The SAB remains committed to the Making Safeguarding Personal (MSP) agenda, and working together to develop these arrangements, to ensure we achieve personalised front line practice, and the best possible outcomes for individuals. It is the SAB's role to lead on MSP, including defining and embedding the principles, and measuring effectiveness.

This year the Performance sub-group has developed a multi-agency MSP Audit tool. Moving forward this Audit tool will be used to seek assurances that MSP is embedded across all partner agencies. This work will be supported by the use of the MSP toolkit and resources published by the LGA/ADASS, to support the application of strengths-based working across all safeguarding practice.

## 6. Looking ahead to next year

The SAB has a strategic plan in place for 2020-21, which has been informed by local Safeguarding data; experiences and feedback; partner self-assessments; and regional priorities. The plan can be found on the Safeguarding Adults pages at;



[North Tyneside Safeguarding Adults](#)  
[Northumberland Safeguarding Adults](#)

Moving forward the SAB will continue to focus upon the work and priorities outlined above, and also progress work already commenced:

### Alcohol Change UK

In February 2020, the SAB and Public Health were pleased to jointly contribute to the national Safeguarding Vulnerable Dependent Drinkers project, co-ordinated by Alcohol Change UK. This follows on from the 'Learning from Tragedies' report, and is a multi-agency project to develop guidance and training on responding to vulnerable adults, who are chronic and change resistant dependent drinkers. Mike Ward, who leads the Blue Light project, and Professor Michael Preston-Shoot will be producing a national briefing report and delivering local consultation workshops and training, across both Northumberland and North Tyneside. The aim of the project is to improve and develop local practice in this often complex area, and inform national government about the necessary changes required. In addition, there will be a focus on raising practitioners' knowledge of legal literacy in this specialist field. This is an innovative piece of work which we hope will improve both knowledge and practice amongst safeguarding partners and frontline staff.

### Hoarding toolkit

In 2018/19 the SAB received a presentation regarding the cumulative risks associated with self-neglect and hoarding, the importance of early and effective interventions, and adopting a trauma based approach to working with individuals. This year a multi-agency group has been working on developing a Hoarding protocol and associated training resources. This has included commissioning some specialist advice and case consultations across both areas, to evidence and inform this work. In the next year this toolkit and guidance will be finalised and rolled out across SAB partner agencies.

### Suicide Prevention

In March 2019 Northumberland Public Health presented a progress report in relation to their Suicide Prevention Strategy and Action Plan. SAB members were briefed on key

messages from national data on suicides; a local analysis of Northumberland's data; national guidance and the local response to suicide and prevention activities. Moving forward North Tyneside Public Health are also scheduled to present their local Suicide Prevention Action Plan.

Suicide Prevention is an important issue for the SAB, who are committed to raising awareness and ensuring individuals receive appropriate support. With this in mind, the SAB has widely promoted the [suicide prevention training](#) produced by the [Zero Suicide Alliance](#), to all staff and SAB partners. Also during this year a Learning Review was commenced following the suicide of a young person in Northumberland, and the findings and learning from this review will inform the future work of the Safeguarding Adults Review Committee.

## Covid-19

The impact of Covid-19, from March 2020, has been significant for all individuals, families and organisations. SAB partners have needed to respond very quickly to a rapidly changing landscape, in terms of delivery and commissioning of services, and identifying sometimes alternative ways of safeguarding children and adults at risk. The key message to all partners has been that safeguarding adults duties continue to apply, and all agencies should continue to work together to prevent and reduce the risk of harm to individuals with care and support needs, including those affected by Covid-19.

The SAB has remained committed to promoting the wellbeing and safety of adults at risk, and very early on established regular partnership meetings with statutory partners, across both North Tyneside and Northumberland. This facilitated good multi-agency working arrangements, provided an opportunity to share information, discuss any emerging areas of risk and concern, and share any practice and learning. It is recognised that some individuals have been increasingly vulnerable and at risk from abuse during this time, and a wide range of information and resources have been circulated to SAB members and our communities to raise awareness and signpost to support. Partners also contributed to a SAB Assurance framework and Risk register, which identified key areas of risk and the contingency plans in place to mitigate these risks. These assurances and recovery plans will continue to be regularly monitored and scrutinised by the SAB moving forward. The SAB would like to thank all partners for their valuable contribution and commitment during this challenging time.

To date, there have been many lessons learned, particularly in relation to virtual meetings and training, and the use of partnership meetings to progress local and SAB priorities and themes. The impact of, and recovery from COVID 19, will continue to be a primary area of focus for the SAB over the next year, planning for increased demand, and looking at local and national themes that emerge to inform our practice and learning.

## 7. Safeguarding Adults Review Committee - Lessons Learned

### Safeguarding Adults Reviews (SARs)

In accordance with the Care Act 2014 Safeguarding Adult Boards have a statutory duty to carry out Safeguarding Adults Reviews. The SAB is required to undertake reviews when an adult in its area has died as a result of abuse or neglect, and there is a concern about how the partner agencies have worked together to safeguard the adult.

In the year for this Annual report **one** Safeguarding Adults Review (SAR) was completed in Northumberland and was published on behalf of the SAB in November 2019. Further details of the learning from this review can be found below. Looking ahead to next year a key priority for the Safeguarding Adults Review Committee (SARC) will be to oversee the action plan from this review, reporting progress to the SAB and ensuring that all recommendations have been completed in full.

In 2019-20 the SARC also recommended to the Board that **one** SAR be undertaken in North Tyneside. This review has commenced and will be concluded and reported in the 2020-21 Annual report. The emerging themes to date, relate to the integrated management of self-neglect and the complexities that surround this, in conjunction with the importance of evidencing mental capacity. In addition, it highlights the importance of a holistic integrative approach in addressing complex mental and physical health, where clear interagency communication is key.

In 2019-20 the SARC also recommended that **two** Learning Reviews be undertaken in Northumberland, one following the suicide of a young person, and the second relating to transitional arrangements.

### Learning Reviews

In 2019-20 the SARC considered 6 new case referrals and has continued to monitor the action plans from a previously completed SAR and learning reviews. These learning reviews had not met the statutory criteria for a SAR but partners had agreed that there were lessons to be learned about multi-agency collaboration. During this year a storyboard of the learning from Adult X was considered by the SAB and circulated wider to partners. The SARC also continues to consider and benchmark learning from other reviews, both locally and nationally.

Both the Northumberland SAB Manager and the Chair of the SARC continue to act as two of the seven regional SAR champions. Looking ahead to next year and building on the national SAR Quality Markers and SAR library work, the regional SAR champions will be looking to develop their role further and explore both regional and national models of learning.



## Multi-Agency Lessons Learnt Workshops

In response to a number of learning reviews which have been overseen by the Safeguarding Adults Review Committee, bespoke training has been developed and delivered to both SAB partners and staff. These workshops have cascaded the key learning from local reviews and SARs, and also learning from a regional DHR and Appreciative Inquiry undertaken in Gateshead. Moving forward these Lessons Learnt workshops will be a rolling programme of learning focusing on the key messages from local and national reviews.

### Safeguarding Adults Review – Leanne Patterson

In November 2019 the SAB published the SAR Executive Summary relating to Leanne Patterson, which can be found on [Northumberland's Safeguarding Adults website](#). Leanne's full name was used at the request of her family.

Leanne was a 36 year old woman with complex vulnerabilities, including polysubstance misuse, transient lifestyle, was viewed as a victim and perpetrator of domestic abuse, and had difficulties sustaining engagement. Leanne was fleeing a relationship where she had been subjected to significant domestic abuse, and self-presented at a multi-occupancy hostel. During her stay at the hostel Leanne became increasingly vulnerable and her alcohol use increased. Leanne was assaulted by other residents on two separate occasions, and died 3 weeks later.

#### What did we learn?

- There was a lack of earlier robust and coordinated multi-agency approach to managing risk and Safeguarding:
- Leanne was described as 'making choices' that made her 'difficult to engage'. The culmination of vulnerability factors and the impact on capacity and decision-making was not considered.
- There is need for a multi-agency approach to identify the interplay of risks between individuals with entrenched problems, when housed together.

#### What have we done as a result?

- MASH was implemented February 2018, and multi-agency processes for managing risk and safeguarding are now embedded.
- All agencies are ensuring referrals to multi-agency processes are made in all cases.
- Mental Capacity training has been updated to reflect that in complex situations it should be recorded whether or not a capacity assessment has been undertaken and on what rationale this decision was based on.
- Current risk management/assessment requirements in place for commissioned supported/temporary accommodation services is being reviewed to develop:
  - A specific Interpersonal risk assessment tool
  - A multi-agency information sharing protocol
- Principles of engagement guide and MARAC staff briefing has been circulated across the partnership.
- Multi-agency briefings have been delivered highlighting key learning, including Domestic Abuse workshops for Managers.



## What have we learned from Leanne?

In such cases, capacity can change from hour to hour never mind day to day and the level of the assessment changes dependent upon the individual's understanding of what a capacity assessment is and why it is required. When assessing the capacity of individuals who are alcohol or drug dependent the assessment needs to go deeper than the 4 stage test. The training we received in 2019/20 around capacity and lessons learnt from Safeguarding Adult Reviews has been invaluable, and needs to be incorporated into the standard work we do. *Social Worker, Adult Social Care*

We are now using the rules of engagement when considering closure for cases. For example, if a Social Worker wants to close a case as they are unable to contact the individual or they are not engaging, we now check all options have been attempted such as arranging contact through other agencies that are involved. Careful consideration is given to the difficulties with engagement. *Senior Practitioner, Adult Social Care*

We have worked hard to ensure that capacity assessments are robust when thinking of an individual's ability to turn people away, and say no to them when they are intoxicated or being coerced. We are working with partner agencies to ensure they understand that capacity is to be assessed at the time of the decision. In these situations I have recorded when someone has capacity, but also highlighted the situational factors and that this would likely not be the case when they are intoxicated, or presented with someone they are scared of etc. *Social Worker, Adult Social Care*

We now evidence consideration of capacity, whereas previously if someone had capacity to make decisions we wouldn't necessarily record this. We work with individuals who are at high risk of harm so exploring this with them and gauging their understanding is very useful practice. *Senior Practitioner, Adult Social Care*

When working with individuals with substance use and involved with county lines, being exploited, coerced, this case review and the learning from it led me to think in more detail about where to house people when they are fleeing these types of situations. When looking to support two individuals to move from their homes, and following this review, the MDT discussed in detail the risks associated with accommodation options and weighed up whether this would in fact put them at more significant risk of harm than their current situation due to their vulnerabilities. *Social Worker, Adult Social Care*

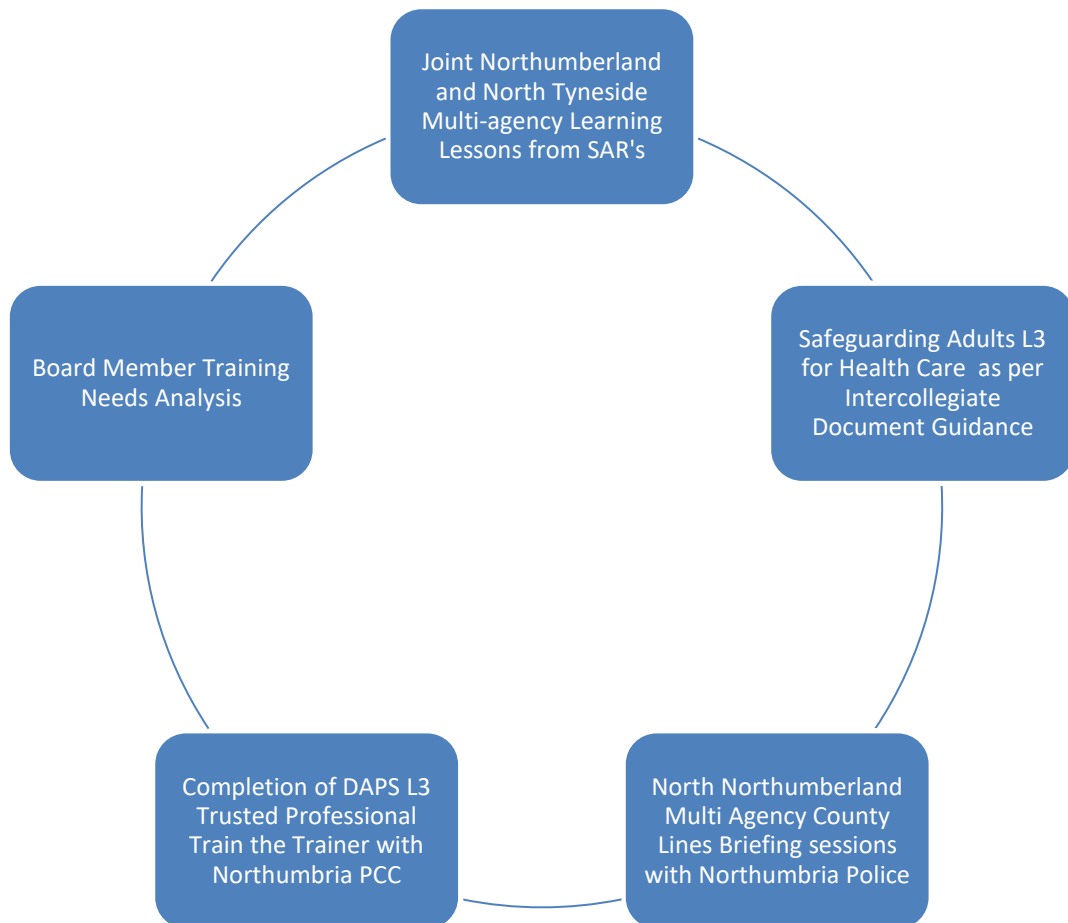
## 8. What training have we delivered

During 2019-20 the Northumberland and North Tyneside SAB Workforce Development Group (WFD) has continued to deliver and co-ordinate a varied programme of safeguarding adults related training on both a single and multi-agency basis.

The Group continues to work in collaboration with a range of partners including housing, primary care, police, children's services and the private, voluntary and independent sector.

The WFD endeavours to embrace new learning and development opportunities in response to emerging key issues that arise throughout the year as illustrated in the 'highlights' below.

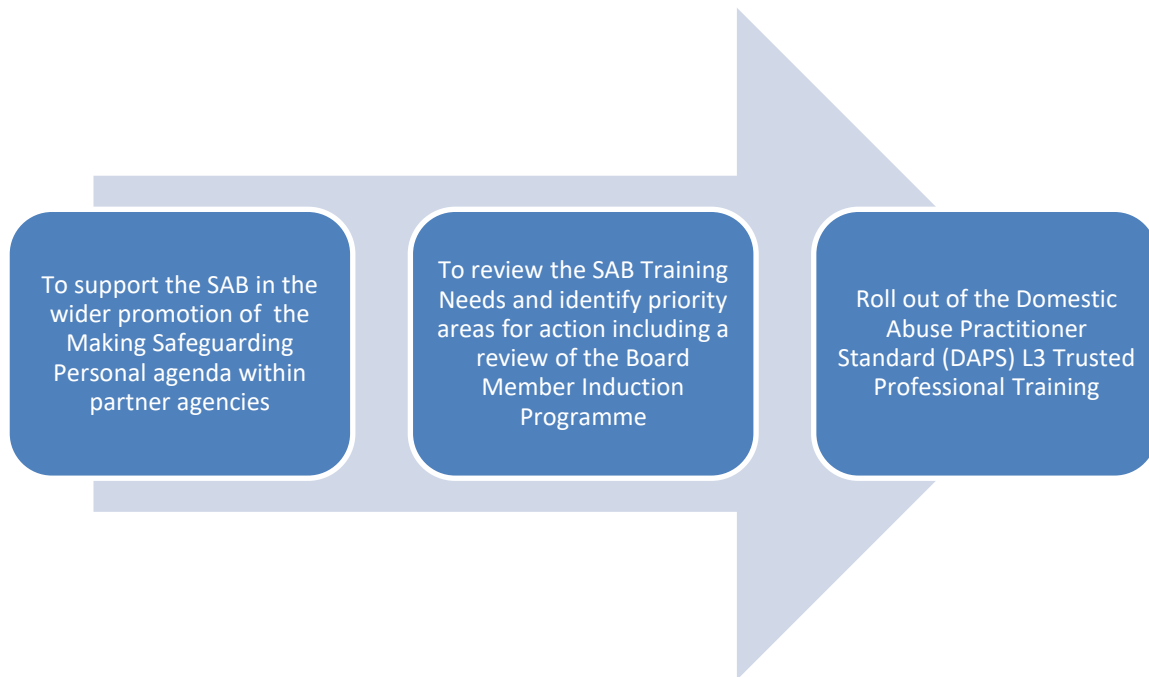
### Key Highlights



We are also very proud to have supported our housing colleagues in North Tyneside and Northumberland in relation to improving awareness about domestic abuse across the staff teams. The commitment shown by all involved, not only through training but also policy development, was acknowledged and congratulated in the successful attainment of the Domestic Abuse Housing Alliance Accreditation (DAHA) across both areas.

Moving forward into the 2020-21 year the Group have already identified some of its' key objectives and will remain ready to tackle the new challenges that arise for workforce during the coming months, whilst continuing to support the wider objectives of the SAB.

Here are some of those key objectives for WFD:



The WFD Group would like to acknowledge the support of the SAB and wider partner agencies in the many collaborative approaches to learning and development, and we look forward to continuing in this way over the next 12 months.

## 9. Working with our partners



### Partner spotlights

#### County Lines Partnership working

Following a report of a sexual assault from a female service user, a CNTW incident form was reported by staff. The Safeguarding lead recognised that the incident could be linked to County Lines activity due to the nature of the attack and the involvement of the service user and alleged perpetrator with crack cocaine. This led to a referral to the Local Authority and a series of well attended multi-agency Safeguarding Adult meetings including the Local Authority (Adult and Children's Services), Police, Northumberland Recovery Partnership, Housing Association, Food bank staff, and Pharmacies. This multi-agency information sharing uncovered County lines activity and the exploitation of vulnerable service users whose homes had been 'cuckooed'.

18 months on, agencies has continued to share information through regular multi-agency meetings, and have worked collaboratively to safeguard vulnerable individuals, and raise awareness of and disrupt County Lines. Operation Eclipse led to the arrests of a number of perpetrators of County Lines activity, and victims who were engaged in the criminal activity continue to be supported via multi-agency working. Service users, carers and professionals now have a better understanding of the signs of County Lines activity which directly informs safeguarding practice. Individuals have their homes back and have felt able to speak out through therapeutic relationships. Many of the individuals involved have reported their relief that the activity was disrupted as they feared for their lives and were being controlled and manipulated by threats. This has been a great example of **collaborative working to protect the community and the vulnerable**.

#### Northumbria Healthcare NHS Foundation Trust Frequent Attenders/High Impact Patients process:

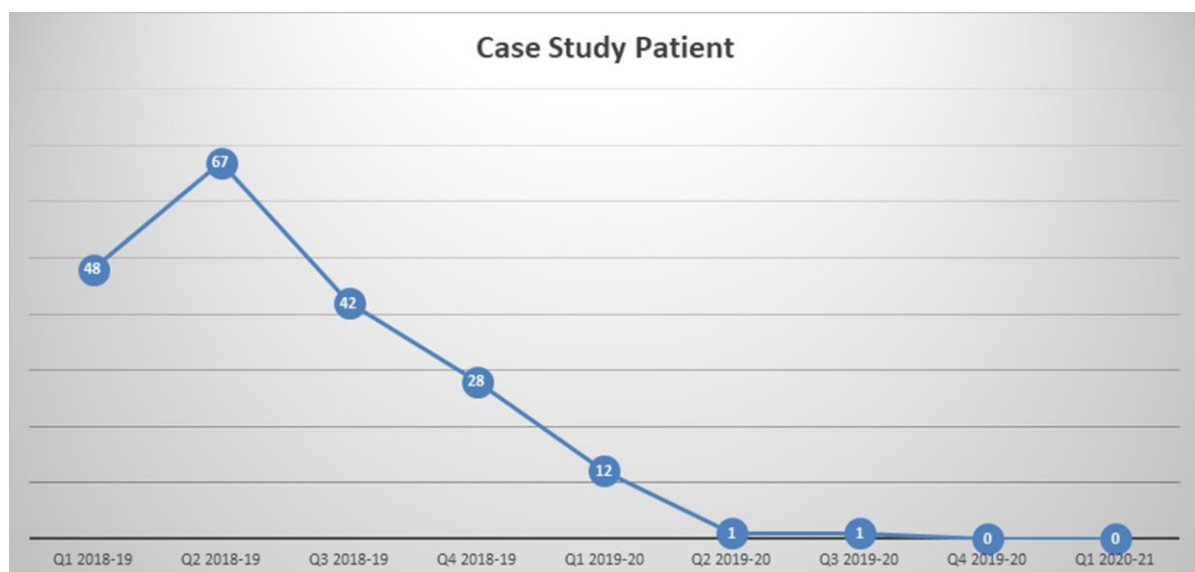
The trust hosts a bi-monthly meeting which was implemented in 2017 by the safeguarding service to support patients over 18 who present frequently or are high impact users to the Emergency Department (ED) and our Urgent Care Centre's. The aim is to reduce attendances, establish and address underlying causes thorough a coordinated approach. It is coordinated and hosted by the acute trust safeguarding service with multiagency

representation from local authority in North Tyneside and Northumberland, specialist alcohol services, NEAS and police. Internal representation is provided from the Emergency Department, alcohol specialist service, CNTW psychiatry liaison team and the safeguarding service chair the meeting and are responsible for the data collection. Joint care plans are also formulated and coordinated and held at ED which are reviewed regularly.

The meeting focuses on the top 10 patients and a coding is in place to identify primary reason for attendance. The results of these meetings have seen a reduction in frequent attenders to ED from the multi-agency intervention within the meetings to address support plans in the community, liaison with primary care and management plans within ED to support the patient. The frequent attenders process offers a preventative approach to safeguarding.

### Case Study

Patient A is a young man in his early 20's who attended NSECH Emergency Department (ED) frequently, sometimes twice per day with health anxiety. His presenting needs were around stomach pain which were all anxiety related. Following the frequent attenders process, a healthcare plan was put in place and an ED frequent attender's management plan to support the patient. Via this coordinated approach, the patient's attends have almost completely stopped and he is receiving his wrap around support from primary care and community services, which has alleviated his health anxieties but also reduced his ED attends for non-urgent medical treatment. (see graph below)



## Partner reports

Our partners have been invited to contribute to this report. Their individual reports have been compiled into a separate document which can be found [here](#). Below are some brief highlights of what our partners have told us about Safeguarding in their organisations this year.

### North Tyneside CCG

Following the findings of the Adult W Safeguarding Adult Review NTCCG safeguarding team undertook an audit of nursing homes regarding care of diabetic residents. This highlighted a need for improved staff education in respect of the complications and subsequent care considerations for this cohort of residents. NTCCG developed and delivered education sessions for nursing home staff, and gained assurance that the nursing homes had a diabetic champion within their teams, who acts as a resource for staff.

### Northumberland CCG

Introduction of and embedding of new Primary Care Named Nurse, with extensive knowledge and expertise across adults and children. This replaces the Named GP role, and is the first in the region.  
Access to SystmOne and Emis with the majority of GP practices signing up with Information Sharing agreements.  
Revision of MARAC and MAPPA process to improve the information flow.  
Development of fortnightly safeguarding newsletter for Primary Care.  
SIRS (Sharing Information Regarding Safeguarding) process embedded with evidence of impact.

### Northumbria Police

Led on successful Domestic Abuse campaigns which have increased awareness of Domestic Abuse and increased reporting. For example, following a Clare's law external media campaign in 2019 we saw a subsequent spike in requests for disclosure. The Christmas campaign for elder abuse reached 136,000 people on social media alone with positive feedback provided by many of those.  
Adult concern notifications have increased by 22% between February 2019 and February 2020 compared to the previous year, which is attributed to the internal training delivered by Northumbria Police raising awareness and understanding of vulnerable adults and also mental health issues.

### Northumbria Healthcare Trust

An in depth CQC inspection highlighted that the Trust has robust arrangements in place to safeguard our patients across North Tyneside and Northumberland, with an Outstanding Result. A number of events were held throughout the year including the Trust safeguarding seventh annual conference in September 2019. This brought together trust staff and multiagency partners to discuss a range of issues including childhood adversity and its impact into adulthood, counter terrorism/extremism as well as criminal exploitation. Due to the success of the Domestic Abuse Health Advocate role, this has been extended to work Trust-wide and include Sexual Violence and the inclusion of a pathway.

### National Probation Service

Successfully piloted a toolkit for Offender Managers – the Skills for Relationships Toolkit (SRT) – working with perpetrators not suitable for group work interventions, and following a successful evaluation it is hoped that the Toolkit will be rolled out nationally. We are also involved in a national pilot of polygraph for high risk domestic abuse perpetrators that will commence as soon as the Domestic Abuse Bill passes through Parliament. This is an innovative piece of work that will represent a significant addition to our ability to successfully manage perpetrators.

### Community Rehabilitation Company

Staff awareness around Hate crime, the Prevent Duty, FGM, and Modern Slavery has increased over the last 12 months and is ongoing. The CRC has a hate crime SPOC in each local area team and a manager whose role it is to promote understanding, awareness and the delivery of targeted interventions to address the issues evident in this type of offending. We have also established Prevent Duty SPOCs in each CRC team and we liaise with counterparts in police and probation counter-terrorism to monitor and address emerging themes.

**CNTW**

The Patient Safety trust Clinical Police Liaison Lead nurse is now embedded as part of the SAPP team, further enhancing multi-agency working with police colleagues/partners. This role also supports the work of the Northumbria Police Harm Reduction team who are working closely with our community services regarding those individuals who have complex risk issues who do not meet the threshold of statutory processes. These individuals may be adults at risk of harm or pose a risk of harm.

**Northumberland Fire and Rescue**

The service has undertaken work to understand outcomes and, to assist in this, the Safeguarding Lead meets Safeguarding managers monthly to assess each cause for concern. Of those submitted during 2019/20, over 90 percent have resulted in or contributed to positive action for an individual or family. The service continues to share information in the form of monthly safeguarding bulletins regarding a range of safeguarding matters, such as online safety and rough sleeping.

**Tyne and Wear Fire and Rescue**

Rolled out safeguarding awareness training for operational firefighters in 2019. This focused on the types and signs of abuse they may encounter, as well as our internal processes for notifying local authorities. This is now an essential part of our internal training programme for current operational firefighters, with refreshers every two years. This is also included in the corporate induction process, and for trainee firefighters.