



North Tyneside and Northumberland Safeguarding Adults Board

**Annual Report
2019 - 2020**

Partner Reports

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Our Partners were asked to provide a summary of key Safeguarding activity during 2019-2020, including any significant developments, opportunities for learning, and priorities for the coming year. Here are their important contributions.



Northumbria Police

The priority of the Northumbria Police Safeguarding Department places our vulnerable victims and their respective needs at the centre of our service delivery, focussing upon early intervention and prevention to attempt to reduce the number of future victims.

With the embedded strategic objective “Safeguarding is everyone’s Business”, the Safeguarding department provides an effective reactive response capability with an ability to identify emerging vulnerability and an ability to respond effectively and efficiently with partners to provide better outcomes for children and adults.

The strategic priorities for Safeguarding are to:

- Protect the vulnerable
- Place the victim at the heart of our processes
- Support victims
- Deliver an outstanding service
- Prevent crime
- Reduce future demand through early intervention
- Meet future demand

We will deliver on these priorities by building and maintaining effective multi-agency partnerships, increasing awareness of Safeguarding, and ensuring capacity and capability of resources and supporting wellbeing.

Northumbria Police Safeguarding Department provides an intervention and investigation response in the following areas; MASH (Multi Agency Safeguarding Hubs), CAP (Child, Adult Protection), RIT (Rape Investigation Team), MOSOVO (Management of Sexual Offenders and Violent Offenders), High Risk Domestic Abuse victims, Harmful Practices

(including Forced Genital Mutilation, Honour-Based Abuse and Forced Marriage), Missing Persons and Mental Health.

The public and professional awareness of vulnerability within our communities has increased. Correspondingly, Northumbria Police places vulnerable victims at the heart of our service. Combining these factors increases demand in order to meet this challenge, we have invested to secured resources are at authorised structure level.

We ensure victim focused investigations are delivered and take the views of victims to the heart of our decision making. Our policy and procedures incorporate Making Safeguarding Personal and we adhere to the Victims Code of Practice to ensure that the views of victims are taken in to account when decisions are made regarding safeguarding and investigation.

Victim personal impact statements presented at Court ensures victims' views are known to Courts prior to any offender being sentenced.

We support the National Vulnerability Action Plan and we are reviewing how the plan may be implemented to develop coordinated, effective and evidence-based responses to protect vulnerable people.

In 2019 Northumbria Police formed Harm Reduction units led by a Chief Inspector, enabling a problem- solving approach to supporting victims including vulnerable adults, working closely with adult safeguarding and mental health services.

Our continued support to resource and work within Multi Agency Safeguarding Hubs (MASH) ensures that problems are identified at an early stage following submission of an adult concern notice. An additional 6 staff have been recruited into the MASH. Referrals are subject to multi-agency triage within the MASH arrangements for adults which enables partners to come together and work collaboratively to safeguard adults experiencing abuse or neglect as well as adopt a wider early help and information sharing approach to prevention. Increase in safeguarding referrals is attributable to internal training and communications to improve both the number and quality of referrals into the Multi Agency Safeguarding Hubs. It is likely this demand will continue to increase as officers improve recognition of the signs of neglect, abuse and all forms of exploitation

Multi-agency discussion during triage in the MASH ensures a coordinated, proportionate and least intrusive approach to adult safeguarding concerns is taken.

We actively engage with the North Tyneside and Northumberland Safeguarding Adults Boards to ensure our policies and service delivery are open to scrutiny and that we uphold our statutory responsibility with representation on the Board to hold all agencies involved in safeguarding adults to account.

Our engagement in Safeguarding Adults Review meetings ensures any issues around standards of service are fully addressed and learning is taken from cases.

Our partnership work with CNTW in support of persons with Mental Health issues has been celebrated as best practice by the NPCC National Lead, having a strong focus on lessons learnt and continuous improvement in all areas of Mental Health. Our capability has been improved with the recruitment of a Mental Health Sergeant into a newly developed post and she will assist in driving forward our response to mental health with a focus on training and partnership working.

We have taken part in national discussions around missing adults and are working with partners to develop a joint protocol in respect of vulnerable missing adults.

Each area command has introduced a Harm Reduction unit which is vulnerability focused. These units have MFH Coordinators working within them and they have focused heavily on the response to Missing.

We have recruited a further 4 missing from home coordinators in 2020 which is great news for police and partners as it means we can concentrate on multi agency problem solving for repeat missing persons, including vulnerable adults, with a focus on prevention and safeguarding.

We are a key partner to the multi-agency Northumbria Violence Reduction Unit, with a Police Chief Inspector embedded within the project as project manager and the chair of the multi-agency Northumbria Serious Violence Reduction Board being the Police and Crime Commissioner.

Established in 2019, this is a public health approach to tackling serious violence and identifying key drivers which cause people to become victims or perpetrators of serious violence. We hope this will have a positive effect on tackling knife crime and domestic homicides.

Northumbria Police has 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.

Northumbria Police are developing strong partnership working which has created opportunity to build on partnership work.

The Stalking Protection Act 2019 was introduced in January 2020, which gives police new powers to protect victims of stalking. The Act introduces a new civil Stalking Protection Order (SPO) which can be sought by the police. The new order closes the gap in the existing protective order regime.

Case Study - Adult Concern Notification annual rise in demand

Adult concern notifications have increased by 22% between February 2019 and February 2020 compared to the previous year, rising to 22429 referrals in this period. This increase is attributed to the internal training delivered by Northumbria Police which has raised awareness and understanding of vulnerable adults and also mental health issues. Officers are now more likely to recognise signs of vulnerability and risk of abuse.

Case study - Mental health demand

Northumbria Police took part in the 24- hour national mental health demand snapshot on 12th November 2019. This 24- hour data capture showed that Northumbria Police dealt with 1105 incidents in the 24- hour period, with 77 being assessed as a Mental Health Related Incident. This was 7% of our overall policing incident demand.

In addition, we dealt with 33 Missing Person reports of which 10 had a mental health flag. There were also 68 arrests that day of which 40 had a mental health flag. It can be seen from these figures that Mental Health is a cross-cutting issue across all areas of policing.

Mental health issues create complex demand across a range of partner services with a wide variety of causative factors requiring a multi-agency partnership response.

Case study – raising awareness of vulnerable adults

In December 2019 a successful media campaign was launched by Northumbria Police with the objective of education in relation to elder abuse. The campaign reached 136,000 people on social media channels alone. This campaign was supported by face to face inputs by our Community Engagement Teams. Feedback indicated that the campaign was positively received.

North Tyneside CCG



Following the learning identified in local DHRs, a substantial project commenced regarding the Domestic Abuse (DA) pathway for primary care and the subsequent areas that required attention including Computer DA templates, codes, inter-agency information forms and training materials for GP practices. Please see below regarding work undertaken and completed:

Work has now been completed regarding the development of a DA template for both Primary Care computer systems used within North Tyneside GP Practices. This not only standardises the process for recording DA, but also places all the information in one place, thus reducing the time it takes GP's to retrieve such information. Another added benefit of the template is that GP's can see multiple episodes / years of DA incidents and previous actions taken.

Part of the project required training materials to be developed, including presentations and a run through of the new DA computer templates, and recordings that utilised roleplay to aid GP's in undertaking a DA risk identification checklist. Face to face and online workshops were used to deliver the training.

Following the findings from a Serious Adult Review in a neighbouring borough NTCCG safeguarding team undertook an audit of nursing homes regarding care of the diabetic resident. The audit results highlighted a need for improved staff education in respect of the complications and subsequent care considerations for this cohort of residents. As a result, NTCCG developed and delivered education sessions for nursing home staff. Work also included gaining assurance that the nursing homes had a diabetic champion within their teams, who acts as a resource for staff.

As part of World Suicide Prevention Day, all NTCCG staff were offered the opportunity to undertake online awareness training, which would equip them with the necessary skills required to engage with an individual who was suffering from suicidal thoughts and ultimately save a life.

Priorities for the next year

- Ensure Covid-19 recovery plans are implemented to ensure any increase in demand for safeguarding and DA services are met.
- Learn from the Covid-19 pandemic in respect of what worked well and how to build upon this for the benefit of adults at risk.

- Continue to ensure training material offered to Primary Care, includes ever increasing areas of concern such as Modern slavery, County Lines and associated areas.
- Ensure continued collaboration with North Tyneside Local Authority in respect of quality assurance within North Tyneside care homes.
- Undertake an audit regarding GP use of the new DA computer template.



Northumberland CCG

Northumberland Clinical Commissioning Group is committed to ensuring adult safeguarding is embedded into its strategic and operational working. To meet its statutory requirements, the CCG has an Executive Director of Nursing, Quality and Patient Safety and range of designated / named professionals in place, a key focus of their roles is the close partnership working they undertake with both the statutory and voluntary sector organisations. The CCG has a Safeguarding Group, chaired by the Executive Director of Nursing, Quality and Patient Safety and this reports directly in to Clinical Management Board (CMB). The Safeguarding Group receives assurance from commissioned health services and uses local and national issues and priorities to deliver on an annual work plan as well as produce an annual report.

Procurement of a comprehensive single agency training package for primary care staff in relation to safeguarding adults, mental capacity act, deprivation of liberty, prevent and domestic abuse continues and plans are in place to undertake joint adult and children training delivered by the CCG's safeguarding team.

Throughout the year the CCG's safeguarding team has regularly attended and actively contributed to the multi-agency Safeguarding Adults, MARAC, MAPPA and Prevent meetings. With consultation and liaison with primary care across Northumberland and information sharing agreements now in place with most practices, the safeguarding team has obtained access to SystmOne and EMIS (GP information systems) and now carries out the research on behalf of the GP's, for these multi-agency meetings. This has improved the communication and information sharing with primary care services and gives assurance that records are coded and appropriate documentation is made to safeguard patients and staff. In addition, this has resulted in positive engagement and information sharing with complex and high-risk cases allowing for appropriate safety planning and contribution to action plans. This process continues to raise awareness of domestic abuse, and the importance of the "Think Family Approach", coding and recording of domestic abuse on patients' health care records.

The CCG has in place a robust process for disseminating learning from all case reviews. Learning from reviews is also included in mandatory training (GP's).

Northumberland CCG is an active member on the North Tyneside & Northumberland Safeguarding Adults Board and Safer Northumberland Board (SNP), and is fully engaged in its activities and programmes of work. The Executive Director of Nursing, Quality and Patient Safety attends the SNP and both the Executive Director of Nursing, Quality and Patient Safety and Acting Head of Quality and Patient Safety Adults attend the North Tyneside & Northumberland Safeguarding Adults Board.

The former Head of Quality and Patient Safety Adults actively engaged with the performance and governance, safeguarding adults review committee, and sexual exploitation sub-groups of the NSAB and the domestic abuse and contest thematic groups; sub- groups of the Safer Northumberland Board. Northumberland CCG has also worked as a partner organisation in the Safeguarding Adults and Domestic Homicide reviews and processes including the respective panels. This contribution will continue.

The CCG's Acting Head of Quality and Patient Safety Adults regularly attends and contributes to multi agency meetings including the Multi-Agency Information sharing Meetings chaired by CQC, safeguarding adults complex abuse and organisational abuse meetings as well as providing support to senior commissioners with quality assurance visits.

Membership of the boards, sub- groups and multi-agency meetings has developed close working relationships with partner agencies and also ensuring effective sharing of complex and sensitive information.

Ongoing operational support and advice for Northumberland CCG and primary care staff is available via the CCG's quality and patient safety team and a rota system has been developed during Covid to ensure primary care staff have access to support on a daily basis. This will continue post Covid. The team has also developed a fortnightly safeguarding newsletter for GP's during the lockdown period and this will continue afterwards.

The Named Nurse Primary Care role is now embedded within the safeguarding team and is compliant with NHSE Assurance Framework and Intercollegiate guidance. The role will continue to enhance the current arrangements in the CCG to disseminate and embed learning from review, audit and local primary care.

Towards the end of this reporting period the safeguarding team was involved in the closure of a GP practice due to issues including patient safety and safeguarding. This has been an in-depth piece of work involving reviewing records, close monitoring and audit. Learning from this process will be embedded across primary care in Northumberland to ensure more robust scrutiny and quality assurance takes place.

Northumberland CCG does not provide a frontline service; however the Quality and Safeguarding Team do provide support and advice to the CCG, Primary care and providers with regards to:

- Making Safeguarding Personal (person-led approaches to safeguarding adults)
- Modern Slavery
- Domestic Abuse
- Organisational Abuse Enquiries
- Financial Abuse
- Sexual Exploitation
- Self-neglect
- Mate/hate crime
- Radicalisation
- MCA/DOL's
- Criminal and sexual exploitation

Northumberland CCG Safeguarding team has a joint work plan for, safeguarding vulnerable people and children (including LAC). The priorities for 20/21 are:

- Northumberland CCG Quality and Patient Safety Team to develop a surge and recovery plan post COVID 19
- Once safe to do so, reintroduce and expand the CCG's quality visits to monitor and audit the quality of care to patients by provider services. The CCG will review and further develop its quality visits programme and schedule of announced and unannounced visits to commissioned providers including care homes.
- Explore the develop of assurance visits to GP practices
- Develop a Level 3 training programme in line with Intercollegiate guidance for primary care staff
- To include adult safeguarding to the remit of the current peer network, specifically domestic abuse and Prevent agenda alternatively to develop a GP safeguarding leads network for adults that will include training and learning events.
- To encourage primary care engagement with safeguarding processes to ensure effective information sharing, risk assessment and action planning. Following COVID 19 encourage use of IT technology to assist GP's
- Northumberland CCG Quality and Patient Safety Team in partnership to continue to raise awareness of safeguarding adults at risk within primary care to ensure that safeguarding, MCA, DOL's, Prevent and domestic abuse is embedded in practice
- Ongoing engagement with Primary Care to raise awareness of adult safeguarding and learning from all case reviews both local and national
- Work with partners and LA to ensure smooth transition to new Liberty Protection Safeguards (LPS)

Northumbria Healthcare Foundation Trust

Since 2019, the trust appointed a new Head of service for Safeguarding and a new Team Lead Safeguarding Adults & MCA/DoLS and Mental Health Act Lead. The safeguarding service transferred to Corporate Business Unit from Child Health Business Unit. A new Executive Director of Nursing was appointed executive lead for Safeguarding in the trust.

2018/2019 has been a busy year for safeguarding in the trust. With firstly the in depth CQC inspection which 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.

The trust independent internal audit team completed two audits; **Safeguarding Arrangements** where the assurance levels were found to be **Good** and of the **Mental Capacity Act/DoLS** where the assurance levels were found to be **Substantial**.

The trust also achieved full compliance on all 14 safeguarding training courses this year which is an extremely positive achievement.

The safeguarding service has an annual audit plan across children's and adults safeguarding and detailed clinical and non- clinical audits are completed across the year and these are fed into the trust safeguarding board and any learning is disseminated across the trust. 8 audits were completed last year within the service.

Northumbria Healthcare NHS Foundation Trust has seen success over the past 2 years with the introduction of a Domestic Abuse Health Advocate. The Trust received funding from the Police and Crime Commissioner in 2017 for a Domestic Abuse Health Advocate to work across A&E, Maternity and Gynaecology to support staff and patients presenting with domestic abuse. Due to its success the post has now been made permanent and is being extended to work Trust – wide and include support to staff, HR and Occupational Health. This post will also include Sexual Violence and the inclusion of a pathway.

NHCFT Safeguarding Priorities for the period April 2020-March 2021 include:

Key Safeguarding Priorities 2020-2021	How will we measure this?
The DoLS/LPS legislation has been put on hold until 2022. The aim will be to prepare the safeguarding service and workforce in its initial implementation.	Developing systems and processes New paperwork Action plan
Increasing visibility of the safeguarding service and support into clinical areas.	Quality assurance of systems and processes. Support and feedback to clinical areas. Business Case
Implement the NHSI toolkit for people with Learning Disabilities across the trust to include children	Action plan Via joined up meetings with NL & NTC. Via joined up meetings with CHBU.
To maintain 85% target for Safeguarding Training.	Monthly compliance monitoring at Safeguarding Board.
Via a business case to integrate new posts into the safeguarding service.	Joined up systems and processes. Audit and evaluation.

NHCFT have a Safeguarding Board Strategy 2018-21. This is aligned with a strategic action plan which is used to monitor the trust safeguarding boards work and forms part of the NHCFT Children and Adults Annual Report.

The strategy has five keys themes which provide a framework for the Action Plan:

1. A culture of safeguarding adults and children is embedded within the Trust.
2. Our workforce is skilled, competent, and able to deliver first class care.
3. Leadership is evident and champions safeguarding throughout the Trust.
4. High quality, safe and caring safeguarding practice is evident in all Trust services.
5. Trust effectiveness is demonstrated through robust performance management frameworks including KPI's.

North Tyneside and Northumberland Safeguarding Adults Board





Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

The Patient Safety Trust Clinical Police Liaison Lead nurse is now embedded as part of the SAPP team, which further enhancing multi-agency working with police colleagues/partners.

Northumbria Police Harm Reduction team is 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. The Clinical Police Liaison Lead is supporting this work.

The SAPP team now has a dedicated Case Review Officer to support the Trust in it's commitment attendance at statutory meetings as panel members and write Individual Management Reviews in respect of:

- Safeguarding Adult Reviews – Adults
- Domestic Homicide Reviews (adults)
- Appreciative Inquiries / local Learning events

There is a dedicated SAPP Practitioner for PREVENT related concerns. The SAPP Lead provides an additional level of safeguarding and mental health input to those individuals who have been referred due to concerns and may have mental health problems and/or learning difficulties and who are at risk of radicalisation. The role also incorporates and promotes best practice from other CNTW established mental health services.

The appointment of a Case Review Officer has provided a dedicated role to participate in the Safeguarding Adults Case Review Group and provide consistency of attendance to the group.

Northern Harm reduction have only recently started to get involved with CNTW and mental health. There is work being looked at around more joint work with addiction services and drug related deaths, to look at what work can be done together.

Northern police area command also have two commitment hospital liaison officers who work with the wards at Northgate, St Georges Park, and one working into Ferndene. They do proactive work, and education as well one has organised community events at

St Georges Park and Northgate, trying to increase awareness of stigma and understanding of vulnerable people, along with crime prevention.

The Role of the Clinical Police Liaison Lead along with working with the Harm reduction Team is integral to the prevention of escalation of risk and multi-agency accountability.

Our priorities for the coming year are:

- Supporting COVID recovery plan
- Rolling audit program to monitor how we can improve our service and reach
- The development of the PREVENT role across the force area
- We have a new MASH post which we are developing.

Community Rehabilitation Company

Northumbria
Community Rehabilitation Company



Northumbria CRC's clear vision and priorities for safeguarding adults are outlined in our recently reviewed and updated Safeguarding Adults Policy Statement and Safeguarding Adults Staff guidance. These documents were updated to reflect changes in legislation and recent practice developments and challenges. Both documents have been shared with frontline practitioners in team meetings.

A series of '7 Minute Briefings' have been made available to all CRC practitioners. Teams were encouraged to view these together to allow the opportunity for reflection and practice discussion. A wide range of topics relevant to adult safeguarding have been made available to date, including Self Neglect, Online Radicalisation, County Lines and Professional Curiosity. The briefing on Risk Review and Evaluation, for example, focuses on the following key messages:

- reviewing risk should acknowledge what has been achieved and what needs to be reconsidered and delivered
- review and evaluations must incorporate evidence from other organisations e.g. police, safeguarding, mental health agencies
- the views of the service user must be considered
- focus on strengths, not just risks
- information sharing is critical; don't assume other agencies know about changing circumstances

A new 'Stalking and Harassment' Rehabilitation Activity Requirement (RAR) was designed and introduced across the CRC in September 2019. The RAR was developed in line with research and information on behaviours associated with stalking and harassment; namely, unwanted and repeated contact or other communication, which causes others to experience fear or concern. It is suitable for those who have offending related history or evidence of activity linked to unwanted and repeated stalking or harassment type behaviours. This can be towards an ex-partner, parent or other family member, or a stranger.

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 counterterrorism to

monitor and address emerging themes. Our strategic priorities include “enabling service users to live better lives” and “promoting positive client relationships.” Ensuring assessment of each service user takes place early in the sentence. Consideration is given to individual need, and referral or signposting to relevant support services throughout the sentence. Northumbria CRC is subject to a high level of external scrutiny by the Ministry of Justice, HMPPS and internal Contract Management functions. The work of our practitioners is under regular scrutiny via monthly case audits which quality assure risk assessment, risk management and case management.

Northumbria CRC remains committed to working with partner agencies to ensure the well-being of our service users, our local communities and to safeguard adults with care and support needs.

NCRC ensures that:

- Local safeguarding arrangements are in place
- Our safeguarding practice is person centred, operationally understood and adhered to
- We work together with others to prevent abuse and neglect

Our contract with Ministry of Justice winds down over the next 11 months as we move to the re-formation of a national probation service. In working towards transition, the CRC will seek to support our staff in maintaining their professionalism and commitment to good safeguarding practice as they transition to the NPS and their policy framework.



National Probation Service

Like many organisations the latter part of the year has been dominated by the Covid-19 crisis and much of the work that we have done in the National Probation Service (NPS) has been involved with organising and delivering our response. Our main priority has been to ensure that we continue to supervise our service users safely and efficiently while also ensuring the safety of our staff and I am confident that to date we have delivered in accordance with expectations. Although our focus has been on mitigating the effects of the crisis, we have not lost sight of key areas of work which of course includes safeguarding vulnerable adults. In addition to our “business as usual” approach to and work with service users and partners around safeguarding, we have had a particular focus on domestic abuse working with perpetrators to safeguard vulnerable victims. We participate in a number of local forums – MARAC, MATAC etc – and through MAPPA we ensure that the most complex and risky offenders are successfully managed via a well-established multi agency approach for the benefit of vulnerable victims and their families. We have also this year successfully piloted a toolkit for Offender Managers – the Skills for Relationships Toolkit (SRT) – working with perpetrators not suitable for groupwork 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. Domestic abuse has not been our only focus. We continue to work effectively with perpetrators of sexual offences who have offended against both children and vulnerable adults and we have undertaken a significant amount of education and training around Contemporary Slavery and other forms of exploitation.

All of our activity has of course taken place against a backdrop that not just includes Covid-19 but the most significant restructure of our service since Transforming Rehabilitation in 2014. Those changes, which are due to be implemented by June 2021, represent a significant organisational challenge for all of us but while they are ongoing and while we continue with the process of recovery from Covid-19 our focus will remain on the critically important business of safeguarding vulnerable adults. Our priorities in the coming year of recovery and managing transition will not distract us from our focus from safeguarding which as always will remain a priority for us.



Northumberland Fire and Rescue Service

During 2019/20, Northumberland Fire and Rescue Service has worked hard to ensure it meets its safeguarding responsibilities. Of particular note is the work the service has undertaken 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. Not only do frontline workers and duty managers receive updates regarding the outcomes of the concerns they have raised, but they receive information regarding other safeguarding matters, such as online safety and rough sleeping.

Northumberland Fire and Rescue Service has become a member of the National Fire Chiefs Council (NFCC) Safeguarding Group and is using the Safeguarding Guidance and Self-Assessment Toolkit to assure its performance. The group was also established to share best practice, particularly in relation to Her Majesty's Inspection of Constabulary and Fire and Rescue Services (HMICFRS) who consider safeguarding arrangements as part of their inspection methodology.

During the last quarter of 2019/20, Northumberland Fire and Rescue Service, along with other partners, considered its arrangements in response to the pandemic Covid 19. Introducing risk assessments, Personal Protective Equipment and triage arrangements, the service continued to deliver its Safe and Well-Being Programme to those in our communities considered to be most at risk of having a fire in their home.



Tyne and Wear Fire and Rescue

As a service we are very pleased to have 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.

Trainee firefighters have this training as part of their initial 14- week training course too.

In 2019, safeguarding awareness has been included into the induction process for new corporate staff, who may not be frontline, but are trusted people within the community in their role as TWFRS staff.

We have begun to improve our reporting of safeguarding issues when attending incidents with multiple partner agencies. We identified gaps in reporting when other services were believed to be capturing and reporting safeguarding notifications. Seminars with Flexi Duty Officers and presentations to Watch Managers Meetings by the Safeguarding Manager has already resulted in an increased number of notifications, specifically around attempted suicide. The meetings will continue across the Service in the coming months.

Self-Neglect and Hoarding will be our priorities. That was the vulnerability in all Newcastle Safeguarding Adult referrals in 2019/20 from TWFRS.

We will continue with our Covid-19 response work in the community and engage with the vulnerable members of Tyne and Wear, where other services are having to withdraw.

We will work to develop an improved Safeguarding Notification Form, easier to complete by Service staff and easier to understand by the LA.

We will cultivate a structured feedback procedure with North Tyneside and other local authority partners to ensure we can better understand the impact of our safeguarding actions in the community and improve our response.