



**Gateshead  
Safeguarding Adults  
Board**

# **Annual Report 2016/17**

August 2017

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# Introduction

I am honoured and delighted to have taken on the role as Independent Chair of the Gateshead Safeguarding Adults Board in November 2016. I was therefore only chair for less than half of the year that this report covers. I was immediately impressed by the strength of the partnership working across the agencies working in Gateshead, their willingness to collaborate around their arrangements for keeping people safe, and their openness to challenge and debate.



Working together is always important. Keeping vulnerable people safe requires creative working across traditional boundaries, encouraging staff and community members to think out of their normal lines, sharing information and ideas willingly. It is even more important in times of austerity, when all agencies are having to cut back on what they can afford, and it is ever more important to conjure up new and better ways of delivering services. Partners in Gateshead demonstrate that openness.

We have streamlined the way in which the Board operates, to seek to get the most out of the contributions of senior partners from all agencies. The Board now meets quarterly, with a small Executive group meeting in-between in order to ensure that business is progressed speedily and efficiently. We have expanded our subgroups to 5, and further strengthened our working relationships with Gateshead Local Safeguarding Children Board (LSCB), which I also chair. Our multi-agency training is now delivered jointly, and we jointly supervise work on Sexual Exploitation, Missing and Trafficking.

Our Strategic plan set out some ambitious targets for the year past, and most of those have been achieved. We have greatly improved our quality assurance processes, agreeing a standardised audit tool for assuring ourselves of the work of each partner, and establishing a process whereby each partner puts themselves forward for challenge and scrutiny. We have improved our process of considering safeguarding concerns, with the positive effect that the numbers of concerns received has now reduced considerably. We have a much more robust process now for considering potential Safeguarding Adult Reviews (SAR); although we have not initiated any SARs this past year, we have learnt from the consideration of some cases submitted for discussion. Our data collection has improved. We have strengthened our mechanisms for reviewing, supporting and challenging providers where serious concerns have been noted.

We have developed our joint approach to modern slavery – a new safeguarding threat to many agencies, but one which is achieving much higher profile across the region. A recent prosecution has enabled us to test and refine our multi-agency processes.

We continue to manage the Deprivation of Liberty processes, and the Mental Capacity Act processes, highly effectively. We are developing our policies and practices to support homeless people, especially those with multiple and complex needs.

Not all our ambitions have been met. We have not yet developed our communications and engagement strategy as we had hoped, so we have much further to go in engaging actively with the public in our community. This will assume greater importance in the years ahead – more and more, we have to seek ways in which the community takes more of a lead as the eyes and ears that keep vulnerable people safe.

The board is in good shape, and ambitious for the future. Much of this can be attributed to the major contributions of partner agencies who chair subgroups, lead on the programmes of work, and ensure that most people in Gateshead remain safe. In particular, though, our thanks are due to Mark McCaughey, who has admirably assumed the Board Manager role as maternity cover for Carole Paz-Uceria.

A handwritten signature in black ink, appearing to read 'Paul Ennals', with a long, sweeping underline.

**Sir Paul Ennals**

Independent Chair, Gateshead SAB

# 2. Policy Context

The Care Act 2014 enshrined in law the principles of Safeguarding Adults, which will ensure that the most vulnerable members of society are afforded appropriate support and protection and help them to live as independently as possible, for as long as possible.

The Care Act identifies six key principles which underpin all adult safeguarding work, which apply equally to all sectors and settings:

- **Empowerment** – people being supported and encouraged to make their own decisions and give informed consent
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – the least intrusive response appropriate to the risk presented
- **Protection** – support and representation to those in greatest need
- **Partnership** – local solutions through services working with their communities
- **Accountability** – accountability and transparency in safeguarding practice

The Care Act places a duty upon Local Authorities to establish Safeguarding Adults Boards and stipulates that Safeguarding Adult Boards must produce a Strategic Plan and Annual Report. The Statutory Guidance encourages the Safeguarding Adults Board to link with other partnerships in the locality and share relevant information and work plans.

The annual report is required to outline the following:

- What it has done during the year to achieve its strategy and objectives.
- What the members have done during the year to implement the strategy.
- The findings of any Safeguarding Adult Reviews which have concluded during the year, and what it has done to implement the findings.
- Where it decides during the year not to implement a finding of a Safeguarding Adult Review, the reasons for its decision.

# 3. Safeguarding in Gateshead

## 3.1 Gateshead Safeguarding Adults Board (SAB)

The Gateshead SAB became a statutory body in April 2015. The Board's vision for adult safeguarding in Gateshead is:

'Everybody in Gateshead has the right to lead a fulfilling life and should be able to live safely, free from abuse and neglect – and to contribute to their own and other people's health and wellbeing'

The Board is responsible for assuming the strategic lead and overseeing the work of Adult Safeguarding and Mental Capacity Act / Deprivation of Liberty Safeguards arrangements in Gateshead. Within Gateshead we have commissioned an Independent Chair to enhance scrutiny and challenge. The Board has a comprehensive Memorandum of Understanding, which provides the framework for identifying roles and responsibilities and demonstrating accountability.

In law, the statutory members of a SAB are defined as the local authority, the local police force and the relevant clinical commissioning group. However, in Gateshead, we recognise the importance of the contribution made by all of our partner agencies and this is reflected by the wider Board membership (correct as of May 2017):

- Gateshead Council
- Northumbria Police
- Newcastle Gateshead Clinical Commissioning Group
- Lay Members
- Gateshead NHS Foundation Trust
- South Tyneside Foundation Trust
- Northumberland Tyne and Wear NHS Foundation Trust
- Gateshead College
- The Gateshead Housing Company
- Tyne and Wear Fire and Rescue Service
- Healthwatch
- Northumbria Community Rehabilitation Company
- National Probation Service
- Oasis Aquila Housing
- Mental Health Concern
- National Probation Service
- North East Ambulance Service

## The SAB Sub-Groups:

- **Practice Delivery Group** (Chaired by the Housing Services Manager at the Gateshead Housing Company)

Its role is to ensure that the Multi-Agency Safeguarding Adults policy and procedures and the Mental Capacity Act / Deprivation of Liberty Safeguards policy and procedures continue to be fit for purpose. The Group has responsibility for the production of the Strategic Plan and annual Business Plans and keeping up to date with national policy changes that may impact upon the work of the SAB. The Group also has responsibility for the development and implementation of the engagement strategy and Dignity Strategy.

- **Safeguarding Adult Review Group** (Chaired by the Safeguarding Adults Designated Nurse at Newcastle/Gateshead CCG)

Its role is to consider whether there are any cases in which a Safeguarding Adult Review should be undertaken. The group commissions reviews on behalf of the Safeguarding Adults Board and subsequently monitor their progress. It collates and reviews recommendations from Safeguarding Adult Reviews and other commissioned reviews, ensuring that achievable action plans are developed and that actions are delivered. The group considers any lessons learned that are identified nationally, regionally and locally from any cases requiring a Safeguarding Adults Review, Serious Case Review or any other review process relevant to the Safeguarding Adults agenda. These are fed into the Quality and Assurance sub group.

- **Quality and Assurance Group** (Chaired by the Strategic Safeguarding Lead at the Queen Elizabeth Hospital)

Its role is to develop an oversight of all activity that is undertaken by Board member agencies and relevant services or organisations in order to safeguard those adults in Gateshead who are subject to the Safeguarding duties as stated in Section 42 of the Care Act 2014. The group monitors and scrutinises the quality of activities to ensure that the interventions offered were and continue to be person-centred, proportionate and appropriate. As well as retaining a strategic oversight of all safeguarding activity across Gateshead, the Quality and Assurance Group is responsible for considering any lessons learned that are identified locally or nationally by the Safeguarding Adult Review group.

- **Training Group** (Chaired by Workforce Development at the Local Authority)

Its role is to coordinate and develop Safeguarding Adults training and Mental Capacity Act / Deprivation of Liberty Safeguards training that is accessible for practitioners and managers in a multi-agency setting. For the purposes of quality assurance, data is monitored regarding attendance, cancellation as well as evaluation of training courses. The group develops and implements ad-hoc bespoke training courses to meet evidenced demand in addition to core training courses.

- **Strategic Exploitation Group** (Chaired by Northumbria Police)

A sub-group of both the SAB and the Local Safeguarding Children's Board. The group is responsible for overseeing all work with respect to sexual exploitation, modern slavery and trafficking in Gateshead.

The Board and the five sub-groups regularly commission time limited task and finish groups to undertake specific pieces of project work.

The SAB has developed strong links with other local partnerships such as Gateshead Health and Wellbeing Board, Gateshead Local Safeguarding Children Board, Gateshead Community Safety Board and the Care Health and Wellbeing Overview and Scrutiny Committee.

## 3.2 Partner Governance Arrangements

There is an expectation that each Board member is responsible for ensuring that governance arrangements for Safeguarding Adults are incorporated within the structure of each partner organisation, and that there are mechanisms for disseminating and sharing information from the SAB. Details of inspection results for partner organisations are also shared at the SAB. Examples of governance arrangements are outlined below:

### 3.2.1 Gateshead Council

The Council has a statutory duty to host a SAB that has an oversight of any safeguarding activities in Gateshead. Gateshead Council is one of the statutory partners and is represented at the Board and all of the sub groups. The Service Director and Service Manager for Adult Social care retain the responsibility for the oversight and quality assurance of all adult safeguarding cases within the local authority and the Safeguarding Adults Board Business Manager retains an oversight of any Safeguarding Adult Review cases.

### 3.2.2 Newcastle Gateshead Clinical Commissioning Group

The Newcastle Gateshead CCG demonstrates its commitment to the Safeguarding Adults agenda, with an Executive Director holding the lead for this portfolio and maintaining an active involvement on a day to day basis. This Director is supported in this function by a dedicated Safeguarding Adult Team consisting of an experienced and senior Designated Nurse, a Named GP and two experienced Safeguarding Adults Officers.

Within the existing governance arrangements, the Executive Director chairs a bi-monthly CCG Safeguarding Committee, which brings together Designated Nurses and Named Doctors for Child/Adult Safeguarding. This group reports to the CCG Quality Safety and Risk Committee which in turn reports to CCG Governing Body. Alongside the CCG Safeguarding Committee is a Safeguarding Strategic Forum, which meets four times per year. This provides an opportunity for the Executive Director from the CCG to work with their counterparts from the two hospital trusts, the mental health trust and the ambulance trust in order to collectively address the wider safeguarding concerns from an NHS perspective.

Internal CCG policies and procedures are reviewed annually or more frequently if legislative changes necessitate.

Quality Assurance is provided via external audit from NHS England, which achieved the highest rating possible and the CCG has demonstrated full compliance with all parts of the audit framework. Additionally a recent Quality Assurance check by the Gateshead SAB indicated that the only area for immediate improvement related to the vacancy for a Named GP, who has now been appointed.

### 3.2.3 Northumbria Community Rehabilitation Company (CRC)

There are clear lines of governance and accountability for Northumbria CRC via the Ministry of Justice and NOMS and the CRC are subject to a number of audits and inspections. The quality assurance team conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work.

There is an established partnership arrangement between Northumbria CRC and the local Multi Agency Safeguarding Hub (MASH). Funding from the Police allowed for the placement of a member of the team for two days a week working as part of the multi-disciplinary team and sharing in discussions and actions around the two key themes of vulnerability and persistent offending. The CRC worker is based within the team, which improves communication links and supports the purposeful progression of action plans adding to the overall safeguarding approach integrated within the MASH.

The designated senior lead for Safeguarding Adults is Jan Hannant, Director of Northumbria CRC and the operational lead is Joanne Wallace, Reviewing and Quality Assurance Manager. Safeguarding adult cases are overseen by the relevant Team Manager and these cases are discussed in supervision.

### 3.2.4 National Probation Service (NPS)

The National Probation Service (NPS) is committed to reducing re-offending, protecting victims and the public and engages in partnership working to safeguard adults with the aim of preventing abuse and harm.

- **Operational:** Making a referral to the local authority where NPS staff have concerns that an adult is experiencing or is at risk of experiencing abuse or neglect, including financial abuse, and is unable to protect oneself from that abuse or neglect
- **Strategic:** Attending and engaging in local SABs and relevant sub-groups. Through attendance, take advantage of training opportunities and share lessons learnt from Safeguarding Adult Reviews and other serious case reviews.

There is a designated senior manager within each NPS Division, who acts as a strategic lead for safeguarding adults work, and a local NPS Head of Cluster who attends the Safeguarding Adults Board or delegates to a suitable deputy.

The NPS Adult Safeguarding Policy is supported by practice guidance and the National Partnership Framework: Safeguarding Adults Boards. The policy on adult social care in prisons and ensuring continuity of care into the community is set out in PI (performance indicator) 11/2015 Adult Social Care. This PI is supplemented by specific guidance on social care provision for residents in Approved Premises, which forms part of the Approved Premises Manual.

NPS practice guidance acknowledges the contribution that staff can make to the early identification of an offender who may have care and support needs, or of an offender who may benefit from preventative support to help prevent, reduce or delay needs for care and support.

All NPS staff are required to be clear about:

- their roles and responsibilities in relation to adult safeguarding and are supported through effective supervision and management oversight.
- how to raise safeguarding concerns and the routes for escalation where they feel a manager or another agency has not responded appropriately to a safeguarding concern.

### 3.2.5 Gateshead College

Safeguarding is of paramount importance at Gateshead College and it continues to prioritise safeguarding and promoting the welfare of learners. One of the strategic priorities is to *'Behave responsibly and ethically as a business, doing the right things in the right way and shaping students to become good citizens, living sustainable lives. We do this by listening and engaging with students to benefit both student and the organisation alongside promoting the welfare of all learners through ensuring safeguarding is a cornerstone of all we do.'*

All staff are aware of their responsibility to develop and deliver services which safeguard people. Risk assessment and management is operated across all College activity. In addition, health and safety and safeguarding reviews of curriculum and business support areas are undertaken on a very regular basis to engage staff in conversation, ensuring that they are applying college policy and procedure, allow compliance checks and recommend improvements to meet best practice.



The Director of Student Experience is the lead designated safeguarding manager and he is supported by two deputy safeguarding managers. There is a clear line of accountability and governance across the organisation for the commissioning and provision of services designed to safeguard and promote the welfare of children, young people and adults. The College operates a Safeguarding Steering Group which is attended by senior managers from across the College to discuss and action safeguarding issues. In addition, a College Governor attends safeguarding group meetings and acts as a critical friend. An annual Safeguarding report is provided to the Executive team and the Board of Governors.

As part of Ofsted's on-going commitment to Safeguarding, inspections now include a written judgment in the inspection report on whether the provider's safeguarding is outstanding, good, requires improvement or inadequate.

At the last inspection in June 2015, Gateshead College safeguarding practice was deemed to be a Grade 1 Outstanding within Effectiveness of Leadership and Management.

### **3.2.6 Healthwatch Gateshead**

The Responsible person / Designated Adult Safeguarding Manager (DASM) is the Chief Executive Officer of Tell Us North. If the DASM is unavailable, Safeguarding Adult issues will be referred to the Deputy Chief Executive Officer. Should none of these named people be available then directors, committee members, staff, associates, volunteers and service users are directed to contact the relevant adult social care department and/or Safeguarding Adults Unit in the relevant local authority directly, and contact details are given in the policy.

All directors, committee members, staff associates and volunteers are required to review the Safeguarding policy as part of induction, and ongoing training and support.

Tell Us North is committed to safer recruitment policies and practices for staff and volunteers. This includes enhanced Disclosure and Barring Service (DBS) and Barred List checks for relevant staff and volunteers, ensuring references are taken up and the provision of adequate training on Safeguarding Adults.

### **3.2.7 Northumberland, Tyne & Wear NHS Foundation Trust (NTW)**

Northumberland Tyne & Wear NHS Foundation Trust lead officer for Safeguarding and Public Protection is the Executive Director of Nursing Operations. A Nurse Director and Head of Safeguarding and Public Protection are identified named individuals who ensure the management of the NTW Safeguarding and Public Protection team. They ensure there is a robust system in place for safeguarding and public protection underpinned by sound clinical and corporate governance arrangements. This team review every safeguarding adult concern, providing practitioners with advice and support.

NTW has a Safeguarding and Public Protection committee that meet six times a year. The Trust board receive bi-monthly reports including updates from the Safeguarding Adults Board.

Two audits were undertaken in 2016-2017 in relation to safeguarding. The first was an audit of the Safeguarding process and the second was an audit of the Safeguarding and Public Protection Team triage process. Both audits indicated full compliance with no key risks identified.

In 2016 the Trust was inspected by the CQC and was given the grade of outstanding.

### **3.2.8 Oasis Aquila Housing (OAH)**

Ultimate safeguarding responsibility within Oasis Aquila Housing sits with the Board of Trustees. Having an overview of safeguarding activity is one of their integral responsibilities and regular updates are provided to them.

Accountable to the Board of Trustees is a safeguarding sub-committee which is chaired by the trustee who is the designated 'safeguarding champion'. This sub-committee has overseen OAH's safeguarding strategy which is updated annually and this includes a development plan that is monitored at each sub-committee. Part of the development plan is an annual safeguarding audit of OAH's safeguarding procedures and this includes 'dip sampling' looking at processes and outcomes.

Each of OAH's services has an internal annual review for quality assurance purposes and this includes practice development to ensure safeguarding practice is consistent and in line with local and national policy.

In the last year, as part of the development plan, the Safeguarding Adults Protection policy has been updated, along with a number of other policies that have safeguarding implications.

At the most recent Quality Assessment Framework visit by Gateshead Council OAH's supported accommodation services were assessed as being well in excess of what was required.

### 3.2.9 Queen Elizabeth Hospital (QE)

Within the QE Hospital there are designated staff members with safeguarding responsibilities, led by the Director of Nursing, Midwifery and Quality who is also a member of Gateshead Safeguarding Adults Board. The Strategic Lead for Safeguarding attends all of the Safeguarding Adults Board sub groups and Chairs the Quality and Assurance sub group.

The named professionals and Safeguarding Adults leads report to the QE Safeguarding Committee, the Quality Governance Committee and the Trust Board. Gateshead SAB has a strategic overview of any work carried out.

The Safeguarding Adults policy was reviewed in April 2016 with amendments to the Care Act. The Mental Capacity Act and the Deprivation of Liberty Safeguards policy were also reviewed in 2016.

In 2016-17 there was one Serious Adults Review completed using an appreciative enquiry methodology. The case involved a patient who was admitted to the hospital with eight areas of pressure damage (four of areas were grade 4 pressure damage). The patient had been cared for at home with a care company delivering her care and district nurses attending to dress her wounds. The patient had fluctuating capacity and would not let the carers or the district nurses look after her needs. There were a number of key lessons learned regarding appropriate capacity assessments, recording, early intervention and referrals to mental health services.

There has been a robust safeguarding audit programme ongoing throughout 2016-17. This included an internal audit of the Mental Capacity Act and the Deprivation of Liberty Safeguards. The audit highlighted good practice with regard to patients having capacity assessments completed and appropriate deprivation of liberty referrals. It also highlighted a risk that because of the demand for Best Interest Assessments some local authorities are unable to meet demand and this would lead to the Trust holding patients unlawfully. This risk has now been put on the Trusts risk register and monitored closely by the Safeguarding Committee.

The Domestic Violence referral audit has been completed in line with NICE guidance. The audit focused on the referrals and cause for concerns relating to patients attending the hospital. The audit demonstrated adherence to the policy and shows that appropriate referrals are made into the MARAC process for high risk victims. The lower risk victims are referred to Gateshead Councils

Multi Agency Safeguarding Hub and this led to a reduction of referrals into the MARAC process.

### 3.2.10 Tyne & Wear Fire Service

All staff have a responsibility for safeguarding and the designated safeguarding team address any concerns and are available 24 hours a day.

As well as a Safeguarding Adults policy, Tyne & Wear Fire Service also have a Domestic Violence Policy and Domestic Violence Champions. Several staff have been trained across the service to undertake the domestic violence champion role as a volunteer in addition to their full-time role. The role of these staff is promoted and they can be consulted if any officers require advice regarding domestic violence.

### 3.2.11 The Gateshead Housing Company (TGHC)

TGHC is represented at Gateshead SAB by the Director of Customers and Communities, and the Housing Services Manager chairs the Practice Delivery Group and attends the Training Group.

TGHC have established an internal Safeguarding Adults policy and guidance to support staff around hoarding and financial abuse. The policy was endorsed through internal governance at the Customers and Communities Committee and the TGHC Board in May 2016. The Customers and Communities Committee also receive quarterly updates on all safeguarding activity.

All safeguarding concerns are coordinated through a central point of contact within the Neighbourhood Relations Team and Older Persons Housing Team to ensure appropriate referrals are being made and there are lead officers appointed to oversee this work. This approach allows TGHC to effectively manage any low level concerns appropriately through direct engagement, providing relevant support or through sign-posting to other services.

All partner organisations have their own Safeguarding Adult Policy and Procedures that link with the Multi-Agency Policy and Procedures

## 3.3 Strategic Plan 2016/19 and Annual Business Plan 2016/17

The Gateshead Strategic Plan 2016/19 was approved by the SAB in March 2016 and was reviewed and updated in May 2017. The three year plan incorporates five strategic priorities:

- Quality Assurance
- Prevention
- Community Engagement and Communication
- Improved Operational Practice
- Implementing Mental Capacity Act / Deprivation of Liberty Safeguards

The three year Strategic Plan is supported by an Annual Business Plan to enable the Board to prioritise and focus activity over the three year period. To enable the SAB to fulfil its statutory obligations and the key principles of partnership and accountability, an additional priority of 'Strategic Governance' has been added.

# 4. Our Performance

## 4.1 Safeguarding Adults

### Concerns and Enquiries

For a Concern to progress to a Section 42 Enquiry it must meet the statutory criteria. The Safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support need is unable to protect themselves from either the risk of, or the experience of abuse or neglect

In 2016/17 there were 1259 Safeguarding Adult Concerns (2034 in 2015/16) which led to 462 Section 42 Safeguarding Enquiries (1638 in 2015/16). In percentage terms, 36.7% of Concerns led to a Section 42 Enquiry compared to 80.5% in 2015/16.

Concerns	s.42 enquiries	Percentage of concerns leading to an enquiry	Change from 2015/16
1259	462	36.7%	-43.35%

In 2015/16 there were concerns that a significant number of cases progressing to the enquiry stage did not meet the criteria and could be managed appropriately elsewhere, enabling the Safeguarding Adults Operational team and partners to focus upon those cases that do meet the criteria – often those with higher levels of risk and harm. It was agreed by the Practice Delivery Group that a priority for the 2016/17 financial year was to develop more robust and comprehensive criteria that assists front line practitioners to make sure that only those cases that do meet the Safeguarding criteria progress, and that there are appropriate referral mechanisms in place for those that do not progress.

Low level concerns are now dealt with in one of three ways:

- Advice or guidance given at the concern stage by the Safeguarding team.
- Referral made to the Commissioning / Contract Monitoring team.
- Referral to Gateshead Multi Agency Safeguarding Hub (MASH).

It is obvious by the decline in Concerns leading to an Enquiry that this piece of work has been successful.

### Categories of Abuse

The following performance information relates to the primary category of abuse recorded.

The most common category of abuse was Neglect and Acts of Omission which represented 44.16% of all Safeguarding Concerns raised. This is slightly lower than the 2015/16 figure of 44.99%. This was followed by Physical Abuse (21.45% compared to 22.52% in 2015/16) and Financial and Material Abuse (16.12% compared to 14.90% in 2015/16).

Category of abuse	Volume	Percentage of all concerns	Change from 2015/16
Neglect & Acts of Omission	556	44.16%	-0.83%
Physical	270	21.45%	-1.07%
Financial & Material	203	16.12%	+1.22%
Psychological / Emotional	98	7.78%	+1%
Sexual	48	3.81%	+0.17%
Self-Neglect	46	3.65%	-0.87%
Discriminatory	16	1.27%	+0.63%
Domestic Violence	16	1.27%	-0.20%
Sexual Exploitation	4	0.32%	No figure for 2015/16
Organisational	2	0.16%	-0.33%
Modern Slavery	0	0%	-100%

## Age

The following table shows the volume of concerns raised by age group.

Age	Volume	Percentage	Change from 2015/16
18 – 64	430	34.15%	+0.37%
65 – 74	181	14.38%	+1.35%
75 – 84	281	22.32%	-2.51%
85 – 94	312	24.78%	-0.20%
95 plus	55	4.37%	+0.98%

65.85% of all concerns raised were for those aged 65+ which is a slight decrease from 2015/16 (66.22%).

## Gender

Gender	Volume	Percentage	Change from 2015/16
Female	740	58.78%	-1.4%
Male	519	41.22%	+1.4%

The gender make up of concerns raised remains relatively consistent with the previous year. Any change is negligible.

## Ethnicity

Ethnicity	Volume	Percentage	Change from 2015/16
Asian/Asian British	7	0.56%	+0.22%
Mixed/Multiple	1	0.08%	No figure recorded
Other Ethnic Group	3	0.24%	-0.01%
Undeclared/Not Known	99	7.86%	+2.21%
White	1149	91.26%	-2.5%

The ethnicity make up of concerns remains relatively consistent with the previous year, however, there may be some work to be done around better recording as 'Undeclared/Not Known' remains high and this figure has increased from the previous year. It is important we are aware of the ethnicity of service users as this will help us to shape future service provision.

## Primary support reason

Primary support reason	Volume	Percentage	Change from 2015/16
Learning Disability Support	162	12.87%	-0.26%
Mental Health Support	212	16.84%	-0.22%
Physical support	501	39.79%	-1.41%
Sensory support	26	2.07%	-0.54%
Social Support - Social Isolation or Other Support	35	2.78%	+0.27%
Social Support - Substance Misuse Support	15	1.19%	+0.06%
Support with Memory and Cognition	150	11.91%	+0.21%
Not recorded	158	12.55%	+1.88%

*There may be occasions where no Primary Support Reason (PSR) is recorded as we may not have been involved with the original assessment, ongoing care planning, or future assessments where a PSR is identified.*

*Examples of such cases could be where someone is self funding, placed by another authority within the borough of Gateshead, services funded by health with no social care involvement etc.*

## Location of abuse (first recorded location)

*The number of options which can be selected for location has reduced compared to 2015-16 in line with new reporting requirements for 2016-17.*

Location of abuse	Volume	Percentage	Change from 2015/16
Care Home - Nursing	194	15.41%	-20.63%
Care Home - Residential	352	27.96%	Not recorded
Hospital - Acute	14	1.11%	+0.18%
Hospital - Community	21	1.67%	+1.23%
Hospital - Mental Health	10	0.79%	+0.4%
In a Community Service	31	2.46%	Not recorded
In the Community (excluding Community Services)	29	2.30%	Not recorded
Other	75	5.96%	Not recorded
Own Home	528	41.94%	-6.78%
Not Recorded	5	0.40%	+0.30%

It is difficult to add any meaningful comparisons to 2015/16 due to the change in recording options in 2016/17. It would, however, seem that concerns regarding care homes have increased by 7.33% (nursing and residential in 2016/17, whereas in 2015/16 they were recorded as simply 'care home'). We will be able to draw more meaningful comparisons in 2017/18 if the categories remain the same.

## Relationship with the alleged perpetrator

Relationship with the alleged perpetrator	Volume	Percentage	Change from 2015/16
Day Care Staff	59	4.69%	+1.69%
Domiciliary Care Staff	229	18.19%	-1.72%
Health Care Worker	25	1.99%	+0.61%
Main Family Carer	70	5.56%	+0.69%
Neighbour / Friend	100	7.94%	+0.81%
Not Known	87	6.91%	-1.74%
Other Family Member	134	10.64%	+1.05%
Other Professional	57	4.53%	+0.5%
Other Vulnerable Adult	120	9.53%	-5.86%
Partner	69	5.48%	-0.32%
Residential Care Staff	181	14.38%	-0.52%
Self - Self-Neglect	18	1.43%	-0.09%
Self Directed Care Staff	4	0.32%	+0.22%
Stranger	46	3.65%	+1%
Volunteer / Befriender	1	0.08%	Not recorded
Not Recorded	59	4.69%	+3.61%

A possible explanation for the reduction in "other vulnerable adult" is where there has been an altercation between two vulnerable adults and no harm has occurred. This is recorded as a provider concern and is not raised as a safeguarding concern; whereas it would have been raised as a safeguarding concern before the local authority improved their processes.

In relation to the increase in "not recorded" this may be due to the initial contact being made via email and the information not being provided by the referrer. ASCD do not follow up in these cases therefore they will not record the information that has been omitted.

## 4.2 Deprivation of Liberty Safeguards (DoLS)

During 2016/17 Gateshead Council received 2118 Deprivation of Liberty Safeguard applications. This was an increase in activity of 16% from the previous financial year. This is representative of most Supervisory Bodies across the Northern Region, with only one authority showing a decrease. NHS Digital will release further statistical data, which will be analysed regionally across the DoLS Leads Steering Network.

In line with the national average, the highest rate for DoLS applications remains with those over the age of 65, with smaller numbers of those under the age of 65 who require the safeguards.

There were 333 applications which have not been authorised, due to various standard reasons as set out within NHS Digital performance monitoring return. Further analysis will take place by Strategic Lead for MCA/DoLS to consider these figures within work streams for the year ahead and to consider any trends which may need action by organisations or partner agencies.

<b>Reason DoLS NOT Authorised</b>	<b>Figure</b>
Incomplete	149
Mental capacity requirement not met	77
Ordinary residence	58
Death prior to authorisation	32
Mental health requirement not met	6
Eligibility requirement not met	2
Best interest requirement not met	1
Withdrawn	8

## 4.3 Multi-Agency Safeguarding Adults Training

Gateshead SAB, in conjunction with Gateshead Council, commission training that is available to internal and external partners. It is hoped that this training is accessed by a variety of practitioners and will increase their knowledge of Safeguarding Adults and improve the quality of interventions offered and concerns raised.

In 2016/17 there were 38 Reporting Concerns training courses provided and these were attended by 811 delegates (328 external delegates and 483 Gateshead Council delegates).

There were also 8 Policy and Procedure training courses in 2016/17 attended by 224 delegates (51 external delegates and 173 Gateshead Council delegates).

In order to ensure our training programme continues to be fit for purpose and reaching as many partners as possible, a Council wide Training Needs Analysis will be carried out in 2017 that will form the basis of the training programme offered next year.



# 5. Key Achievements 2016/17

The Annual Report must demonstrate what both the Safeguarding Adults Board and its members have done to carry out and deliver the objectives of its strategic plan. The key achievements for the Board and its partners during 2016/17 are documented below and aligned to the Six Principles. Although we have tried to place achievements under the specific Principle you will note that there is a lot of crossover and many achievements cover two or even three principles:

## 5.1 Empowerment & Prevention

### Training

**Gateshead Council's** Safeguarding Adults team have identified the need to offer a more flexible programme of Safeguarding training and this includes making bespoke training available within care settings for a fee

The training is primarily delivered by officers from Workforce Development and the Safeguarding Adults team although some work has been carried out recently to include trainers from partner agencies.

All commissioned providers have to attend safeguarding training as part of their contractual requirements.

The Training Group have continued to support a multi-agency training pool of trainers who deliver the Level One course. Both courses have proved to be extremely popular during 2016/17:

Course Title	Number of Courses	Number of Delegates
Level One – Raising Concerns	38	811
Level Two – Policy and Procedures	8	224
<b>Grand Total</b>	<b>46</b>	<b>1035</b>

**The Gateshead Housing Company** also carried out internal bespoke Safeguarding Awareness briefings, delivering 12 sessions to over 180 (45%) of their employees.

Within **Newcastle Gateshead CCG** Safeguarding Adults training is mandatory for all employees and compliance continues to be 100%. In addition, further training and education is provided to staff within the NHS Continuing Healthcare Team, the CCG Safeguarding Team and those in senior leaderships positions on an ongoing basis.

**Northumbria CRC** commission a training provider who has facilitated their safeguarding training in 2016-17 and Responsible Officers are expected to attend safeguarding training a minimum of every 3 years.

**The National Probation Service (NPS)** rolled out a national training resource in 2016 for all staff. This training is mandatory for all operational staff and comprises e-learning and a two day classroom based course. This ensures staff understand the duty to safeguard and promote the welfare of adults at risk and carry out duties effectively when identifying and responding to adult safeguarding concerns.

66% of operational staff within Gateshead Local Delivery Unit have completed the e-learning and are awaiting placements on the classroom based training. All operational staff will have completed the training by the end of the current financial year.

**Gateshead College** ensure that all staff undertake mandatory Safeguarding Adults training and reporting concerns is an element of this.

In addition, staff who work in the College safeguarding team receive specialist training to enable them to undertake their role competently. This specialist training includes Identifying Extremism, Deliberate Self Harm, Assessing Capacity and Internet Safety.

Within **Northumberland, Tyne and Wear NHS Foundation Trust (NTW)** safeguarding training is mandatory for all staff and new starters are unable to commence employment until they have completed their safeguarding and public protection training including Prevent. A refresher is required every three years for all staff.

Within **Oasis Aquila Housing (OAH)** the Adult Safeguarding lead is an accredited trainer and delivers internal training on a regular basis and is also part of the pool of trainers that deliver the multi-agency training on behalf of the SAB.

Frontline staff of OAH are required to undertake safeguarding training on an annual basis and depending on their roles and the client group they work with they may also be required to undertake specialist training.

At the **Queen Elizabeth Hospital (QE)** there has been ongoing mandatory training days for consultants in 2016, including level 2 Safeguarding Adults & Children, and these have been well attended and positively evaluated.

In addition to providing the in-house Mental Capacity Act training for all clinical staff this now forms part of the induction programme for new employees.

Currently 66% of staff are compliant with mandatory training and this has been escalated to the Trust Board and the individual business units within the organisation. Action plans have been produced to increase this compliance over the next 6 months.

The revised version of the Intercollegiate Document is due to be published in 2017 for Safeguarding Adults. The document sets out the minimum safeguarding adults training requirements for health organisations. It provides a clear framework to identify the competencies needed by QE staff to recognise abuse and neglect and to take effective action.

The QE training presentations have been revised to reflect changes to the core competencies (to include issues such as modern slavery, sexual exploitation, female genital mutilation and radicalisation) and the training needs analysis has been updated to include new staff groups requiring safeguarding adults training.

## **Gateshead Council**

Gateshead Multi Agency Safeguarding Hub (MASH) has adopted a preventative model and supports individuals who are vulnerable and yet do not meet the Safeguarding criteria. This unique approach ensures that individuals are supported at the earliest opportunity prior to levels of harm and risk increasing. The MASH includes officers from Northumbria Police, Gateshead Council, Victim Support, Northumbria Community Rehabilitation Company, Oasis Aquila Housing (Domestic Abuse) and Evolve (Substance Misuse).

Links between the Safeguarding Team, MASH and social care staff have been strengthened and this encourages a more collaborative way of working and an efficient deployment of resources.

Gateshead Council have developed a Serious Provider Concern process that means if a professional has any concerns about a particular care or support provider a referral can be made to the Contracts Manager in the Local Authority. This means that only appropriate referrals are made to the Safeguarding team.

Low level safeguarding concerns are managed by either advice or guidance being offered at the concern stage by the safeguarding team, a referral to the Commissioning/Contract Monitoring team or a referral to Gateshead MASH.

Gateshead Council regularly critically appraises evidence and information to identify trends or patterns. This in turn helps shape services and influences practice and training.

## **Development and Publication of Practice Guidance Notes**

The Practice Delivery Group (SAB sub group) have developed and reviewed a series of Practice Guidance notes to assist front line practitioners in their work. These have been circulated to interested parties and added to the website.

## **The Gateshead Housing Company**

The Gateshead Housing company has an established process for providing additional security measures in council properties via the Neighbourhood Relations Team. The security measures installed are proportional to the risks involved and tend to be smaller works such as lock changes etc.

The Sanctuary Scheme has been carried over to The Gateshead Housing Company via the TUPE process from Gateshead Council.

This Sanctuary Scheme provides additional security measures with the aim of homeless prevention and increased safety for private tenants, home owners and housing association tenants. The security measures provided are also proportionate to the risks involved in the case, however private tenants and home owners do not have the additional support of estate officer and neighbourhood relations officers who can provide that extra layer of contact and estate monitoring for the tenant. The Gateshead Housing Company believe this is why they tend to spend a bit more money on security measures for non-council tenants. The average figure is also likely to be a little bit skewed by some unusually high cost works on a few occasions.

In the future there is likely to be an alignment of the two schemes to ensure that value for money is achieved while keeping tenant safety at the heart of all decisions

In 2015/16 the Housing Services Team, that are now incorporated within The Gateshead Housing Company, were successful in a funding bid for £100,000 for security measures for Domestic Abuse victims residing within their own homes. This also included the employment of a Domestic Abuse Outreach Worker who acts as the single point of contact for victims of domestic abuse. This worker coordinates services to ensure that victims are receiving appropriate support and assistance, that appropriate offers of accommodation are made, access to security measures or that a referral for longer term support is made where appropriate.

Within the private sector, safety and security measures were fitted to 75 homes. The average installation cost was £375.86.

Within Council tenancies, 172 safety and security measures were fitted to 102 homes with the average cost being £70.51.

These measures included lock changes, window locks, CCTV, door viewers and letter box guards.

The Gateshead Housing Company managed 252 cases of domestic abuse in relation to Council tenancies.

They also attended 26 MARAC conferences and completed 520 research documents and attended 13 MATAAC meetings and completed 36 pieces of research.

The Gateshead Housing Company have also developed procedures with regard to Hoarding and took part in Hoarding research led by Northumbria University and subsequently joined their Hoarding Research Group.

## Newcastle Gateshead CCG

Safeguarding Adults is now fully embedded into the CCG's approach to quality and patient safety, which is demonstrated by regular contact with the designated team from staff internal and external to the organisation. Proactive work is ongoing in both General Practice and Commissioned Services to further strengthen systems and processes in relation to early and robust responses to domestic abuse.

As a commissioning organisation the CCG has limited day to day contact with service users, but it actively encourages its staff and commissioned services to provide high quality patient centred care. Training encourages early detection and relevant action where patients are identified as being at risk.

With regard to low level concerns, staff are encouraged to discuss these with a member of the specialist Safeguarding Adult Team and agree a forward plan.

## National Probation Service (NPS)

Safeguarding adults process and practice is documented in EQUIP, which is a national interactive electronic process mapping tool. This ensures that staff are following up to date processes and policies and provides a consistent approach to practice.

NPS has a framework for MARAC and operational staff attend meetings in relation to statutory cases.

Pre-sentence assessments should be informed by rigorous checks to ensure vulnerable adults are supported by sentencing proposals. The mechanism established in South of Tyne for liaison with other agencies received national commendation.

NPS works with other agencies, including local authorities, Police and health services to manage and reduce the risk of serious harm and address safeguarding issues. This includes the pre-sentence checks which inform risk assessments, risk management and sentencing proposals as well as ongoing work with all statutory cases.

Locally, NPS staff consult with Gateshead MASH in relation to low level concerns.

NPS Victim Liaison Unit offers statutory contact to victims of serious sexual and violent crimes providing information and advice around prevention and protection against further harm.

## Gateshead College

Gateshead College has a safeguarding adults policy and procedure for dealing with allegations of adult abuse. These are reviewed on an annual basis, in response to legislative changes or in response to a highlighted development or concern.

All staff are aware of their responsibility to develop and deliver services which safeguarding young people and adults and safeguarding conversations with students take place across the academic year to ensure that students know how to safeguard themselves and report issues.

The College displays safeguarding posters and contact details of key safeguarding staff for each campus and E-safety learning packages 'Stay Safe Online' and 'Internet Safety' training can be accessed by students.

The impact of safeguarding work and awareness raising carried out by the College ensures learners are safe. In a survey completed at the beginning of the academic year 99% of 2158 students said they felt safe at Gateshead Collage. Any student who said they didn't feel safe were invited to discuss their concerns and their issues were resolved.

## **Oasis Aquila Housing (OAH)**

OAH carries preventative and empowerment work with their clients by raising awareness of safeguarding issues. An example of this is when young mothers move into Elizabeth House they receive a safeguarding briefing and they sign a declaration of understanding acknowledging how we work in partnership with other agencies and share information.

Specific safeguarding issues are also discussed at each support meeting and the frontline officers initiate multi-agency work to promote prevention.

## **Queen Elizabeth Hospital (QE)**

Following the transfer of community services in October 2016 a Community Safeguarding Lead is now in post. Their role is to support the community teams, deliver new ways of working for raising concerns in the community and process mapping. They will also liaise with Gateshead Council regarding Safeguarding and will attend the Multi Agency Safeguarding Hub meetings.

The Counter Terrorism and Security Act 2015 contains a duty on specified authorities to have due regard to the need to prevent people from being drawn into terrorism. This is known as the Prevent duty.

The NHS is a key partner in delivering the Prevent strategy across all health care settings. The Safeguarding Adults Lead Nurse is the Prevent Lead at the QE and radicalisation was added to the Trusts Safeguarding Adults policy.

Awareness of the Prevent agenda is raised via the Trust mandatory training days, corporate induction and awareness raising sessions and Prevent is one of the Safeguarding priorities for 2017.

## **5.2 Proportionality and Protection**

### **Implementation of revised Care Act compliant Multi-Agency Policy and Procedures**

The Practice Delivery Group supported by the Safeguarding Adults Board is in the process of revising the Multi-Agency Safeguarding Adult Policy and Procedures. The key principles of proportionality and protection are wholly embedded throughout the document.

### **Northumberland, Tyne and Wear NHS Foundation Trust (NTW)**

The Safeguarding and Public Protection Team have improved ways of working by reviewing the Triage model for access to advice, supervision and support. Access to Triage is now via completion of a web based form by a Trust employee and reviewed by a triage worker.

This enables the monitoring of all concerns in real time including positive reporting of both significant harm and the identification of low level concerns that require a single agency plan to safeguard.

### **Queen Elizabeth Hospital (QE)**

The QE have employed a Learning Disability Lead Nurse in their safeguarding team and the focus for this role is to ensure high quality patient centred care is delivered to patients with learning disabilities who require their services.

The scope of the role involves ensuring care pathways are in place, appropriate and reasonable adjustments are made and recorded and that staff who are delivering the care are appropriately informed and supported.

The LD Lead Nurse acts as the single point of contact for any staff within the QE who requires advice or support and she is also contacted when a patient with a learning disability is admitted to hospital or an outpatient appointment made.

The Safeguarding Strategic Lead is the single point of contact for the police with regard to patients who are high risk of violence or known sex offenders. A weekly meeting is held with the lead for security at the hospital and this ensures appropriate safety plans are implemented and shared with staff and internal notification systems.

Safety plans are also created for community staff who attend high risk addresses and relevant information is shared through their partner agency information sharing agreements.

## Gateshead Council

The Care Act 2014 sets out a clear legal framework for how Gateshead Council should protect adults at risk of abuse or neglect. Gateshead Council is compliant in all aspects of these duties (outlined below):

- **lead a multi-agency local adult safeguarding system** that seeks to prevent abuse and neglect and stop it quickly when it happens
- **make enquiries, or request others to make them**, when they think an adult with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed
- **establish Safeguarding Adults Boards**, including the local authority, NHS and police, which will develop, share and implement a joint safeguarding strategy
- **carry out Safeguarding Adults Reviews** when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- **arrange for an independent advocate** to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

Despite a significant increase in the number of Deprivation of Liberty Safeguard applications (nearly double compared to the previous year), during 2016/17 Gateshead Council continue to maintain compliance by co-ordinating these applications in a timely manner ensuring protection for those individuals was provided where necessary.

## 5.3 Partnership

### Gateshead Safeguarding Adults Board

SAB meetings in Gateshead have been effectively chaired during most of 2016/17 by Independent Chair Sir Paul Ennals who was recruited in November 2016. Board meetings have been well attended and partners contribute to Board meetings, sub groups and associated task and finish groups.

Partner organisations have consistently contributed towards Board meetings, with agendas reflecting varied multi-agency authors and topics. There are examples in which the Chair and Board members have instigated challenge where necessary and influenced change.

The SAB has also developed closer working relationships with the Local Safeguarding Children Board (LSCB) and is in the process of developing links with the Community Safety Partnership and the Health and Wellbeing Board. This can be evidenced via the establishment of a joint sub group with the LSCB (Strategic Exploitation Group) that focuses upon sexual exploitation, modern slavery and trafficking.

A joint Training Directory for 2016/17 was produced in conjunction with the Local Safeguarding Children Board and the Community Safety Partnership to maximise opportunities for raising awareness about training courses available.

### Queen Elizabeth Hospital (QE)

The Director of Nursing and the Strategic Lead for Safeguarding attend the SAB and the Strategic Lead chairs the Quality and Assurance Sub Group.

The Trust safeguarding team are part of the multi-agency training programme and help deliver this to Gateshead Council employees and their partners.

A member of the safeguarding team also attends MASH meetings and offers advice from a health perspective.

From the 1st April 2016 the safeguarding adult team at the QE have had access to the local authority social care recording system, Care First, which allows easier access to relevant information and the streamlining of service collaboration.

### Newcastle Gateshead CCG

The SAB and each of its sub groups are attended and supported by senior staff from the CCG, including taking on the role of Chair for the Safeguarding Adult Review Group and Vice-Chair for the Quality & Assurance Sub Group.

Additionally the CCG continues to fund the running of the Safeguarding Adults Board and statutory reviews.

### The Gateshead Housing Company (TGHC)

TGHC are represented on the SAB by the Director of Customers and Communities and the Housing Services Manager chairs the Practice Delivery Group.

### Gateshead Council

The local authority hosts the SAB provides part of the funding to ensure it is appropriately staffed and resourced, provides venues for meetings, coordination of meetings, coordination of the Safeguarding Adult Review process, access to legal and HR advice and assistance with the recruitment of the Independent Chair.

Staff members from Adult Social Care, the Safeguarding Team and Workforce Development attend the Board and the various sub-groups and assist with the production of the multi-agency training, practice guidance notes and multi-agency policies and procedures.



## 5.4 Accountability

### Quality & Assurance Sub Group

The Quality & Assurance sub group looks at safeguarding activity across partner agencies so assurances can be provided to the Board. The Sub group have identified 3 main aims;

- Partner assurance to provide the Board with assurance that individual agencies have knowledge, systems and process in place to appropriately safeguard individuals that use their service.
- Board effectiveness, the Board to be assured that is meeting its statutory and “self-defined” objectives.
- Multi-agency pathway, the Board to be assured that pathways are reviewed and implemented appropriately.

The Q&A group have adopted a quality assurance framework (QAF) that is used by the north of Tyne Safeguarding Adult Boards and they have rolling programme of presentations from partner agencies using this QAF. This allows scrutiny and challenge and to provide assurances to the SAB.

The group are also progressing with the development of a Safeguarding Adults Dashboard that will allow it to monitor and scrutinise safeguarding data held by Gateshead Council.

### The Gateshead Housing Company

In 2015/16 The Gateshead Housing Company completed an internal audit of their approach to Safeguarding. This formed the basis of their decision to carry out bespoke Safeguarding Awareness briefings in 2016/17 that were attended by 45% of their employees.

### National Probation Service

The South of Tyne Cluster has established a Professional Practice Forum (PPF) to lead on development and learning through a range of reviews including SAR's. Each team has a PPF champion.

### Northumberland, Tyne and Wear NHS Foundation Trust (NTW)

At NTW data around types of harm, threshold of harm and actual impact are presented to the Trust Quality and Performance Committee on a quarterly basis and safeguarding assurance dashboards are submitted quarterly to the respective CCG.



# Appendix 1



## **Gateshead Safeguarding Adults Board**

Strategic Plan 2016-2019  
(2017 update)

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# Introduction

This is the first Strategic Plan for the now statutory Gateshead Safeguarding Adults Board post implementation of the Care Act (2014) on April 1st 2015. This three year Strategic Plan will be supported by annual Business Plans to enable the Board to prioritise and focus activity over the three year period. Of course, the national and local policy landscape is constantly changing and it will be important to review the Strategic Plan on an annual basis to ensure that the Strategic priorities remain right for Gateshead. **This plan has been reviewed and updated in May 2017.**

The Gateshead Safeguarding Adults Board is committed to make Safeguarding in Gateshead person-led and outcome focussed by adopting and implementing a preventative model. The Board have worked hard to ensure that within Gateshead we are Care Act compliant and have demonstrated via internal and independent scrutiny that we deliver quality services.

We face new challenges however ranging from the inclusion of new categories of abuse, the removal of thresholds, an important emphasis upon the empowerment of those Adults at risk of or experiencing abuse and neglect and unprecedented organisational changes for many of our partner organisations as a result of continual austerity.

The Gateshead Safeguarding Adults Board also continues to provide strategic leadership for our approach to responding to statutory duties detailed within the Mental Capacity Act, including the Deprivation of Liberty Safeguards.

The Gateshead Safeguarding Adults Board has a strong commitment from its members to implement the Strategic Priorities identified within this plan. Some of these we can address and deliver quickly. Others will need commitment and further development throughout the three year period.

# Policy Context

This is the first Strategic Plan for the now statutory Gateshead Safeguarding Adults Board post implementation of the Care Act (2014) on April 1st 2015. This three year Strategic Plan will be supported by annual Business Plans to enable the Board to prioritise and focus activity over the three year period. Of course, the national and local policy landscape is constantly changing and it will be important to review the Strategic Plan on an annual basis to ensure that the Strategic priorities remain right for Gateshead. This plan has been reviewed and updated in May 2017.

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The Gateshead Safeguarding Adults Board has a strong commitment from its members to implement the Strategic Priorities identified within this plan. Some of these we can address and deliver quickly. Others will need commitment and further development throughout the three year period.

- **Empowerment** – people being supported and encouraged to make their own decisions and give informed consent
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – the least intrusive response appropriate to the risk presented
- **Protection** – support and representation to those in greatest need
- **Partnership** – local solutions through services working with their communities
- **Accountability** – accountability and transparency in safeguarding practice

Schedule 2 of the Care Act (2014) stipulates that Safeguarding Adults Boards must publish a Strategic Plan each financial year, which identifies how the Boards and their members will protect adults in their respective areas from abuse and neglect.

# Gateshead Safeguarding Adults Board

## Our vision

Our vision for adult safeguarding in Gateshead is:

***'Everybody in Gateshead has the right to lead a fulfilling life and should be able to live safely, free from abuse and neglect – and to contribute to their own and other people's health and wellbeing'***

In Gateshead we believe that Safeguarding is everyone's business. This means, whoever you are, wherever you are and whatever position you have – you have a responsibility to take action to help protect our local residents when you hear about allegations of abuse or neglect.

We believe that our vision is shared and practiced by all our partner organisations. Safeguarding cannot be fully delivered by agencies acting in isolation – and can only be achieved by working together in partnership to help protect and support adults at risk of, or experiencing, abuse or neglect.

## Governance arrangements

The Gateshead Safeguarding Adults Board became a statutory body in April 2015. The Board is responsible for assuming the strategic lead and overseeing the work of Adult Safeguarding and Mental Capacity Act / Deprivation of Liberty Safeguards arrangements in Gateshead. Within Gateshead we have commissioned an Independent Chair to enhance scrutiny and challenge. The Board has a comprehensive Memorandum of Understanding which provides the framework for identifying roles and responsibilities and demonstrating accountability. The Safeguarding Adults Board has developed strong links with the Local Safeguarding Children's Board, Health and Wellbeing Board and the Community Safety Board.

In law, the statutory members of a Safeguarding Adults Board are defined as the local authority, the local police force and the relevant clinical commissioning group. However, in Gateshead, we recognise the importance of the contribution made by all of our partner agencies and this is reflected by the wider Board membership (correct as of May 2017):

- Gateshead Council
- Northumbria Police
- Newcastle Gateshead Clinical Commissioning Group
- Lay Members
- Gateshead NHS Foundation Trust
- South Tyneside Foundation Trust
- Northumberland Tyne and Wear NHS Foundation Trust
- Gateshead College
- The Gateshead Housing Company
- Tyne and Wear Fire and Rescue Service
- Healthwatch
- Northumbria Community Rehabilitation Company
- National Probation Service
- Oasis Aquila Housing
- Mental Health Concern
- National Probation Service
- Northumbria Community Rehabilitation Company
- North East Ambulance Service

## The Safeguarding Adults Board is supported by five sub-groups:

- **Practice Delivery Group** (Chaired by The Gateshead Housing Company)

The role of the Practice Delivery Group is to ensure that the Multi-Agency Safeguarding Adults policy and procedures and the Mental Capacity Act / Deprivation of Liberty Safeguards policy and procedures continue to be fit for purpose. The Group has responsibility for the production of the Strategic Plan, annual Business Plans and keeping up to date with national policy changes that may impact upon the work of the Safeguarding Adults Board. The Group also has responsibility for the development and implementation of the engagement strategy and implementation of the Dignity Strategy.

- **Safeguarding Adult Review Group** (Chaired by the Designated Nurse – Safeguarding Adults Newcastle/Gateshead CCG)

The role of this group is to consider whether there are any cases in which a Safeguarding Adult Review should be undertaken. The group will commission reviews on behalf of the Safeguarding Adults Board and subsequently monitor their progress. It will collate and review recommendations from Safeguarding Adult Reviews and other commissioned reviews, ensuring that achievable action plans are developed and that actions are delivered. The group will consider any lessons learned that are identified nationally, regionally and locally from any cases requiring a Safeguarding Adults Review, Serious Case Review or any other review process relevant to the Safeguarding Adults agenda. These will be fed into the Quality and Assurance sub group.

- **Quality and Assurance Group** (Chaired by the Strategic Safeguarding Lead at the Queen Elizabeth Hospital)

The primary role of this group is to develop an oversight of all activity that is undertaken by Board member agencies and relevant services or organisations in order to safeguard those adults in Gateshead who are subject to the Safeguarding duties as stated in Section 42 of the Care Act 2014. The group monitors and scrutinises the quality of activities to ensure that the interventions offered were and continue to be person-centred, proportionate and appropriate. As well as retaining a strategic oversight of all safeguarding activity across Gateshead, the Quality and Assurance Group is responsible for considering any lessons learned that are identified locally or nationally by the Safeguarding Adult Review group.

- **Training Group** (Chaired by the Local Authority)

The role of the Training Group is to coordinate and develop Safeguarding Adults training and Mental Capacity Act / Deprivation of Liberty Safeguards training that is accessible for practitioners and managers in a multi-agency setting. For the purposes of quality assurance, data is monitored regarding attendance, cancellation as well as evaluation of training courses. The group develop and implement ad-hoc bespoke training courses to meet evidenced demand in addition to core training courses.

- **Strategic Exploitation Group** (Chaired by Police)

The Strategic Exploitation Group is a sub-group of both the Safeguarding Adults Board and the Local Safeguarding Children's Board. The group is responsible for overseeing all work with respect to sexual exploitation, modern slavery and trafficking in Gateshead.

The Board and the five sub-groups regularly commission time limited task and finish groups to undertake specific pieces of project work.

# Developing the Strategic Plan

The Gateshead Safeguarding Adults Strategic Plan has been developed in consultation with a variety of stakeholders, and underpinned by performance information and feedback from members of the general public, safeguarding adult service users, advocates and professionals from a range of service users.

## **Stakeholder consultation included:**

- Safeguarding Adults Board partner organisations
- Practice Delivery Group
- Health Partners Network
- Healthwatch – via inviting members to a consultation event
- General public – via eight events during the Safeguarding Adults For Everyone (SAFE) week in November 2015
- Commissioned Providers – via two workshops
- Practitioner feedback – via training courses, self neglect workshops, housing conference

## **Information gathered:**

- Performance information
- Independent case file audits
- Partner inspection processes

# Strategic Priorities

The Gateshead Safeguarding Adults Board has established five Strategic Priorities for 2016/19:

- Quality assurance
- Prevention
- Community Engagement and Communication
- Improved Operational Practice
- Implementing Mental Capacity Act/Deprivation of Liberty Safeguards

These will all be underpinned by the six Principles of Safeguarding identified within the Care Act (see page 4).

## 1. Quality Assurance

The Safeguarding Adults Board would like to continue to prioritise Quality Assurance in its widest sense. This will enable the Board to demonstrate quality and effectiveness at both strategic and operational levels. It aims to support a better understanding of how safe adults are locally and how well local services are carrying out their safeguarding responsibilities in accordance with the Care Act and the Gateshead Multi-Agency Policy and Procedures.

## 2. Prevention

Prevention is one of the six Principles of Safeguarding. Within Gateshead we have prioritised preventative work and have produced a range of practice guidance notes and bespoke training courses to support our front line practitioners. Challenge has also been encouraged at Board level to develop services that are preventative and proactive rather than reactive. Nonetheless the Policy landscape is changing, along with operational practice, and it is important that the Safeguarding Adults Board continue to focus on the prevention agenda.

## 3. Community Engagement and Communication

The Safeguarding Adults Board have prioritised empowerment, personalisation and Making Safeguarding Personal to ensure that those adults involved within the safeguarding process have their wellbeing promoted and, where appropriate, that regard is given to their views, wishes, feelings and beliefs in deciding on any action. Everyday practice however has demonstrated that there is a lack of understanding about Safeguarding Adults with the wider community which can impact upon the effectiveness of Safeguarding Adults as a whole.

## 4. Improved Operational Practice



Whilst this is a Strategic Plan, the Safeguarding Adults Board must ensure that operational practice is fit for purpose and delivering person-centred outcomes. Following implementation of the Care Act on April 1st 2015 and the subsequent implementation of revised Multi-Agency Policy and Procedures in Gateshead feedback from Adults who have been through the Safeguarding process and from practitioners has identified a number of key challenges that the Board must ensure are addressed.

## **5. Implementing Mental Capacity Act / Deprivation of Liberty Safeguards**

The Mental Capacity Act, including Deprivation of Liberty Safeguards, have been subject to significant legislative changes resulting in an unprecedented increase in resource demands nationally and local. The agenda will continue to evolve as new ways of working and case law is embedded into practice. There is an increasing need to improve the knowledge base of the MCA and DoLS agenda and to further enhance engagement with partner agencies and service users in relation to the MCA to enable the successful incorporation into everyday assessment and care provision.

# Key challenges 2016 – 2019

Year 1	Year 2	Year 3
Improve data collection from all partner organisations	Implement a Quality Assurance framework that can provide assurances to the board that agencies are working effectively to safeguard adults	Develop and implement a self-assessment process
Devise an enhanced comprehensive performance management framework	Review all practice guidance notes and multi-agency policy & procedures	Develop and implement a programme of peer reviews
Revise Safeguarding Adult Review practice guidance note	Provide assurances that partner agencies are completing mortality reviews	Revise / review the Quality Assurance framework, with a focus upon effectiveness and recognising and responding to risk
Revise Safeguarding Adult Review practice guidance note	Provide assurances that the SAB and sub groups are effective	Improve reporting mechanisms from partner organisations to the Board
Continue to learn from, and respond to, best practice/ inspections/audits and reviews	Produce an annual report that reflects the board and its sub groups work in meeting the requirements of the Care Act	Revise the financial abuse practice guidance note and deliver updated training
Revise the self-neglect practice guidance note and deliver updated training	All partners are aware of the function and requirements of the board	Develop an understanding of the safeguarding implications for integration of health and social care
Work with the LSCB to develop an action plan for the Strategic Exploitation Group which focuses on sexual exploitation, trafficking and modern slavery	Ensure professionals and the public are aware of safeguarding processes and procedures	Work with the Community Safety Board to enhance the operational response to the prevent agenda
Work with the LSCB to produce practice guidance in relation to FGM	Ensure professionals and the public are aware of safeguarding processes and procedures	Harness partner / community resources to support with community engagement activities
Embed the role of housing practitioners within the safeguarding process	Continue to implement and embed learning, findings and recommendations from SAR's, reviews and inspections	Continue to develop the Safeguarding Adults Board identity

Year 1	Year 2	Year 3
Develop a comprehensive Community Engagement and Communication strategy	Training needs analysis to ensure appropriate multi-agency training is in place	Work with the community and Healthwatch to develop a rolling programme of consultation
Develop and disseminate key Safeguarding Adult messages to the wider community	Develop and implement an operational response to Modern Slavery	Develop and implement a Safeguarding Adults Champion scheme to raise awareness about the Safeguarding Adults agenda
Deliver focussed engagement activity, i.e. expand activities during SAFE week and Dignity week	Work with other partnerships to strengthen links and improve the visibility of the SAB	Improved user engagement mechanisms utilising recommendations from the national Making Safeguarding Personal programme
Where appropriate, ensure feedback is provided to those who raised the Safeguarding concern at the beginning/end of the process		Improve the implementation of Mental Capacity Act assessments and Best Interest decisions with the Safeguarding process
Work with partners and providers to encourage swifter responses from single agency investigations		Focused awareness raising with professionals with respect to 16/17 year olds and the Mental Capacity Act
Raise awareness about the importance of seeking consent prior to the concern being raised and clearly document why, in certain circumstances, consent is overridden		Community engagement with respect to MCA and DoLS
Enhance the quality of safeguarding concerns raised		Develop a targeted approach to MCA and finances
Raise awareness and improve understanding of the Mental Capacity Act across partner agencies		Practitioner training with respect to Court processes
Agree an approach to manage the increase in DoLS applications		Continue to raise awareness of the full DoLS process
Understand and respond to the impact of Domestic DoLS		

# Appendix 2 Business Plan 2017 - 2018

**Overall Aim:** To improve safeguarding outcomes for adults in Gateshead

**Specific aims:** [Quality Assurance](#), [Prevention](#), [Community Engagement and Communication](#), [Improved Operational Practice](#), [Implementing MCA/DOLS Safeguards](#), [Strategic Governance](#)

Priority	Objective	Activities	Targets (RAG rated)	Outcomes	Outcome indicators	Who is responsible
Strategic Governance <a href="#">Quality Assurance</a>	To produce an Annual Report that reflects the Board and its Sub Groups work in meeting the statutory requirements of the Care Act.	Agree format for Annual Report.	Draft 6th July 2017 Completed	Annual report that endorsed and owned by the SAB.	An annual report that shows what difference the board and sub groups have made to the adult safeguarding agenda in Gateshead.  The report shows that people in Gateshead are safeguarded effectively.	Business Manager (with assistance from partners)
Strategic Governance	Partners are aware of the function and requirements of the Board.	Advise partners agencies/subgroups of content required Business manager to produce an induction pack to be used by Board members.	Completed	Board members induction pack endorsed by the SAB.	All Board members are fully aware of the function, purpose and requirements of the SAB and can effectively contribute to the partnership.	Business Manager
Strategic Governance <a href="#">Quality Assurance</a> Improved Operational Practice	SAB and sub groups work smarter and more efficiently	SAB executive group to be formed that will have an oversight of SAB and sub group activities.	Completed Executive group formed	High challenge and high support around the role, function and effectiveness of SAB and sub groups.	Partners are provided with assurance that the SAB and sub groups are making a meaningful difference in safeguarding adults in Gateshead.	Independent Chair, Business Manager, Chairs of sub groups, director CWL

Priority	Objective	Activities	Targets (RAG rated)	Outcomes	Outcome indicators	Who is responsible
Quality Assurance	The SAB has processes in place to monitor the effectiveness of the board, local pathways and partner agencies in Safeguarding Adults	Implementation of a Quality Assurance Framework, incorporating a "check and challenge" model. Development of data sets to reflect activity and compliance. Exploration of additional processes for audit and peer review.	Ongoing process	Board receives assurance that agencies are working effectively to safeguard adults	Key agencies have completed QAF Data sets are collected and analysed A timetable of audit and peer review is made available to the SAB	Quality and Assurance sub group
Quality Assurance Prevention Improved Operational Practice	Practitioners are aware of safeguarding processes and procedures	Produce/review procedures/ practice guidance notes for different areas of the adult Safeguarding agenda	1st September 2017	Improved safeguarding awareness and practice.	Practice Guidance notes for the following areas: SAR process. Self Neglect Financial abuse Policy guidance for partners. FGM. Raising concerns.	Practice Delivery Group
Community Engagement & Communication	People in Gateshead are aware of their role in the safeguarding adults agenda, how to keep themselves and others safe and how to report concerns	Develop a comprehensive community engagement and communication strategy	1st September 2017	New task and finish group established and the strategy endorsed by the SAB. Update and maintain new look SAB website. Newsletter. Media presence Road shows	The local community, voluntary/community organisations and people with care and support needs know what safeguarding is, how to protect themselves and others and how to report abuse.	Task and finish group

Priority	Objective	Activities	Targets (RAG rated)	Outcomes	Outcome indicators	Who is responsible
<p>Implementing MCA / DoLs</p> <p>Strategic Governance</p> <p>Quality Assurance</p> <p>Improved Operational</p>	<p>Local authority and partners continue legal compliance with DoLS</p> <p>Ongoing safeguarding of human rights using MCA/DoLS framework</p> <p>Partner agencies and commissioned providers updated on new practice requirements/ compliance issues</p> <p>Development of new forms and guidance to improve adherence to MCA Principles</p>	<p>Data set maintained and collected by NHS Digital</p> <p>Increased awareness of statutory advocacy</p> <p>Policy and Processes reviewed and changed when necessary</p> <p>Development of Audit tools/ repeat of 2013</p>	<p>January 2018</p>	<p>In house management tool to be developed to capture reporting requirements</p> <p>Regular monitoring of compliance</p> <p>Updated information launch once electronic management system is live</p> <p>Steering group established and feeds into wider implementation network</p>	<p>People will understand the work of the SAB and how to access information about it.</p> <p>Easy to read information leaflets.</p> <p>Better quality safeguarding referrals submitted.</p> <p>There are consistent safeguarding messages given to practitioners and members of the public.</p>	
				<p>Annual report from NHS Digital will demonstrate local and national comparators</p> <p>Meet &amp; Greet and awareness raising by Advocacy Provider to all partners</p> <p>Outcomes of DoLS authorisations available in a more timely manner</p> <p>Better training and understanding of MCA across all partners, including housing, social care, health and children's services.</p>		

Priority	Objective	Activities	Targets (RAG rated)	Outcomes	Outcome indicators	Who is responsible
Quality Assurance	Partner agencies are completing mortality reviews, including the statutory requirement of the LeDeR programme	Learning monitored by Q&A group and fed into the SAB	Ongoing process	The learning is embedded into practice and any learning fed into the SAB	RPIW (rapid process improvement workshop) completed March 30th standard operating process developed for review of all deaths. Panel agreed to further review 20% of reviewed deaths for lessons learnt and preventable deaths. All relatives will be contacted for feedback and opportunity to have a meeting as part of the being open policy (duty of Candor)	Quality and Assurance group
Quality Assurance Prevention Improved Operational Practice	Lessons learned	Implement and embed the learning, findings and recommendations from the SARG, SAR's, inspections and peer reviews as they arise and cascade the learning across partner agencies	Ongoing process	Any lessons learned or recommendations are fully embedded into practice	How safe are people and has our safeguarding work made a difference?	Quality Assurance Group
Improved Operational Practice	Training needs analysis	Gateshead Council Organisational Development team will carry out a training needs analysis and include internal and external partners	1st February 2018	All partners will complete the TNA within the specified timescales.	Training will be focused on those areas raised by partners.	Training Group

Priority	Objective	Activities	Targets (RAG rated)	Outcomes	Outcome indicators	Who is responsible
Improved Operational Practice	Modern Slavery operational response	An operational response plan will be developed by Gateshead Council	1st July 2017	Operational response plan produced, endorsed by the SAB and embedded into partner agencies	All agencies will know how the local authority will respond to any incidents of modern slavery. Victims are made safe in an appropriate and timely manner.	Practice Delivery Group
Strategic Governance	Strengthen links with other partnerships	Work with other partnerships to strengthen links and improve the visibility of the SAB	1st October 2017	Receive the annual report from the LSCB on activity and priorities Receive the annual report from the CSP on activity and priorities Submit the SAB annual report to the LSCB Submit the SAB annual report to the HWB Submit the SAB annual report to the CSP Joint training Joint sub groups Alignment of strategies	Better links with the other partnerships to avoid duplication. Ensure a joined up approach to any work that cuts across partnerships. Improved understanding of the work and priorities of the other partnerships	







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