



Gateshead
Safeguarding Adults
Board

Gateshead Safeguarding Adults from Abuse

Safeguarding Adults Board

Annual Report
- 2015/16 -

July 2016

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Introduction



Living a life that is free from harm and abuse is a fundamental right of every person.

I am pleased to introduce this Annual Report for 2015/16 on behalf of the Gateshead Safeguarding Adults Board.

The Gateshead Safeguarding Adults Board has risen to the challenges prescribed in the Care Act 2014 by adopting an open and transparent approach to Safeguarding Adults that is person-led and outcome focussed. This is despite a background of considerable change with respect to the requirements set out in the Care Act, financial austerity, organisational changes and a significant change in the membership of the Board.

We know that the most effective way to safeguard adults is to work together in partnership. Board members and partners in Gateshead have worked hard to increase momentum in Safeguarding activity, initiating positive changes to increase our effectiveness. Importantly, the Board has shown a willingness to challenge and evolve. I would particularly like to welcome to the Board our lay members who provide additional independence and scrutiny.

Whilst the Board can demonstrate significant progress and a number of key achievements during 2015/16, the forward thinking Strategic Plan for 2016/19 illustrates that the Board understands that there is still much to do to ensure that our most vulnerable adults are provided with the appropriate support, guidance and protection that helps them to achieve their desired outcomes. We must continue to strive to raise local awareness of safeguarding and aspire to embed our safeguarding vision within all of our partner agencies. This requires fully embedding safeguarding in everything we do and, importantly, within the mind-set of our local communities.

Elizabeth Saunders
Gateshead Interim Safeguarding Adults Board Vice-Chair

Policy Context

The Care Act 2014 enshrined in law the principles of Safeguarding Adults, which will not only ensure that the most vulnerable members of society are afforded appropriate support and protection, but will also help them to live as independently as possible, for as long as possible.

Chapter 14 of the Care and Support Statutory Guidance issued under the Care Act replaces the No Secrets document as the statutory basis for all safeguarding activity. This was updated in March 2016 by the Department for Health.

The Care Act identifies six key principles which underpin all adult safeguarding work and, 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 sets out the Safeguarding Adult responsibilities for Local Authorities and their partners. It 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.

Safeguarding in Gateshead

Gateshead Safeguarding Adults Board

The Gateshead Safeguarding Adults Board 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 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 July 2016):

- 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

View from a Lay Member

First impressions of the Safeguarding Adults Board - very useful forum for lead professionals to share views and developments in their services. Potentially able to do more via effective collaboration, producing more streamlined and responsive services. The Board has a very important role to play through early identification of issues and the development of an effective local response.

Staff have always been approachable and ready to engage with lay members. Very important that higher proportion of named members attend meetings. Good training opportunities available.

The Safeguarding Adults Board is supported by four Sub-Groups:

- **Practice Delivery Group** (Chaired by Local Authority)
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 communications and engagement strategy and implementation of the Dignity Strategy.
- **Quality and Assurance Group** (Chaired by Clinical Commissioning Group)
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. Core activities include co-ordinating Safeguarding Adult Reviews and monitoring performance. 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 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.

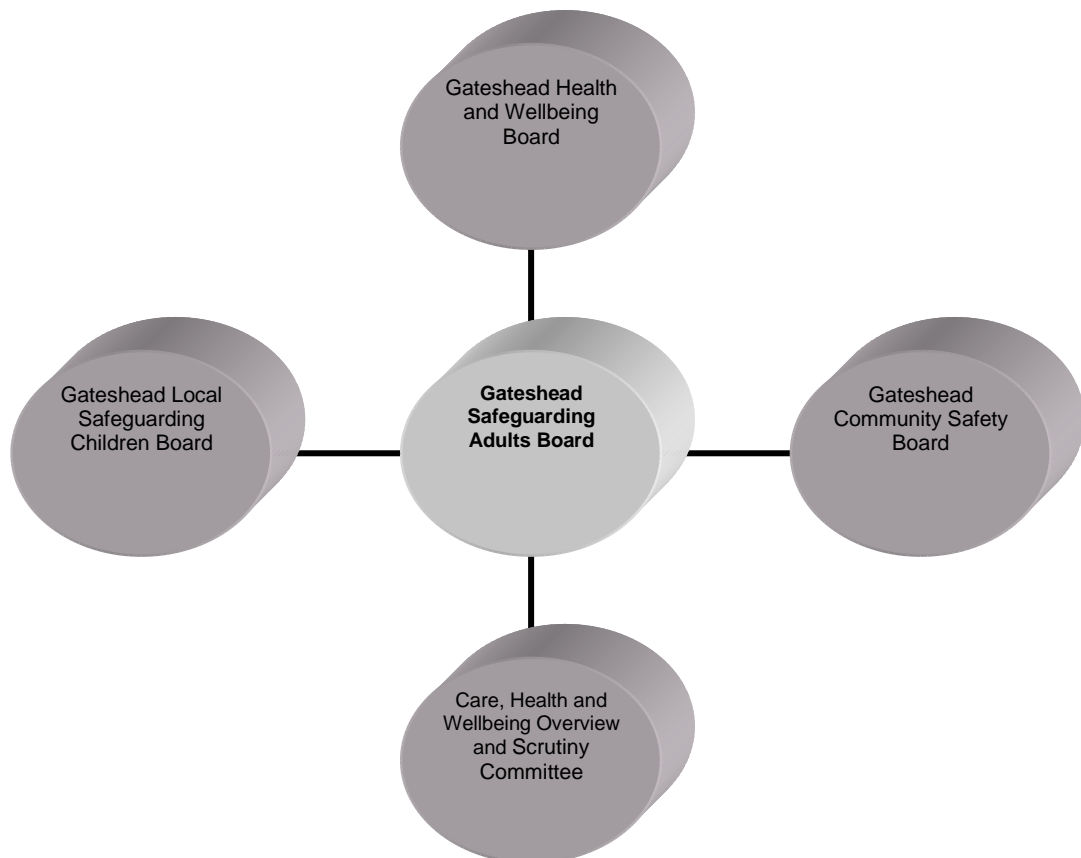
- Training Group** (Chaired by Local Authority)

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

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

The Safeguarding Adults Board has developed strong links with other local partnerships:



Partner Governance Arrangements and Inspections

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 Safeguarding Adults Board. Details of inspection results for partner organisations are also shared at the Safeguarding Adults Board. For example:

- Gateshead Council – The Care, Health and Wellbeing Overview and Scrutiny Committee receive updates from the Safeguarding Adults Board. Key areas of work are also submitted to Cabinet for approval. The Gateshead Council Internal Audit service are responsible for ensuring that the Board, and Gateshead Council, are meeting their statutory duties
- Newcastle Gateshead Clinical Commissioning Group – A Children and Adults Safeguarding committee meets six times per year and a quarterly strategic safeguarding forum is held with providers. Training was delivered to the Governing Body Committee to ensure executive and lay members were aware of their corporate responsibilities as regards the Safeguarding agenda. An NHS England assurance visit illustrated positive results for Safeguarding arrangements
- Northumbria Police – The force have undertaken a restructure to create a new Safeguarding Department illustrating significant investment in this area of work. All learning from national and local serious case reviews are scrutinised during Critical Incident Boards which are attended by the Chief Officer Team and Senior Officers. Northumbria Police has been subject to numerous inspections by HMIC including vulnerability and Honour Based Violence (HBV), the force was deemed to be good in Vulnerability and prepared in all aspect for HBV.
- Gateshead Health NHS Foundation Trust - The Trust Safeguarding Committee continues to meet on a bi-monthly basis and is chaired by the Director of Nursing, Midwifery and Quality. The Queen Elizabeth Hospital was inspected by the Care Quality Commission from 29 September to 2 October 2015 and undertook an unannounced inspection on 23 October 2015. Overall, the Queen Elizabeth Hospital was rated as good for being safe, effective, responsive and well-led and outstanding for caring. The report highlighted Safeguarding procedures were in place and staff could demonstrate an understanding of their role and what action to take if they were concerned about a person.
- National Probation Service – Board member shares information from the Safeguarding Adults Board with the Divisional Safeguarding Lead who resides on a national Safeguarding group
- The Gateshead Housing Company – Safeguarding Adults is included within committee structures. An internal audit of TGHC approach to Safeguarding was undertaken in 2015/16. The control systems and procedures in place were found to be satisfactory,
- Oasis Aquila Housing – Ultimate safeguarding responsibility sits with the Board of Trustees. Overseeing safeguarding is one of their integral

responsibilities and as such they have received updates from the executive. Under the Board there is a Safeguarding Sub-committee which is chaired by the trustee designated 'safeguarding champion'.

- Gateshead College - The College operates a Safeguarding Steering Group which is attended by senior managers from across College to discuss and action safeguarding issues. In addition a College Governor acts in the role of 'Safeguarding Governor' and attends a termly safeguarding group to act as a critical friend. An annual Safeguarding report is provided to the Executive team and the Board of Governors. Week commencing 8th June 2015 Gateshead College had a full inspection and it is important to note that safeguarding received a Grade 1 Outstanding within Effectiveness of Leadership and Management Grade 1 Outstanding.

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

Strategic Plan 2016/19 and Annual Business Plan 20z16/17

The Gateshead Strategic Plan 2016/19 was approved by the Safeguarding Adults Board in March 2016. This is the first Strategic Plan for the now statutory Safeguarding Adults Board. 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 Safeguarding Adults Board to fulfil its statutory obligations and the key principles of partnership and accountability, an additional priority of 'Strategic Governance' has been added.

Annual Report 2015/16 Consultation

The Annual Report 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 partner agencies. Stakeholder consultation included:

- 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
- Commissioned providers – via two workshops

- Practitioner feedback – via training courses, self-neglect workshops, housing conference

The Safeguarding Adults Board held a development day in May 2016 to reflect upon progress during 2015/16 for the Annual Report and to ensure that the Annual Business Plan for 2016/17 would enable the Board to focus activity and assist in meeting the challenges identified within the Strategic Plan. To enable Board members and partners to contribute towards the Annual Report, Partners within the Board were also asked to complete a summary of achievements, progress and performance throughout the year.

Our Performance

Safeguarding Adults

The 2015/16 financial year was the first post implementation of the Care Act 2014 and this has proved to be problematic with regards to performance management. The focus of the Board was to implement the revised Multi-Agency Safeguarding Adult Policy and Procedures on 1st April 2015. The radical change to the procedures meant that the Safeguarding Adults electronic recording system required a complete overhaul. The new electronic forms were introduced in November 2015 and following practitioner feedback, and changes to the annual statutory reporting requirements, they have been subsequently revised. The new forms will, from April 2016 onwards, enable the Safeguarding Adults Board to:

- Develop a new performance management framework
- Report on performance with regards to Making Safeguarding Personal – have adults achieved the outcomes which they desired
- Provide greater clarity with regards to the use of the Mental Capacity Act within Safeguarding
- Provide much greater detail with regards to performance and effectiveness

During 2015/16 the Performance Management and Information Team within Gateshead Council have done an exceptional job in compiling safeguarding performance information in these difficult circumstances.

As this is the baseline year for performance information post implementation of the Care Act 2014 it is helpful to provide detailed performance information with regards to Concerns and Enquiries to enable the Safeguarding Adults Board and partners to be fully informed whilst developing new policies, procedures and strategies. This detailed information is included within Appendix 1. Succinct headline information is provided below.

Headline Performance

- **Volume of Concerns and Enquiries**

In 2015/16 there were 2034 Safeguarding Adult Concerns which led to 1638 Section 42 Safeguarding Enquiries. In percentage terms, 80.5% of Concerns led to a Section 42 Enquiry.

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

The high percentage of Concerns that progress to Enquiries demonstrates that those raising Concerns have a good understanding about the new statutory criteria established by the Care Act 2014. There are some concerns however that there is a significant number of cases progressing that do 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 has been agreed by the Practice Delivery Group that a priority for the 2016/17 financial year is to develop more robust and comprehensive criteria that assists front line practitioners to make sure that only those cases that do meet the new Safeguarding criteria progress, and that there are appropriate referral mechanisms in place for those that do not progress.

This was the first year of the implementation of the Care Act so it is not possible to directly compare to previous years. It is helpful to note however that in 2014/15 there were 1844 Safeguarding initial alerts which does demonstrate that there has been an increase in Safeguarding Adult activity.

- **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 44.99% of all Safeguarding Concerns raised. This was followed by Physical Abuse (22.52%) and Financial and Material (14.90%). This followed a similar pattern to the previous year.

The new categories of abuse introduced by the Care Act represented relatively small volumes in 2015/16:

- Domestic Violence – 30 cases, 1.47%
- Modern Slavery – 1 case, 0.05%
- Self Neglect – 92 cases, 4.52%

- **Age**

66.22% of all Safeguarding Concerns were raised for Adults aged 65 and older, equating to 1347 cases.

Deprivation of Liberty Safeguards (DoLS)

During 2015/16 Gateshead Council received 1832 Deprivation of Liberty Safeguard applications. This was an increase in activity of almost double from the previous financial year.

In line with the national average, the highest rate for DoLS applications remains with those over the age of 65. Within Gateshead this represents 1545 applications for those aged over 65 and 287 for those under 65.

There were 219 applications which have not been authorised, due to various standard reasons. The most significant reason was that the person was deemed to have capacity, which took place in 98 cases. Further work will be targeted to those who have made applications where the person has been assessed as being capacitated.

Key Achievements 2015/16

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. In 2015/16 the Safeguarding Adults Board published a partnership 'plan on a page' and aligned the Strategic Priorities with the Care Act Safeguarding Six Principles. The key achievements for the Board during 2015/16 are therefore documented below and aligned to the Six Principles:

➤ Empowerment

- **Making Safeguarding Personal**

The revised Policy and Procedures implemented on 1st April 2015 embedded the Making Safeguarding Personal approach by ensuring that the desired outcomes of the Adult were actively sought throughout the safeguarding process and that practitioners worked with the Adult to help achieve those outcomes. This is reflected in all practice guidance, training courses, case recording and publicity material.

- **Publicity Information**

Publicity information for Safeguarding Adults was revised, including the publication of a generic Safeguarding Adults leaflet and an easy read version. Both documents focus on the importance of people being supported to make their own decisions and give informed consent.



- **Safeguarding Adults for Everyone (SAFE) week 2nd – 6th November 2015**

The Safeguarding Adults Board committed to contributing towards the first region-wide SAFE week with the aim of raising awareness of Safeguarding Adults. Safe Week was promoted with our commissioned providers and in total, 8 awareness raising events were held in Gateshead throughout the week involving residents, families and staff

members. An information stand was also placed within the Queen Elizabeth hospital for the duration of the week.

Safeguarding Adults For Everyone Week 2nd – 6th November 2015

Mencap Day Centre

A member of the Safeguarding Adults Team attended the day centre and supported the Manager and Deputy Manager to deliver a presentation on Safeguarding Adults to service users and carers.



Appletree Grange Residential Home

Appletree Grange Residential Care Home arranged a coffee afternoon for the relatives of residents. Relatives were given an overview of Safeguarding and advised that Safeguarding is everyone's responsibility. Some people were surprised to learn that Safeguarding also incorporated Domestic Abuse, Self-Neglect and Modern Slavery. Some relatives gave examples of Safeguarding Concerns they had been involved with.



- **Mental Capacity Action Day 15th March 2016**
In line with the National Mental Capacity Act Action Group, an event was held in Gateshead Civic Centre with the MCA/DoLS Strategic Lead and Principle Social Worker emphasising an individual's right to make unwise decisions, even if they lacked capacity.
- **Dignity Day 1st February 2016**
A letter was sent to all service providers in Gateshead to promote Dignity Day and asking them to take part. Members of the Gateshead Council Safeguarding Adults Team supported Dignity Day in partnership with The Highlands Residential Home who kindly agreed to hold a coffee morning where people who use their service came along to ask questions and share stories.

➤ **Prevention**

- **Further development of the Multi-Agency Safeguarding Hub (MASH)**
The Gateshead MASH has adopted a preventative model and supports individuals who are vulnerable and yet do not meet the Safeguarding criteria. This unique approach adopted in Gateshead 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).
- **Development and Publication of Practice Guidance Notes**
The Practice Review Group have developed a series of Practice Guidance notes to assist front line practitioners in their work. Practice Guidance Notes on Self-Neglect and Financial Abuse provide detailed guidance on the signs and symptoms of these categories of abuse to assist early identification of abuse and neglect. Two workshops were held for front line practitioners on self-neglect to support this work.
- **Security Measures for Domestic Violence Victims**
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 Violence victims residing within their own homes.
- **Preventing Violent Extremism work (Prevent)**
The Gateshead Community Safety Board provide strategic oversight of the Prevent agenda, and the Gateshead Safeguarding Adults Board have led on Prevent at an operational level and incorporated Prevent within Policies, Procedures and training courses. All partners are

committed to the Prevent agenda. An example is that all Gateshead College staff have attended the WRAP 3 training, which helped contribute towards their Outstanding rating from Ofsted.

- **Expansion in QE Hospital Safeguarding Team**

Since the beginning of November 2015, there is a learning disability lead nurse employed in the safeguarding team of the QE hospital. The focus for this role is to ensure high quality patient centred care is delivered to patients with learning disabilities who require services. The scope involves ensuring care pathways are in place, appropriate reasonable adjustments are made and recorded and that staff delivering the care are appropriately informed and supported.

➤ **Proportionality and Protection**

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

The Practice Delivery Group supported the Safeguarding Adults Board by developing and implementing the revised Multi-Agency Safeguarding Adult Policy and Procedures by the 1st April 2015. The key principles of proportionality and protection are wholly embedded throughout the document.

- **Development and implementation of Mental Capacity Act and Deprivation of Liberty Safeguards Policy and Procedures**

The Safeguarding Adults Board approved revised Mental Capacity Act and Deprivation of Liberty Safeguards Policy and Procedures which are more succinct and focussed upon the rights of the individual.

- **Maintaining compliance with Deprivation of Liberty Safeguards**

Despite a significant increase in the number of applications (nearly double compared to the previous year), during 2015/16 Gateshead continue to maintain compliance by co-ordinating DoLS applications in a timely manner ensuring protection for those individuals was provided where necessary.

- **Training**

The Training Group have prioritised the revision of the Level One Safeguarding Adults Raising Concerns Training and Level Two Safeguarding Adults Policy and Procedures Training to ensure that both courses reflect the revised Policy and Procedures and focus upon areas of necessary improvement raised by independent audits and case reviews. 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 2015/16:

Primary Support Reason	Number of Courses	Number of Delegates
Level One – Raising Concerns	49	990
Level Two – Policy and Procedures	16	330
Grand Total	65	1320

The Tyne and Wear Care Alliance provided additional bespoke training for commissioned providers throughout the borough. The Newcastle Gateshead Clinical Commissioning Group have increased their training provision, particularly for GPs (83% of GP staff have received safeguarding training, compared to 30% two years ago). All GP practices now have a named GP Adult Safeguarding Lead and specialised annual updates are delivered to this group across Newcastle and Gateshead with support from Gateshead Council.

Three training courses have also been implemented with respect to MCA and DoLS. Level two MCA/DoLS training has been undertaken by multi-agency workers including, housing, social care (adults and children’s workers), health workers and the police. This has been very well evaluated so far. Most of Adult Social Care have received training on Mental Capacity Act Complexities delivered by a former Barrister. The implications of the Supreme Court judgement have now been incorporated into Corporate Induction training for all staff within the Queen Elizabeth Hospital. In addition a network of MCA champions within the hospital has been established with training for this role currently being delivered.

➤ Partnership

- **Safeguarding Adults Board**

Safeguarding Adult Board meetings in Gateshead have been effectively chaired during most of 2015/16 via Independent Chair Jan Douglas who subsequently resigned at the January Board meeting. Board meetings have been well attended, although lay members have noted that there has been a notable reliance in some cases on nominated deputies and this will be audited during 2016/17. Partner organisations have consistently contributed towards Board meetings, with agendas reflecting varied multi-agency authors and topics. There are examples in which Board members have instigated challenge where necessary and influenced change. Now that the Safeguarding Adults Board has become statutory, the Board have developed an identity via the introduction of a Board logo and corporate colours.

- **Closer working with other local partnership boards**

The Safeguarding Adults Board has developed closer working relationships with the Local Safeguarding Children Board (LSCB). This

can be evidenced via the establishment of a joint Strategic Exploitation Group which focuses upon sexual exploitation, modern slavery and trafficking.

A joint Training Directory for 2015/16 was produced in conjunction with the Local Safeguarding Children Board and the Community Safety Board to maximise opportunities for raising awareness about training courses available.

The Business Managers for the Safeguarding Adults Board, Local Safeguarding Children Board, Health and Wellbeing Board and Community Safety Board have established a bi-monthly networking meeting to share good practice and avoid duplication.

- **Guidance for partner organisations on the development of single agency policy and procedures**

To support our partner organisations, the Practice Delivery Group produced guidance for partner organisations on the development of single agency policy and procedures. This has proved to be particularly popular with provider organisations and voluntary sector / community groups.

- **Commissioned Provider Workshops**

Over one hundred delegates from our commissioned providers attended bespoke workshops in May 2015 to raise awareness about the revised Multi-Agency Safeguarding Adults Policy and Procedures with a specific focus upon the increase in role and responsibilities for providers.

- **Housing and Safeguarding Conference**

The Safeguarding Adults Board hosted a conference in September 2015 aimed at encouraging more joint working between Housing and Adult Social Care and to improve understanding of each other's roles and responsibilities. Imogen Parry was invited to attend as a keynote speaker with a focus upon lessons learned for housing professionals determined from previous Serious Case Reviews. Recommendations from the conference, and the work of a task and finish group which implemented a self assessment for housing providers, have resulted in a joint action plan to be implemented by the Practice Delivery Group.

- **Accountability**

- **Appointment of lay members**

The Safeguarding Adults Board and Local Safeguarding Children Board worked together to jointly appoint three lay members in January

2016. The lay members provide independent scrutiny and challenge for the Boards.

- **Independent case file audits**

The Quality and Assurance Group have commissioned two ongoing independent case file audit processes to provide transparent and independent scrutiny of safeguarding adult case work. The Independent Chair is requested to undertake an annual audit of case files and during 2015/16 this took place in September 2015. This is the fourth audit of its type and therefore it was possible to assess progress over the intervening years. Additionally, a unique peer case file audit process has been developed with Darlington County Council. An audit tool has been developed with the aim of undertaking two audits per year in each locality. The first audit took place in Gateshead in January 2016. The audit findings were largely positive but where areas of improvements were identified these have been discussed at the Quality and Assurance Group and will be incorporated within the workplan for the Quality and Assurance Group for future development.

- **Heathwatch Gateshead**

Healthwatch Gateshead's role as an independent body is to represent the residents of Gateshead in the setting and delivery of the Adult Safeguarding Board strategies and policies. To ensure that the views presented by Healthwatch Gateshead represent vulnerable adults, they carry out a range of activities which listen, consult, investigate, promote, influence and represent their views.

Safeguarding Adults Reviews

The Quality and Assurance Group is responsible, on behalf of the Gateshead Safeguarding Adults Board, for statutory Safeguarding Adult Reviews introduced by the Care Act 2014. The Quality and Assurance Group produced a Safeguarding Adults Review Practice Guidance note to provide a framework for Safeguarding Adult Reviews in Gateshead. This was approved by the Safeguarding Adults Board in March 2015 ready for implementation in April 2015.

During the 2015/16 financial year the Gateshead Safeguarding Adults Board commissioned one Safeguarding Adults Review for Adult A. This commenced in November 2015. Adult A was an 81 year old lady who lived alone and died on 17th February 2015 in Queen Elizabeth Hospital (QEH). The cause of death was identified as cardiac failure, sepsis and extensive pressure sores due to immobility. Adult A's health was declining over the period before her death, she refused Hospital admission on a number of occasions. At times, Adult A also refused care and treatment at home. There were a number of agencies involved with Adult A and the Adult Safeguarding Board made the decision to refer Adult A for a Safeguarding Adults Review to learn the lessons from her unfortunate death and to improve how we co-ordinate self-neglect cases in the future.. The final Overview Report is scheduled to go to the Board in July 2016 and the recommendations will be implemented and monitored by the Quality and Assurance Group.

In addition to Adult A, the Quality and Assurance Group considered six other Safeguarding Adult Referrals throughout 2015/16, none of which were deemed to meet the criteria for undertaking a review. Nevertheless, each of these cases were scrutinised fully and four involved internal case reviews were undertaken.

APPENDIX 1: Detailed Performance Information

➤ Safeguarding Adult Concerns

The statistics below provide information about the Adult whom the Safeguarding Concern was raised:

- **Gender**

Gender	Number	%
Female	1224	60.18%
Male	810	39.82%
Grand Total	2034	100.00%

- **Age**

Age group	Total	%
18 to 64	687	33.78%
65 to 74	265	13.03%
75 to 84	505	24.83%
85 to 94	508	24.98%
95 plus	69	3.39%
Grand Total	2034	100.00%

Age group	Total	%
18 to 64	687	33.78%
65 plus	1347	66.22%
Total	2034	100.00%

- **Primary Support Reason**

Primary Support Reason	Total	%
Learning Disability Support	267	13.13%
Mental Health Support	347	17.06%
Physical Support	838	41.20%
Sensory Support	53	2.61%
Social Support - Social Isolation or Other Support	51	2.51%
Social Support - Substance Misuse Support	23	1.13%
Support with Memory and Cognition	238	11.70%
Not recorded	217	10.67%
Grand Total	2034	100.00%

- **Ethnicity**

Ethnicity	Total	%
Asian / Asian British	7	0.34%
Other Ethnic Group	5	0.25%
Undeclared / Not Known	115	5.65%
White	1907	93.76%
Grand Total	2034	100.00%

The below statistics provide further information with regards to the Concern:

- **Location of Abuse (first recorded location)**

Location of abuse	Total	%
Care Home	733	36.04%
Acute Hospital	19	0.93%
Alleged Perpetrators Home	7	0.34%
Community Group	2	0.10%
Community Hospital	9	0.44%
Day Centre/Services	10	0.49%
Education/Training/Workplace Establishment	2	0.10%
Mental Health Inpatient Setting	8	0.39%
Not Known	53	2.61%
Other	26	1.28%
Other Health Setting	7	0.34%
Own Home	991	48.72%
Public Area	38	1.87%
Someone Else's Home	27	1.33%
Supported Accommodation	100	4.92%
Not recorded	2	0.10%
Grand Total	2034	100.00%

- **Main Category of Abuse (first recorded category)**

Main Category of Abuse	Total	%
Discriminatory	13	0.64%
Domestic Violence	30	1.47%
Financial and Material	303	14.90%
Institutional Abuse	10	0.49%
Modern Slavery	1	0.05%
Neglect and Acts of Omission	915	44.99%
Physical	458	22.52%
Psychological / Emotional	138	6.78%
Self-Neglect	92	4.52%
Sexual	74	3.64%
Grand Total	2034	100.00%

- **Relationship with Alleged Perpetrator**

Relationship of alleged Perp	Total	%
Day Care Staff	61	3.00%
Domiciliary Care Staff	405	19.91%
Health Care Worker	28	1.38%
Main Family Carer	99	4.87%
Neighbour / Friend	145	7.13%
Not Known	176	8.65%
Other Family Member	195	9.59%
Other Professional	82	4.03%
Other Vulnerable Adult	313	15.39%
Partner	118	5.80%
Residential Care Staff	303	14.90%
Self Directed Care Staff	2	0.10%
Self Neglect	31	1.52%
Stranger	54	2.65%
Not Recorded	22	1.08%
Grand Total	2034	100.00%

➤ **Section 42 Concluded Enquiries**

- **Capacity of Adult**

Does the Adult lack capacity?	18 to 64	65 to 74	75 to 84	85 to 94	95 plus	Grand Total	%
Yes	81	40	82	122	16	341	22.43%
No	389	159	301	287	39	1175	77.30%
Don't know	2	0	2	0	0	4	0.26%
Total	472	199	385	409	55	1520	100.00%

- **Action Taken**

SAC ADJUSTED Action Taken	Total	%
No Action Taken	501	32.96%
Action taken and risk remains	78	5.13%
Action taken and risk reduced	700	46.05%
Action taken and risk removed	241	15.86%
Grand Total	1520	100.00%