



Gateshead  
Safeguarding Adults  
Board

# Gateshead Safeguarding Adults from Abuse

Safeguarding Adults Board

Annual Report  
- 2018/19 -

July 2019

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## Introduction

It has been a pleasure and a privilege to be Independent Chair of the Gateshead Safeguarding Adult Board for this last year. Partners understand the importance of working together in order to keep vulnerable people safe, and they have shown enthusiasm and commitment to the joint working that the Board has led.

The harsh face of austerity has been evident in the city this last year. Private providers of residential and home care have faced tight budgets, whilst statutory services from all agencies have undergone further cuts. In some other areas I have known austerity to provoke competition and defensiveness amongst staff – but here in Gateshead I have seen a real commitment to partnership, to rethinking how services can still be provided with less, and to supporting each other at a time of difficulty. It will be important that this commitment continues, as it seems as if our country is not yet through the worst of the financial crisis.

We have worked ever closer with the children's board, and with colleagues across the region, in order to share best practice and learning. This report catalogues some excellent practice by partners in taking forward some of the complex new issues that we are all battling with, such as the impact of Adverse Childhood Experiences on later lives.

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 people in Gateshead remain safe. In particular, though, my thanks are due to Carole Paz-Uceira and Joe Lowrey for ensuring that the Board's ambitions are translated into concrete outcomes.



**Sir Paul Ennals**  
**Independent Chair, Gateshead SAB**



## Policy Context

The Care Act 2014 enshrined in law the principles of Safeguarding Adults, which aim to 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.

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 (SAB) and stipulates that SABs must produce a Strategic Plan and Annual Report. The Statutory Guidance encourages the SAB to link with other partnerships in the locality and share relevant information and work plans.

# Safeguarding in Gateshead

## Gateshead 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 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 is updated annually, and provides a 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 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 2019):

- Gateshead Council
- Northumbria Police
- Newcastle Gateshead Clinical Commissioning Group (CCG) – on behalf of NHS England, North East Ambulance Service and incorporating GP lead for Adult Safeguarding
- Lay Member
- Gateshead NHS Foundation Trust
- South Tyneside Foundation Trust (STFT)
- Northumberland Tyne and Wear NHS Foundation Trust (NTW)
- Gateshead College
- The Gateshead Housing Company (TGHC)
- Tyne and Wear Fire and Rescue Service (TWFRS)
- Northumbria Community Rehabilitation Company (CRC)
- National Probation Service
- Oasis Community Housing and Advocacy Centre North, on behalf of the voluntary sector

The SAB is supported by an Executive Group that meets quarterly. The Executive Group brings together the Independent Chair, the three statutory authorities and the Sub-Group Chairs. The role of the Executive is to monitor the effectiveness of the Board and its sub groups and to report directly to the Board on any emerging themes, risks, areas of good practice and learning. The Executive Group scrutinises the annual Business Plan to ensure that progress is on schedule.

During 2018/19 the SAB and Executive Group were supported by five Sub-Groups:

- **Practice Delivery Group** (Chaired by a senior manager from The Gateshead Housing Company)

The role of the Practice Delivery Group is to ensure that the Multi-Agency Safeguarding Adults policy and procedures and supporting practice guidance continue to be fit for purpose. The Group has responsibility for keeping up to date with national policy changes that may impact upon the work of the SAB, and for the development and implementation of the Communication and Engagement strategy.

- **Safeguarding Adult Review and Complex Case (SARCC) Group** (Chaired by a senior nurse from Newcastle Gateshead Clinical Commissioning Group)

The Safeguarding Adult Review Group was reviewed by the Board in July 2018. The remit of the group was expanded to include complex cases, which resulted in a name change to the Safeguarding Adult Review and Complex Case (SARCC) group. The inaugural meeting of the SARCC was held in September 2018. The SARCC considers Safeguarding Adult Review referrals, commissions reviews and subsequently monitors their progress. The SARCC may also oversee discretionary reviews into cases that do not meet the criteria for a Safeguarding Adult Review, where the group feel there are multi-agency lessons to be learned. The SARCC also scrutinises complex safeguarding adult cases. Complex cases appropriate for the SARCC are:

- Safeguarding Adult Cases which have been in review for a prolonged period, but risks remain high and future options appear limited. These are cases that may require more creative interventions and / or a more co-ordinated and bespoke response
- Complex cases transitioning from Children's Services which will require multi-agency interventions to manage risks
- Cases which have demonstrated particularly good practice and from which lessons could be captured and disseminated

- **Quality and Assurance Group** (Chaired by a senior manager from Gateshead Council)

The Quality and Assurance Group has developed and implemented a Quality and Assurance Framework that provides a structure for scrutinising activity that is undertaken by Board member agencies and relevant services or organisations. The group monitors and scrutinises the quality of activities to ensure that the interventions offered are person-centred, proportionate and appropriate. It is also responsible for the performance dashboard and for considering lessons learned that are identified nationally, regionally and locally from any cases requiring a Safeguarding Adults Review (SAR), Serious Case Review or any other review process relevant to the Safeguarding Adults agenda. The Group will also undertake more detailed bespoke analysis to address issues of concern that have arisen from the performance dashboard or the quality assurance frameworks. This can involve tasks such as undertaking case file audits, seeking further performance data or benchmarking. Details of inspection results for partner organisations are also shared at the Quality and Assurance Group and the SAB.

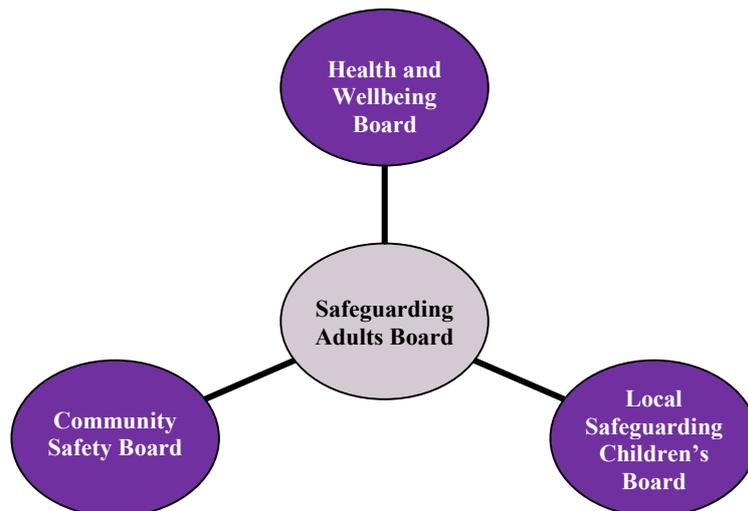
- **Training Group** (Chaired by a senior manager from Gateshead Council)

The Training Group coordinates and develops 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 and evaluation of training courses. The group develops and implements ad-hoc bespoke training courses to meet evidenced demand in addition to core training courses. The group was disbanded in April 2019, with training and learning integrated within the remainder of the Sub-Groups.

- **Strategic Exploitation Group** (Chaired by an officer from Northumbria Police)

The Strategic Exploitation Group is a sub-group of both the SAB and the Local Safeguarding Children's Board (LSCB). The group is responsible for overseeing all work with respect to sexual exploitation, modern slavery, trafficking and female genital mutilation 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 multi-agency partnerships

### **Partner Governance Arrangements and Scrutiny**

Board members are responsible for ensuring that governance arrangements for Safeguarding Adults are incorporated within the structure of their own organisations, and that there are mechanisms for disseminating and sharing information from the SAB. Examples of the governance and scrutiny arrangements for the three statutory partners include:

- Gateshead Council – The Care, Health and Wellbeing Overview and Scrutiny Committee receive updates from the SAB and key pieces of work are submitted to Cabinet. The SAB performance dashboard and annual mandatory Safeguarding Adults Collection are scrutinised within the Adult Social Care performance clinic and strategic items are shared with the Care, Wellbeing and Learning Group Management Team. The Gateshead Council Internal Audit service provide assurance that the Board and Gateshead Council are meeting their statutory duties.
- Newcastle Gateshead Clinical Commissioning Group – An Executive Director holds the lead for the safeguarding portfolio. A Children and Adults Safeguarding Committee meets bi-monthly and a strategic safeguarding forum is held with providers three times per year. The CCG safeguarding committee reports to the CCG Quality, Safety and Risk Committee which in turn reports to the CCG Governing Body.
- Northumbria Police – All learning from national and local serious case reviews are scrutinised through the organisational delivery group and the organisational learning log. The organisational learning log is focused on the importance of identifying learning opportunities and drivers, embedding the value of lessons learned, and helping the organisation to become focused on the importance of continuous

learning. Each Area Command and Department has a responsibility to consider drivers for lessons learned and to encourage organisational learning within their areas of business. The organisational learning log is submitted to each Operational Delivery Group (ODG) and Board for discussion and agreement of new actions, and to ensure organisational wide learning has been considered. Agreed recommendations and actions from the relevant ODG or board will be managed by the assigned learning owner. Areas of learning and best practice that require Force wide communication or change are escalated through Strategic Management Board.

### **Strategic Plan 2016/19 and Annual Business Plan 2018/19**

The Gateshead Strategic Plan 2016/19 was approved by the SAB in March 2016 and was updated in April 2018. 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 2018/19 to enable the Board to prioritise and focus activity over the three-year period.

As 2018/19 was the final year of the Strategic Plan, the SAB undertook a period of consultation for the next Strategic Plan utilising an online survey, face to face consultation with service users and workshops with residents. The SAB decided that the next Strategic Plan would cover a period of 5 years to enable the Board to plan for the longer term. The draft plan was approved by the Executive Group in March 2019 and was ready for the first Board meeting of 2019/20.

## Key Achievements 2018/19

The Annual Report must demonstrate what both the SAB and its members have done to carry out and deliver the objectives of its strategic plan. The key achievements for 2018/19 are documented below and are aligned to the SAB Strategic Priorities.

### ➤ Quality Assurance

- **Implementation of regional Quality Assurance Framework (QAF)**

The Safeguarding Adults QAF is a useful tool that enables partner organisations to reflect upon their progress within the Safeguarding Adults agenda and drive forward continuous improvement. The Quality and Assurance Group responded to concerns from regional partners that there was duplication throughout the region with respect to quality assurance processes. The Gateshead Quality Assurance Framework had been adapted from the North of Tyne model. During 2018/19 we approached Sunderland and South Tyneside who agreed to adopt the same QAF, with slight local variances.

- **Development of Performance Dashboard**

The Quality and Assurance Group continue to refine the performance dashboard to ensure that it is fit for purpose. The first dashboard was presented to the Board in April 2018.

Gateshead SAB Performance Scorecard 2018/19											
LATEST UPDATE: March 2019		Previous Years								Comment - Narrative and recommendations	
Ref. No.	Measure	Sub measure	14/15	15/16	16/17	17/18	latest figure 2018/19	Trend Line	North East Average	National average	Narrative, comment, Action
<b>Theme 1 - Safeguarding Concerns</b>											
1.1	Volume of concerns		2034	1259	1097	1262					
1.2	Concerns per 100,000 population			1259	779	674	776		1596	902	HE and P National average for 2017-18
1.3	Category of abuse	Physical abuse (%)		21.9%	20.6%	20.8%	22.0%				
		Sexual abuse (%)		3.6%	4.1%	3.5%	2.5%				
		Psychological abuse (%)		10.6%	13.4%	9.8%	11.7%				
		Financial or material abuse (%)		14.9%	16.0%	14.7%	11.5%				
		Discriminatory abuse (%)		0.9%	1.3%	0.6%	0.2%				
		Organisational abuse (%)		0.6%	0.4%	1.0%	0.6%				
		Neglect and acts of omission (%)		40.9%	39.2%	45.3%	45.5%				

The dashboard contains standard Safeguarding Adult data with regards to Safeguarding Concerns and Section 42 Enquiries. It also incorporates information on Making Safeguarding Personal, Safeguarding Adult Referrals, Provider Concerns, Training and Deprivation of Liberty Safeguards. The Quality and Assurance Group analyse the dashboard information to determine future workstreams. The dashboard was refined and amended during the course of 2018/19, with further development planned in 2019/20 in light of relevant legislation changes.

- **Case File Audit Tool**

A case file audit tool has been developed by the Quality and Assurance Group and is supported by an accompanying guidance note. The Audit tool was developed based on statutory guidance in the Care Act (2014) which places a responsibility on SABs to ensure that local agencies are clear about their responsibilities, learn from experience and improve services as a result. The Quality and Assurance group recognise that learning together helps to influence and promote multi agency understanding and practice.

Gateshead Safeguarding Adults Board Standard Case Audit Tool	
Audit Theme	Date Completed
Case ID	
<b>Section 1</b>	
<b>Safeguarding Adults Concern</b>	
1.1	Was the referral made within appropriate timescales?
Analysis	
1.2	Is the detail of the abuse /neglect / self-neglect clear?
Analysis	
1.3	Has the action to manage immediate risk been recorded appropriately?
Analysis	
1.4	Was consent from the victim/representative sought? And if not has the reason for not informing them been made clear?
Analysis	

The case file audits follow a themed approach using an evidenced based approach. The first case file audit theme in 2018/2019 was with respect to the provider concern process. The results from the audit have greatly assisted with more effective triaging of adult concerns, ensuring that the most appropriate pathway is instigated. Subsequent changes in practice were reflected in performance data contained within the performance dashboard.

- **Learning from Regional and National Safeguarding Adult Reviews (SARs)**

The Quality and Assurance Group review regional and national SARs and relevant Domestic Homicide Reviews. Case details are summarised and the group consider key findings relevant for Safeguarding Adults in Gateshead. The Gateshead Safeguarding Adults Business Manager has become one of seven regional SAR champions. The Local Government Association Care and Health Improvement Programme (CHIP) commissioned Research in Practice for Adults (RiPfa), in partnership with SCIE, to develop a national Safeguarding Adults Review Champions network. SAR Champions support SABs in their region by raising awareness of the national SAR library, raising awareness of the SAR Quality Markers and producing learning in SARs that fits with the national SAR library.

- **Single Agency Inspections / Scrutiny**

A number of partners within the SAB are subject to single agency inspections and / or invite external scrutiny to improve practice. The results are shared with the Board where there are implications from a Safeguarding Adults perspective. Examples include:

- Northumbria Police invited the Modern Day Slavery Police Transformation team into the Safeguarding Department during the summer of 2018 to do a debrief of some of their Modern Day Slavery Investigations. This was in order to identify best practice which could be rolled out to police forces across the country. The “What Works team” spent three days in force and identified an area of strength as the partnership working around vulnerable adult victims of slavery. It was identified that the multi- agency victim hubs were best practice in terms of victim engagement and safeguarding support.
- South Tyneside NHS Foundation Trust undertook an external audit inspection of safeguarding and MCA/DOLS processes across the Healthcare group. Overall findings indicated: - “Governance, risk management and control arrangements provide a good level of assurance that the risks identified are managed effectively. A high level of compliance with the control framework was found to be taking place. Minor remedial action is required”. The remedial action included that each Ward and Department will have their nominated Safeguarding Adult / Children Champion and MCA Champion details identified on the Trust Safeguarding Intranet site. The link to the Intranet site will be publicised via the safeguarding Newsletter and attendance at champion forums will be monitored. Furthermore, safeguarding compliance at Level 2 will be achieved. All remedial actions were completed within the allocated timescales.
- Northumberland Tyne and Wear NHS Foundation Trust (NTW) invited colleagues from the Local Authority to visit their Trust HQ in February 2019 to quality assure their safeguarding adult processes. The Gateshead Council Safeguarding Business Manager, Safeguarding Adults Team Manager and Adult Social Care Direct Team Manager had the opportunity to view the NTW safeguard system and were satisfied with the current arrangements. NTW were able to provide key contact details within the Trust to support with Multi-Agency Safeguarding Adult Section 42 enquiries and were happy to share their performance dashboard. NTW subsequently provided a list of all cases referred to the Local Authority in 2019 so that the Local Authority could track the journey of the cases once they have been received within Gateshead Council.

## ➤ Prevention

### • Adverse Childhood Experience's across the life course

Gateshead SAB and Local Safeguarding Children's Board worked in partnership with Public Health to host a conference in February 2019 about Adverse Childhood Experiences (ACEs) and the impact upon the life course. Over two hundred delegates attended from a wide variety of partner organisations.

Following the conference, work has commenced to consider how the SAB can champion the importance of understanding and responding to the impact of Adverse Childhood Experiences and Adult attachment theories. As such, this has been included as a challenge within the 2019/24 SAB Strategic Plan.



### • Care Market Challenges

The SAB have worked closely with commissioning colleagues in the Local Authority and the Clinical Commissioning Group to understand the challenges facing the care market nationally and locally in Gateshead. Local authority and CCG finances are under pressure, demand for services is rising and the risks of market failure have been made clear by the high-profile potential collapse of several care providers. With pressured finances for providers, workforce recruitment and retention issues, people entering care with more complex needs for example, this current climate brings a higher risk / potential for failure within the local care market. During 2018/19 the Board discussed these challenges at a number of the Board meetings, and scrutinised the new Standard Operating Practice (SOP) for emergency incidents in the care market in Gateshead. The Serious Provider Concern process is fully integrated with Safeguarding operational practice in Gateshead.

### • Training

The SAB Training Sub Group worked alongside the LSCB and Community Safety Partnership to produce a comprehensive training directory for 2018/19. Training courses advertised within the directory are free of charge to

practitioners and volunteers within Gateshead. Key training highlights for the SAB in 2018/19 include:

- ✓ A recruitment drive was held to encourage partner agencies to nominate officers to join the multi-agency Level 1 Raising Concerns trainer pool. A train the trainer session was subsequently held for all of our multi-agency trainers. As a result, the volume of training courses increased from 14 in 2017/18 to 31 in 2018/19. The number of delegates attending Level 1 subsequently increased from 594 in 2017/18 to 707 in 2018/19.
- ✓ Both the Level 1 and Level 2 training courses were updated to incorporate more recent case examples and learning. In addition, the courses were updated to include a section around the duty to refer in accordance with the homelessness reduction act.
- ✓ The Gateshead Council Workforce Development Advisor, SAB Business Manager and LSCB Business Manager worked with their counterparts in Newcastle to develop safeguarding training for voluntary and community organisation trustees. The sessions were promoted via Newcastle Council for Voluntary Services who provide an independent voice for voluntary and community organisations and social enterprises in Newcastle and Gateshead and excellent feedback was provided by attendees



- ✓ The mate crime training course, led by Community Safety, includes a Gateshead safeguarding adult case study – the Safeguarding Business Manager and Community Safety Policy Officer met with a victim of mate crime who had been within the safeguarding adult process to ensure that their experiences were accurately portrayed within the training.
- ✓ The Training Sub group considered the guidance contained within the Intercollegiate Document published by the Royal College of Nursing which articulates required competencies for health care staff within safeguarding and sets out minimum training requirements. A robust programme of training was already being implemented across General

Practice and internally within the CCG, with internal training within the CCG at Levels 1, 2 and 3 being in excess of 90%.

- ✓ Female Genital Mutilation (FGM) training courses were commissioned during 2018/19. These Level 3 courses were aimed at staff from voluntary, statutory and independent agencies whose work may bring them into contact with those who have experienced or could be at risk of FGM. Practitioner feedback was very positive, with comments such as 'I now have an awareness of countries in which FGM is prevalent'
- ✓ A safeguarding adults awareness raising session "looking after your neighbour" was held for residents of The Gateshead Housing Company. The session was a trial with the aim of developing an awareness raising training course that can be adapted for future sessions within resident / community settings in relation to identifying and reporting concerns in the community.

- **Adult Sexual Exploitation**

The Strategic Exploitation Group produced Practice Guidance for front line practitioners with regards to Adult Sexual Exploitation and this was approved by the SAB in April 2018. This guidance is relevant for all cases of Adult Sexual Exploitation, regardless of whether the individual meets the Safeguarding Adult definition. The Practice Guidance includes our Gateshead referral pathway, allocation process, screening tool and case management procedure. A series of awareness raising sessions have been held about sexual exploitation procedures in Gateshead for front line practitioners from a number of different partner organisations.

The SAB was successful in obtaining funding from the Northumbria Police and Crime Commissioner Supporting Victims Fund to support training in sexual exploitation. Ten full day sessions and ten bespoke half day sessions were delivered by Changing Lives on behalf of the SAB. Recipients included A&E and security staff at the Queen Elizabeth Hospital, Adult Social Care staff from Gateshead Council, front line practitioners from The Gateshead Housing Company and supported living workers from the Home Group. Three sessions were held to examine the recommendations from the Newcastle Joint Serious Case review on Sexual Exploitation.



Subsequently, in response to Recommendation 10 from the Newcastle Joint Serious Case Review a 'Sexual Exploitation and Grooming Risk Identification Checklist' was launched throughout the urgent care settings in November

2018. The aim of this tool is to be used by practitioners that have 'time limited' contact with patients (Emergency Care/ Walk in Centre Staff), to help them quickly identify risk of sexual exploitation and grooming.

The Adult Missing, Sexually Exploited and Trafficked (AMSET) Group was established to provide a multi-agency forum for partners to discuss Adult Sexual exploitation referrals and cases in Gateshead. The multi-agency group is also responsible for analysing trend information, mapping hotspot areas and sharing good practice. The AMSET collaborates closely with the police led multi-agency Sanctuary sexual exploitation hub South of Tyne. The AMSET group has received interest from colleagues throughout the region and beyond in terms of tackling sexual exploitation.

- **Hate Crime Champions**

The Gateshead Council Community Safety team, on behalf of the Community Safety Partnership, have launched a hate crime champion scheme. This is in recognition that the impact of hate crime on an individual and their family can often be devastating, affecting social, psychological and physical wellbeing. There are now over 100 Champions in Gateshead, acting as a point of contact, who understand the different ways to report and advise on the support that is available to victims.



**Hate Crime Champions within the Queen Elizabeth Hospital**

- **Self-Neglect**

A multi-agency one day workshop was held in May 2018 on self-neglect, facilitated by an independent expert on the subject. Feedback from the workshop was gathered and draft practice guidance was subsequently produced for front line practitioners. This will be published once the multi-agency policy and procedures have been revised in 2019/20.

- **Responding to high number of drugs deaths**

Operation Salvator was ran within the Central Area Command between October 2018 and March 2019. This was a pro- active operation designed to tackle the supply of class A drugs and associated harm. The strike phase of

this operation was mounted in March 2019 and resulted in 34 arrests. As part of this Operation a number of vulnerable adults who had been “cuckooed” in their own properties were identified and safeguarded by police and local authority partners working alongside housing associations.

- **Housing**

The SAB worked alongside colleagues within Gateshead Council and The Gateshead Housing Company (TGHC) to assist in raising awareness about the new ‘Duty to Refer’ within the Homelessness Reduction Act 2017. A workshop was held for Board members and information was disseminated widely.

The Northumbria Community Rehabilitation Company (CRC) Gateshead Local Management Centre have worked in partnership with TGHC to develop the strategy and approach to meeting housing needs for vulnerable offenders and potentially victims of offending. They have developed a partnership whereby service users are housed, helping to contain and manage risk and subsequently protect victims. This strategy includes supporting victims of multiple traumas including mental health, drug use, alcohol related difficulties and domestic abuse. The CRC see many of their service users as ‘hidden victims’ as often it is their offending that becomes the key identifier or label and their underpinning experiences and traumas, or victimisation is not met.

TGHC recruited an officer with specific responsibility to develop and maximise their approach to safeguarding and raise awareness across the organisation. TGHC were invited to attend a Northern Housing Company (NHC) seminar in Leeds to present to other social landlords on best practice approaches in Safeguarding.

- **Claire’s Law**

In December 2018 Northumbria Police ran a publicity campaign to highlight Claire’s law (Domestic Violence Disclosure Scheme) which allows disclosures to the public about their partners domestic violence history in order to assist them in making safe relationship choices. Since the campaign the numbers of applications for disclosure have doubled and in the first three months of 2019 there has been a month on month increase in the number of disclosures made in the Gateshead Area. This has helped in safeguarding Gateshead’s vulnerable domestic abuse and sexual exploitation victims.

➤ **Community Engagement and Communication**

- **Safeguarding Conferences**

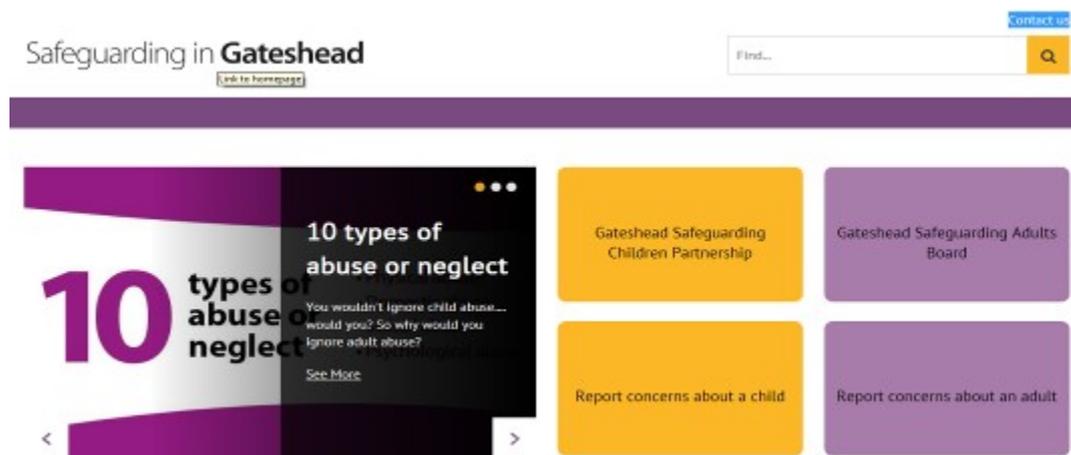
Gateshead NHS Foundation Trust – A Safeguarding Conference was held at the Queen Elizabeth Hospital Education Centre in September 2018. The Conference was organised by the Children and Adult Safeguarding Teams within Gateshead NHS Foundation Trust as a collaborative project to raise

awareness of the diverse range of areas covered by Safeguarding and that Safeguarding is ‘Everyone’s Responsibility’. Speakers included Jasvinder Sanghera talking about honour-based violence and forced marriage and the Brook Foundation providing comprehensive information about online safety. 102 delegates attended the conference from a wide variety of disciplines within the Trust along with colleagues from the Local Authority, Housing, Police and Probation services.

South Tyneside Foundation Trust - In March 2019, the Safeguarding Adults and Children team organised a multi-agency “Think Family” Safeguarding Conference. This featured a number of external speakers, was very well attended and received positive feedback.

- [Safeguarding in Gateshead website](#)

The SAB and the LSCB developed and launched their bespoke safeguarding website [www.gatesheadsafeguarding.co.uk](http://www.gatesheadsafeguarding.co.uk). We have received excellent feedback from partners in Gateshead and beyond.



The website includes:

- ✓ information about the Board
- ✓ policy, procedures and practice guidance
- ✓ details about Safeguarding Adult Reviews (SARs) and an online SAR referral form
- ✓ practical information and advice, including publications and our training directory
- ✓ news and updates
- ✓ a direct link to the Gateshead Council website online safeguarding adults concern form

- [Launch of the @GatesheadSafe twitter account](#)

The SAB and LSCB launched their twitter account in February 2019. The account is very active and at the time of writing the annual report (June 2019) the @GatesheadSafe account had 232 followers and over the previous 28 days had experienced 5,463 tweet impressions. The twitter account allows the

SAB and LSCB to share news stories, launch new publications, promote events and link with partners locally, regionally and nationally.

- **Safeguarding Adults Champion Scheme**

The Practice Delivery Group developed the Safeguarding Adults Champion Scheme. The scheme provides a link between the SAB and our voluntary, community and statutory services in Gateshead. Safeguarding Adults Champions are named individuals within organisations that operate in Gateshead. Gateshead Safeguarding Adults Champions will be responsible for:

- Raising awareness about Safeguarding Adults within their organisation;
- Ensuring that all staff, volunteers and service users within their organisation are aware of the Gateshead Multi-agency safeguarding adult policies and procedures;
- Disseminating updates on key legislation, policies, training and other information
- Being a single point of contact within your organisation for Safeguarding Adults information and advice

In return for signing up, Safeguarding Adult Champions can expect:

- Bespoke awareness raising sessions;
- Invitation to an annual Safeguarding Adults Champions event;
- Information regarding learning and training opportunities; and
- Regular Safeguarding Adults update

- **Posters and Visual media displays**

The Practice Delivery Group produced new posters and visual media displays for TV screens. The group wanted these publications to focus upon raising awareness about the 10 categories of abuse and include information about how to report. Partners can download these resources from the Safeguarding in Gateshead website.



## ➤ Improved Operational Practice

### • GP Toolkit

Newcastle Gateshead CCG has worked very actively with the 30 GP Practices in Gateshead to develop a new GP Toolkit for Adult Safeguarding and Public Protection, in order to provide clear guidance to enable front line practitioners to offer support to the vulnerable individuals they work with on a daily basis.

### • Development of the Gateshead Multi-Agency Adult Referral Team (MAART)

The MAART in Gateshead evolved from the previous adult MASH which had been funded via the Home Office Police Innovation Fund. The Gateshead Multi Agency Adult Referral Team (MAART) co-locates Northumbria Police and Adult Social Care in order to improve the initial response to adult concerns in relation to vulnerable adults. The role of the MAART is to bring together key partners and forge stronger links with other agencies which enables information to be shared quickly and effectively and allows better informed decisions to be made by social care. MAART provides an early intervention for residents of Gateshead who are experiencing chaotic lifestyles, multiple exclusions and negative social outcomes for themselves, families and communities but do not meet eligibility criteria under the Care Act and are not engaging with services. The MAART held a multi-agency workshop in December 2018 to define the terms of reference.

### • Adult Social Care front door

A Local Authority multi-disciplinary core project team worked on the Adult Social Care Front Door work programme to improve efficiencies, particularly in relation to call waiting times. This was the establishment of online forms, and some small telephony changes:

- 12th November 2018 – Adult Social Care Initial contact, Care Review and General Enquiry forms went live
- 10th December 2018 – Safeguarding Adult concern form went live

All forms can be accessed via the Gateshead Council website. The Safeguarding Adult Concern form can also be accessed via the Safeguarding in Gateshead website. Performance data illustrates significant improvements in efficiency at the Adult Social Care front door.

### • NEPO Portal for Procurement of SAR Chairs

Gateshead instigated the need for a regional approach for the procurement of SAR Chairs and Authors due to the limited number of providers operating in the North East. The North East Procurement Organisation (NEPO) portal for the procurement of Independent Chairs of Safeguarding Adult Reviews, Serious Case Reviews and Domestic Homicide Reviews went live on April 1st 2019. A final meeting took place on 13th March 2019 in Newcastle to finalise the process with the 12 participating localities. Approved providers on the portal include a mix of sole traders and organisations. Providers can join the

portal at any time and will only be required to go through the comprehensive tendering process once.

➤ **Implementing Mental Capacity Act (MCA) / Deprivation of Liberty Safeguards (DoLS)**

• **Maintain compliance with Deprivation of Liberty Safeguards**

Gateshead Council, as DoLS Supervisory Body, continues to remain legally compliant with the judgement despite the national challenges and evidence to suggest there are significant backlogs elsewhere, both regionally and nationally.

Gateshead Council has continued to invest in the DoLS staff team responsible for the processing and managing of all DoLS applications by increasing ability to meet most of our demands “in-house”, thereby improving efficiency.

• **Practical Application of MCA work**

Throughout 2018/19 a task and finish group has been working to revamp the training with respect to Mental Capacity, with a focus upon its practical application. This has been in response to recommendations from local and national Safeguarding Adult Reviews and a general recognition that practitioners require more practical tools and guidance to support them.

• **Preparation for implementation of Liberty Protection Safeguards**

The landscape with respect to the proposals for the introduction of the Liberty Protection Safeguards via the Mental Capacity (Amendment) Act 2019 continues to be fluid and ever changing and is being closely monitored by partners within Gateshead. The Local Authority Strategic Lead for MCA / DoLS is the Chair of the regional DoLS steering group and is also on the national DOLS Leads group.

# Our Performance 2018/19

## Safeguarding Adults Headline Performance

A summary of the headline performance information is provided below.

- **Volume of Concerns and Enquiries**

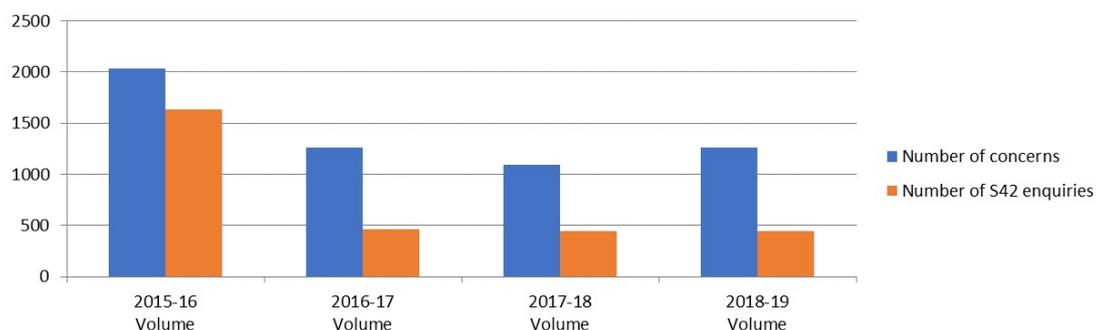
For a Concern to progress to a Section 42 Enquiry it must meet the statutory criteria. The Safeguarding duties apply to an adult who:

- 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 2018/19 there were 1262 Safeguarding Adult Concerns which led to 442 Section 42 Safeguarding Enquiries. In percentage terms, 35% of Concerns led to a Section 42 Enquiry. The number of concerns progressing to an enquiry is similar to the 2017-18 NE (36.4%) and England (33.4%) averages.

The graph below illustrates that the volume of S42 Enquiries has largely remained static over the last three years. There has been a slight fluctuation in the volume of concerns. Partners at the Quality and Assurance Group and Executive Group believe that the fluctuation can be attributed in part to audit of the provider concern process and further strengthening of adult social care 'front door' arrangements. Both of these ensure that cases are progressed into safeguarding if they meet the statutory criteria

**Volume of concerns and S42 enquiries**



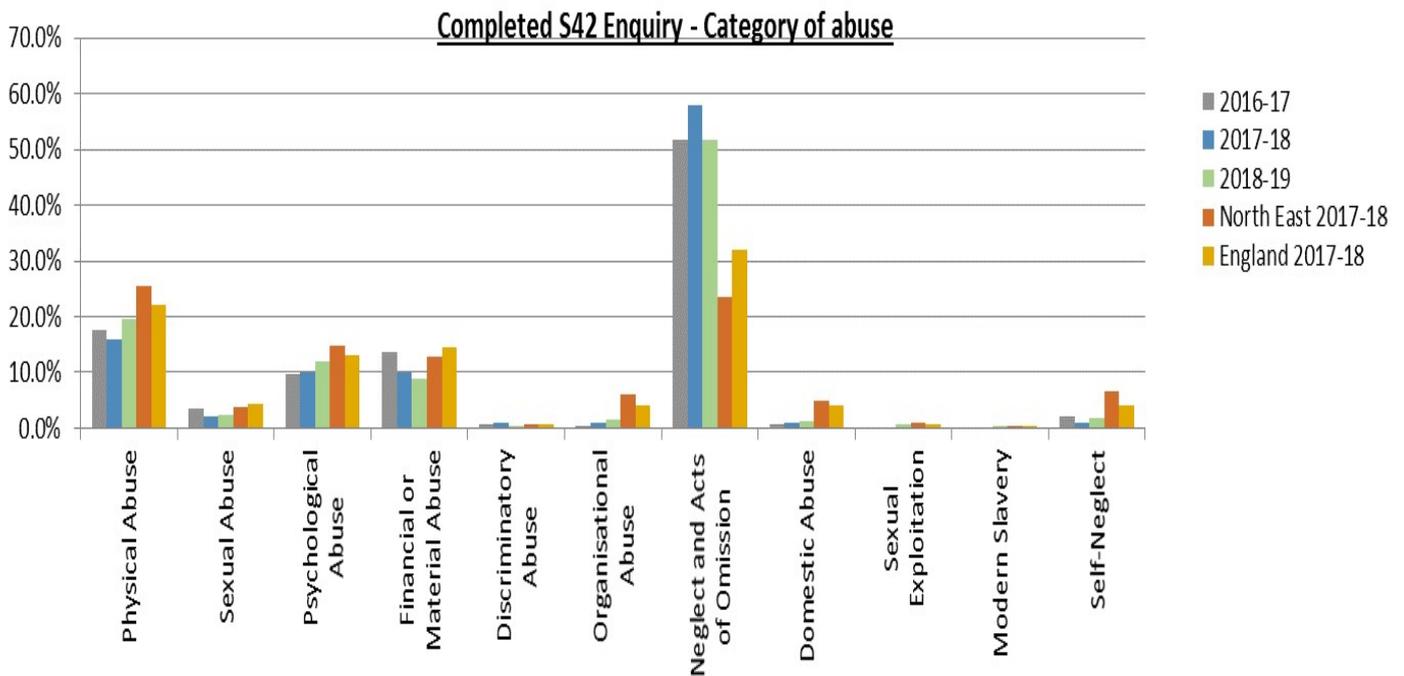
- **Categories of Abuse**

Utilising a count of completed Section 42 Enquiries, and allowing for multiple recording of abuse, the most common category of abuse in Gateshead continues to be Neglect and Acts of Omission which represented 51.7%. This was followed by Physical Abuse (19.6%) and Psychological (14.95%).

Neglect and Acts of Omission in Gateshead continues to be an outlier compared to North East and England averages, however it does show a drop from the 58.0% of last year. The Quality and Assurance Group subsequently commissioned a case file audit of Neglect and Acts of Omission cases in May 2019 which demonstrated a recording issue. This will be rectified and reported upon in the 2019/20 annual report.

The new categories of abuse introduced by the Care Act represented relatively small volumes in 2018/19:

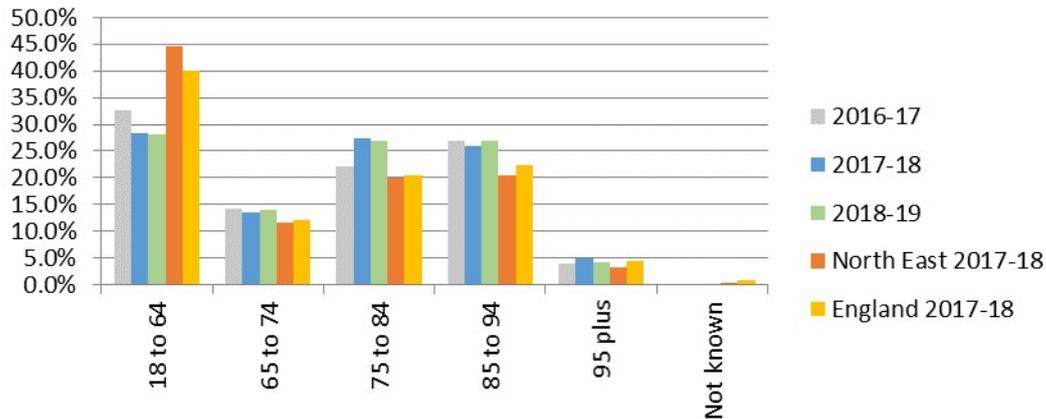
- Domestic Violence – 8 cases, 1.3%
- Modern Slavery – 1 case, 0.2%
- Self Neglect – 10 cases, 1.7%



- Age

In Gateshead, 72% of Concerns were raised for adults aged 65 and over.

**Concerns: percentage of individuals by age**



### Deprivation of Liberty Safeguards (DoLS)

For the period April 2018 to March 2019 Gateshead Council received 2121 Deprivation of Liberty Safeguard applications. This was a slight increase in activity from the previous financial year (2113) and compared to activity from previous years represents a continued levelling out of the demands placed on local authorities in meeting statutory obligations.

The highest rate for DoLS applications remains with those over the age of 65. Within Gateshead this represents 1853 applications (87% of all applications) for those aged over 65 and 268 for those under 65.

There were 339 applications which have not been authorised, due to various standard reasons. The primary reason for non authorisation of a DoLS was down to a 'Change in Circumstances', which took place in 244 cases.

Our demographics remain in accordance with previous data with predicted higher percentages of those 85+ being more likely to be subject to DoLS authorisations, (39%) and those more likely to be female (59%).

## Safeguarding Adults Reviews (SARs)

The SARCC Group is responsible, on behalf of the Gateshead SAB, for statutory SARs introduced by the Care Act 2014. The SAB has produced a SAR Practice Guidance note to provide a framework for SARs in Gateshead. All reviews and enquiries are reported back to the SAR Group for scrutiny and challenge. Learning from reviews is fed into the Quality and Assurance Group and Training Group when there are specific actions or learning that needs to be taken forward.

During 2018/19 the SAR referral form was placed online, providing an accessible and secure mechanism for partners to refer SARs.

During 2018/19 the SARCC received 6 Safeguarding Adult Referrals. Of those:

- 0 progressed to a SAR
- 2 resulted in other reviews
  - Drug Related Death review
  - Joint report was requested by CCG, Gateshead Council and Gateshead NHS Foundation Trust
- 1 case formed part of a serious provider concern process
- 2 cases are still being considered as further information is required
- 1 case required no further action
- **Winnie Smith Appreciative Inquiry**

In March 2019 the SARCC group completed an appreciative inquiry that was instigated in 2017. Winnie Smith is the pseudonym chosen by the Adult at the centre of this inquiry. Winnie has been involved in all stages of the inquiry, supported via an advocate chosen by herself and her social worker.

The inquiry was instigated following a significant and sustained period of abuse and neglect experienced by Winnie. She alleged that she had been held for approximately two years by her perpetrators in a property in Gateshead, during which she was regularly abused. When she was found by the police she was so malnourished that she was hospitalised for a month. She had to be sedated during the evenings to assist her to sleep. Two years after she was found, Winnie resides within 24/7 residential care and is subject to a Deprivation of Liberty Safeguard. The effect of the abuse and neglect upon Winnie has been profound.

Organisations that work within the safeguarding adult arena increasingly talk about the challenges of working with complex cases. The life of Winnie Smith was, and continues to be, complex. Winnie experienced significant levels of abuse and neglect as a child and this continued into adulthood. Winnie has been involved with a myriad of services, both statutory and non-statutory, throughout her life and professionals have struggled to identify her health and social care needs. Winnie has at times been a prolific user of services, and at other times has determinedly refused to engage.

The Inquiry identified some elements of good practice and some areas for future consideration. The inquiry recognises that some improvements have already been made within Gateshead and that operational practice has evolved. Key challenges emanating from the inquiry have been included within the Gateshead SAB Strategic Plan 2019/24:

- Explore how partners can understand and respond to the impact of Adverse Childhood Experiences (ACEs) in adulthood
- Develop a shared approach to missing
- Enhance our approach to managing risk. This is to include:
  - Understanding perpetrator motivations
  - Person Centred approach v managing risk
  - Identifying and responding to coercive and controlling behaviour
- Explore the use of 'vulnerability' markers
- Understand health diagnosis in the context of the practical application of the Mental Capacity Act