



Gateshead
Safeguarding Adults
Board

Gateshead Safeguarding Adults from Abuse

Safeguarding Adults Board

Annual Report
- 2019/20 -

July 2020

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Introduction

This is my final annual report as Chair. It has been a privilege and a pleasure to have worked with partners across Gateshead, and to have witnessed the regular improvements in the quality of services made available to vulnerable adults from all partners within the borough. I have been Independent Chair since November 2016, and it is normal good practice to limit the number of years a Chair stays in one place, to avoid me seeming to “mark my own homework”. The statutory partners have clear plans for the coming years, and I am very confident in the strength of the partnership that I am leaving.

During that period we have streamlined the way in which the Safeguarding Adults Board (SAB) has operated, and aligned the work closely with the Children’s Partnership. The two Board Managers work extremely closely together, under the joint management of Jon Gaines, and this has brought real benefits in a more family-oriented approach.

We have made real progress also in improving the way in which we monitor performance data from all partners. Data can become a drain, whereas it is meant to be a tool to help us understand what is happening – and I believe we are now using it as a highly useful tool.

We have been making progress on prevention. We have improved the accessibility of much of the information we make available to people in the community, and our Safeguarding Week activities have been expanding each year.

As we came to the end of the year, all seemed smooth. Then out of a clear blue sky came Covid-19. Although it appeared in Gateshead at the very end of the year that this report covers, it is relevant to discuss what we learnt from it in this report. In the crisis that hit our borough and our nation, our true nature was revealed, and the partnership within Gateshead proved itself to be extremely strong.

Covid 19 hit Gateshead hard. There are high levels of deprivation within the borough, and an age profile which has higher than the average proportion of elderly people, and these factors meant we suffered high levels of infection, and deaths – in care homes, and in the wider community. The partnerships in Gateshead responded with speed and effectiveness as the extent of the pandemic became clear, and partners set up systems for supporting care homes within the borough well before the Government came to realise the full extent of the crisis. The crisis brought out the best in partners. Services adapted very rapidly to the new challenges, communications were fast and efficient, and partnership working flourished. Some of the new ways of working – using video systems for meetings, for example – have proved to be more efficient than the old ways. As I write, preparations are in hand for the possible second wave in the autumn or winter, and whilst none of us can feel relaxed about what is to come, I feel enriched by having seen the quality of the joint working that has been evident here.

Our communities may have been changed by this pandemic. It has been heartening to see the way in which volunteers have come forward to support vulnerable people in their homes. Many people have reported they have had more personal contact, calls, and offers of help during these last months than in the year beforehand. Preventative safeguarding work may be as simple as making sure that every vulnerable person living on their own can count on a personal contact from a friendly supportive person regularly. Building stronger local community hubs, as we have seen happen, might just prove to be the game-changer in improving the safety of vulnerable people across Gateshead.

We can never say confidently that everyone is safe within Gateshead. The circumstances in which people live can change suddenly, and any one of us can face life events that move us from comfort into disorder – as we have all seen in recent months. But the measure of a partnership’s strength is how they respond in a crisis – and on that measure, Gateshead’s partnership is strong. External inspection reports over the last year have been consistently positive across sectors, which provides a further assurance to the partnership. Vulnerable people living in Gateshead have cause to feel confident in the strength, and responsiveness, of the services they receive.

As ever, warm thanks are due to the work of Carole Paz-Uceira, Jon Gaines, and the numerous chairs of subgroups from partners across the borough.

As I leave Gateshead Safeguarding Board this autumn, I feel confident in the strength of the partnership, the quality of the services in place, and the engagement of the wider community with our work. It has been an honour and a joy to work with you all.



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 2020):

- 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 Members
- Gateshead Health NHS Foundation Trust
- South Tyneside and Sunderland NHS Foundation Trust (STSFT)
- Cumbria, Northumberland and Tyne and Wear NHS Foundation Trust (CNTW)
- Gateshead College
- The Gateshead Housing Company (TGHC)
- Tyne and Wear Fire and Rescue Service (TWFRS)
- Northumbria Community Rehabilitation Company (CRC)
- National Probation Service (NPS)
- Oasis Community Housing
- Connected Voice Advocacy
- Department for Work and Pensions (DWP)

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 2019/20 the SAB and Executive Group were supported by four 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 manager from Gateshead Health NHS Foundation Trust)

The Safeguarding Adults Review Group (SARCC) consider Safeguarding Adult Review (SAR) referrals, commission reviews and subsequently monitor their progress. The SARCC may also oversee discretionary reviews into cases that do not meet the criteria for a SAR, where the group feel that there are multi-agency lessons to be learned. It will collate and review recommendations from SARs and other reviews, ensuring that achievable action plans are developed and that actions are delivered. The SARCC also provides a forum to discuss complex Safeguarding Adult cases that require additional scrutiny and support.

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

The Quality and Assurance Group have 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. The Quality and Assurance Group is responsible for

updating and analysing the performance dashboard. They also consider lessons learned that are identified nationally, regionally and locally from any cases requiring a SAR, Serious Case Review or any other review process relevant to the Safeguarding Adults agenda.

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

The Strategic Exploitation Group is a sub-group of both the SAB and the Gateshead Safeguarding Children's Partnership (GSCP). The group is responsible for overseeing all work with respect to exploitation, modern slavery, trafficking and female genital mutilation 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 SAB has developed strong links with other local multi-agency partnerships including the Health and Wellbeing Board, Community Safety Partnership and Gateshead Safeguarding Children's Partnership.

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 2019/24 and Annual Business Plan 2019/20

The Gateshead Strategic Plan 2019/24 was approved by the SAB in April 2019. The five-year plan incorporates five strategic priorities:

- **Quality Assurance**
- **Prevention**
- **Communication and Engagement**
- **Operational Practice**
- **Mental Capacity**



The Strategic Plan is supported by an Annual Business Plan 2019/20 to enable the Board to prioritise and focus activity over the five-year period.

Key Achievements 2019/20

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. Some of our key achievements for 2019/20 are documented below and are aligned to the SAB Strategic Priorities.

➤ Quality Assurance

- Challenge Event

The Gateshead SAB held its first Challenge Event in January 2020. Prior to the event, partners were required to complete and submit their single agency Safeguarding Adults Quality Assurance Framework. Partners were then asked to review all the frameworks utilising an online survey. This meant that at the event, partners could focus upon developing an understanding of areas of good practice and areas for improvement within Gateshead. Recommendations emanating from the event fed into the annual refresh of the Strategic Plan.

- Case File Audits

Within Gateshead the SAB case file audits follow a themed approach using an evidenced based approach. Two themed case file audits took place during 2019/20 – Neglect (May 2019) and Domestic Abuse (November 2019). Both audits resulted in a series of recommendations to improve practice.

Partner organisations continue to undertake their own internal case file audits. For example, South Tyneside and Sunderland NHS Foundation Trust have had a rigorous programme of Safeguarding audits undertaken during 2019/20 to monitor safeguarding practice across the Trust. This included compliance with routine and selective enquiry, Making Safeguarding Personal, self-neglect and MCA/DoLs.

- Winnie Smith Appreciative Inquiry outcomes

In April 2019 the SAB approved the Winnie Smith appreciative inquiry. The inquiry was instigated following a significant and sustained period of abuse and neglect experienced by Winnie. 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. Key challenges identified from the inquiry were included within the Gateshead SAB Strategic Plan 2019/24. A number of areas of work instigated by the inquiry subsequently commenced in 2019/20:

- Five Winnie Workshop Learning Events took place for front line practitioners. The workshops reflected upon the learning outcomes from the appreciative inquiry in the context of front-line practice. Feedback from participants was extremely positive. Practitioners welcomed the opportunity

to discuss the challenges of working with complex multi-faceted cases of abuse and neglect.

- Learning from the Winnie Smith inquiry was shared with the North East Association of Directors of Adult Social Services (ADASS) Safeguarding Adults network
- Gateshead Council presented a paper to the Safeguarding Adults Board about becoming an Adverse Childhood Experience (ACE) aware Council in April 2019. There was broad support from partners to adopt a commitment to raising awareness of ACE's
- The Safeguarding Adults Board commissioned Zoe Lodrick to provide Psychology of Trauma training to 195 practitioners from a range of partner agencies on 4th March 2020. Throughout the day Zoe reflected upon the findings of the Winnie Smith Inquiry



- Gateshead Council and Northumbria Police have worked together to develop a Missing Adults across Northumbria Protocol. Two workshops have been held with representatives from the five Safeguarding Adults Boards throughout the region. The protocol is expected to be launched in 2020.

- **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. Partner agencies are encouraged to share the findings within their own organisations. For example, within Gateshead Council Practice Short sessions were held for front line practitioners providing an overview of SARs from Durham, Newcastle, Northumberland and Lincolnshire. The Gateshead Safeguarding Adults Business Manager continues to be a regional SAR champion, supporting SABs in the region by raising awareness of the national SAR library and raising awareness of the SAR Quality Markers.

The SAB invited the Director of Nursing for County Durham and Darlington Clinical Commissioning Groups to a Board meeting to share early findings from a review of the abuse and neglect uncovered at Whorlton Hall by the BBC panorama programme. This instigated a series of recommendations within Gateshead, such as a review of our Serious Provider Concern process.

- **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. For example, Northumbria Police provided an overview of their position on the HMICFRS and HMCPSP joint inspection report 'The Poor Relation: The Police and CPS Response to Crimes against Older People' which was published on 17 July 2019.

➤ **Prevention**

- **Substance Misuse and Safeguarding workshop 'Exploring the difficult questions together'**

In September 2019 a co-production workshop was held to debate the role of Safeguarding Adults in supporting people impacted by substance misuse. The workshop was aimed at front line practitioners who work directly with adults who misuse substances. Sixty delegates attended from eighteen different organisations. Fulfilling Lives Newcastle Gateshead supported six Experts by Experience to co-facilitate the workshop. There were a significant number of learning outcomes from the event and all delegates were asked to complete a pledge card identifying what they would personally do to take forward the learning.



- **Training**

The Gateshead Council Workforce Development Adviser worked with the SAB, Gateshead Safeguarding Children's Partnership (GCSP) and the Community Safety Partnership to produce a comprehensive training directory for 2019/20. Training courses advertised within the directory are free of charge to practitioners and volunteers within Gateshead. Examples of training and awareness raising for the SAB in 2019/20 include:

- ✓ 38 Safeguarding Adult reporting concerns Level 1 training courses
- ✓ 3 Safeguarding Adults Undertaking Enquiries Level 2 training courses
- ✓ 13 Mental Capacity Act 2005 (MCA Level 1) Training
- ✓ 1 Safeguarding awareness training session for voluntary and community management committee trustees in October

- ✓ 6 half day County Lines training and 2 x 2 hour briefings, all delivered by Edge North East
- ✓ 1 Safeguarding awareness raising session for commissioned voluntary sector organisations working in Gateshead via a 'Business Breakfast' in March
- **Supported the launch of the Herbert Protocol**
The SAB agreed at the April 2019 meeting to support the launch of the Northumbria police led Herbert protocol initiative which is designed to improve responses to incidents of individuals with dementia who go missing. The scheme was widely publicised with our partners and providers.

➤ **Community Engagement and Communication**

- **Communication and Engagement Strategy refresh**

In January 2020 the SAB approved a refresh of the Communication and Engagement Strategy to reflect emerging issues and review how we respond to media requests following initial learning from Whorlton Hall. The Strategy includes general principles of safeguarding adult communication and engagement, key messages and a media protocol.

- **Safeguarding Adults Week**

Gateshead SAB Safeguarding Adults Awareness Week was held 18th – 22nd November 2019. The week was chosen as it coincided with national safeguarding adult awareness events co-ordinated by the Ann Craft Trust. Highlights of the week include:

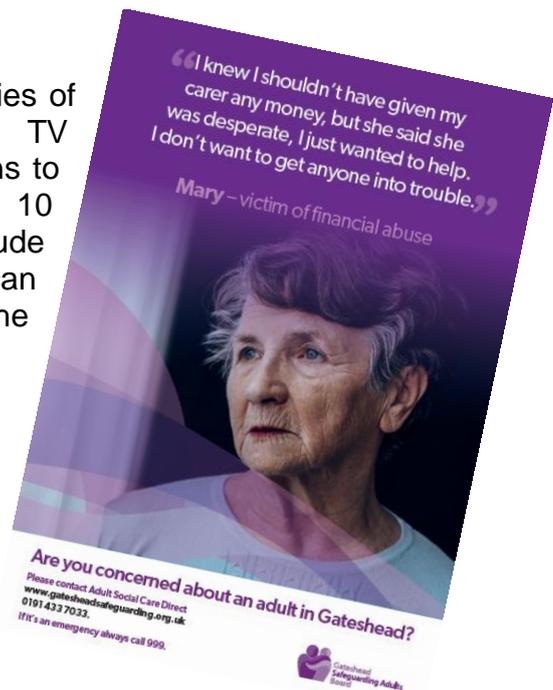
- ✓ **Speed Safeguarding event 22nd November 2019** – This was a drop-in event held within Gateshead Civic Centre. Speedy bite sized safeguarding adults information was available on various aspects of safeguarding. Northumbria Police brought along their virtual reality resource to help bring to life issues such as exploitation and domestic abuse. Over one hundred delegates attended and there was excellent feedback.
- ✓ **Launch of the Safeguarding Adult Champion Scheme** – The Safeguarding Adults Champion scheme was launched during the speed safeguarding event. Anyone can sign up to be a champion via our Gateshead Safeguarding website [here](#). The Champions scheme provides a link between the Safeguarding Adults Board and our voluntary, community and statutory services in Gateshead. Over 100 Champions have signed up.
- ✓ **QE Hospital information stands** – The Safeguarding Team within the Queen Elizabeth Hospital hosted an information stand for the entire week next to Costa Coffee. Staff, patients and visitors to the hospital all visited the stand
- ✓ **Gateshead Council Adult Social Care in house provider services** – All in house providers were asked to contribute towards safeguarding adult

week. Initiatives included a safeguarding adult coffee morning at Marquisway which raised £82.50 for charity and a safeguarding questionnaire for Shared Lives carers

- ✓ **The Gateshead Housing Company resident training** – The Gateshead Housing Company held an awareness raising course on for Housing Company residents to find out more about Safeguarding adults
- ✓ **Information updates** – Regular updates were shared by twitter and Facebook. Partners supported us by sharing these, including Connected Voice who shared via their e-news.

- **Posters and Visual media displays**

The Practice Delivery Group produced a series of 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 neglect and include information about how to report. Partners can download these resources from the Safeguarding in Gateshead website.



- **Elder Abuse campaign**

In December 2019 a successful media campaign was launched by Northumbria Police with the objective of education in relation to elder abuse, The campaign reached 136,000 people on social media channels alone. During December Community Engagement Teams conducted several face-to-face initiatives across the force area in relation to the campaign.

➤ **Improved Operational Practice**

- **Review of Exploitation**

In January 2020 the SAB approved revised Sexual Exploitation and Criminal Exploitation practice guidance. This included approving a new referral pathway for sexual and criminal exploitation cases utilising the strengthened Multi-Agency Assessment and Referral Team (MAART). The practice guidance is relevant for all cases of Adult Sexual and Criminal 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.

- **Guidance for raising a Safeguarding Adults Concern**

In order to support the launch of the online Safeguarding Concern form, and to increase quality in safeguarding adult concerns, practice guidance was published to illustrate what information is required to raise a Safeguarding Adults Concern in Gateshead. This is shared at the Level one training course and is available on the Safeguarding in Gateshead website and Gateshead Council website.

- **Principles of Engagement in the Safeguarding Adult Process**

The Practice Delivery Group were supported by Fulfilling Lives Experts by Experience to develop some Principles of Engagement within Safeguarding Adults. A similar tool was first developed by Newcastle Safeguarding Adults Board and was viewed by partners as being extremely helpful. The tool has been developed taking into account learning from our Winnie Smith appreciative inquiry and our substance misuse and safeguarding workshop.

- **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 and there are no local backlogs. This is 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.

- **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. Our Gateshead Council Adult Social Care Manager is the Chair of the regional DoLS steering group and is also on the national DoLS Leads group

Our Performance 2019/20

Safeguarding Adults Headline Performance

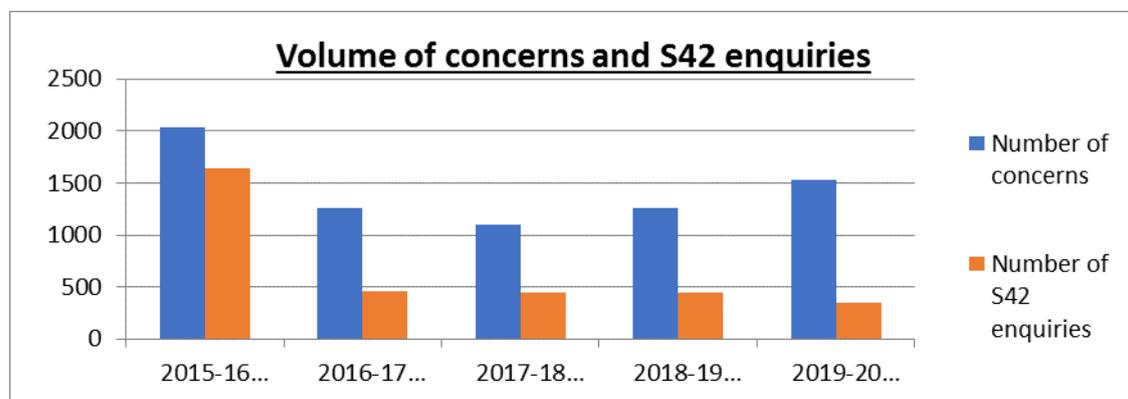
A summary of the headline performance information is provided below.

- **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 2019/20 there were 1532 Safeguarding Adult Concerns which led to 344 Section 42 Safeguarding Enquiries. In percentage terms, 22.5% of Concerns led to a Section 42 Enquiry. The number of concerns progressing to an enquiry is lower than the 2018-19 NE (37.7%) and England (34.5%) averages.



- **Categories of Abuse**

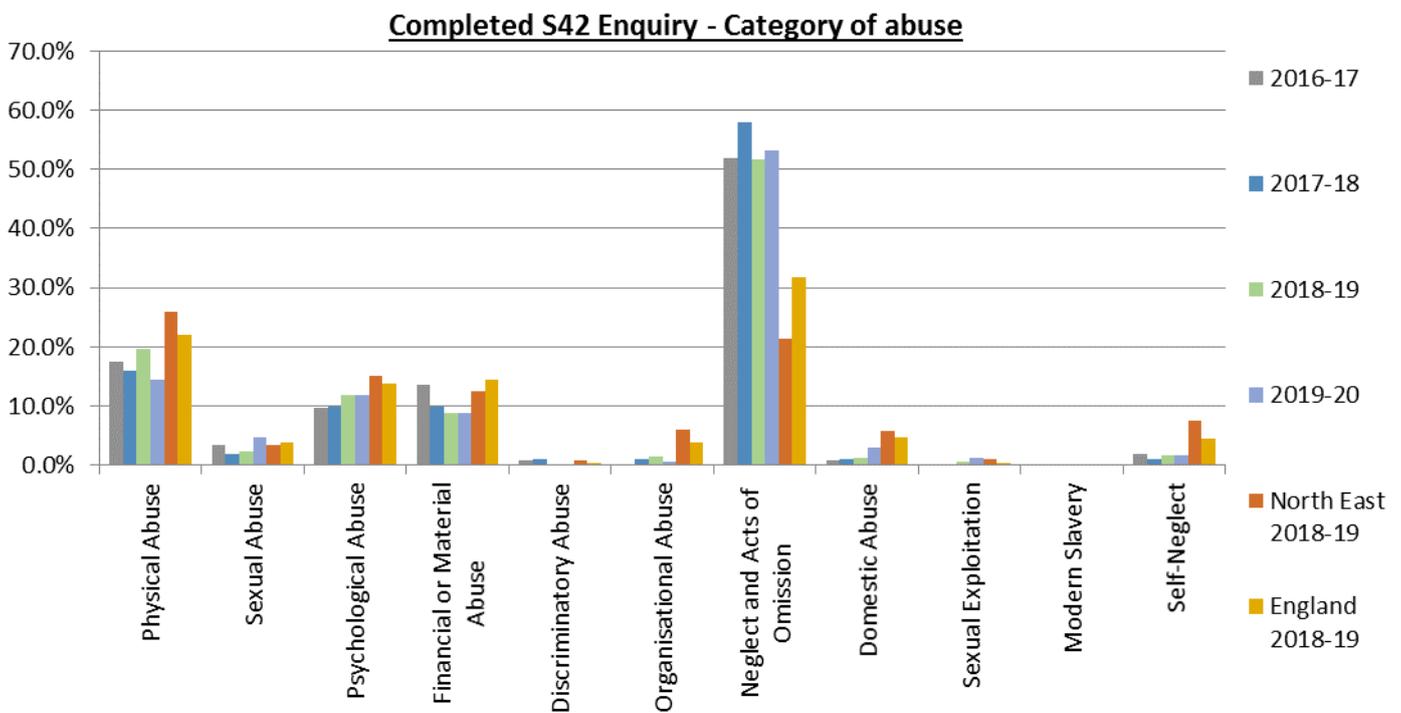
Utilising a count of completed Section 42 Enquiries, and allowing for multiple recording of abuse, the most common category of abuse in Gateshead continues to be Neglect and Acts of Omission which represented 53.3%. This was followed by Physical Abuse (14.4%) and Psychological (12.0%).

Neglect and Acts of Omission in Gateshead continues to be an outlier compared to North East and England averages, it shows an increase from the 51.7% 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 has been summarised below.

The new categories of abuse introduced by the Care Act represented relatively small volumes in 2019/20:

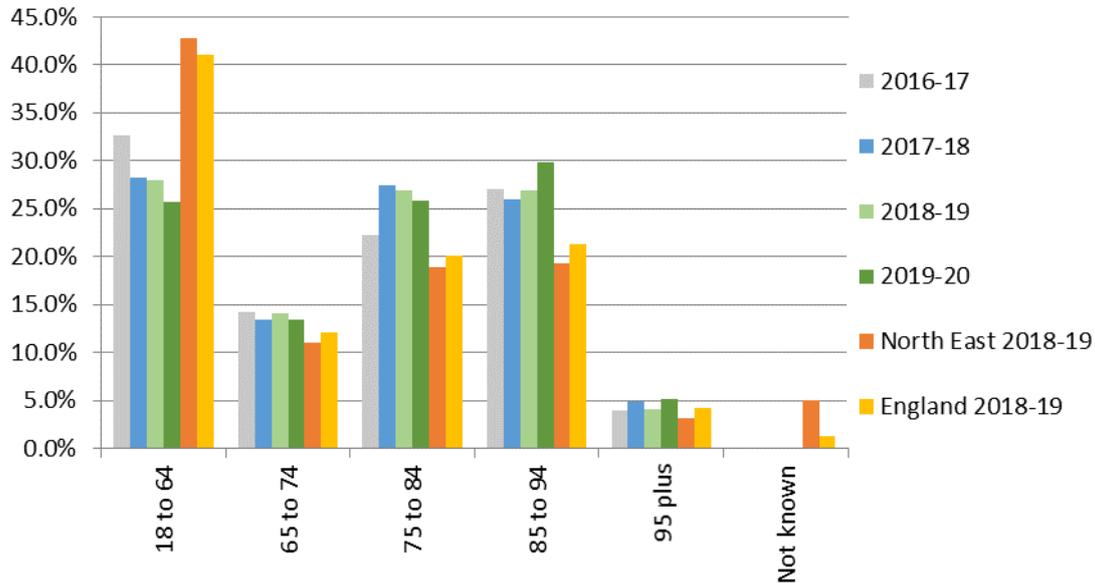
- Domestic Violence – 13 cases, 2.9%
- Modern Slavery – 0 cases, 0.0%
- Self-Neglect – 8 cases, 1.8%



- Age

In Gateshead, 74.3% 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 2019 to March 2020 Gateshead Council received 2211 Deprivation of Liberty Safeguard applications. This was a slight increase in activity from the previous financial year (2122) 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 1980 applications (90% of all applications) for those aged over 65 and 231 for those under 65.

There were 407 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 314 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, (44%) and those more likely to be female (60%).

Safeguarding Adults Reviews (SARs)

The SARCC Group is responsible, on behalf of the Gateshead SAB, for statutory SARs introduced by the Care Act 2014. 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 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 2019/20 the SARCC received 11 Safeguarding Adult Referrals. Of those:

- 0 progressed to a SAR
- 4 resulted in other reviews
 - GP Investigation
 - Joint appreciative inquiry to be undertaken with GSCP into transition cases
 - Recommended joint drug related death inquiry with Newcastle
 - Appreciative Inquiry with a focus upon whistleblowing
- 6 cases required no further action
- 1 case requires further information before decision is made