

**CARE, HEALTH & WELLBEING
OVERVIEW AND SCRUTINY COMMITTEE
6th December 2022**

TITLE OF REPORT: Safeguarding Adults Board Annual Report
(2021/22) and Strategic Plan

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Adults and Social Care Services

SUMMARY

The purpose of this report is to present the Safeguarding Adults Board (SAB) statutory Annual Report 2021/22 and the updated 2022 refresh of the Strategic Plan 2019/2024.

Background

1. The Care Act 2014 enshrined in law the principles of Safeguarding Adults and the Safeguarding Adults Board subsequently became a statutory body in April 2015. The Care Act states that a Safeguarding Adults Board must:
 - publish a strategic plan for each financial year.
 - publish an annual report which details how the Board and its members achieved the objectives as identified within the strategic plan
2. The Gateshead Safeguarding Adults Board is independently chaired by Phil Conn, Oasis Community Housing. Partner agencies continue to work under immense pressure following the Covid Pandemic and the impact of public sector austerity measures, the cost-of-living crisis is now also providing services with additional pressures within the health and social care sector. Despite this the Annual Report illustrates that considerable progress has been made.

Annual Report 2021/22

3. The SAB 2021/22 Annual Report highlights progress throughout the 2021/22 financial year. The report also articulates how partner governance arrangements ensure members are accountable for Safeguarding Adults. The SAB completed a challenge event in March 2022 to examine the effectiveness of the SAB, the results showed demonstrated strong partnership relationships, commitment to work together and enthusiasm for the work of the partners.
4. Key areas of work in 2021/22 include the ICS wide pilot of forensic examination services for adults presenting with unexplained or non-accidental injuries, the introduction of the Fire Service Standard to support safeguarding, launch of the 'Tricky Friends' animation helping those with cognitive difficulties to make and maintain positive friendships, launch of the Northumbria Police Force Vulnerability Strategy, embedding Primary Care Mental Health practitioners into primary care networks,

launch of Gateshead Council ASSET team (Adult Services Support and Engagement Team), maintenance and preparation for implementation of Liberty Protection Safeguards. During 2021/22 the Safeguarding Adults Board continued to explore opportunities for working collaboratively at a regional level.

Strategic Plan 2019/24 (2022 refresh)

5. The revised Strategic Plan 2019/24 (2022 refresh) sets out how the Safeguarding Adults Board will achieve its five Strategic Priorities which are:
 - Quality Assurance
 - Prevention
 - Communication and Engagement
 - Operational Practice
 - Mental Capacity

6. The Strategic Plan includes key challenges to be addressed over the five-year period. 2023 will be the final year of the Strategic Plan, during 2023 the board will be working to develop their Strategic Plan for 2024-2029.

Recommendation

7. The committee is asked to consider and comment on the Safeguarding Adult Board Annual Report 2021/22 and Strategic Plan 2019/24 (2022 refresh).



Gateshead Safeguarding Adults Board

Annual Report
2021/22

June 2022

Contents	Page
Introduction	3
Policy Context	4
Safeguarding in Gateshead	5
Overview of Gateshead	5
Gateshead Safeguarding Adults Board (SAB)	5
Partner Governance Arrangements and Scrutiny	8
Responding to Covid-19	8
Strategic Plan 2019/24 and Annual Business Plan 2021/22	10
Key Activities 2021/22	11
Our Performance	28
Safeguarding Adults Headline performance	28
Deprivation of Liberty Safeguards	30
Learning from Safeguarding Adults Reviews (SARs)	31

Introduction

In last year's annual report, I noted in my introduction the extent to which "making safeguarding personal" seemed to have become truly personal for colleagues, particularly during a challenging year when our practices and approaches were altered considerably. This report is full of further examples of that as we continue to operate under immense pressures.

This report demonstrates wonderfully another key principle of the care act – partnership. In March 2022 we held a challenge event during our quarterly board meeting. Partners were invited to complete a survey to gather their views on the effectiveness of the SAB and then bring a SWOT analysis to the board meeting itself. One of the things that stood out for me from the event and the survey was the enthusiasm and praise for our partnership approach, this quote in particular stood out.

"Gateshead SAB has strong partnership relationships and commitments from all key agencies to work together and support one another."

The pressures across our work as a partnership are such as we've never seen or experienced before and the risk that our most vulnerable become even more at risk and disenfranchised is significant. However, one of the perverse benefits of such a situation is that partnership becomes more important than ever. We've seen this during the pandemic when services and organisations from across Gateshead joined forces to serve and protect our most vulnerable.

The learning we take from regional and national safeguarding adult reviews offer a bleak reminder that abuse and neglect are very present and often do irreversible damage to victims. So I'm proud that Gateshead refuses to rest on its laurels where safeguarding is concerned, seeking to reflect and adapt at every opportunity so the launch of Gateshead Council's ASSET team is a welcome addition to partnership approaches to safeguarding residents.

We've got lot's to celebrate and this report is a wonderful reflection of the terrific work that all partners contribute to and reminds us; "if you want to go fast, go alone. If you want to go far, go together."

Finally 2022 saw Caroline O'Neil retire from her role as Strategic Director for Children, Adults and Families. I'm sure you all join me in thanking Caroline for her contribution to the work of the board and wishing her well in her retirement.



Phil Conn
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

Overview of Gateshead

Gateshead is a unitary authority with a population of around 202,000. Our [Joint Strategic Needs Assessment](#) (JSNA) provides information about our population and the key issues facing people in Gateshead. It is used to identify key strategic priorities to improve the health and wellbeing of our population. This introductory [video](#) provides more details about the JSNA.

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 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. Our Safeguarding in Gateshead website www.gatesheadsafeguarding.org.uk provides a wealth of information about our SAB and our Gateshead Safeguarding Children's Partnership (GCSP).

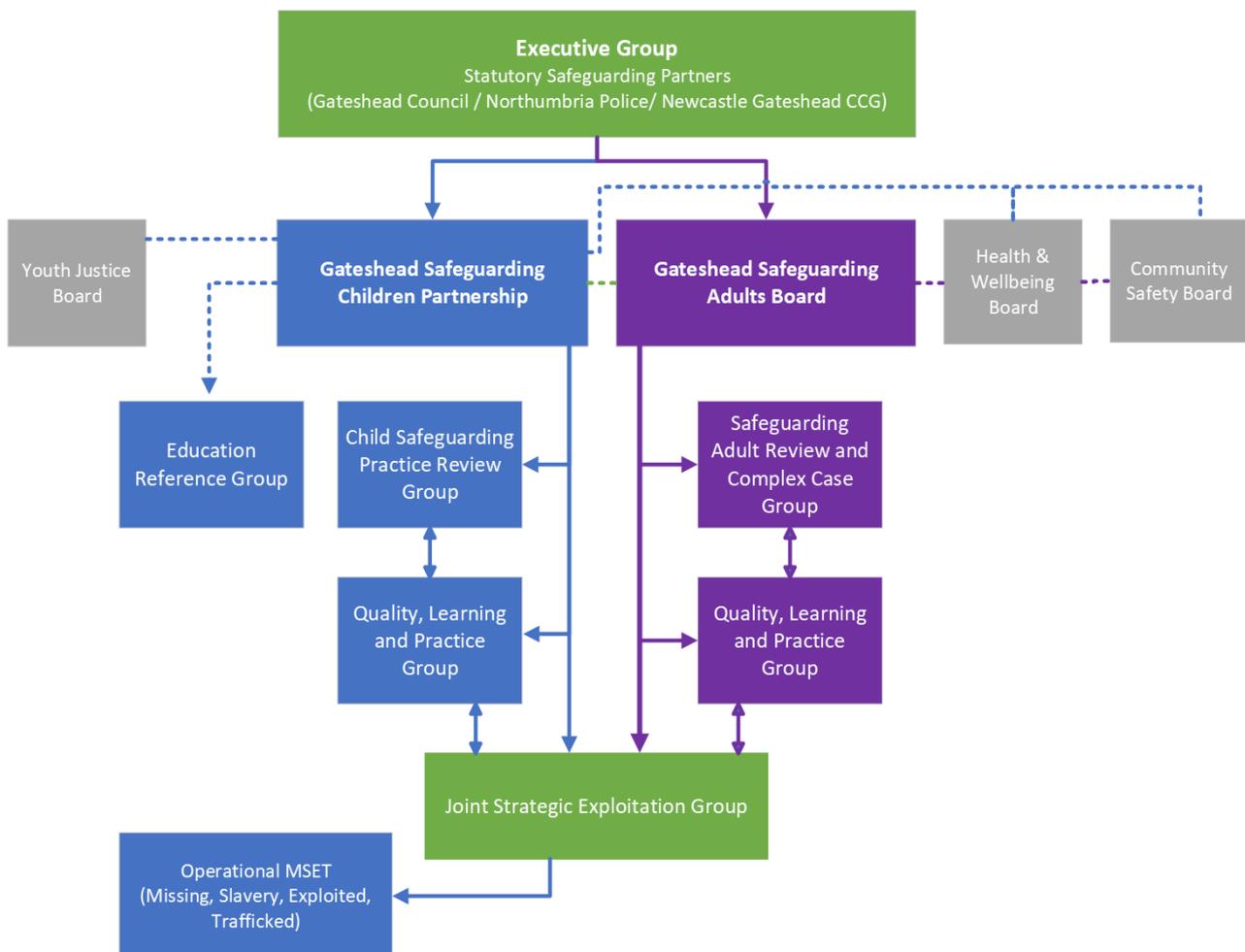
In law, the statutory members of a SAB are defined as the local authority, the local police force and the clinical commissioning group (CCG) (Under the Health and Care Act 2022 the duties of the CCG will be subsumed into Integrated Care System's). However, in Gateshead, we recognise the importance of the contribution made by all of our partner agencies and this is reflected by the wider Board membership (correct as of June 2022):

- 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 – This will change in July 2022 to the North East and North Cumbria Integrated Care System
- Lay Members
- Gateshead Health NHS Foundation Trust (GHFT)
- South Tyneside and Sunderland NHS Foundation Trust (STSFT)
- Cumbria, Northumberland and Tyne and Wear NHS Foundation Trust (CNTW)
- Gateshead College
- Tyne and Wear Fire and Rescue Service (TWFRS)
- Probation Service
- Oasis Community Housing

- Connected Voice Advocacy
- Department for Work and Pensions (DWP)
- Healthwatch Gateshead

Gateshead SAB Structure

The Gateshead SAB sits within a clearly defined structure and has close links with other local multi-agency partnerships including the Health and Wellbeing Board, Community Safety Partnership and GSCP.



The SAB agreed to review the role and function of the former SAB Executive Group in 2021/22. It was decided that as the SAB and the Gateshead Children’s Safeguarding Partnership (GSCP) both have the same statutory partners, that a Joint Safeguarding Partnership Executive (SPE) group would be established to provide strategic oversight of both the SAB and GSCP. The Safeguarding Partnership Executive includes the three statutory partners, the Chairs of the SAB and the GSCP and the Business Managers of the SAB and the GSCP. The SPE will ensure that the statutory responsibilities of the SAB are being met, whilst delivering quality outcomes.

Gateshead SAB Sub-Group arrangements

- **Quality, Learning and Practice Group** (Chaired by a senior manager from Gateshead Council)

The Quality, Learning and Practice Group was established in March 2021 following a restructure of the SAB Sub-Groups. The group is responsible for monitoring and reviewing performance data and driving forward quality via the quality assurance framework, case file audits and monitoring inspection recommendations. The QLP collate and review recommendations from statutory Safeguarding Adult Reviews and discretionary reviews and has oversight of multi-agency safeguarding training. The QLP aims 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. The Group also has responsibility 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 Newcastle Gateshead CCG - This will change in July 2022 a senior manager from the North East and North Cumbria Integrated Care System)

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.

- **Joint Strategic Exploitation Group** (Chaired by a senior officer from Northumbria Police)

The Joint Strategic Exploitation Group is a sub-group of both the SAB and the GSCP. The group is responsible for overseeing all work with respect to all aspects of exploitation including modern slavery, criminal exploitation, sexual exploitation, trafficking, missing and female genital mutilation in Gateshead.

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

Partner Governance Arrangements and Scrutiny 2020/21

Board members are responsible for ensuring that governance and scrutiny 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 Children, Adult's and Family 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. CCG internal assurance is provided via safeguarding reports to the Quality Safety and Risk Committee (Quarterly). Reports provide local updates on the work of the safeguarding partnerships and ensure that key safeguarding risks, issues and developments are reported within the CCG. Reports also outline activity relating to Safeguarding Adult Reviews (SARs) Domestic Homicide Reviews (DHRs) and other non-statutory reviews such as Appreciative Enquiries. Governance and scrutiny arrangements will evolve under the new Integrated Care Board arrangements.
- **Northumbria Police** – All learning from national and local serious case reviews are scrutinised through the organisational learning board 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 the Organisational Learning 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.

Responding to Covid-19

This is the second annual report in which we reflect how we have responded to the challenges of the Covid-19 pandemic. In the 2020/21 SAB Annual Report we highlighted how our SAB structural arrangements were amended, bringing together our strategic and operational partners virtually and more frequently to ensure that our multi-agency safeguarding arrangements and duties continued to operate and be effective. During 2021/22 we were able to operate our full schedule of Board and Sub-Group meetings on a virtual basis.

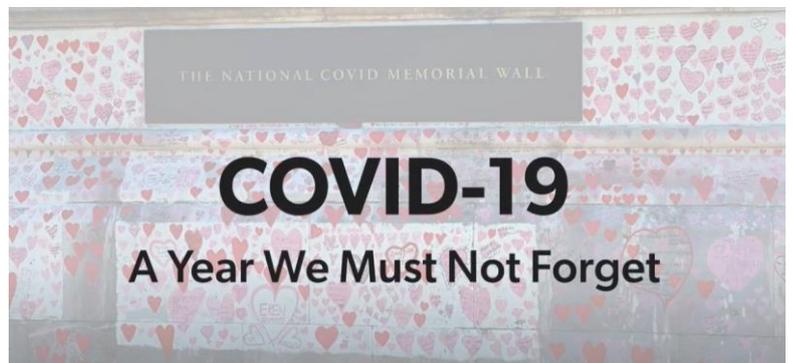
Gateshead participated in the [Local Government Association COVID-19 adult safeguarding insight project](#) which was developed to create a national picture regarding safeguarding adult's during the Covid-19 pandemic. Our Gateshead safeguarding adult performance figures largely replicated the national picture with decreases in the volume of concerns during periods of lockdown and other Covid-19 restrictions followed by an increase once those restrictions are lifted.

Clearly the impact of Covid-19 on all of our services has been profound, particularly for our residential and nursing care homes. As a SAB we were very mindful about creating a supportive environment for all of our partners, and ensured any new policies, procedures and practices did not result in unnecessary additional bureaucracy.

Covid-19 has created many challenges for everyone who lives and works in Gateshead. The Director of Public Health's annual report ([Behind the Masks: Gateshead's Covid Stories](#)) focuses on how the pandemic has highlighted and worsened inequalities and calls for revitalised and re-focused action on tackling them. We have all been in the same storm - but we have not all been in the same boat. The report brings together personal accounts from residents and the professionals who support them. Their stories, shared here in their own words, form an invaluable record of Covid's devastating impact and what we must learn from it to make Gateshead a place where everyone thrives. This [video](#), produced to accompany the report, features contributors from healthcare, public sector and third sector organisations sharing their views on the impact of Covid-19, growing inequalities across the borough and what we can learn from the pandemic.

[Covid-19: A Year We Must Not Forget](#)

is a powerful personal account of the pandemic from Gateshead's Director of Public Health Alice Wiseman. The poem, read by Alice and some of her fellow Directors of Public Health, recognises those who stepped up to face one of the biggest challenges of our lifetimes and highlights what can be achieved when we all pull together.



Strategic Plan 2019/24 and Annual Business Plan 2021/22

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 2021/22 to enable the Board to prioritise and focus activity over the five-year period.

Key Activities 2021/22

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 activities for 2021/22 are documented below and are aligned to the SAB Strategic Priorities.

➤ Quality Assurance

- Quality Assurance Challenge Event

The SAB held a Quality Assurance Challenge event in March 2022 in recognition that it is critically important that we are collectively aware of our strengths and areas we need to improve upon. There were two elements to the Challenge Event:

1) Individual Member Quality Assurance

All SAB members were asked to complete a short SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of safeguarding adults within their own organisations and present their findings to the Board.

2) SAB Effectiveness Survey

Board Members were asked to complete an anonymous online survey to help us monitor the overall effectiveness of the Board. The survey questions reflected those outlined within the national Adult Safeguarding Improvement Tool, developed in partnership by the Association of Chief Police Officers (ACPO), the Association of Directors of Adult Social Services (ADASS), the Local Government Association (LGA), the NHS Confederation and NHS Clinical Commissioners. The tool outlines the characteristics of well-performing and ambitious partnerships. The results of the survey were positive as demonstrated by the following anonymous quotes.

Collectively there is a wealth of knowledge and expertise within the SAB and this ensures robust and well governed processes across the safeguarding agenda

Gateshead SAB has strong partnership relationships and commitments from all key agencies to work together and support one another

The survey helped the SAB to understand what works well and where we need to improve. The survey will be repeated annually so that we can monitor progress.

What works well:

SAB is open to innovation and willing to develop new frameworks and procedures	Respectful professional relationships	Partnership input, challenge and effective joint working to address issues and actions
Sense of teamwork and collective responsibility	Commitment and enthusiasm of Business Manager in coordinating and driving forward activity	The meetings are always well organised, structured and informative
Strong approach to implementing policy and procedures and has a developmental and innovative approach	Wealth of knowledge from members	Partnership working of the relevant statutory bodies

Areas for Improvement:

Increased integration, sharing priorities, shared plans and less duplication with GCSP, CSP and HWB	Lots of different areas of health have parts to play in adult safeguarding but not all areas are represented i.e NEAS	Needs to develop approach to organisational abuse. Needs to involve a proactive preventative approach
Effective outcomes and ways of working are fed down through the organisations	The alignment of data across the different partners. It would be great if we could have a dashboard reflecting all the elements of safeguarding	Often it is the same partners that contribute towards agenda items. It would be helpful to hear from a wider range of partners about the work they are doing to safeguard adults in Gateshead

The information from both activities was used to refresh the Strategic Plan and feed into the sub-group workplans.

- **Review of Out of Borough Placements**

As a result of a presentation at the Gateshead SAB on early learning from the County Durham Whorlton Hall organisational abuse case which was initially identified via the BBC Panorama programme, Gateshead SAB requested a review of all out of borough placements. Gateshead Council and Newcastle Gateshead CCG undertook the review, with comprehensive findings shared with the SAB in September 2021. The review confirmed that all Gateshead adults placed outside of Gateshead by the CCG or Local Authority are actively known to the placing organisation. The review also identified that the vast majority of adults are placed in the North East and that the majority of adults placed out of borough are there due to their own choice / proximity to family. The SAB were reassured that reviews are taking place as required, and that

agreed outcomes are being met. The SAB welcomed the review findings and requested that the review is undertaken on an annual basis.

- **Regional SAR Champions**

Gateshead has contributed towards the work of the North East Regional SAR Champion network which was established to improve SAR learning and practice across the region. This group has been very proactive and successful work to date includes:

- [Publication of North East SAR Quality Marker Checklist](#)
- Creation of North East Review library via Microsoft Teams – this was developed and hosted by Gateshead Council and continues to be hosted by Gateshead
- Agreed standard learning improvement template for Review Summaries
- Delivered a national webinar in October 2021 for the Care and Health Improvement Programme (CHIP) showcasing the good practice emanating from the Regional SAR Champions



- **SAB Escalation and Challenge protocol**

In December 2021 the SAB introduced a [SAB Escalation and Challenge protocol](#). The purpose of the protocol was to ensure a prompt, sensitive and professional response to the management of escalating issues and to support partners to constructively challenge agencies regarding their practice in respect of safeguarding adults in Gateshead. The protocol recognises that all professionals have a responsibility to escalate issues and challenge other professionals when they are concerned about any issues relating to safeguarding adults with needs for care and support.

- **Performance Management**

The QLP Group continued to refine the Safeguarding Adults Board performance dashboard, enabling all partners to develop an understanding of key safeguarding adult themes and trends. This is compared with the regional safeguarding dashboard to help determine if we are an outlier in any aspects of safeguarding.

Partners continued to develop their own safeguarding adult performance tools. For example, STSFT developed a Datix safeguarding dashboard which provides safeguarding Informatics for internal and external reporting. The Named Nurse Safeguarding Adults has undertaken joint working with Tissue Viability Nurses (TVN) in order to progress TVN Datix dashboards and amend incident reporting parameters to standardise safeguarding threshold assessment. This will further promote a responsive safeguarding culture throughout the organisation.

- **Case File Audits**

The QLP Group instigated a themed case file audit focussed upon organisational abuse. This was in recognition of the perceived increase in prevalence of organisational abuse cases. The audit generated a number of recommendations which are being addressed via the QLP.

Individual partner organisations implement their own internal case file audit processes. For example, CNTW complete several routine audits on an annual basis, including safeguarding and MARAC. Within STSFT a rigorous programme of safeguarding audits have continued throughout 2021-22 to monitor safeguarding practice across STSFT. These have included MCA/DoLS policy adherence, compliance with safeguarding policy (inclusive of routine & selective enquiry) and self-neglect. GHFT have completed an audit of DNACPR (Do not attempt cardiopulmonary resuscitation) issued for patients with a learning disability across a six month period.

- **Integrated Care System (ICS) Safeguarding Professionals Network (Health)**

During 2021 the Newcastle Gateshead CCG safeguarding team were instrumental in establishing an ICS wide Safeguarding Professionals Network. This has developed as the only forum in our area that is open to safeguarding (health) staff from both provider and commissioning organisations across health agencies. The Network is well established and well attended and has been recognised by NHSE and a key forum to support the development of safeguarding practice across the ICS.

➤ **Prevention**

- **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 offer for 2021/22. Training courses advertised within the directory are free of charge to practitioners and volunteers within Gateshead. Training was delivered virtually and face to face to allow delegates to choose the most convenient method of learning to suit their job role. Provider training was delivered virtually to allow for flexibility of attendees due to the pressures faced by providers during the pandemic.

The introduction of a practical application of Mental Capacity Act (MCA) course allowed practitioners to reflect on their practice and discuss how to deal with issues and complexities faced when carrying out MCA assessment.

Examples of training and awareness raising for the SAB in 2020/21 include:

- ✓ 16 x Care home/ provider reporting concerns Level 1 training courses
- ✓ 17 x Safeguarding Adult reporting concerns Level 2 training courses
- ✓ 1 x Safeguarding Adults Undertaking Enquiries Level 3 training courses
- ✓ 10x New online multi-agency safeguarding adult's policy and procedures briefing
- ✓ Interactive Safeguarding Adult Review Workshop (Internal only)
- ✓ 6 x Mental Capacity Act 2005 (MCA Level 1) Training
- ✓ 3 x Practical Application of Mental Capacity Act (internal only)
- ✓ 1 x Modern Day Slavery

Our partners have evolved their internal safeguarding training in light of the pandemic. The Newcastle Gateshead CCG Safeguarding Team have developed an online approach to training which has included building and developing an online resource of recorded training for Primary Care staff to access via the CCG's intranet. GHFT have sourced a Level 3 Safeguarding e-learning training package. CNTW have commissioned a Jewish cultural awareness course,

provided by Jewish Community Council of Gateshead, where people from the Jewish community will come and educate the workforce, in the hope this will increase knowledge and understanding, to allow increased engagement with services.

- **Individual Placement and Support (IPS) Employment Service (CNTW)**

Gateshead has one of the highest social deprivation indicators in the country, with high levels of unemployment, which has a direct impact upon people's ability to seek meaningful employment. The CNTW Individual Placement and Support (IPS) Employment Support service works across Gateshead, supporting people receiving community care and treatment from the Community Treatment Team and Early Intervention in Psychosis Team to pursue their paid employment ambitions. Historically people with Serious Mental Illness (SMI) have lacked evidence-based support in relation to employment, often assuming their only option is to claim benefits. However, CNTW and CCG's have invested heavily in the IPS Service in order to address this, viewing unemployment as a serious risk to long-term health and good employment as a health outcome to which we all aspire and to which everyone should have access as a fundamental right. Support provided from the team includes:

- help getting or keeping a job
- employment rights
- benefit entitlement
- employment opportunities

In addition to supporting people into sustainable, good employment the Trust has been working with the Money and Pensions Service (MAPS) to create a financial wellbeing tool that can be used by any healthcare professional to assess the impact of finance circumstances on a person's health and then facilitate accredited, independent financial support for the person. The hypothesis is that financial health has a significant impact on physical and mental health, so by understanding financial health we will be better able to assess and treat mental health difficulties. Development of this tool began in 2020 but it has never been more pertinent given the accelerating cost of living crisis and the demand for mental health treatment and support. The Trust are currently engaged in an evaluation of the tool and will publish the findings publicly once the trial concludes. The ambition is that financial wellbeing tool will form part of core assessments across health services, supporting people using services and the teams providing care and treatment to build a holistic picture and rapidly involve accredited, independent financial experts or direct to high quality self-help.

The Under-Secretary for the DWP visited St Nicholas Hospital in Newcastle to meet with James Duncan, Chief Executive of CNTW NHS FT, an IPS Service User and IPS Service staff to discuss the concerns and agree a strategy. The Trust will work with Local Authority partners to progress ideas based on the evidence of the financial wellbeing tool trial.



- **The Modern Slavery Liberty Project**

The Changing Lives Northumbria Liberty Project supports victims of modern slavery in the Northumbria area. Linked to the project is the establishment of the Northumbria Modern Slavery Liberty Strategic Group. The purpose of the meeting is to bring together strategic leads to share practice and knowledge, to discuss current trends and changes identified across Northumbria Police Force area in relation to Modern Slavery. The Gateshead SAB Business Manager is a member of the strategic group, ensuring Gateshead are active participants in shaping the regional approach to Modern Slavery, in particular the Victim Care Pathway.

- **Domestic Abuse**

In 2021/22, a Domestic Abuse Local Partnership Board was established within Gateshead to support the implementation of appropriate safe accommodation as outlined within the Domestic Abuse Act 2021. The Board, chaired by Gateshead Council Chief Executive, held its first meeting in November 2021 supported by the Strategic Domestic Abuse Forum. Gateshead Council, in collaboration with key stakeholders, has produced a Domestic Abuse Safe Accommodation Strategy and Needs Assessment and has approved a range of funding proposals to help strengthen local support for victim-survivors (including children) and ensure appropriate safe accommodation provisions within Gateshead. We are looking to produce a Gateshead Violence Against Women and Girls Strategy in 2022/23 which sets out the actions we intend to take to increase support for survivors, bring perpetrators to justice, and, ultimately, reduce the prevalence of violence against women and girls.

The Gateshead Domestic Abuse service is a motivated and skilled team of Independent Domestic Violence Advisors (IDVA) who have continued to deliver a service to those that need it throughout the pandemic. Creative working approaches to engage with clients have been implemented. Funding from the Police and Crime Commissioner in 2021 has meant that six more staff within the existing team are being IDVA trained.

Spotlight on Oasis Community Housing – A whole organisational approach to domestic abuse

It might seem odd to announce that we've taken a whole organisational approach to domestic abuse, who wouldn't say they're doing that? Especially us organisations working within the safeguarding or support services arena. We've been delivering domestic abuse support and group work programmes for a number of years now so wouldn't we qualify as adopting a whole organisational approach? The bitter reality was no, we fell short and needed to make some changes, we needed to take our knowledge and experience as a support service and apply it to a policy for those who work and volunteer within our organisation.

Oasis Community Housing recognises that anyone can experience domestic abuse and that the impact can be severe. We wish to give the opportunity for staff to feel that they are able to disclose incidences of domestic abuse with the confidence that such disclosures will be handled professionally, confidentially and supportively.

We believe passionately that we have a responsibility to provide all our staff with a safe and effective working environment and, wherever possible we will offer support to employees experiencing domestic abuse, around their Health, Safety and Wellbeing at Work.

For some staff, the workplace is a safe haven and the only place that offers a route to safety. Employees of Oasis Community Housing will be supported in order that they can remain productive and effective at

work. Employees who may recognise that they are perpetrators of domestic abuse will also be encouraged to seek specialist help to address their behaviour.

Oasis Community Housing acknowledges that domestic abuse is a significant problem which has a devastating impact on victims and their families. Our new policy represents a commitment to take all reasonable steps possible to combat the reality and impact of domestic abuse on those being abused and to challenge the behaviour of perpetrators.

This policy ensures that both “affected employees” and “alleged perpetrators” of domestic abuse are aware of the support that is available within the organisation and from specialist external agencies. It also provides guidance to line managers when supporting staff who are affected by domestic abuse.

The practical outworking of this approach is to have a champions at every level of the organisation from support workers to trustees, people who are trained to respond to signs of a colleagues experiences or their disclosure of abuse. We’ve carried out awareness raising in recent months and have celebrated this approach to ensure that anyone experiencing domestic abuse feels able to seek support from their employer.

As a further measure to improving our efforts to tackle domestic abuse all of our staff have undergone SafeLives RIC assessment training, ensuring that whatever their role our teams are able to respond promptly to instances of domestic abuse, offer immediate support and refer appropriately.

Spotlight on Gateshead Health Foundation Trust – Practice Domestic Abuse interventions

Throughout the Covid pandemic there has been a national picture of increased domestic violence and Gateshead is no different. We have a domestic violence lead nurse who works closely with partners at the local authority, police and social services. He has also ensured extra training was provided to staff in the Covid testing centres and details of support organisations were printed on the reverse of the Covid information sheets so that potential victims who attended for swabs could access assistance if required. One initiative to be introduced is the Grab Bag. Providing grab bags commenced following the admittance of a pregnant lady to the antenatal ward, feeling unwell and fleeing domestic violence, she only had the clothes on her back and no money or phone. To arrange the grab bags we received funding from charitable finds/sponsor/donations to be able to organise these bags The ‘Grab Bag’ project helps fund the provision of basic necessities for these patients, which will be distributed via the hospital’s domestic violence safeguarding team. The ‘Grab Bag’ includes basic essential items including clothing, toiletries, a mobile phone, a snack/drink and a travel voucher using the Trust’s patient transport service. These will be given to vulnerable patients fleeing domestic abuse on their discharge to a place of safety. Charitable Funds manager, Clare King, said “On behalf of the charity, I would like to say a big thank you to Casa Rosa, Birtley who have kindly volunteered to fundraise and have recently held a fantastic afternoon of Halloween face painting for children’s trick or treating.” “I would also like to thank Morrisons Blaydon and Morrisons Birtley for their continuous support and for the donations, which have helped us set up this initiative and purchase some of the contents for the bags. “Finally, I would like to thank QE Transport who has shown incredible support by donating travel vouchers to ensure our patients are transported securely to their place of safety. “These small gestures will make such a big difference to our patients in these circumstances.” Nurse and domestic abuse lead said: “We will be launching this project in support of [‘16 days of action against domestic violence’](#) and [White Ribbon UK](#), which are both two important campaigns

supporting and raising awareness of domestic abuse. “I’d like to say a big thank you to Gateshead Domestic Abuse Team for the mobile phone and advice during the initial incident with the pregnant lady. We are hoping this initiative will help vulnerable women, men or families move to a place of safety. “Even if we are able to play a small part in making someone’s life safe, we are doing our jobs as nurses and as a Trust.”

- **Development of Forensic Examination services**

In July 2021 the CCG Safeguarding Team secured funding from NHS England (NHSE) to develop an ICS wide pilot to develop forensic examination services for adults who present with unexplained or non-accidental injuries. The bid was successful and NHSE awarded £10,000 funding to NGCCG to lead and support the pilot which has been taken forward during 2021-2 through to 2023. The funding has been used to:

- Develop Forensic Awareness training for GPs and clinical staff
- Fund a Forensic Examination Conference
- Deliver training for staff to undertake Forensic examination.
- Develop a knowledge hub /Resource hosted by the Faculty of Forensic and Legal Medicine.

- **Managing Demand**

Throughout 2021/22 our Safeguarding partners noted that there was an increase in the volume of adult concerns, and an increase the complexity of safeguarding adult cases.

For example, Northumbria Police Adult Concern Notifications have doubled in the MASH since its inception in 2018. The number of notifications rose from 32,898 in 20/21 to a predicted 39,308 for 21/22 and these numbers are expected to grow moderately year on year from 22/23 onwards. In the coming years there are several societal factors linked to COVID recovery which are expected to contribute to a rise in A.C.N submissions. Financial austerity, poor mental health and increased substance misuse are all areas being discussed within adult safeguarding partnerships that raise concern around adult’s ability to protect themselves from abuse or neglect.

Another area of increasing demand for Safeguarding Adult Boards is the focus on Complex Adult Safeguarding. Often vulnerable adults have underlying needs around substance misuse, homelessness and mental health. To support our response to crisis situations Northumbria Polixc have adopted a preventative early intervention approach which involves working with partners to best support vulnerable adults and signpost them to the most appropriate service at the first point of contact, and harm reduction teams work closely with partners in this area.

The SAB responded to the increase in Adult Concerns during 2021/22 by creating a workstream which analysed our adult concern pathways. A new Adult Concern decision-making tool has subsequently been developed and will be published in June 2022.

- **Fire Service Standard**

Tyne and Wear Fire and Rescue Service have commenced preparations for adherence to the new Safeguarding Fire Standard which will be introduced in 2022. The Fire Standards Board oversee the identification, organisation, development and maintenance of professional standards for fire and rescue services in England. The Board is responsible for approving standards and the approach to their development. This includes the introduction of the Safeguarding Fire Standard in 2022, set by the National Fire Chiefs Council (NFCC) which aims to ensure that fire and rescue

services are doing all that they can to support safeguarding. Its desired outcome is that services work proactively to promote the safeguarding of those within their communities as well as employees and volunteers, reducing the risk of abuse, harm and neglect. TWFRS is a fire and rescue service that actively promotes the safeguarding of those in its community and its employees and volunteers. They work proactively to reduce the risk of abuse, harm and neglect.

TWFRS are compliant with safeguarding legislation, understanding and effectively fulfilling our obligations and responsibilities to its Local Safeguarding Adults Boards and Local Safeguarding Children's Board and Partnership. Employees and volunteers are trained, supported and empowered to respond to safeguarding needs, appropriate to their roles and responsibilities and we collaborate appropriately with others to ensure a coordinated approach to safeguarding. By adopting the NFCC Fire Standards Safeguarding TWFRS will see:

1. Improved safeguarding outcomes for communities, employees and volunteers and a raised awareness of safeguarding evidenced by:
 - measurable safeguarding referrals that encompass both early identification and threshold assessments before referral to Local Authorities
 - an increase in the number of employees and volunteers trained in safeguarding.
2. Fire and rescue services become trusted and reliable partners on safeguarding to Local Authorities, statutory agencies, and universal services.
3. Increased numbers of at-risk community members, employees and volunteers living and working safely because safeguarding risks are identified and responded to sooner.
4. Standardised approach to Safeguarding will help to maximise the efficiency of cross border, collaborative, and shared learning opportunities.

The number of safeguarding adult referrals submitted by TWFRS in Gateshead has risen from 51 in 2020-21 to 65 in 2021-22, a 27% increase. This increase comes after presentations to the Senior Leadership Team, Station Managers and Watch Managers on the importance of submitting safeguarding referrals, even when other services/agencies are in attendance.

- [Joint Strategic Exploitation Group refresh](#)

The Joint Strategic Exploitation Group is a sub-group of both the Gateshead Safeguarding Children's Partnership (GSCP) and SAB. The remit of the group is to lead on the development of strategic work in relation to all aspects of exploitation, including but not limited to:

- Sexual Exploitation
- Criminal Exploitation
- Modern Slavery and Trafficking
- Female Genital Mutilation
- Missing

There are 39 partners represented on our Strategic Exploitation Group from a range of different organisations. Agenda items are often interesting and varied, examples of which include:

- Regular updates from the Violence Reduction Unit
- Online Exploitation
- Regional Count Lines Coordinator update
- Overview of impact of Foetal Alcohol Spectrum Disorder
- Missing Adults overview

Operation Vienna is an excellent example of collaborative preventative work to reduce exploitation. This successful ongoing operation is a partnership between Northumbria Police and Gateshead Council. 3 PC's work in the Civic Centre fully embedded and focus on dealing with unscrupulous landlords in the Bensham / Saltwell area who exploit vulnerable victims. In partnership with the local authority police have visited all of the landlords in the Selective Landlord Licensing area where the landlords have to sign up to a set of rules ensuring an acceptable code of practice highlighting their role and responsibilities aware that they may be subject to legal action if they fail to comply with the recorded conditions. As a result of this embedded work several landlords have been fined and moved out of the area, drugs supply operations have been disrupted and several vulnerable adults who were cuckooed have been safeguarded. The Operation is modelled on a national initiative called Clear Hold Build; Following the success of Operation Vienna this approach is to be adopted in other parts of the force.

- **Tricky Friends Animation**

In November 2021 the SAB launched their '[Tricky Friends](#)' animation which is aimed at helping people to understand what good friendships are, when they might be harmful, and what they can do. The video was initially developed by Norfolk Safeguarding Adults Board, with the aim of supporting people with learning disabilities and autism, those with cognitive difficulties and wider audiences to make and maintain positive friendships. We want to reduce the risk of harm and exploitation in groups who may be less able to recognise the intentions of others. We hope that this animation is used as a way to help people to think about the issues, to start conversations, and keep people safe while enjoying friendships. The animation is only 3 minutes long, and can be used with or by anyone – carers, family, organisations, groups.

- **Northumbria Police Protecting Vulnerable People**

Protecting Vulnerable People is a force priority. To support this a Force Vulnerability Strategy was launched this year with four key pillars: Working Together, Our People, Leadership and Early Intervention and Prevention. Northumbria Police acknowledges that Protecting Vulnerable People can only be accomplished through collaborative multi-agency Safeguarding and Community Safety Partnerships and by working together with agencies we can truly understand and respond to the changing nature of vulnerability demand. Key to this response is adopting an Early Intervention and Preventative Approach which will have greater longer-term benefits in preventing harm and exploitation. Harm Reduction Teams are now embedded across the force and will play a key role in tackling emerging issues identified with vulnerability, working with partners to adopt a problem-solving approach.

Force wide “Vulnerability Matters” training is being rolled in the first quarter of 2022. This training will support our officers to take a trauma informed approach to dealing with vulnerability and assist officers to identify vulnerable adults in the community. In support of the Vulnerability Matters training an 18- month long force campaign, commencing in May 2022 will focus on Vulnerability and ensure that Protecting the Vulnerable is front and centre of our force response. In addition, we are providing bespoke training sessions to our force control room call takers to ensure they are able to recognise and respond to vulnerability at the first point of contact. All of our leadership courses for newly promoted Sergeants and Inspectors also includes an input on the strands of Vulnerability which includes Vulnerable Adults.

- **Missing Adults**

The Gateshead Safeguarding Adults Business Manager continued to work alongside Northumbria Police to lead on the regional approach to Missing Adults. The regional [Missing Adults Across Northumbria protocol](#) was updated to ensure that it reflected the National Missing Adults framework.

Missing Adult Case Study

The partnership approach to missing has resulted in improved outcomes for our missing adults in Gateshead. For example, one vulnerable female presented daily Missing adult episodes. MDT meetings took place involving Northumbria Police, housing and mental health services regarding the appropriateness of her accommodation. As a result, she was placed in an alternative semi-supported living provision with 24hr support. As a result, the frequency of her missing episodes drastically reduced, with a bespoke plan in place to cater for her individual needs.

- **Embedding Primary Care Mental Health practitioners into primary care networks**

In recent months we have seen the introduction and embedding of Primary Care mental health practitioners into Primary care networks across Newcastle and Gateshead. The mental health practitioners play a pivotal role in providing sooner access to a mental health professional for the local population and are committed to offering a positive service user experience and engagement. They can provide a person centred and holistic approach offering triage, brief intervention, and signposting to meet the needs of the service user. Mental health practitioners work closely with other professionals both in primary care and with Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW). Service users who engage with the mental health practitioner will be able to discuss their mental health difficulties and any other issues which may be impacting on their wellbeing. They will be working closely with social prescribers, link workers, GPs and voluntary care providers to ensure that access to the most appropriate support is available, including early identification and response to safeguarding concerns. A systems approach is used to ensure that all holistic needs are met and to promote collaborative working to meet the needs of each individual and their circumstances.

➤ **Community Engagement and Communication**

- **Safeguarding Adults Week**

Gateshead SAB Safeguarding Adults Awareness Week was held in November 2021 to coincide with the national safeguarding adult awareness events co-ordinated by the Ann Craft Trust. Although the Covid-19 pandemic reduced opportunities for face to face activities outside of 'bubbles', Gateshead organisations were still keen to be involved in Safeguarding Adults Week and use the opportunity to raise awareness about different aspects of Safeguarding Adults. Highlights of the week included:

- Gateshead Millennium Bridge lit purple for the entire week to provide a visual symbol for safeguarding adults
- Half day workshop on safeguarding vulnerable dependent drinkers facilitated by Alcohol Change UK
- Annual Forum for Safeguarding Adult Champions
- Launch of the Gateshead ['Tricky Friends'](#) Video
- CCG Quality Forum for Care Home Managers with a focus on Safeguarding Adults
- Gateshead Council social care managers coming together to discuss the transitions agenda, with a commitment to develop a transitional safeguarding procedure

- Missing Adults Webinar led by Northumbria Police
- TWFRS shared a positive case study focussed on the theme 'What is my Role in Safeguarding'
- Oasis Community Housing shared a news article about Safeguarding Adults Week: the right to live a life free from harm
- Adult Social Care in-house providers undertaking a range of activities including bingo, quizzes and selling cakes for a homelessness charity
- STSFT Safeguarding Team focused upon a different safeguarding theme each day. Day 1 encouraged the creation of cultures where people could be listened to and speak out, advocating Making Safeguarding Personal
- Extensive twitter coverage via @GatesheadSafe and partner twitter accounts. From 1st November – 24th November @GatesheadSafe had:
 - 43 Tweets
 - 14 new followers (total number is now 670)
 - 730 profile visits
 - 9,404 tweet impressions
- Gateshead Health Foundation Trust had information stands in the trust talk to staff as part of safeguarding awareness week and have created resources files which have gone out to every ward and department in the organisation.



• Communication

Gateshead SAB has continued to maximise opportunities to ensure that our resources are accessible to our partners and workforce. Our Safeguarding in Gateshead website www.gatesheadsafeguarding.org.uk is kept up to date. Our online [multi-agency policy and procedures](#) has a useful local practice resources and local guidance section which includes a wealth of information such as our 7-minute briefings and an online video and learning library. We have an active Twitter account @GatesheadSafe which has over 700 followers and is a useful platform to share our resources and new initiatives. Our [Safeguarding Adult Champions scheme](#) continues to be a useful mechanism for sharing information and raising awareness about safeguarding adults in Gateshead. We have 142 Safeguarding adult Champions who are responsible for raising awareness about safeguarding adults within their own organisation, ensuring that all staff and volunteers are familiar with the Gateshead multi-agency policy and procedures, disseminating updates and being a single point of contact for safeguarding adults.

Our partners play a pivotal role in ensuring that safeguarding adults learning and information is shared. For example, STSFT produce a bi-monthly safeguarding newsletter which is shared with all STSFT employees via both the team brief and through the safeguarding champion's forum. This newsletter highlights learning from SARs/DHRs & CSPRs and incorporates any regional / local updates inclusive of 7-Minute Briefings. The newsletter is held on the Trust intranet site.

➤ Improved Operational Practice

• Gateshead SAB Multi-Agency Policy and Procedures

The Gateshead SAB Multi-Agency Policy and Procedures were launched in July 2021 along with a sustained programme of briefing sessions to raise awareness. This included

- ✓ Multi-Agency briefing sessions
- ✓ Workshop for Safeguarding Staff within the QE Hospital
- ✓ GP Time In, Time Out webinar
- ✓ Interactive forum for commissioned providers
- ✓ Targeted briefings for adult social care front line practitioners

The multi-agency policy and procedures were updated in October 2021 to include appropriate pathways following the death of an adult either prior to a Safeguarding Adults Concern being raised or during a Section 42 Enquiry.

Alongside the new multi-agency policy and procedures, new practice guidance and briefings have been introduced throughout the year. This includes 7 minute briefings on [transitional safeguarding](#) and [professional curiosity](#).

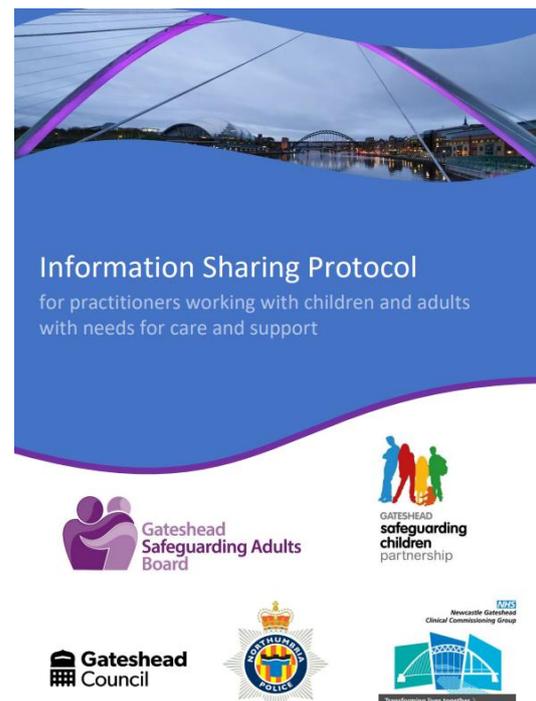
• Multi-Agency Exploitation Hub

Northumbria Police led on the review of the regional multi-agency Exploitation Hub which supports the six Local Authorities and Health colleagues to continue to work together to provide a multi-agency response to those at risk of sexual and criminal exploitation and all aspects of Modern Slavery. A re-launch of the Hub place in Autumn 2021, cognisant of the diverse needs and vulnerabilities of exploited victims. A consistent chair from Northumbria Police chairs the SAB Joint Strategic Exploitation Group and has a focus on all age exploitation, learning from practice and improving collaboration across partnerships.

• Information Sharing

Local, regional and national case reviews and audits consistently highlight the need to clarify when and how information can and should be shared; missed opportunities to record, understand the significance of and share information in a timely manner can have serious consequences for the safety and welfare of children and adults at risk. It is essential that collaborative working and good information sharing is established throughout agencies, at all levels, which is then embedded through effective safeguarding practice.

The [new Information Sharing Protocol \(ISP\)](#) and [flowchart](#) has been developed to address information sharing both at strategic level and operational level within the arenas of Safeguarding Children and Adult Safeguarding. It is intended that agencies with the potential to be involved in safeguarding investigations will sign up to the use of this protocol. This protocol is agreed with the purpose of ensuring compliance with the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR) and the Human Rights Act 1998.



Information Sharing Protocol
for practitioners working with children and adults
with needs for care and support

 Gateshead Safeguarding Adults Board

 GATESHEAD safeguarding children partnership

 Gateshead Council

 NORTHUMBRIA POLICE

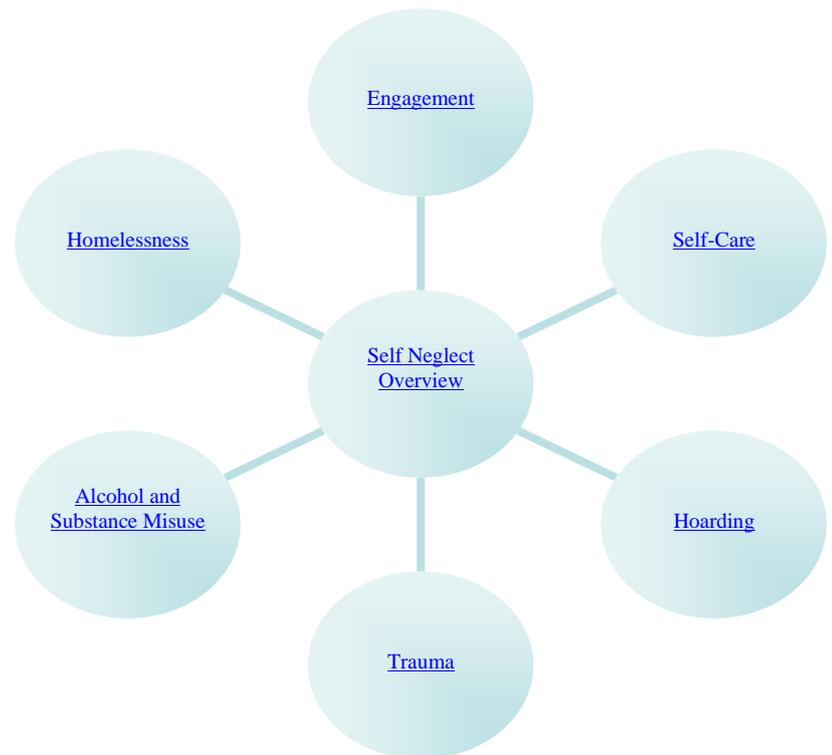
 NHS Newcastle Gateshead Clinical Commissioning Group

 Transforming lives together

- **Self-Neglect**

Covid-19 and the associated restrictions have been seen to have an impact upon the increasing number and complexity of safeguarding concerns involving self-neglect, that are being reported in the North East. Reduced face-to-face contact with people (and access to their homes) as well as an increased reluctance for people to access support and services are thought to be contributory factors to this. Research and local experience highlight that many aspects of self-neglect work are particularly challenging for front-line workers as a result of: divergent agency thresholds for triggering concern and involvement; competing value perspectives; care management workflow arrangements; and unclear legal frameworks. A regional self-neglect task and finish group was therefore established to lead on a communication awareness campaign across the region.

A series of seven 7-minute briefings has been produced primarily aimed at professionals that outlines all aspects of self-neglect. Each theme has its own A4 sized “flyer style” format that can be printed out or attached and circulated via e-mail. The intention is that these briefings will form part of toolkit to support and enhance local self-neglect guidance.



Operationally within Gateshead there has been some excellent examples of how our partners have come together to support residents who are self-neglecting. Our Gateshead Council Housing team have provided the following case study:

Case Study – Helen

Helen didn't know she had a hoarding disorder until Gateshead Council's housing team carried out a home visit and expressed concerns about the amount of household items accumulating in the property and that she may injure herself or be unable to seek help quickly in the event of a fire. Whilst Helen agreed to dispose of some of the hoarded items, she was thankful for the support she received from the housing officers.

Over a three-year period, Helen worked hand in hand with her Housing Officer in making her home clean and safe, and sought professional support to help her manage underlying issues that were contributing toward her hoarding.



'I knew I had to clear the clutter that was slowly filling my house, but I couldn't do it alone. The team at Gateshead Council were so helpful and gave me the courage and motivation I needed to make a change'.

- **Organisational Abuse**

The North East Safeguarding Adults network have highlighted to the national safeguarding network the need for national guidance on organisational abuse. This follows inconsistent approaches to how partners work together to manage and respond to cases of organisational abuse. A regional task and finish group has been established to undertake some regional benchmarking on organisational abuse and Gateshead are participants of this group. In Gateshead we are piloting a new procedure for how we respond to organisational abuse. To support this process, Gateshead Council have invested in a new safeguarding co-ordinator and safeguarding support assistant to respond to organisational abuse cases.

- **Revised Approach to Safeguarding Adult Reviews**

The SARCC group have refined the approach to managing SAR referrals. All appropriate SAR referrals will result in a Rapid Review within the SARCC. On receipt of an appropriate SAR referral, the SAB Business Manager now circulates a [Rapid Review Initial Scoping and Information Sharing form](#) to all SARCC members, with the expectation that it will be completed within 5 working days. All completed forms are circulated in advance of the SARCC meeting, enabling partners to digest information prior to the meeting. It was recognised by SARCC members that a significant number of our rapid reviews resulted in actions for the CQC and it was suggested that the CQC be invited to future rapid reviews within the SARCC that involve registered providers. This request was made to the lead CQC Inspector for Gateshead and it was subsequently agreed that the CQC now attend.

Learning from Safeguarding Adult Reviews in Gateshead has been improved. On a quarterly basis the Safeguarding Adults Business Manager prepares a summary of local, regional and national safeguarding adult reviews and shares with the QLP and the SAB. Within the Local Authority, the Adults Principal Social Worker and workforce development have come together to arrange two interactive practice shorts on a quarterly basis for adult social care staff to share the learning from these quarterly briefings. These engaging sessions encourage our front line practitioners to think about how they would approach these complex safeguarding scenario's, and to share what support and resources are available within Gateshead.

- **Launch of Primary Care Local Enhanced Service Agreement**

A key achievement of Newcastle Gateshead CCG during 2021 was the implementation of a Local Enhanced Service Agreement (LES) with Primary Care which has been developed to ensure that GP Practices are appropriately reimbursed for the cost associated with support to multi agency working and safeguarding. This represents a step change in development of engagement and information sharing to support safeguarding practice with NGCCG being an early adopter of this approach within the region.

- **Support for Residential and Nursing Care Homes**

Gateshead Health Foundation Trust have provided support to the Care Homes during the pandemic from both an Infection Prevention Control (IPC) and tissue viability perspective. There have been increasing concerns regarding pressure damage in Care Homes and the initiative regarding this is to be reinvigorated with a Pressure Damage Collaborative task and finish group.

- **Launch of Gateshead Council ASSET team (Adult Services Support and Engagement Team)**

Gateshead Council launched the new ASSET (Adult Services Support and Engagement Team) in October 2021. The ASSET team work together with key partners to provide an early signal driven intervention for residents who are experiencing or predicted to experience chaotic lifestyles, multiple exclusions and negative social outcomes for themselves and their families. ASSET adopts an enabling collaborative approach in which the person identified as needing support, and those providing the support, work together to determine outcomes that draws on strengths and aspirations. This is relationship-based, solution focussed and co-ordinated with other parallel processes they may be involved in. The approach aims to assist in identifying those at risk of entering Care Act arrangements at an earlier stage and deciding on the most appropriate course of action which may include support to engage with services, both statutory and non-statutory, provision of information and advice and signposting. The key objectives of ASSET are:



- **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 and there are no local backlogs.

Gateshead Council remains committed to investment in the DoLS staff team responsible for the processing and managing of all DoLS applications, ensuring there is the 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 during 2021/22 remained fluid and was closely monitored by partners within Gateshead. During 2021 the CCG Safeguarding team have led the development of a multi-agency Liberty Protection Safeguards (LPS) Implementation Group which has been with the support of key statutory partners taken forward development work in preparation for the implementation of LPS.

All SAB partners are rigorously preparing, for example STSFT have devised a Business case to ensure the Trust has the right skill set to robustly implement LPS.

- **Connected Voice Advocacy - Outstanding Service winner**

Connected Voice Advocacy has held the contract for statutory advocacy with Gateshead Council for over five years. In recognition of their contribution towards safeguarding during the past year, they were nominated for Outstanding Service in the National Advocacy awards and they subsequently were announced to be the winners. The judges were impressed with how Connected Voice Advocacy has promoted safeguarding throughout its service, particularly demonstrating the impact they are having. Throughout the pandemic safeguarding became a priority and welfare calls were made to people drawing on advocacy. The service were pro-active, ensuring that care homes and hospitals were not making blanket decisions and maintaining a person-centred approach. The service have delivered online training events on the role of advocacy and safeguarding, undertaken social media campaigns on safeguarding and improved their safeguarding policy with flow chart for practitioners.



Our Performance 2020/21

Safeguarding Adults Headline Performance

A summary of the headline performance information is provided below.

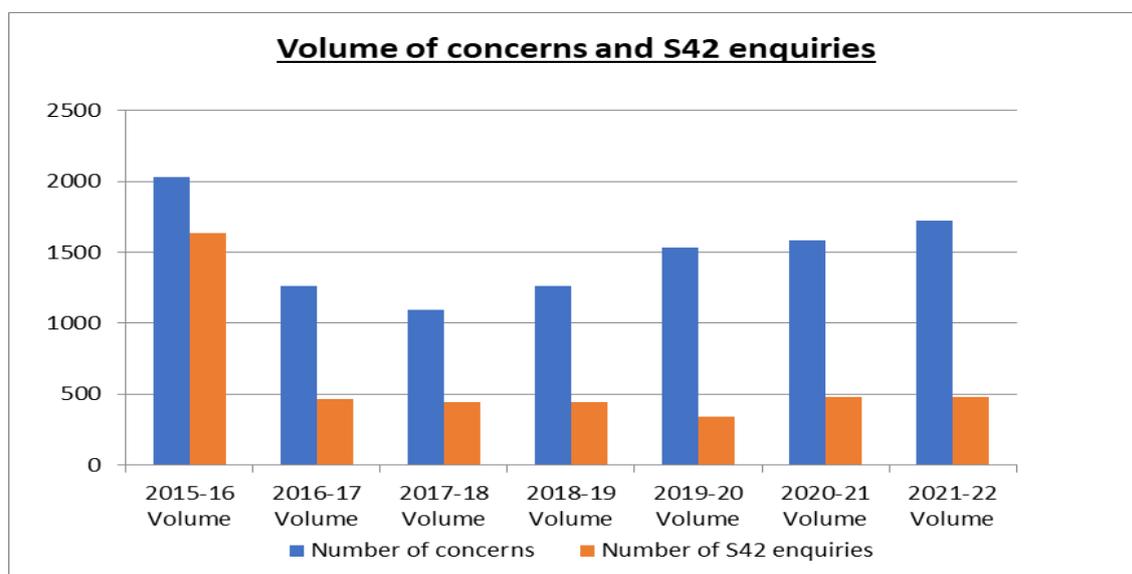
- **Volume of Concerns and Enquiries**

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 2021/22 there were 1720 Safeguarding Adult Concerns which led to 476 Section 42 Safeguarding Enquiries. This demonstrates a steady increase in the volume of safeguarding adult concerns since 2017, despite the Covid-19 pandemic.

During this reporting period the country began to come out of the previous covid lockdown with Covid rules being eased in April 21, restrictions being moved to the third stage in England in May 21 and finally in November 21 the Omicron variant was detected resulting in the moves to Plan B in Dec 21. From a peak in April 21 there was consistent reduction in the number of concerns coming into the LA until mid-August when they began to slowly rise again up to a peak in December before dropping off significantly for the remaining 3 months of the year. This pattern has resulted in the highest number of concerns coming into the LA in the last 5 years, however this has not directly translated into a similar rise in the number of S42 enquires that needed to be dealt with as the number of these has remained relatively similar to the previous year.

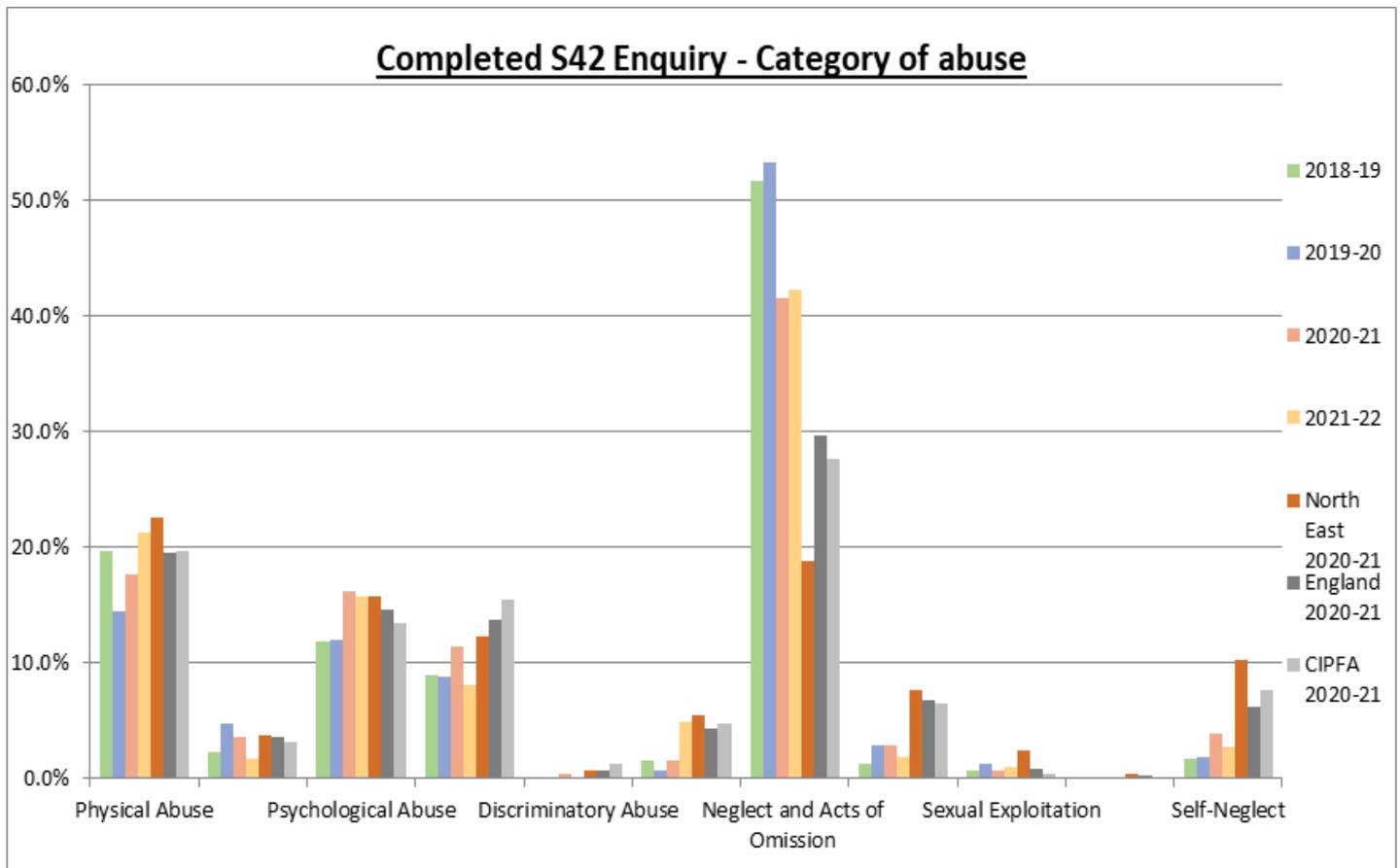


In percentage terms, 27.7% of Concerns led to a Section 42 Enquiry. The number of concerns progressing to an enquiry is lower than the 2020-21 NE (42.5%) and England (30.6%) averages.

- **Categories of Abuse**

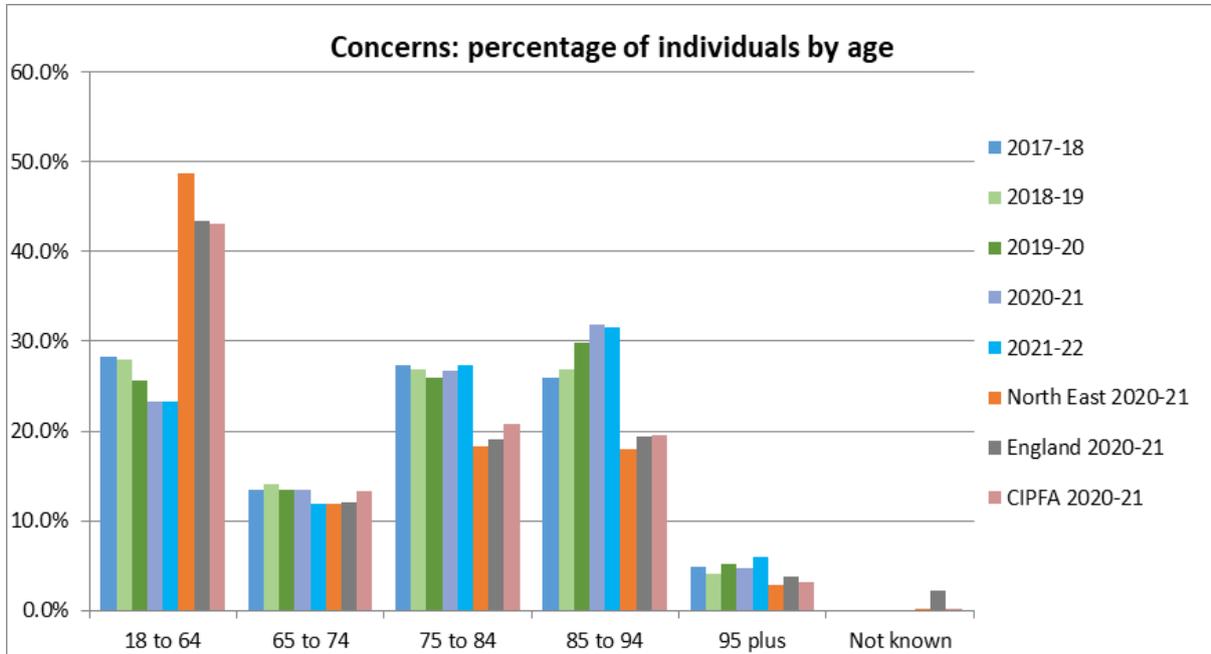
Utilising a count of completed Section 42 Enquiries, and allowing for multiple recording of abuse, the most common category of abuse in Gateshead continues to be Neglect and Acts of Omission which represented 42.2%. This was followed by Physical Abuse (21.3%) and Psychological (15.7%).

Neglect and Acts of Omission in Gateshead continues to be an outlier compared to North East and England averages, however this has reduced from the levels of previous years where over 50% of cases were recorded in this category.



- Age

In Gateshead, 76.7% of Concerns were raised for adults aged 65 and over.



Deprivation of Liberty Safeguards (DoLS)

For the period April 2021 to March 2022 Gateshead Council received 2351 Deprivation of Liberty Safeguard applications. This was a slight increase in activity from the previous financial year (2275) and compared to activity from previous years represents a steady increase on 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 2062 applications (87.7% of all applications) for those aged over 65 and 289 (12.3%) for those under 65.

There were 457 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 346 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, (38.8%) and those more likely to be female (58.8%).

Learning from Safeguarding Adults Reviews (SARs)

- **Gateshead 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, Learning and Practice Group when there are specific actions or learning that needs to be taken forward.

During 2021/22 the SARCC received 9 Safeguarding Adult Referrals. Of those:

- **3 progressed to a SAR**

Adult C - Adult C was in contact with numerous services following his release from prison in January 2020. His mental health appeared to be deteriorating for some time. Throughout his involvement with agencies, he displayed an ongoing florid ideation of being persecuted, that agencies were conspiring to harm him and ultimately were responsible for number of unfortunate events in his life. Adult C continued to present multiple times to agencies, in particular police and ambulance services until his detention under the Mental Health Act in November 2020 on an acute mental health ward. Following discharge his continued belief of persecution resulted in him sleeping rough, even though he had a tenancy with The Gateshead Housing Company, he was placed back into remand. Following his return into the community and into his tenancy Adult C was found deceased, aged 41, with evidence of drug taking next to his body.

Adult D - Adult D was a resident in a Gateshead Care Home. She had been discharged from hospital in November 2021 after being diagnosed with volvulus (an obstruction caused by twisting of the stomach or intestine). She was re-admitted into hospital in February 2022 and subsequently died. There were claims that she had not had bowel movements for one month. Areas of focus of the SAR will include:

- What was included within the discharge planning following hospital stay for volvulus in November 2022
- Management of bowel movements
- What was the multi-disciplinary approach to alcohol consumption and non-compliance with medication / self-care
- Application of the Mental Capacity Act, specifically with respect recording of supported decision making and understanding risk
- Perceptions / attitudes towards Adult D who was known to consume large quantities of alcohol and self-neglect

Adult E - Adult E was a resident in Gateshead Care Home. In February 2022 the Care Home manager contacted the police to report that another resident had grabbed Adult E by the hair and dragged her to the floor causing a head injury. Adult E was taken to hospital, but was returned to the Care Home later that day without treatment. Two days later Adult E was assessed by nurse on duty as unresponsive. She was admitted to hospital and was subsequently discovered to have intracerebral hemorrhage. Neurosurgery felt that this was not typical of trauma and was most likely to be an underlying amyloid angiopathy. The impact of

the altercation however cannot be ruled out. Adult E was subsequently discharged on an end-of-life pathway and she sadly passed away. Areas of focus of the SAR will include:

- The discharge of the alleged perpetrator to the Care Home and the management of risks associated with her challenging behaviour, particularly after the altercation with another resident
- What risk plans were in place for Adult E. Was her challenging behaviour assessed with respect to risk to others rather than risk to herself?
- Need to investigate whether hospital treatment and discharge for Adult E were appropriate.
- Care and support of Adult E within the Care Home between discharge and re-admission in February 2022

It is anticipated that these SARs will be completed during 2022/23.

- **2 resulted in other reviews**

One SAR referral was referred to a LeDeR review (Learning from lives and deaths – people with a learning disability and autistic people). The findings from the review have not yet been completed.

One SAR referral resulted in a records review completed by the Quality Lead at Newcastle Gateshead CCG. The findings were shared with the commissioning team and the CQC.

Due to the impact of Covid-19 there were no SARs completed during 2021/22. There has however been significant work undertaken on our open SARs and reviews. The Mrs VC Appreciative Inquiry has been completed and will be presented to the SAB in June 2022. The Adult B SAR will be presented to the SAB in September 2022. The findings of these reviews will feature in the 2022/23 SAB Annual Report.

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

The Quality, Learning and Practice Sub-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 information is then shared with the SAB. During 2021/22 the following SARs were considered in detail:

- [Joanna, Jon and Ben – Norfolk](#)
- [Alan - Sunderland](#)
- [Anne - Sandwell](#)
- [Burnt Bridges - Calderdale](#)
- [Katharine - Dorset](#)

Partner agencies are encouraged to share the findings within their own organisations. For example, following every SAB meeting Gateshead Council deliver two interactive webinars for Adult Social Care staff to share the learning from the SARs and to identify how this may impact upon practice. The Northumbria Police Strategy, Innovation and Partnerships team learning and improvement function ensures that internal and external learning from reviews is cascaded across the force and embedded in policy and practice.



Gateshead Safeguarding Adults Board

Strategic Plan 2019 - 2024

2022 Refresh

CONTENT

	Page
1. Introduction	2
2. Policy Context	3
3. Gateshead Safeguarding Adults Board	4
• Our Vision	4
• Governance Arrangements	4
4. Developing the Plan	6
5. Strategic Priorities and Key Actions	7

Introduction

This is the second Strategic Plan for the statutory Gateshead Safeguarding Adults Board (SAB) post implementation of the Care Act (2014) on April 1st 2015. This plan has been reviewed and updated in June 2022. This is with the recognition that the Covid-19 pandemic has resulted in unprecedented challenges placed upon our services, and is expected to have a long-lasting detrimental impact upon our communities from a socio-economic and health perspective.

The Gateshead SAB remains committed to making Safeguarding in Gateshead person-led and outcome focussed whilst ensuring that there is an underpinning ethos of prevention. The Board have worked hard to ensure that they are Care Act compliant and have demonstrated via internal and independent scrutiny that we deliver quality services.

The Gateshead SAB continues to provide strategic leadership for our approach to responding to statutory duties detailed within the Mental Capacity Act. As such we are preparing for changes to legislation introduced via the Mental Capacity (Amendment) Act 2019 which includes the abolition of the Deprivation of Liberty Safeguards (DoLS) and the subsequent introduction of Liberty Protection Safeguards.

The challenges faced by the Board are evolving. Since the commencement of our last Strategic Plan in 2016 we have seen challenges in relation to the stability of the care market, a growth in mechanisms for responding to complex cases and extensive learning from national, regional and local Safeguarding Adult Reviews. This is combined with uncertainties caused by continued austerity and Brexit.

As part of the consultation process for this Strategic Plan an anonymous responder said:

‘In this very challenging economic climate keep up the good work as a lot of what you do goes unnoticed, but it is vital to the individuals that are being safeguarded’

The national and local policy landscape is constantly changing, and we will review the Strategic Plan on an annual basis to ensure that the Strategic priorities remain right for Gateshead. We have a strong commitment from its members to implement the Strategic Priorities identified within this plan. This five-year Strategic Plan is supported by annual Business Plans to enable the Board to prioritise and focus activity.

Policy Context

The Care Act 2014 has enshrined in law the principles of Safeguarding Adults, which will ensure that the most vulnerable members of society are afforded appropriate support and protection, and help them to live as independently as possible, for as long as possible. 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. The Care Act sets out the Safeguarding Adult responsibilities for Local Authorities and their partners and places a duty upon Local Authorities to establish SABs.

A corner stone of the Care Act is the general responsibility placed on all local authorities to promote wellbeing. The Care Act emphasises the assumption that individuals are best placed to judge their own wellbeing, and that protection from abuse and neglect is fundamental.

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

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

Gateshead Safeguarding Adults Board

Our Vision

Our vision for Adult Safeguarding in Gateshead is:

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

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

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

Governance Arrangements

The Gateshead SAB became a statutory body in April 2015, assuming the strategic lead and overseeing the work of Adult Safeguarding arrangements in Gateshead. We have 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. We have developed strong links with the Local Safeguarding Children’s Board, Health and Wellbeing Board and the Community Safety Board.

In law, the statutory members of a SAB are defined as the local authority, the local police force and the relevant clinical commissioning group. However, in Gateshead, we recognise the importance the contribution made by all of our

partner agencies and this is reflected by the wider Board membership (correct as of June 2022):

- 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) – This will change in July 2022 to the North East and North Cumbria Integrated Care System
- Lay Members
- Gateshead Health NHS Foundation Trust
- South Tyneside and Sunderland NHS Foundation Trust
- Cumbria, Northumberland Tyne and Wear NHS Foundation Trust
- Gateshead College
- Tyne and Wear Fire and Rescue Service
- Probation Service
- Oasis Community Housing
- Connected Voice Advocacy
- Healthwatch Gateshead
- Department for Work and Pensions

The SAB is supported by three Sub-Groups:

- **Quality, Learning and Practice Group (QLP)** (Chaired by a senior manager from Gateshead Council)

The Quality, Learning and Practice Group was established in March 2021 following a restructure of the SAB Sub-Groups. The group is responsible for monitoring and reviewing performance data and driving forward quality via the quality assurance framework, case file audits and monitoring inspection recommendations. The QLP collate and review recommendations from statutory Safeguarding Adult Reviews and discretionary reviews and has oversight of multi-agency safeguarding training. The QLP aims 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. The Group also has responsibility for the development and implementation of the Communication and Engagement strategy.

- **Safeguarding Adult Review and Complex Case Group (SARCC)** (Chaired by a senior manager from Newcastle Gateshead Clinical Commissioning Group – From July 2022 this will change in July 2022 to the North East and North Cumbria Integrated Care System)

The Safeguarding Adults Review Group (SARCC) will 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 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.

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

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

Developing the Strategic Plan

The Gateshead SAB Strategic Plan 2019-24 has been developed in consultation with a variety of stakeholders. It is underpinned by performance information, learning from reviews and feedback from members of the general public and safeguarding adult service users. Targeted consultation includes:

- Board member consultation
- Online survey which was circulated to all Sub Group members, key stakeholders, commissioned providers and members of NCVS who support voluntary organisations within Gateshead
- Face to face consultation with:
 - Shared Lives carers
 - Young women in supported housing provision
 - Gateshead Council tenants

Strategic Priorities and Key Actions

The consultation process identified that the five SAB Strategic Priorities that had been in place since 2016 remained fit for purpose for 2019-24, those are:

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

1. Quality Assurance

The SAB will continue to prioritise Quality Assurance in its widest sense. This will enable the Board to demonstrate quality and effectiveness at both strategic and operational levels. It aims to support a better understanding of how safe adults are locally and how well local services are carrying out their safeguarding responsibilities in accordance with the Care Act and the Gateshead Multi-Agency Policy and Procedures. In particular, the Board will ensure that quality is driven by learning.

Key Actions 2019 - 24 include:

- Develop training for front line practitioners that is guided by learning from reviews and inquiries

- Develop and implement annual Quality Assurance challenge event
- Enhance our multi-agency approach of sharing learning with front line practitioners
- Revise the Safeguarding Adults Review Policy and Practice Guidance to include a strengthened approach to practical application of learning
- Prepare our SAB for the new CQC regulatory model and assessment framework which is expected to commence in April 2023

2. Prevention

Prevention is one of the six Principles of Safeguarding. Within Gateshead we have prioritised preventative work and have produced a range of practice guidance notes and bespoke training courses to support our front-line practitioners. The Board would like to see Prevention at the forefront of all Policies, Procedures and Practice Guidance and woven into practice.

Key Actions 2019 - 24 include:

- Develop and implement a Multi-Agency Risk Management (MARM) framework as a mechanism for supporting vulnerable residents who do not meet the statutory criteria for Safeguarding Adults.
- Support closer integration of public services across the wider Gateshead System, including the work of Public Sector Reform and the Gateshead Care Partnership. Understand and respond to potential safeguarding implications of the Health and Social Care Integration White Paper
- Become Adverse Childhood Experiences (ACE) / Adult Attachment / trauma informed
- Revise the Self-Neglect Practice Guidance note and deliver updated multi-agency practitioner training
- Revise the Financial Abuse Practice Guidance note, taking into account the issues arising from implementation of Universal Credit

- Strengthen multi-agency arrangements for Modern Slavery in Gateshead; to include awareness raising, responding to pre-planned and unplanned incidents and quality assurance
- Raise awareness about Gateshead pathways and provision for all aspects of exploitation, and work in partnership with the new regional Victim Hub
- Build community resilience so that our residents are better equipped to keep themselves safe from harm
- Develop a more flexible training programme, to include more e-learning and virtual learning opportunities
- Develop and implement organisational abuse policy and procedure
- Improve partnership working to safeguard people who experience homelessness
- Understand the impact of Mental Health Act reform upon the wider safeguarding agenda. Support the Gateshead community mental health transformation programme.

3. Communication and Engagement

The Safeguarding Adults Board has made significant improvements in Making Safeguarding Personal to ensure that those adults involved within the safeguarding process have their wellbeing promoted and, where appropriate, that regard is given to their views, wishes, feelings and beliefs when deciding any action. Consultation has demonstrated that there continues to be a lack of understanding about Safeguarding within the wider community, which can impact upon the effectiveness of Safeguarding Adults as a whole.

Key Actions 2019 - 24 include:

- Effectively communicate and champion our good practice

- Enhance communication and engagement with partners and providers who are not routinely engaged with the Board and Sub-Groups
- Promote Safeguarding Adult key messages within our communities
- Widely promote our Safeguarding website and social media presence
- Implement our Safeguarding Adult Champion Scheme and develop Safe Reporting Centres
- Develop a safeguarding adult resource library which includes communication and engagement tools, including visual media aids
- Develop mechanisms to ensure that the views of adults at risk and carers inform the work of the SAB

4. Operational Practice

Whilst this is a Strategic Plan, the SAB must ensure that operational practice is fit for purpose. Whilst significant improvements have been introduced by the SAB and our key partners we know from our quality assurance processes and the sharing of best practice nationally and regionally that further improvements can always be made.

Key Actions 2019 - 24 include:

- Work with the Health and Wellbeing Board and Community Safety Board to improve how our partner organisations identify and respond to complex cases
- Refresh the SAB Multi-Agency Policy and Procedures by enhancing accessibility and simplifying the procedures
- Enhance our approach to managing risk, to include:
 - Understanding perpetrator motivations
 - Person centred approach v managing risk
 - Identifying and responding to coercive and controlling behaviour

- Improve communication flow with referrers, providers and Adult at risk after a concern has been submitted
- Strengthen multi-agency safeguarding transition arrangements, including procedures for responding to child to parent violence
- Develop a shared approach to missing adults, including consideration of the use of 'vulnerability markers'
- Further embed Making Safeguarding Personal throughout Safeguarding Adults practice
- Work in partnership to manage levels of demand. This will include the development of an Adult Concern decision making tool.
- Develop a Gateshead Safeguarding Adults Board People in a Position of Trust (PIPOT) Policy

5. Mental Capacity

Understanding and applying the Mental Capacity Act is central to the Safeguarding Adults process. It remains one of our most common areas for improvement in Gateshead, and beyond. Legislative changes are again on the horizon with the proposed Mental Capacity (Amendment) Bill which will reform the Deprivation of Liberty Safeguards (DoLS) and replace them with Liberty Protection Safeguards. The agenda will continue to evolve as new ways of working and case law is embedded into practice. Practitioners need tools and guidance to support them with the practical application of the Mental Capacity Act within everyday safeguarding, assessment and care provision.

Key Actions 2019 - 24 include:

- Understand, and effectively respond, to changes within the Mental Capacity Act (Amendment) Act
- Develop a mechanism for assuring that the proposed Liberty Protection Safeguards are effectively implemented within Gateshead

- Develop and implement a programme of awareness raising for front line practitioners, providers, partners and the wider public about the application of the Mental Capacity Act
- Explore how a health diagnosis supports the practical application of the Mental Capacity act
- Continue to ensure that referrals for advocacy are made in accordance with the Care Act 2014