



Teeswide Safeguarding Adults Board Annual Report

1 April 2019 to 31 March 2020

Introduction

Board Overview

The Teeswide Safeguarding Adults Board (TSAB) is a statutory body, responsible for protecting and promoting an adults right to live an independent life free from abuse and neglect.

The Board met on six occasions throughout 2019-20 to discuss and agree key safeguarding adults' work across Tees.



Introduction	1
Board Overview	2
Our Year in Figures	3
Concerns and S42 Enquiries	4
5 Year Key Achievements	5
Communication and Engagement	6
What we said and did:	
Prevention	7
Protection	8
Partnership	9
Professional Accountability	10
Safe Place Scheme	11
Training	12
Early Intervention and Prevention	13
High Risk Panels	13
Modern Slavery	14
Victim Care Pathway	14
Safeguarding Adult Reviews	15-16
Our Priorities 2020-21	17
Appendix	18

Vision 2019-20

Our safeguarding arrangements will effectively prevent and respond to adult abuse.

Board Member Organisations

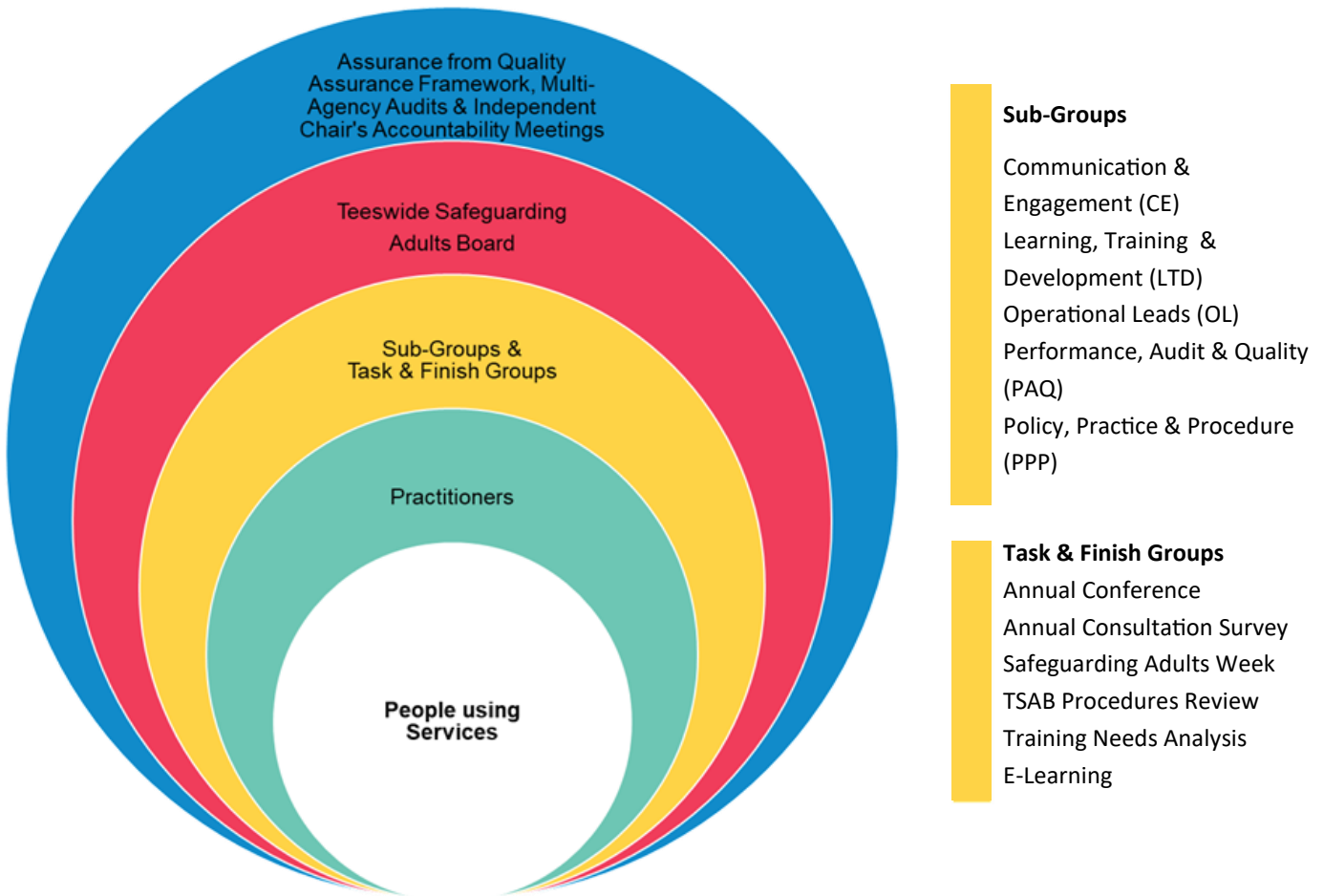
6 Statutory Partners

- Cleveland Police
- Hartlepool Borough Council
- Middlesbrough Borough Council
- Redcar and Cleveland Borough Council
- South Tees Clinical Commissioning Group & Hartlepool and Stockton-on-Tees Clinical Commissioning Group
- Stockton-on-Tees Borough Council

18 Non-Statutory Partners

- Care Quality Commission
- Catalyst (Voluntary Development Agency)
- Cleveland Fire Brigade
- Community Rehabilitation Company: Durham Tees Valley
- Healthwatch Hartlepool
- Healthwatch Stockton
- Healthwatch South Tees
- HM Prison Service
- Middlesbrough Voluntary Development Agency
- National Probation Service
- North East Ambulance Service
- North Tees and Hartlepool NHS Foundation Trust
- Office of the Police and Crime Commissioner for Cleveland
- Redcar and Cleveland Voluntary Development Agency
- South Tees Hospitals NHS Foundation Trust
- Tees, Esk and Wear Valleys NHS Foundation Trust
- Teesside University
- Thirteen Housing Group

Board Overview



The Board approved the reduction in frequency of Sub-Group meetings in order to place more emphasis on the establishment of ongoing Working Groups and Task & Finish Groups to drive forward specific pieces of work.



TSAB Annual Conference 2019

Our Year in Figures



97 Concerns were received on average per week across Tees

54 Section 42 Enquiries were carried out on average per week across Tees

37% Increase in the number of Section 42 Enquiries commenced on the previous year

Concerns Received

Care Homes	1,600
NHS Secondary Care	677
Social Care	510

14% decrease in Concerns received from Care Homes

70% increase in Concerns received from NHS Secondary Care

65% increase in Concerns received from Social Care

56% of Concerns led to a Section 42 Enquiry

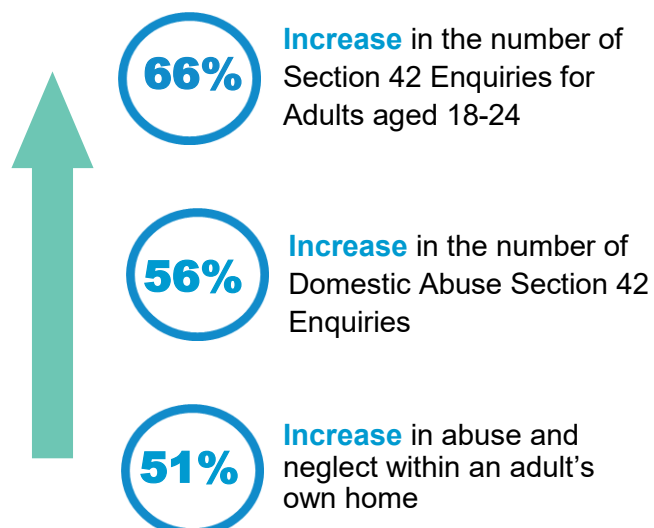
66% of Section 42 Enquiries resulted in the risk to the adult being reduced

In **1,398** of Section 42 Enquiries the **source of risk was known to the adult**

In **59%** of all Section 42 Enquiries, the adult at risk was female



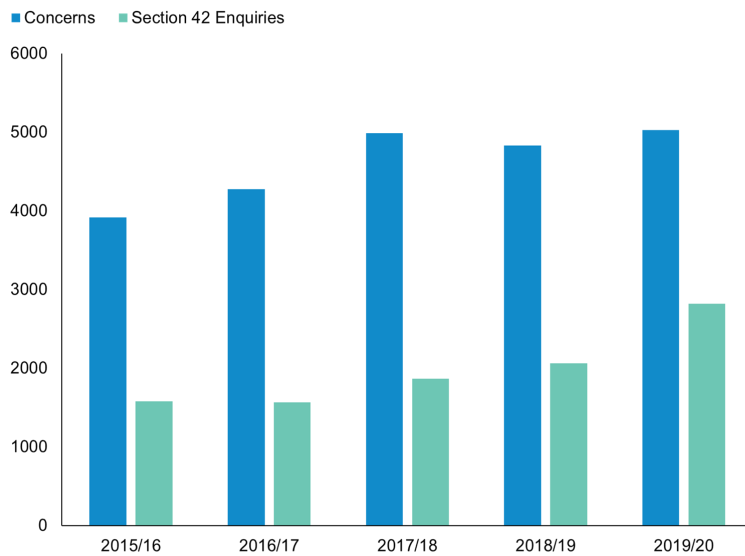
10 Care Provider services received additional multi-agency support to improve the delivery of care under the Board's **Responding to and Addressing Serious Concerns (RASC)** framework



Safeguarding Concern - a report made to the lead agency for the safeguarding process to raise concerns of adult abuse and/or neglect.

Section 42 Enquiry - The Care Act 2014 (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse and/or neglect.

Concerns and Section 42 Enquiries



The number of **Section 42 Enquiries commencing** increased by **37%** this year. This is as a result of improved reporting mechanisms being implemented by the Local Authorities over the last 18 months, meaning the data is becoming more representative of the safeguarding activity being undertaken in Tees.

It is anticipated that the data will stabilise next year. However monitoring of activity will continue to determine if COVID-19 has had a direct impact on the reporting figures.

Where did Adult Abuse Occur?

Own Home



47%

Care Home



37%

Community



5%

Hospital



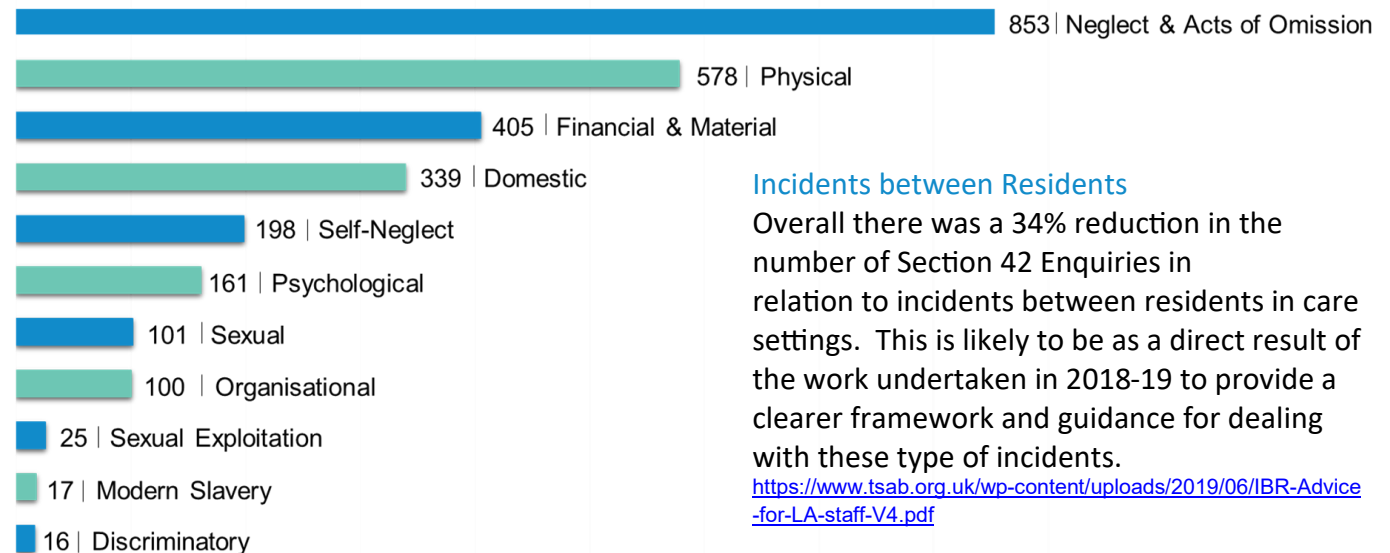
5%

Other



6%

Types of Adult Abuse



Incidents between Residents

Overall there was a 34% reduction in the number of Section 42 Enquiries in relation to incidents between residents in care settings. This is likely to be as a direct result of the work undertaken in 2018-19 to provide a clearer framework and guidance for dealing with these type of incidents.

<https://www.tsab.org.uk/wp-content/uploads/2019/06/IBR-Advice-for-LA-staff-V4.pdf>

5 Year Key Achievements

The Board was established as a statutory body in April 2015 when the Care Act 2014 came into effect.

Key achievements: April 2015 - March 2020



2019

Largest Annual Conference 'Understanding Exploitation Across Tees' with **134** attendees from across **38** organisations.

The Board held 2 Adult Safeguarding Champions' events across Tees. There are now **182** dedicated 'Champions' from **109** organisations across Tees.

2017

Safeguarding Champions initiative launched with **66** Champions initially volunteering.

TSAB Safeguarding Adults Leaflet translated into **5** languages. This is now available in **7** languages.

TSAB Newsletter launched. **13** editions have now been published.

2015

TSAB established as a statutory body when the Care Act 2014 came into effect.

TSAB website launched, averaging **500** views per week. The number of viewers has increased by **180%** averaging **1400** views per week throughout 2019-20.

Quality Assurance Framework developed and trialled.

Performance dashboard developed. This has since been commended and shared as best practice.

2020

TSAB Development Day brought together senior leaders from across Adults and Children's Safeguarding and Community Safety Partnerships.

Safeguarding Champions dedicated web area developed.

In response to the COVID-19 pandemic the Board and member organisations have considered ways in which we must work differently. This will be implemented and reported on in 2020-21.

2018

Introduction of the formal multi-agency audit programme providing a robust process to analyse safeguarding practices across Tees.

Operational Leads Sub Group established

Making Safeguarding Personal training programme commissioned. A total of **102** delegates have accessed this course to date.

The Quality Assurance Framework programme was extended to include non-statutory partners.

2016

E-learning portal launched with **3** initial modules. The Board's E-learning platform now hosts **37** courses.

Safeguarding awareness video launched featuring residents from across Tees.

The Strategic Overview of Adult Safeguarding Teeswide Report was published following 18 months of detailed analysis.



Communication & Engagement

'Understanding Exploitation Across Tees'

The Board delivered its largest event to date on 16 October 2019. It was held in conjunction with the Office of the Police and Crime Commissioner for Cleveland and Cleveland's Anti-Slavery Network to coincide with Anti-Slavery Day on 18 October 2019.



A local bus stop advert was commissioned by the Board in June 2019. There were 10 advertisements across the four boroughs resulting in over 1 million views over 2 consecutive weeks.

The Board took part in National Safeguarding Adults Week from 18-24 November 2019, co-ordinated nationally by Ann Craft Trust (ACT).



4 Newsletters were published and read 4,900 times across the year. In September 2019 the first dedicated Safeguarding Champions Bulletin was published, and circulated to 182 Champions from across Tees.



Understanding Exploitation Conference Word Map

"Healthwatch Stockton-on-Tees regularly promote TSAB posts on social media, covering subjects such as annual surveys, adult abuse and advice on avoiding scams. From November 2019 to March 2020, Healthwatch Stockton-on-Tees and its associated project, Stockton Service Navigation Project, shared 22 posts from TSAB on Twitter and Facebook.

News articles on TSAB's annual survey and newsletters were promoted on Healthwatch Stockton-on-Tees website and distributed to over 450 subscribers each."



Annual Communication & Engagement Report 2019-20;

<https://www.tsab.org.uk/key-information/annual-reports/>



Followers **678**
Impressions **147,100**



Followers **340**
Posts **256**



Website views **71,518**
***8,800** best monthly views of all time - Feb 2020



1500 leaflets distributed
500 translated versions

Annual Consultation Survey

90% of public responses reported feeling safe from abuse and neglect

97% of professionals understand how their responsibilities fit into the wider adult safeguarding framework



740
Responses received
*highest number to date

What we said and what we did

Priority	What we said we would do	What we did
Prevention	<p>Ensure people are able to access early help and preventative services</p> <p>Reduce barriers to reporting all forms of abuse</p> <p>Further raise public awareness of TSAB work and adult safeguarding</p> <p>Improve engagement with local communities</p>	<ul style="list-style-type: none"> • A Task & Finish Group with representatives from partner organisations and other agencies, developed a detailed plan of action for local engagement activity to participate in National Safeguarding Awareness Week 2019. • Clare’s Law briefing developed and published online. https://www.tsab.org.uk/key-information/policies-strategies/ • Board partners took part in a radio interview to discuss safeguarding activity across Tees. • Local newspaper article published raising awareness of ways in which to report abuse, this also included an online feature. • The voice of the adult video with subtitles was launched. https://www.youtube.com/watch • Safe Place Scheme literature was reviewed in consultation with a local service user group who have also produced a training video. https://www.tsab.org.uk/key-information/find-support-in-your-area/safe-place-scheme/ • An article highlighting the impact of loneliness and social isolation was published in local authority residents magazines across the winter months reaching 110,000 households. • TSAB shared the Board’s resources and delivered a presentation at the local Clinical Commissioning Group Care Home Conference.

In 2019 Middlesbrough identified the need to restructure our Access and Safeguarding Teams to create a more seamless journey from the point of referral through to making enquiries, undertaking care needs assessments and holding multi-agency meetings. This involved appointing our Access Safeguarding Lead Officer and taking forward a review of the service. In November 2019 our Access Safeguarding service review was finalised and the teams were brought onto one site in January 2020. The investment in our new structure has given us the ability to bring about changes in our process and has promoted culture change to ensure that we take a strengths based approach to safeguarding and that safeguarding good practice has been reinforced across adult social care.



Cleveland Police have converted the Child Abuse Investigation Team and Vulnerable Adults Teams into CAVA, an omni-competent specialist crime team in the areas of Children and Adults. This followed a review and concerns around vulnerable adults being a single point of failure given the limited resources and experience. CAVA broadens the scope for investigations involving vulnerable adults and promotes the need for investment into the area.

Over the past 12 months Cleveland Police and Adult Social Care Team Managers have worked in partnership to ensure appropriate sharing of information. This has resulted in new guidance across both areas and safeguarding thresholds being adopted by police.



Priority	What we said we would do	What we did
Protection	<p>Provide effective, consistent, timely and proportionate responses to reported abuse</p> <p>Encourage a strengths based approach which puts the person at the centre of all safeguarding work</p> <p>Develop strategies and guidance for dealing with all forms of abuse</p> <p>Carry out focused work on specific aspects of adult safeguarding to ensure a collaborative and person centred approach</p>	<ul style="list-style-type: none"> • New panel arrangements established across Tees authorities provides a multi-agency forum for complex safeguarding cases to be highlighted and action plans to be developed. • Work was undertaken by partners of the Anti-Slavery Network to establish a Tees-wide Victim Care Pathway. • A number of TSAB guidance documents were refreshed and new guidance published: <ul style="list-style-type: none"> ⇒ Self-neglect guidance was relaunched with a particular focus on non-typical self-neglect ⇒ Fraud and online scams guidance produced ⇒ Romance scams guidance produced following increased reporting in cases across Tees ⇒ Causing S42 Enquiries ⇒ Other Enquiries https://www.tsab.org.uk/key-information/policies-strategies/ • New Inter-Agency Safeguarding Procedures launched. A Task & Finish Group was formed to review the procedures following an initial consultation survey in 2018 and a further survey in 2019. Interactive versions of the procedures were also developed and published online. https://www.tsab.org.uk/key-information/policies-strategies/interactive-inter-agency-safeguarding-adults-procedure/ • 9 partner agencies attended 3 Multi-Agency audits across the year. The audits included Modern Day Slavery, Neglect and complex lifestyles including self-neglect and homelessness. • The strength based approach is applied across all types of learning reviews published by TSAB and all face to face training modules for practitioners promote this model of practice.

‘Brenda’ is 55 years of age and lives alone. She has a diagnosed Mental Health illness. A safeguarding concern was reported to the Adult Safeguarding Team from Brenda’s bank. Concerns were in relation to large bank transfers being made and Brenda possibly being a victim of an online scam. Upon visiting Brenda and discussing the concerns that had been reported, she was adamant that she had met someone online and had been communicating with them for a number of months and that they were now in a relationship. It was important that we listened to Brenda and took her views into consideration in respect of developing and maintaining relationships. We quickly established that Brenda had fallen victim to a Romance Scam. We needed to approach this with Brenda in a sensitive way. We worked with her and helped her understand the different types of scams and how to stay safe online. Through conversations we also identified that she was lonely and isolated. Brenda was supported to access a voluntary sector group that centred around her interest in gardening. As an outcome of this enquiry we raised the issue of Romance Scams with the TSAB and this has now led to some guidance being produced, which we are proactively using as a way of preventing people falling victim to Romance scams.



In April 2019, Thirteen Group developed a new safeguarding reporting system integrated with their Tenancy Management system. This allows staff to record and case manage any safeguarding concerns they report. The information recorded is fully confidential with only the referrer and designated safeguarding referrers across the organisation having access to the cases. The information gathered from the system allows Thirteen to share statistical information with TSAB around the number of safeguarding referrals by Local Authority area, types of abuse, gender, age range and outcome. This will be used to also identify trends in abuse types and other protected characteristics.



What we said and what we did

Priority	What we said we would do	What we did
Partnership	<p>Ensure statutory agencies work together in an effective manner to protect adults from abuse and neglect</p> <p>Actively engage with partners in children’s focussed and community safety services to promote the delivery of joint priorities and objectives</p> <p>Influence and challenge existing and emerging strategic groups and networks on specific and relevant safeguarding issues</p> <p>Further improve the appropriate sharing of information in every aspect of the work of the Board and partner agencies</p>	<ul style="list-style-type: none"> • Board partners attended the Tees Vulnerable, Exploited, Missing and Trafficked (VEMT) Development Session with a focus on five main themes: communication, membership, performance, transitions and training; setting out plans for future developments in 2020-21. • Representatives from the Safeguarding Children Partnerships and Community Safety Partnership services attended the Board’s development day to discuss and move further towards joint working and delivery of priorities across key areas. • A number of presentations were delivered directly to the Board across the year, including: <i>The Local Criminal Justice Board, Age UK, Cleveland Police Counter Corruption Unit, Whorlton Hall, Alcohol Change UK, Durham Law School (Domestic Homicides in aged 60 and over in the UK).</i> • Board representatives became and continue to be involved with the Serious and Organised Crime Group, led by Cleveland Police. • A wide range of organisations from across the Violence Against Women and Girls Network (VAWG) collaborated for Sexual Violence Awareness Week 2020. • TSAB attended a partnership event led by the Department for Work and Pensions and following this, delivered a tailored safeguarding briefing to DWP staff. • Along with other partners across Tees, TSAB wrote to the Secretary of State requesting a review of the decision to cut funding to a local domestic abuse service.

Probation Court Managers have worked with the Court and Cleveland Police to develop a clear process to co-ordinating and ensuring the effectiveness of Domestic Violence Protection Orders.



In March 2020 at the point of the COVID-19 local lock down, staff who were unable to fulfil their usual role due to the lockdown restrictions were redeployed to temporary roles checking and sharing information with police colleagues. This meant that just at the point at which the risks of domestic abuse were increasing we had a strong focus on gaining the bigger picture of safeguarding risks ensuring we could act on all available information to help reduce the risk to

Tees, Esk and Wear Valleys (TEWV) NHS Trust consistently work with the multi-agency partnership and consider this a priority to ensure good outcomes for all service users. TEWV actively participate in the wider safeguarding agenda such as the Cleveland Anti-slavery network, Multi Agency Public Protection Arrangement (MAPPA) meetings including the MAPPA Strategic Management Board, domestic abuse forums and Prevent. The Trust is also a relevant agency of the Safeguarding Children Partnerships in Tees, contributing to areas of concern such as transitions and exploitation which has no age barriers. The Safeguarding and Public Protection Team enables a robust focus on safeguarding as a whole and follows the ‘think family’ agenda.



Priority	What we said we would do	What we did
Professional Accountability	<p>Gain assurance from our partners about the effective delivery of their services</p> <p>Listen to the voice of the adult to help shape professional practice and improve service delivery</p> <p>Deliver and achieve the Board's performance benchmarks</p> <p>Strive to continually improve and develop safeguarding practice</p>	<ul style="list-style-type: none"> • 11 member organisations took part in the Quality Assurance Framework/self-audit tool, the largest schedule to date. A new audit tool was trialed with positive feedback received from participants and evaluation group members. • The results of the annual survey, which included the voice of service users were used to inform the Strategic Business Plan 2020-21. • Partners presented an assurance report to the Board which included a summary of services provided and commissioned in relation to early help, prevention and loneliness and social isolation. • Following a SAR referral which did not meet the criteria for a review, the decision was made by Sub-Group members to progress an audit looking at the quality of concerns submitted to Safeguarding Teams. The audit will be repeated in 2020-21 to establish if the issues remain. • The TSAB Performance Indicators (PI) assisted in determining how effectively policies and procedures were being delivered. Three out of five Performance Indicators were achieved with the other two being partly achieved, and good progress being made overall.

Redcar and Cleveland Borough Council experienced a Cyber outage in February 2020, resulting in all data bases and systems being inaccessible for several weeks. Within the first 24 – 48 hours we adapted practices to achieve effective, constant and timely and proportionate responses to safeguarding concerns. Partnership working excelled with Middlesbrough Council providing IT systems (email facility) as an initial interim measure and effective communications with all partners including other Local Authorities, Police and North East Ambulance Service (NEAS).



Our Safeguarding Team developed paper based systems and continued practising in line with standard operating procedures. Practitioners continued to effectively deliver safeguarding arrangements, which were proportionate and appropriate to the presenting risks. There was sustained collaborative working, which informed decision making and further actions taken. Redcar and Cleveland Borough Council remains committed to its supervision and development programmes to ensure learning from practice promotes a continued effective delivery of services.

Cleveland Fire Brigade submitted the biannual Quality Assurance Framework (QAF) Self-Audit in December 2019. Following the review of all documents supplied, the Board highlighted **4 areas of 'Best Practice' and a further 2 highlighted as 'Good Practice'**. The Board were very impressed with the excellent evidence to support the standards, which included the organisation's Safeguarding Children, Young People and Vulnerable Adults Policy, which effectively captured the Think Family approach.





Safe Place Scheme

The Safe Place Scheme is a network of venues in key community locations. The scheme provides a place of safety to vulnerable adults and their carers, or people who feel threatened or anxious whilst out in the community. Having access to a 'safe place' can help vulnerable residents to live more independent lifestyles whilst promoting their well-being.

An audit of venues took place across Tees to ensure the suitability of locations as well as to identify any additional training needs for staff within the venues, Police Community Support Officers from Cleveland Police were integral in assisting with this process.

Additional work has also taken place this year to update all literature. Independent Voices, a local service user group, were vital in assisting the Board with ensuring the service user leaflets were accessible, understandable and in an easy read format. The group have also produced an informative training video, which can be accessed via our Youtube channel.

130 Teeswide Locations



Redcar & Cleveland have made substantial efforts in recruiting suitable new venues across the Borough, with Skills for People leading on the project, increasing the number of safe places from 19 to 47. Efforts will continue next year to maintain the venues and further identify any training requirements across venues throughout Tees.

Local Opticians Safe Place Venue

Staff members noticed a lady wandering up and down outside the opticians looking lost and confused. Colleagues went outside to check that the lady was ok and brought her inside the shop. It was clear that the lady was vulnerable and needed help to get back home. Staff were able to establish the lady's name but were unable to obtain any further information from her. The lady was wearing glasses, which lead staff to contact other opticians in the area to establish if anyone knew the lady and had an emergency contact for her. By doing this they were able to obtain a phone number for the lady's daughter and contact her to let her know where her mum was and arrange for her to return home safely.

Training

The Board continue to commission training for professionals, in a collaborative arrangement with the Local Safeguarding Children Partnerships across Tees.

The Board launched 2 new courses:

Self-Neglect for Practitioners

Launched in November 2019 to coincide with National Safeguarding Adults Week. **4** courses have been delivered to **71** delegates from **29** organisations.

Carrying out a s42 Enquiry

1 course delivered to **17** delegates from **11** organisations.

97% of delegates across both courses either agreed or strongly agreed that the training met their expectations and objectives.

100% of delegates across both courses rated the event as either excellent or good overall.

"Very informative - trainers were very knowledgeable and took the time to explain things. Group multi-agency discussions were also encouraged."



Practitioners—Self-Neglect Training



Safeguarding Champions

The Board hosted its second Safeguarding Champions event in June 2019, with **54** attendees.

There are now **182** Champions across Tees.



"The mandated safeguarding training compliance remains consistently high. Mental Capacity Act training is now mandatory and Mental Capacity Act Champions are now in place across the Trust."



Tees, Esk and Wear Valleys
NHS Foundation Trust

Partners Training Events

Board members attended an event hosted by South Tees Clinical Commissioning Group aimed at care home staff. The Board delivered a presentation on medication and incidents between residents.

The Board also attended Middlesbrough Council's Trauma Informed Training Conference.

During 2019-2020, realignment of workforce continued professional development took place to integrate Safeguarding into the Maintenance of Competence Cycle. All staff who directly interface with the public to deliver our services were required to undertake personal development through completion of online Safeguarding eLearning packages and assessments.



514 staff trained; **98%** completion rate.

3074

Professionals accessed



6884
E-Learning
Courses



300 Professionals attended face to face training from across **94** organisations

230

Workbooks completed



Early Intervention and Prevention

In 2019 Hartlepool Borough Council and Cleveland Police reviewed the Police huddle. The model brings together community safety, social care and Police officers on the front line to gain a better understanding of what is happening in the local community, analysing events over the last 24hrs and providing key stakeholders with information to support community cohesion.

The adult safeguarding team can see at an individual, street or ward level any incidents that have occurred that may impact on a vulnerable adult.

The huddle is data rich and the challenge is to now use this data to enable stakeholders to better deploy resources, moving away from responding in a crisis to one of early intervention and prevention.



The Government has launched a new online portal that will strengthen its support to charities handling safeguarding concerns or allegations. The portal, based on Gov.uk, offers a step by step guide to help charities correctly manage their concerns, identify the right people to contact if needed and access helpful resources and advice for earlier intervention.

Voluntary Organisations Network North East (VONNE) was appointed to champion the importance of safeguarding and locally available sources of advice and support.

Catalyst has partnered with VONNE and three other local infrastructure organisations in the North East to deliver regular training sessions, develop local safeguarding networks, and share the National Council for Voluntary Organisations (NCVO) resources widely. We have also highlighted the importance of safeguarding by putting on the agenda of all of our forums as a standing item.



High Risk Panels (Team Around The Individual)

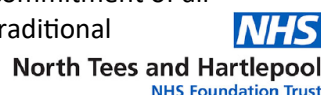
The Team Around the Individual Panel establishes a multi-agency approach to supporting work on complex and/or high-risk cases. The focus of the panel is on addressing the risk to the adult and in doing this will also consider other persons affected. The panel supports multi-agency risk sharing and risk management to facilitate better outcomes for people.

Middlesbrough Council's Adult Social Care team has undertaken work around our response to complex cases ensuring that we take a trauma informed approach which places the service user at the centre of the multi-agency protection plan.

"Miss A was referred into safeguarding as a high risk victim of domestic abuse with additional concerns about her alcohol dependency and substance use. She had a history of non-engagement with services and was in need of appropriate housing. A collaborative approach was taken, which involved our Access Safeguarding Team and Domestic Abuse Lead, Thirteen Housing, My Sister's Place, the Police and Mental Health Trust (TEWV). The case was also escalated to our Team Around the Individual (TATI) Panel. Miss A was supported to engage with professionals and was able to develop a relationship of trust with the Principal Practitioner in our locality team. She began to actively participate in the safeguarding process and began to make changes in her life. Miss A feels that she is doing really well at the moment and is engaging with services. This case has now been closed to both TATI and safeguarding".



North Tees and Hartlepool NHS Foundation Trust has worked in partnership with the Local Authorities and other partners across North Tees in relation to the Team Around The Individual panels. The commitment of all professionals involved has helped to manage high risk individuals and has challenged traditional multi-agency barriers, to ensure the individual is the prime focus.



Modern Slavery

National endorsement for Cleveland approach to slavery and trafficking

In November 2019, the UK Independent Anti-Slavery Commissioner attended a meeting of the Network during a visit to Cleveland.



"I was particularly interested in the Network's Victim Care Pathway, and I look forward to working closely with the PCC's Office in future to learn from and share such examples of best practice."

Dame Sara Thornton - UK Independent Anti-Slavery Commissioner



The Victim Pathway was finalised in October 2019 and ensures victims are effectively safeguarded and supported within hours of their rescue. It has been effectively used to safeguard vulnerable people in Cleveland.

In order to assist the Local Authorities across Tees and Cleveland Police, a working group was established to develop a Victim Care Pathway. Hartlepool Borough Council lead the way in relation to the Pathway, which was then shared with the other Local Authorities for them to replicate in order to ensure a consistent Tees-wide approach.



The introduction of the local victim care pathway and the engagement of multi-agency partners with the anti-slavery network has been a positive in effectively safeguarding victims of modern slavery.

"Lisa is 20 years of age and was discovered by Cleveland Police in a property where she had been held and sexually exploited. Lisa was extremely vulnerable and was estranged from her family home due to previous honour based violence/forced marriage concerns. Upon being rescued it was imperative that a protection plan was formed. The Modern Slavery victim care pathway was implemented and strategy discussions were held with police to determine what actions needed to be taken. Police, Housing Services and commissioned specialist services were all involved in forming a protection plan. Lisa was placed out of area in refuge provision. The case was dealt with urgently and saw a protection plan formed within 2 hours of concern being reported. Lisa was supported by an Independent Domestic Violence Advisor (IDVA) within the refuge service. This ensured immediate wrap around support where additional needs such as sexual health could be addressed."

This case formed part of a multi-agency audit the findings of which were presented to the Board. It was noted that this case demonstrated good practice and multi-agency working; comments were shared by Cleveland Police praising the local authority for effective partnership working.



In 2019, 10,627 potential victims of modern slavery were referred to the National Referral Mechanism; a 52% increase from 2018. Just over half of the referrals were for individuals exploited as adults. The most common type was labour exploitation.

The Assistant Director for Nursing (Safeguarding) attends the Cleveland Anti-Slavery Network hosted by the Office of the Police and Crime Commissioner. In 2019-2020 the trust worked with the local Clinical Commissioning Group in establishing pathways of health care for individuals rescued from Slavery.



South Tees Hospitals
NHS Foundation Trust

Safeguarding Adults Review (SAR)

A SAR is when agencies who worked with an adult who has been subject to abuse or neglect, come together to find out if they could have done things differently and prevented serious harm or death from happening. A SAR is not about apportioning blame. Its purpose is to learn from what happened and to see what can be changed so that harm is less likely to happen in the same way to other people in the future.

Josh

Josh was a young man in his twenties. He was homeless and was diagnosed with diabetes when he was 18. Josh had been known to services from a young age and had turned to substance misuse to help him deal with his emotions following the separation of his parents.

This substance misuse led to anti-social behaviour and assaults within the family and he was taken into care. Josh's extended family then took on the parental role, supporting him into early adulthood and tried to help him to make positive changes to his lifestyle. As his substance misuse did not stop and he became involved with criminal justice systems, they could no longer continue to provide this level of support. Josh left the family home and moved around the area at various addresses until he became homeless.

Josh took multiple overdoses of his insulin, which resulted in a number of admissions to hospital. During these admissions professionals supported Josh to address his housing needs. Unfortunately this was not sustainable on a long term basis and the overdoses continued. As a result of one of these overdoses Josh suffered hypoxic brain injury and it was believed that he was likely to have additional care and support needs for the rest of his life. Josh sadly and unexpectedly passed away in hospital in January 2019.

The Safeguarding Adult Review looked at the 5 month period in Josh's life prior to his brain injury and was published in December 2019, the full report can be accessed here; <https://www.tsab.org.uk/key-information/safeguarding-adult-review-sar-reports/>

An action plan has been created and some early work undertaken, including:

- An appreciative enquiry approach has been adopted by TSAB and cases considered through the multi-agency audit process are now presented to the Board as a Case Study
- A 'Causing Section 42 Enquiry' procedure has been developed and incorporated into training to support professionals who may be asked to undertake an enquiry on behalf of the Local Authority
- The TSAB Inter-Agency safeguarding procedures have been fully reviewed, updated and include web-links to guidance documents to ensure professionals have access to the most up to date policy, procedures and guidance
- A learning briefing on the 'Duty to Refer' and the Homelessness Act has been created and circulated to our partners and the wider workforce
- Non-typical self-neglect is included in the TSAB Self-Neglect training and the Josh case is used throughout to illustrate the complexities of this type of case.

SAR Sub-Group activity

The SAR Sub-Group met 8 times in 2019-20. Membership includes Senior Managers from our key partners.

The role of the Sub-Group is to consider new SAR notifications, oversee any ongoing SARs or other reviews, oversee the implementation of action plans arising from SAR activity across Tees, and to ensure any learning from reviews (locally, regionally and nationally) are considered by TSAB partners and taken forward in their own organisations.

The following work was carried out;

- 9 SAR notifications were considered this year (compared to 6 in the previous year) and although none met the SAR criteria in full, it was agreed to progress 2 multi-agency Learning Lessons Reviews. The outcome of these reviews will be reported in 2020-21.
- 3 cases were progressed as single agency reviews, 1 case was addressed through a partner's complaints procedure and 1 case was taken forward as a themed review. 2 cases were deemed to require no further action.
- The Josh SAR was published in December 2019.
- The Sub-Group monitored actions identified from the above cases as well as some cases from the previous year: a total of 11 cases.
- Members of the SAR Sub-Group considered summary reports from 9 regional and national SARs or thematic reviews. These reports are available at www.tsab.org.uk and are shared with our partners following each SAR Sub-Group meeting
- The Sub-Group continued to monitor progress against the SAR Carol action plan and this was signed off in October 2019.

What has been achieved?

- ✓ Each Local Authority established panel arrangements to support individuals with complex and/or self-neglecting lifestyles. This approach enables partner agencies to develop multi-agency plans and risk assessments to support those adults in the Tees area who are most at risk of serious harm or death due to abuse and neglect.
- ✓ Assurance work, including audits were undertaken to ensure our partners have learnt from all cases discussed at the SAR sub-group and made applicable changes within their organisations.
- ✓ Guest speakers have been invited to attend TSAB to talk to Board members about some of the key issues raised through the work of the Sub-Group, including: the Care Quality Commission (CQC) to respond to concerns about gaps in quality assurance processes for people placed out of area and in non-commissioned services, and a senior consultant for Alcohol Change UK who gave a presentation regarding Learning from Tragedies - Alcohol and Adult Safeguarding
- ✓ The Board has further developed their working relationships with Domestic Abuse Partnerships, Community Safety Partnerships and Local Safeguarding Children Partnerships to ensure that learning from all types of reviews is shared locally.
- ✓ Following the publication of a national SAR and concerns raised at the SAR Sub-group, the Board, in partnership with Cleveland Fire Brigade participated in focussed awareness raising of the dangers of emollient creams.
- ✓ Sub-Group members have listened to the outcomes from implementing the Responding to and Addressing Serious Concerns procedures for 4 Services and shared applicable learning across partner agencies.

SAR Notification Themes:

◆ Domestic Abuse ◆ Suicide

◆ Mental Health ◆ Cross boundary issues ◆ Substance Misuse

◆ Young Adults ◆ Self-Neglect ◆ Poor care ◆ Homelessness



Our Priorities 2020-21

The Board's Strategic Business Plan 2019-20 has been developed following the results of the annual survey, informed directly by professionals and service users, as well as from feedback and evaluation from partners in attendance at the Board's Development Days.

The top 3 priorities identified by professionals, service users and members of the public will be included within the Strategic Plan 2020-21. These are as follows:

1. Continue to improve general awareness of safeguarding and how people can protect themselves.
2. Help efforts to reduce loneliness and isolation.
3. Strengthen links with children's partnerships and community safety partnerships at a strategic and local level, to embed a

Prevention

Aim:

We will develop strategies that reduce the risk of abuse

Protection

Aim:

We will work effectively together to ensure the protection of adults

Partnership

Aim:

We will develop a whole community approach to the prevention of abuse

Professional Accountability

Aim:

We will work to ensure the accountability of all partners in protecting adults at risk of abuse

The Board will focus on reflecting and learning from the impact of the Covid-19 pandemic on safeguarding practice throughout 2020-21.

The Board will use the principles of engagement, Making Safeguarding Personal and good practice to achieve the actions as set out in the Strategic Business Plan.

The Strategic Plan on a page can be viewed here;

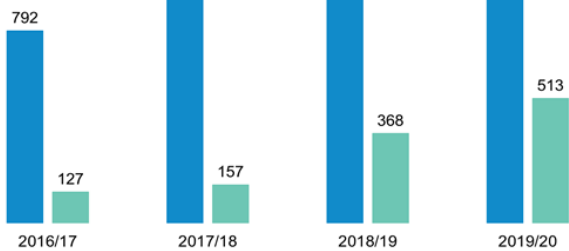
<https://www.tsab.org.uk/strategic-plan/>

Appendix - 1 April 2019 to March 2020

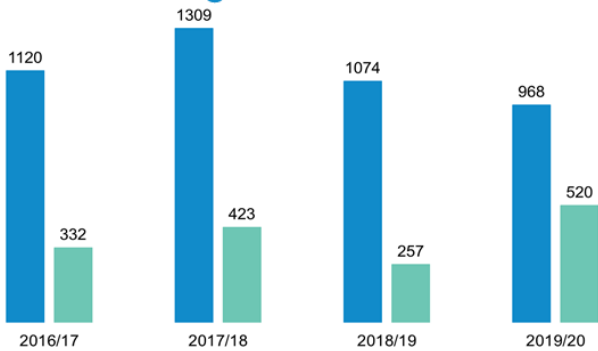
Local Authority Concerns & S42 Enquiries

■ Concerns ■ Section 42 Enquiries

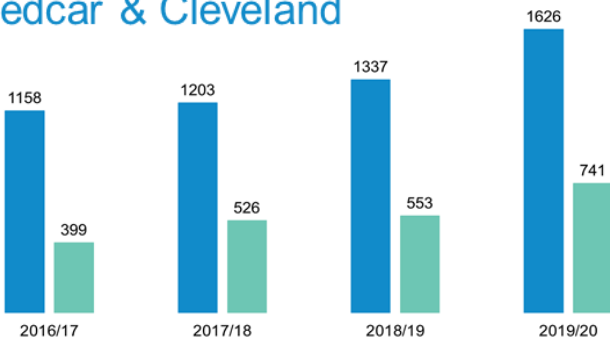
Hartlepool



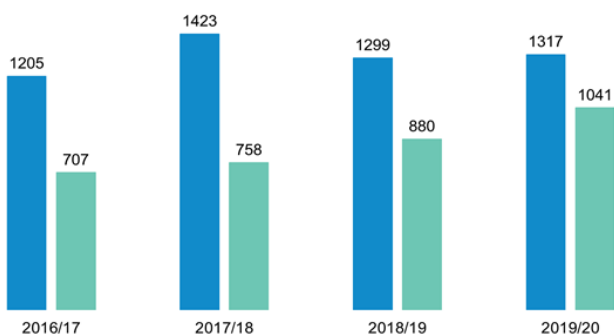
Middlesbrough



Redcar & Cleveland

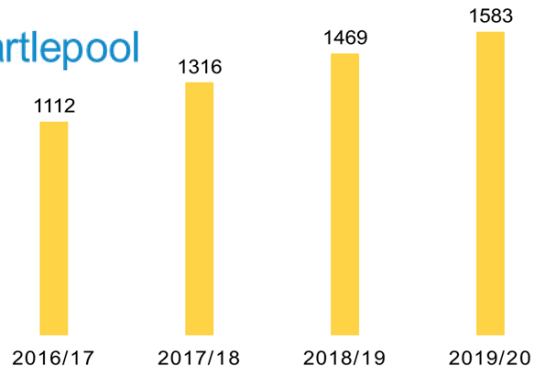


Stockton-On-Tees

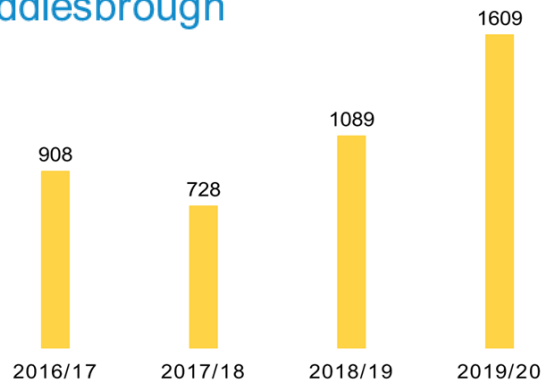


Deprivation of Liberty Safeguards (DoLS) Applications

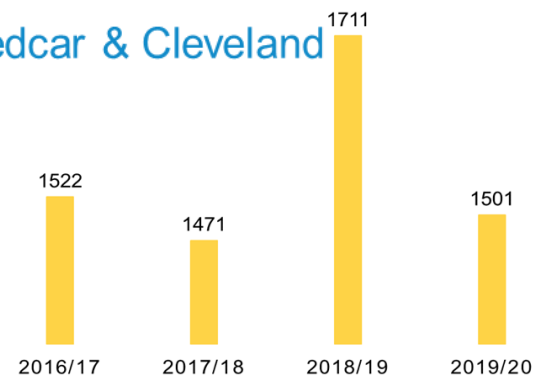
Hartlepool



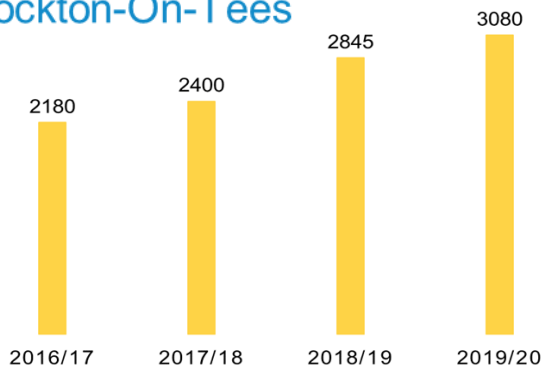
Middlesbrough



Redcar & Cleveland



Stockton-On-Tees





www.tsab.org.uk



Kingsway House, Billingham, Stockton-On-Tees



01642 527263



TeeswideSAB



TeeswideSAB

See it, report it!

If you suspect a neighbour, friend or family member is being neglected or abused, or you need help yourself.

Call **Cleveland Police** 101 or 999 in emergency

Call your local Adult Social Care team:

Hartlepool	01429 523 390
Middlesbrough	01642 065 070
Redcar and Cleveland	01642 065 070
Stockton-on-Tees	01642 527 764
Evenings and Weekends	01642 524 552

