



# Annual Report 2020-2021



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## Foreword—by the Independent Chair of SSAB

I was delighted to be appointed as chair in December 2020 and, as such, this will be my first annual report. As I joined the Board part way through the year, I would like to offer my thanks to the outgoing chair, Paul Ennals, for his support in my transition and his leadership of the Board.

The world of adult safeguarding has always been challenging, however, 2020/2021 has proven even more so. COVID-19 has tested organisations capacity and ability to respond to crisis. Our most vulnerable residents have been at risk and have been isolated and service delivery was required to change quickly to meet new demands and procedures, in order to protect our communities.

Despite all of these challenges, organisations and partners have continued to offer assurances, present and interrogate data and provide actions that ensure adult safeguarding remains a priority. I would like to take this opportunity to thank organisations and their staff for their level of commitment and increased reporting during this time.

Sunderland has been part of the national Insights work and this has enabled the Board and members to scrutinise our position and plan ahead. In addition, we have taken the time in the last quarter of 2020/21 to refresh our priorities and ensure our assurance and performance frameworks reflect our learning.

Whilst I cannot overstate how challenging the next year will be as we enter a recovery stage of the pandemic, bringing new demands on our services and communities, in terms of an increase in presentations and complexity of need, I am confident, given the robust governance and commitment from partners and wider community members, that we will be innovative in our approach and place vulnerable adults at the heart of our planning.

Lastly, I would like to thank Pam Weightman and Amy Paulson for supporting me in my new role and for their detailed work in ensuring the Board runs smoothly.

**Vanessa Bainbridge, Independent Chair, Sunderland SAB**

## Sunderland Safeguarding Adults Board

[Sunderland Safeguarding Adults Board \(SSAB\)](#) is a statutory body which brings together partner organisations in Sunderland to safeguard and promote the welfare of adults at risk of abuse and neglect, and is responsible for ensuring the effectiveness of what partner agencies do. SSAB has a strong focus on partnership working and has representation from the following organisations across the City:

- [Sunderland City Council](#)
  - [Northumbria Police](#)
  - [Sunderland Clinical Commissioning Group](#)
  - [South Tyneside & Sunderland NHS Foundation Trust](#)
  - [Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust](#)
  - [Healthwatch Sunderland](#)
- SSAB works closely with other statutory partnerships in Sunderland, including:
- [Sunderland Health and Wellbeing Board \(HWBB\)](#) - responsible for producing the [Joint Strategic Needs Assessment \(JSNA\)](#) and HWBB Strategy. A 'Framework of Cooperation' is in place between SSAB, HWBB and Sunderland Safeguarding Children Partnership, setting out the role and remit of each Board/Partnership and their interrelationship with each other.
  - [Safer Sunderland Partnership \(SSP\)](#) - SSP and SSAB work in collaboration on cross-cutting themes, including domestic abuse, violence against women and girls, sexual exploitation, migration/asylum and modern day slavery. SSAB receives updates regarding Domestic Homicide Review activity.
  - [Sunderland Safeguarding Children Partnership \(SSCP\)](#) - SSAB and SSCP have worked jointly on a range of common workstreams, and also hold, or contribute towards, learning events highlighting both safeguarding children and adults issues.

## Our Vision

In order to improve the effectiveness of SSAB in accordance with its statutory responsibilities, the Board has the following vision:

***People in Sunderland are able to live safely, free from neglect and abuse***

SSAB's vision for safeguarding adults in Sunderland can only be delivered effectively through the support and engagement of a wide range of partner agencies and organisations across the city.

SSAB continues to work toward achieving its vision through the committed local partnership working between a range of organisations that comprise the membership of SSAB, the SSAB Partnership Group and Sub-Committees, working together with common objectives and commitments.

## Strategic Delivery Plan

SSAB's [Strategic Delivery Plan](#) details key focus areas for the period of 2019-2024, and identifies how SSAB will ensure its statutory responsibilities are met in accordance with the [Care Act 2014](#) and embedded in practice across the partnership. The Plan is underpinned by SSAB's Multi-Agency Memorandum of Understanding, which describes the Board's remit and governance arrangements.

SSAB established four strategic priorities detailed in the Plan:

- Prevention
- Making Safeguarding Personal (MSP) / user engagement
- Partnership (including regional collaboration)
- Key local areas of risk (self-neglect, mental capacity and exploitation)

These priorities inform the Board's local actions to safeguard adults in Sunderland, and are underpinned by the Care Act's [six key principles of adult safeguarding](#).

The strategic priorities have been progressed through the work of the SSAB's Partnership Group and the Learning and Improvement in Practice (LIIP) and Quality Assurance (QA) sub-committees.

## Strategic Delivery Plan:

### Progress and Achievements

#### Prevention

- SSAB Prevention Strategy refreshed in March 2021, to take account of the COVID-19 pandemic
- Successful local campaign in line with National Safeguarding Adults Week, including messages on SSAB's Twitter page and networking events (virtual due to pandemic) and social media messages across the partnership to promote safeguarding adults messages
- During the COVID-19 pandemic, key safeguarding adults information continued to be shared with partners

#### Making Safeguarding Personal (MSP)/user engagement

- During COVID-19, alternative methods of communication (such as video calls) have been used to ensure individuals could remain engaged
- Development of easy read SSAB Annual Report 2019-20 by self-advocates from Sunderland People First; this has been published on the SSAB website
- Safeguarding adults operational model continues to have MSP at its heart, meaning figures for meeting MSP targets in 2020-21 were consistently high

#### Partnership (including regional collaboration)

- SSAB representatives were part of regional work via SAB's, Police & Clinical Commissioning Groups to develop a Missing Adults Protocol, which was launched in November 2020
- Continued representation at the Safeguarding Adults Regional Network
- Key statutory partners met regularly throughout the pandemic period in 2020-21, to provide updates and assurance in relation to COVID-19 and safeguarding adults activity

#### Key local areas of risk

- How To Assess Mental Capacity training course commissioned for another year and delivered to multi-agency staff
- Self-Neglect was the key theme for Safeguarding Adults Week, and SSAB's Self-Neglect resources were promoted as part of this
- Work undertaken looking at complex safeguarding cases, including those where exploitation is a factor, aiming to develop a consistent multi-agency approach

## The Work of SSAB and its Sub-Committees

### Governance

- Meeting frequency: quarterly for sub-committees and twice yearly for Board—COVID-19 pandemic meant that the SSAB and sub-committees held virtual meetings (some meetings cancelled where this was unavoidable)
- SSAB governance documents reviewed and refreshed in light of COVID-19 and also new SSAB Independent Chair appointment
- The SSAB newsletter was published & distributed to a wide range of stakeholders once during 2020-21, with the COVID-19 response preventing more, but a return to 3-4 copies per year is planned for 2021-22
- Continued interface with other statutory processes where required, despite the pandemic

### Quality Assurance

- During the COVID-19 pandemic, audit activity was mostly suspended; however the audit tools themselves were reviewed and updated so they collate data more easily. This will enable SSAB partners to use the results of future audits more effectively to improve processes/services, and to identify areas of good practice more easily
- Audit undertaken of sample of hospital discharge cases during COVID-19
- Progressed the SSAB's Quality Assurance Framework action plan
- Supported Safer Internet Day on 5th February 2021 via social media posts
- Held National Safeguarding Week events— necessarily mostly online-based information events & social media posts due to the pandemic.
- Ensured SSAB Multi-Agency Safeguarding Adults Procedures continued to be up to date
- Progressed Quality Assurance Sub Committee actions identified in the SSAB Work Programme, or agreed new timescales where progression wasn't possible due to the pandemic.
- Refreshed the SSAB Communications & Engagement Activity Plan
- Produced an easy read version of the SSAB Annual Report 2019-20 with Sunderland People First self-advocacy group

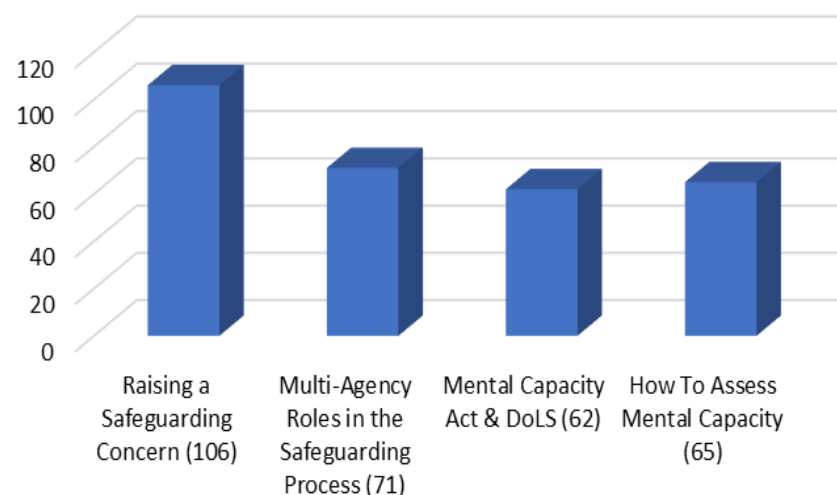
### Learning and Improvement in Practice

- Kept up-to-date with the upcoming changes from DoLS to Liberty Protection Safeguards (LPS) and the potential implications of this
- Considered 2 cases against the Safeguarding Adult Review (SAR) criteria; one of which met the criteria, and was progressed accordingly

### Training

- Re-commissioned the CPD-accredited Safeguarding Adults e-learning package from Social Care Institute for Excellence (SCIE)
- Continued commissioning of multi-agency safeguarding adults training, delivering 34 training sessions across the year
- This continues to be well received & to result in an improvement in the number and quality of safeguarding concerns being raised, as well as the contribution of partner agency attendees at safeguarding meetings, delivering upon the key principles of adult safeguarding: empowerment, prevention, proportionality, protection, partnership and accountability

Training Attendance 2020-21



## Statutory Partners' Contribution to Safeguarding

### Key Achievements

SSAB partners continue to support the safeguarding adults agenda, meeting key statutory responsibilities and contributing to the work of the sub-committees and Board. Partners have proactively engaged in local and national safeguarding campaigns, and continue to share good practice and learning. Partners also undertake regular governance and assurance activities.

#### Sunderland Clinical Commissioning Group (CCG)

- Agreed funding to support the continued development of the Adult Multi-Agency Safeguarding Hub (MASH) in March 2021 with health staff co-located in an integrated MASH team. The funding has been increased from 2020 to accommodate a full time post with a further review in September 2021 to support recurrent funding for the post
- Provided grant funding in March 2021 to support the ongoing development of a Trauma-Informed Recovery Unit for women with complex needs
- Provided grant funding March 2021 to support community counselling services for domestic abuse victims
- Provided a further year of grant funding March 2021 to support the health domestic abuse advocate role in primary care providing support to all Sunderland practices. This is an increase from the original programme for 12 practices. This includes training for staff, support for MARAC referral and support to primary care staff who identify victims of domestic abuse
- Provided one off funding March 2021 to Sunderland Council Housing Department to develop and improve health outcomes for the homeless population

#### Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW)

After a successful business case from the Sunderland Clinical Commissioning Group, a practitioner post has been established and funded to work into the Adult Multi-Agency Safeguarding Hub (MASH) for a 12 month period. CNTW has developed and embedded this role, which has been invaluable throughout the pandemic, providing a patient-centred approach and a strong multi-agency opinion.

#### South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- Utilise Datix as their standardised Informatics reporting system, ensuring a responsive safeguarding culture throughout the organisation. Datix has functionality to generate and send safeguarding referrals securely to the relevant Local Authority
- Effective multi-agency working has continued throughout the pandemic, inclusive of information sharing activity with the Multi-Agency Safeguarding Hub (MASH) and Northumbria Police whilst assisting with Prevent information requests
- The IDVA/DAHA has continued to support staff to recognise and respond to Domestic Abuse. Throughout 20/21 there were a total of 104 IDVA/DAHA referrals across the Trust

#### Northumbria Police

Northumbria Police recently created a new Safeguarding Strategic Innovation Partnership Team (SIP), and ensures that the same member of the Safeguarding Senior Management Team (SMT) at DCI level attends all 6 of the Local Authority's Safeguarding Adults boards. This allows wider learning from all Safeguarding Adults Boards and consistency of approach.

#### Sunderland City Council

- Reviewed and updated relevant parts of the Adult Safeguarding procedures
- A key priority for the Adult Safeguarding Team is raising awareness and empowering staff to recognise signs and symptoms of abuse. The Team continue to provide advice, training and support to staff, in line with their statutory duties so that all staff continue to feel informed and confident to access the team for support and advice. The Safeguarding Adult Team are invested in increasing professional knowledge by staff development and have created an additional Officer post
- Safeguarding Adults Team have dealt with over 3,063 Safeguarding Adult Concerns for 2020/21
- Levels of service and support have been maintained throughout the course of the pandemic. Prior to the pandemic, the MASH was receiving approximately 60 referrals per week. However, as a direct consequence of predominantly Covid related reasons, the average number of MASH referrals has increased to 106 per week and is continuing to rise. This has led to the need for the service to develop of a full-time social work post to respond appropriately to this demand



## Statutory Partners' Contribution to Safeguarding

### Good Practice

Examples of good practice across the partnership include attendance at multi-agency safeguarding training and dissemination of learning throughout organisations of local reviews—including news bulletin articles, face-to-face sessions and “7 minute” briefings. Assurance of safeguarding compliance is provided through rigorous audit programmes, internal agency reporting mechanisms and regular reporting to commissioners and regulating bodies, such as the [Care Quality Commission](#).

### Sunderland City Council

The Prevent duty requires local authorities to establish or make use of existing multi-agency groups to assess the local picture, coordinate activity and to put in place arrangements to monitor the impact of safeguarding work.

Local authorities now take a greater role in supporting the Channel programme bringing the process more into line with common safeguarding procedures. Sunderland continues to deal with a number of referrals under the Prevent Agenda and has developed a Joint Channel Panel—for Adults and Children/Adolescents. Thus, continuing to be a nationally recognised example of exceptional good practice for the Home Office Channel Team in the Office for Security and Counter-Terrorism, Prevent.

The Strategic Manager for Community & Safety is involved in local and regional forums for Prevent to ensure Sunderland is informed of and engaged in continual practice development including review of the training requirement.

The Prevent programme is currently being reviewed nationally and Sunderland/Newcastle have jointly been chosen to contribute to this via an on-line community event.

### South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- A rigorous programme of safeguarding audits have continued throughout 2020-21 despite the pandemic, to monitor safeguarding practice across STSFT, e.g. MCA/DoLS, compliance with routine & selective enquiry and self-neglect
- The safeguarding team attend Emergency Department (ED) huddles (Monday-Friday) to share safeguarding practice and provide direct support to ED practitioners
- The safeguarding team undertake an audit of ED attendances to ascertain if there are any missed opportunities. Any learning to arise from missed opportunities is Incident reported and shared at ED Interface meetings and ED huddles
- Safeguarding training compliance has exceeded the 90% organisational target and this has been maintained throughout 2020-21. Following Intercollegiate guidance, a level 3 training needs analysis has been completed and Level 3 training has now been implemented. Compliance is currently at 89% and so is on the correct trajectory to obtain 90% compliance by August 2021. The Trust continues to exceed NHS England's 85% compliance target for WRAP Prevent training and Basic Prevent Awareness training (BPAT)
- Throughout 20/21, safeguarding learning from SARs/DHRs & CSPRs has been cascaded to all departments via the bi-monthly newsletter and quarterly champion's virtual presentation. Learning has also been made available via '7-Minute Briefings' available on the Trust intranet site

## Statutory Partners' Contribution to Safeguarding

### Good Practice (continued)

#### Sunderland Clinical Commissioning Group (CCG)

- CCG safeguarding has a full remote training programme in place for level three safeguarding training across primary care. There is noted to be excellent attendance from primary care staff and analysis of all feedback data informing new sessions
- Time in Time out (TiTo) annual safeguarding training level three was delivered to primary care services in March 2021 via Microsoft Teams with a focus on the new Liberty Protection Safeguards and including a presentation from Neil Allen from the Essex Chambers (law firm)
- Self-Neglect training was delivered at a national conference in March 2021 from the Designated Professional for Adult Safeguarding and will also be delivered nationally in September 2021
- Following a recent Safeguarding Adult Review (SAR), actions from the report have been implemented with the Special Allocations Service including specialist safeguarding supervision and improved communications to support complex patients
- The Domestic Abuse Health Advocate Programme has a rolling audit process to monitor practice, outcomes and rates of referral.
- The Named GP Adult Safeguarding chairs the quarterly primary care Safeguarding Leads meeting incorporating safeguarding updates, good practice, complex cases and areas of discussion for safeguarding leads

#### Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW)

With the introduction of new MASH post the CNTW Safeguarding Adults and Public Protection (SAPP) Team are able to contribute to multi-disciplinary key decision making around information that comes into the MASH, supporting:

- The navigation of client care around a complex mental health system
- Timely review of care and treatment and support
- The Domestic Abuse agenda

#### Northumbria Police

Within the new SIP team, there is now a learning and improvement function, overseen by a Detective Inspector who will attend all learning and improvement/quality improvement sub groups, to work with partners to drive and share internal and external learning and improvement.

The SIP team will help support the SSAB priorities and provides a consistent and innovative approach to Safeguarding and the development of vulnerable adult procedures.

The Hub Detective Chief Inspector will attend all SAR / DHR panels and the SIP Detective Inspector reviews all SAR / DHR / MAPPA reviews to identify internal and external learning and manages our response to this to ensure learning is embedded in policy and practice and learned throughout the force.



## Statutory Partners' Contribution to Safeguarding

### Working with Partners

Partners continue to contribute to multi-agency working, in particular by representation at a wide range of multi-agency safeguarding fora, which includes: [MAPPA](#) (now [MOSOVO](#) - Management of Sex Offenders & Violent Offenders), [MATAC](#), [MARAC](#), [CONTEST](#) Board and [Channel](#) Panel.

### Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

- Throughout the pandemic CNTW SAPP team have maintained its key function and continued to contribute to safeguarding adults reviews, learning events and rapid reviews. The learning is taken back into the organisation and used to support the front line teams to embed good multi agency practice and enhancing multi-agency communication in the organisation
- Developed the role of a CNTW MASH worker within the Sunderland MASH. This has worked very well and is being evaluated

### South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- STSFT Safeguarding Team continue to be active members of local partnerships ensuring representation and contribution across all meetings & groups. This has been essential throughout Covid-19 to enable partner agencies to identify safeguarding themes and trends and work together to improve outcomes for adults
- The MCA/DoLS Advisor has worked closely with the Local Authority MCA/DoLS team to safely implement changes to the DoLS process following the Coronavirus Act 2019

### Northumbria Police

A key priority for Northumbria Police is to continue to protect and safeguard vulnerable adults, to identify opportunities for early intervention / prevention, and pursue perpetrators who cause harm. We do this with a coordinated partnership response, cognisant of diverse needs and vulnerabilities, to safeguard vulnerable adults and tackle perpetrators. Our ultimate aim is to achieve a safe environment for families to thrive without fear of harm and to ensure perpetrators are identified and targeted, and that the opportunity for them to cause further harm is removed or minimised.

### Sunderland City Council

- Safeguarding Adults Team continues to provide information to support a safeguarding and quality discussion with commissioning, CCG and CQC colleagues.
- Strategic Manager for Community Safety and Safeguarding works closely with Violence Reduction Unit who look to improve lives so we can prevent crime, especially violent crime
- Worked with partners to develop Complex Adults Risk Management (CARM) process, providing a framework for professionals to facilitate effective multi-agency working with adults at risk aged 18 or over who are deemed to have mental capacity and who are at risk of serious harm or death through self-neglect, refusal of services and/or high levels of risk taking activity

## Statutory Partners' Contribution to Safeguarding Working with Partners (continued)

### Sunderland Clinical Commissioning Group (CCG)

The CCG have actively supported partnership working across a number of key areas including:

- Representing the CCG and regional health colleagues at the Regional CONTEST Board
- Supporting the development of the combined Chanel Panel for Prevent
- Supporting the Learning and Improvement Partnership (LIPP) with the Designated Professional as chair of the group.
- The Designated Professional Adult Safeguarding, in conjunction with the Safeguarding Adults team manager, reviewed and developed a framework/protocol for the management of complex cases, Complex Adults Risk Management (CARM). The Learning and Improvement in Partnership (LIIP) Sub Committee approved a protocol and process which was presented at the SSAB Partnership Group in March 2021 and agreed as the new framework going forward to support the coordination and management of complex cases. Continued development for 2021 includes a workshop, planned and developed by the Designated Professional and the Safeguarding Adults Team Manager, for all partner agencies, to help the implementation of the new process
- CCG Safeguarding support the Domestic Abuse Working Group and Domestic Abuse Commissioning Group to ensure there is a multi-agency view of domestic abuse strategic developments and commissioning processes
- The Designated Professional Adult Safeguarding and the Safeguarding Adult Team worked together to produce data for the national Self-Neglect training module which also referenced the self-neglect guidelines and policy developed by SSAB
- The named GP Adult Safeguarding, Designated Professional Adult Safeguarding and the Safeguarding Nurse CCG all support the SAR / DHR and LLR processes via the panel processes, scoping reports, IMR reports and the action and implementation of agreed recommendations from the panels. SCCG also offer administrative support for the collation of reports to the SSAB
- The Designated Professional Adult Safeguarding and Named GP adult Safeguarding are working with the housing department following a funding grant from SCCG to develop health and social care outreach posts. These two posts have a clear remit to improve health outcomes for the homeless population in conjunction with partner agencies. This includes access to health care, access to vaccination services, access to GP services and GP registration and improved liaison with health and social care services

## Statutory Partners' Contribution to Safeguarding Making Safeguarding Personal (MSP)

Making Safeguarding Personal (MSP) has been actively embraced by partners in Sunderland since it was introduced. Partners have taken forward a significant amount of work to incorporate the principles of MSP into their policies and procedures, staff ways of working, staff communications (e.g. newsletters), and single-agency training opportunities.

### Sunderland Clinical Commissioning Group (CCG)

The CCG has promoted Making Safeguarding Personal through training it provided to practitioners during 2020-2021 which references MSP throughout. Training also reflects the requirements to risk assess the MSP process if there are high risk to the individual or others. MSP is embedded in safeguarding policy and procedure and referenced throughout safeguarding documents. A person-centred approach is encouraged and advised throughout any advice to primary care services with the emphasis on service user involvement in the safeguarding process. The Health Advocate role supports a person centred approach and the CCG-supported health navigator role in MASH has a clear focus on the individuals needs and rights, involving the service user throughout the process.

### South Tyneside and Sunderland Foundation Trust (STSFT)

Throughout Safeguarding Adults week (16-22 Nov 2020), STSFT Safeguarding team focused upon a different safeguarding theme each day. Tuesday was "Think MSP". Staff were directed to an episode of "Safeguarding Matters" where thinking behind the concept of MSP was explored with practical tips on how to apply MSP in practice.

### Northumbria Police

We ensure victim focused investigations are delivered and take the views of victims to the heart of our decision making. Our policy and procedures incorporate Making Safeguarding Personal and we adhere to the Victims Code of Practice to ensure that the views of victims are taken in to account when decisions are made regarding safeguarding and investigation.

Victim personal impact statements presented at Court ensures victims' views are known to Courts prior to any offender being sentenced.

We support the National Vulnerability Action Plan and we are reviewing how the plan may be implemented to develop coordinated, effective and evidence-based responses to protect vulnerable people.

### Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW)

Our safeguarding adults policy has MSP as an appendix for use, and when safeguarding concerns are raised by our service users, we support our clinicians with the use of this tool in the gathering of information. To ensure that the person's voice is heard throughout and to allow the Local Authority to make the best decision going forward.

## Statutory Partners' Contribution to Safeguarding

### Making Safeguarding Personal (MSP) (continued)

#### Sunderland City Council

Making Safeguarding Personal (MSP) is an initiative which aims to develop an 'outcome focus' to safeguarding work and a range of responses to support people to improve or resolve their circumstances. MSP in its simplest form means putting the person at the centre of everything we do during a safeguarding enquiry, from the very beginning to the very end.

MSP seeks to achieve a personalised approach that enables safeguarding to be done with, not to, people. Practice that focuses on achieving meaningful improvement to people's circumstances rather than just on 'investigation' and 'conclusion'. An approach that enables practitioners, families, teams and safeguarding adult boards to know what difference has been made. Sunderland's Adult Safeguarding Team put MSP at the centre of referral enquiries to the authority.

#### Sunderland City Council

##### Case example:

AA was a 65 years female with a learning disability diagnosis living in the community with her partner. AA's escalating behaviour towards her carers, her fellow residents, landlord and her partner were threatening her community tenancy. In particular the care provider was finding it incredibly difficult to provide her with care and support and manage AA's behaviours. The landlord was receiving complaints from tenants and staff are very apprehensive when providing support due to the number of allegations AA was making towards professionals.

A number of Safeguarding Adults Meetings were held to address these concerns and were attended by multi-agency partners involved in AA's care, along with AA and her partner. Specialist behavioural health support was provided as well as social care support and advocacy. AA's partner's support was also engaged. AA with therapeutic support accepted that her behaviours could put her home in the community at risk and expressed that her desired outcome was to remain in her home with her partner in which she felt safe.

AA was engaged with sustained and patient support and care, with AA at the centre. Applying MSP and with AA's full support a number of outcomes were achieved including the introduction of a new health worker for AA at her request. AA also engaged in work in relation to her mental health and support and AA re-engaged with her landlord with the support of professionals involved in supporting AA. This work culminating in AA agreeing and entering into an easy read behavioural contract and social story relating to the contract and her tenancy. AA currently remains in her flat with her partner to date with ongoing support from her family and health and social care professionals.

## 2020-21 in Figures



**3310**  
Concerns received  
50% of cases progressed to an enquiry:  
31% Section 42  
19% other enquiry



### Desired Outcomes

Of those with a completed Enquiry, 86% of individuals or individuals' representatives were asked what their desired outcomes were, of these 86% expressed a desired outcome. 97.5% were either fully or partly achieved



### Primary support Reason

Individuals with physical support needs represented almost half of all concerns received



### Mental Capacity

In 29% of completed cases the client was identified to lack mental capacity, with the majority being supported by friends and family. 100% of these individuals were supported



### Main Location of Abuse

Individuals' own homes: 45%  
Residential/nursing homes: 35%  
Alleged perpetrator's home: 8%  
Concerns raised in a health setting continues to be low at 5%



### Main categories of Abuse

Physical abuse: 27%  
Neglect: 24%  
Psychological abuse: 11%  
Self-neglect: 14%  
Financial abuse: 10%



### Age/Gender

Females account for 60% of all concerns raised, with 51% of these being aged 75+. Males account for 40% of all concerns raised, with 51% of these being aged 18 - 64

## Working Differently during the COVID-19

### Pandemic

During the COVID-19 pandemic, SSAB has endeavoured to ensure that its strategic-level business was able to continue, although this has at times been in a reduced or different way. This approach has ensured the safety of staff across the partnership, and also ensured that the partner agencies could refocus their activity and resources on individuals who needed the most care and support in the community, e.g. people who were shielding or who didn't have family support networks.

Examples of work that SSAB partners have been involved in include:

- Coordinating a network of volunteers to help support individuals who were shielding to still access supplies such as groceries or medication prescriptions
- Staff using various available technologies to undertake video calls, texts, etc to keep in touch with service users, including issuing tablets & other devices, or directing people to where they could obtain one through national funding/other sources
- Holding operational safeguarding meetings virtually, to ensure cases continued to be examined in a timely manner, with concerns investigated and issues dealt with
- Holding strategic safeguarding meetings virtually, to ensure continuity of business and that updates and assurance could continue to be sought on a range of safeguarding adults issues, plus 'think family' issues. This has included 2 joint meetings (May & June 2020) of SSAB & SSCP, then a series of Safeguarding Adults & COVID-19 Assurance meetings (held approximately every 6 weeks and continuing into 2021) to gain assurance for SSAB that the key statutory partners have been able to continue their safeguarding adults activity during the COVID-19 pandemic.

## What does 2021-22 Hold?

- Recovery from COVID-19 and addressing 'hidden harm' following COVID lockdowns and shielding etc, will be our focus.
- Implementation of the lessons learned from the impact of COVID-19 on the working practices and activity of SSAB partners, to ensure good practice and innovation are not lost going forward; key areas identified include: better use of technology to support safeguarding adults work; more streamlined use of resources; more flexible and agile staff working practices
- Final revision and re-launch of SSAB's Multi-Agency Safeguarding Adults Procedures (postponed in 2020 due to the COVID-19 pandemic), streamlining them and making them easier to navigate and more accessible to professionals and public
- Ongoing development of the SSAB website (postponed in 2020 due to the COVID-19 pandemic), to include a greater breadth of safeguarding resources
- Launch and embed the Complex Adults Risk Management (CARM) process for managing the most complex safeguarding adults cases, to ensure a comprehensive multi-agency response that gains positive outcomes for individuals, in line with Making Safeguarding Personal principles
- Getting back on track (following a pause during the pandemic) with a planned cycle of themed case file audits and assurance exercises
- SSAB will be participating in the National Safeguarding Week in November 2021, with SSAB partners undertaking a range of safeguarding adults awareness-raising activities
- SSAB has agreed new priorities for 2021, following an exercise to review and follow the data, and refresh performance and assurance frameworks: Prevention; Local Areas of Risk (Self-Neglect; Mental Capacity; Homelessness; Complex Adults Risk Management (CARM) – at Risk/Vulnerable/Complex Cases (including Substance Misuse); Domestic Abuse; Suicide Prevention (particularly in light of the effects of COVID-19)). We will work jointly with the SSCP on some of these areas, as well as on Transitions; Exploitation and Learning from Safeguarding Adult Reviews (SARs) and Local Safeguarding Children Practice Reviews (LSCPRs).