



Annual Report

2018-2019



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Foreword

by the Independent Chair of SSAB



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

The harsh face of austerity has been evident in the city this last year. Private providers of residential and home care have faced tight budgets, whilst statutory services from all agencies have undergone further cuts. In some other areas I

have known austerity to provoke competition and defensiveness amongst staff – but here in Sunderland I have seen a real commitment to partnership, to rethinking how services can still be provided with less, and to supporting each other at a time of difficulty. It will be important that this commitment continues, as it seems as if our country is not yet through the worst of the financial crisis.

We have streamlined the way in which the Board operates, to get the most out of the contributions of senior partners from all agencies. We are also looking to work more collaboratively with colleagues in neighbouring authorities, to seek to align some of our ways of working.

The board is in good shape, and ambitious for the future. Much of this can be attributed to the major contributions of partner agencies who chair subgroups, lead on the programmes of work, and ensure that people in Sunderland remain safe. In particular, though, my thanks are due to Amy Paulsen and Pamela Weightman for ensuring that the Board's ambitions are translated into concrete outcomes.

Sir Paul Ennals

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](#)
- [Northumberland, Tyne & Wear NHS Foundation Trust](#)
- [Healthwatch Sunderland](#)
- [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 Board, setting out the role and remit of each Board 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 Board \(SSCB\)](#) - SSAB and SSCB have worked jointly on a range of common workstreams, and also hold, or contribute towards, learning events highlighting both safeguarding children and adults issues.

SSAB works closely with other statutory partnerships in Sunderland, including:

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, continuing to work together with common objectives and commitments.

Strategic Delivery Plan

SSAB's [Strategic Delivery Plan](#) was refreshed in Autumn 2018 following a successful Board development meeting. The 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 has 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 will be progressed through the work of the SSAB's Partnership Group and Learning and Improvement in Practice (LIIP) and Quality Assurance (QA) sub-committees.

Strategic Delivery Plan:

Progress and Achievements

Prevention

- Work has commenced on the development of a SSAB Prevention Strategy
- Successful safeguarding campaign 'Safetember', including launch of SSAB's Twitter page, networking and footfall events across the partnership to promote safeguarding adults messages
- Development of quarterly newsletter

Making Safeguarding Personal (MSP)/user engagement

- MSP assurance exercise undertaken with partners by the QA sub-committee
- Service-user survey conducted by Healthwatch, on behalf of SSAB. Majority of responses were positive about their experience of the safeguarding process and felt they/their relative were safer as a result
- Development of easy read safeguarding adults guide with support and input from self-advocates and service-users from Sunderland People First

Partnership (including regional collaboration)

- Annual Safeguarding Conference held in collaboration with South Tyneside and Sunderland Healthcare Group, Sunderland and South Tyneside CCGs, SSCB and South Tyneside Safeguarding Children and Adults Boards
- Safeguarding Children and Adults information leaflet revised in partnership with SSCB

Key local areas of risk

- Revision of SSAB's Self-Neglect and Clean Homes Guidance is nearing completion
- In response to findings from Safeguarding Adult Reviews and practitioner feedback 'How to Assess Mental Capacity' training course developed and launched

The Work of SSAB and its Sub-Committees

Governance

- Membership of the Board reviewed
- Meeting frequency changed to quarterly for sub-committees and twice yearly for Board
- Governance documents reviewed and refreshed
- Quarterly newsletter developed and launched
- Assurance plan refreshed
- Continued interface with domestic homicide review process
- Continued involvement with Domestic Abuse Strategic Project Group

Quality Assurance

- Case file themed audits and in-depth performance data audits carried out, including: Neglect and Acts of Omission; Making Safeguarding Personal; Capacity and Consent; Hospital Discharges; Self-Neglect; Service User Desired Outcomes and Threshold Levels
- Assurance exercise undertaken with partners regarding how MSP is built into their services and practice
- Service user survey conducted on behalf of SSAB by Healthwatch, responses showed overall, people were positive about their experience of the safeguarding process and felt that they/their relative were safer as a result
- Supported Safer Internet Day on 5th February 2019
- Developed new safeguarding adults information posters, available on the SSAB website for partners to use
- Revised safeguarding children and adults information leaflet with SSCB
- Easy Read Safeguarding Adults Guide developed, with support and input from Sunderland People First, Age UK Sunderland, Sunderland Care and Support and Sunderland Carers' Centre
- Held 'Safetember' event, which included football events, creation of the SSAB Twitter profile, coffee mornings and information stands
- Developed post-training survey regarding knowledge and practice from delegates attending SSAB's training courses

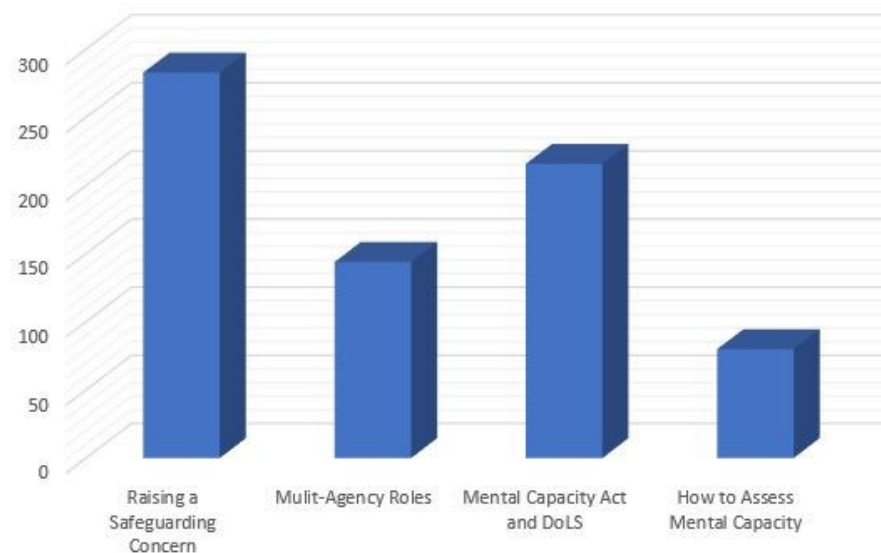
Learning and Improvement in Practice

- Developed practical 'How to Assess' mental capacity training
- Developed interface with [LeDeR](#)
- Established several task and finish groups to review practitioner guidance and SSAB governance documents
- 1 scoping meeting carried out, which did not meet the Care Act criteria for a Safeguarding Adult Review
- Published one Safeguarding Adult Review (SAR) concerning 'Eva'
- Developed and launched SAR referral form and guidance

Training

- Continued delivery of multi-agency safeguarding adults training, delivering 55 training sessions across the year
- Launched 'How to Assess Mental Capacity' training in January 2019
- Training continues to be well received and has resulted 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 2018 - 19



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, both statutory and non-statutory, 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, reporting to the Board as required, such as undertaking audits, achieving safeguarding and Prevent training compliance, and updating policies, procedures and referral pathways.

South Tyneside and Sunderland NHS Foundation Trust

- Taking a collaborative approach to adult and children's safeguarding agenda, this includes restructuring and co-location of the City Hospitals Sunderland and South Tyneside Safeguarding Team and realignment of the Safeguarding Trainer role
- Sunderland Royal Hospital and South Tyneside Hospital both have an established hospital Independent Domestic Violence Advocate (IDVA) and Domestic Abuse Health Advocate (DAHA) to support staff to recognise and respond to domestic abuse. There were 193 IDVA/DAHA referrals across the Trust in 2018/19

Northumberland, Tyne and Wear NHS Foundation Trust

The Patient Safety Trust 'Clinical Police Liaison Lead' Nurse is now part of the Safeguarding Adults and Public Protection (SAPP) Team, further enhancing multi-agency working with Police colleagues and partners. This has allowed SAPP Practitioners and the Police Liaison Lead to share knowledge, skills and experience to further enhance and strengthen public protection arrangements, both internally and externally

Sunderland Clinical Commissioning Group (CCG)

- Delivered and commissioned bespoke training for GPs and primary care staff to share learning from reviews in key areas of practice such as the Mental Capacity Act
- Developed reporting arrangements to SSAB on market management and assurance arrangements regarding commissioned providers
- Established new model and commissioning arrangements for [MARAC](#) information sharing and dissemination provided by South Tyneside and Sunderland NHS Foundation Trust working with the Police as part of the new model

Sunderland City Council

- Creation and development of an adult Multi-Agency Safeguarding Hub (MASH) with support from Northumbria Police
- Review of [Safeguarding Adults Concern \(SAC\) form](#) contents and format, and transition of form into the development of a Safeguarding Portal to allow online referrals
- Adult safeguarding as part of the supervision process is embedded and implemented for all social workers across the council and forms part of the Adult Needs Assessments questions asked during assessment to identify an adult at risk
- Key improvement actions identified for inclusion in the City's multi-agency Prevent Action Plan by completing effective benchmarking exercise against Home Office *National Prevent Self Assessment Toolkit*
- Dealt with 6 cases of modern slavery in 2018-19 and has supported them to access the [National Referral Mechanism](#)

Northumbria Police

Northumbria Police policies and procedures in relation to adult safeguarding have been rewritten and refreshed to include the Care Act.

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](#).

South Tyneside and Sunderland Foundation Trust

- The Safeguarding Trainer role has been realigned across the Trust, ensuring a streamlined approach to safeguarding children and adult training content and taking a lead role in compliance monitoring. Current safeguarding training compliance is over 94% for Levels 1 and 2 safeguarding training across the Trust. The Trust has also achieved over the 85% compliance target set by NHS England for [WRAP Prevent](#) training
- SCR/SAR Briefing and Safeguarding Awareness Sessions: Quarterly “Hot Topic” awareness raising sessions arranged and held across the Trust regarding safeguarding children and adults issues, with special guest speakers invited to present. September continues to be the month when “Safetember” is hosted, a local campaign to raise awareness of safeguarding issues
- Safeguarding supervision is being implemented across the Trust

Northumberland, Tyne and Wear NHS Foundation Trust

- The Safeguarding Adult and Public Protection (SAPP) Team practitioners provide a ‘triage’ service to all safeguarding and public protection concerns raised within the trust to ensure that the person is, wherever possible, safeguarded and effective safety plans are put in place. Daily advice, supervision and support is provided to trust services

Sunderland Clinical Commissioning Group (CCG)

During 2018 the CCG Safeguarding Team have continued to support development of the Domestic Abuse Advocate (IDVA) in a Primary Care Pilot securing funding to deliver year 3 of the pilot. The CCG has also provided additional non-recurrent funding to support Specialist Domestic Abuse Services including Community IDVA Services and Services to support children who have been affected by domestic abuse.

Sunderland City Council

Sunderland has a well established [Channel](#) Panel, a current Sunderland Channel case has been identified as an example of exceptional good practice: Person A was referred due to their risk of radicalisation after being identified as accessing extremist material online and being vulnerable to developing entrenched views and inciting others into this activity. Under the Channel process, they received a support package addressing their potential for extremist radicalisation with support from mental health services, social care and housing, and therapeutic and logistical interventions designed to deflect and move them away from this path. A first for the Channel process in Sunderland was the partnership with Sunderland AFC’s Foundation of Light and their KICKS programme, which developed a support programme that engaged the individual so well they are now being considered for removal from the Channel process and managed under mainstream core business

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 for a, which includes: [MAPPA](#) (now [MOSOVO](#) - Management of Sex Offenders & Violent Offenders), [MATAC](#), [MARAC](#), [CONTEST](#) Board and [Channel](#) Panel.

Sunderland Clinical Commissioning Group (CCG)

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

- Hate Crime and Tension Monitoring where the CCG Designated Nurse Safeguarding Adults is Vice Chair
- Representing the CCG and regional health colleagues on the NHSE North Region Modern Day Slavery (MDS) Sub Group taking forward work on behalf of the NHSE National MDS Group

Northumberland, Tyne and wear NHS Foundation Trust

- A dedicated Safeguarding and Public Protection (SAPP) Practitioner has undergone training and development over the last 12 months to provide continuity and knowledge of Prevent referrals made by Trust clinical staff, and attend Prevent/Channel Panels accordingly. Good working relationships have also been fostered with Special Branch colleagues who have the police lead for Prevent
- SAPP continue to contribute to multi-agency safeguarding hubs (MASH) for multi-agency safeguarding decision making at the point of referral, the SAPP Team provide vital support/information to assist decision making/outcomes required to safeguard

Sunderland City Council

- The development of the Adult Multi Agency Safeguarding Hub (MASH) evidences excellent partnership working, partner agencies working with the MASH include Northumbria Police, City Hospitals Sunderland, Northumberland Tyne and Wear NHS Foundation Trust, Wear Recovery, Sunderland CCG, Gentoo, Financial Safeguarding Team and Housing Options as well as the Council's own Adult Services including Adult Safeguarding, community Older Persons, physical disabilities, mental health and learning disability teams
- The council continues to be represented at the Northumbria Prevent Coordination Group, It has also led to a discussion upon a North and South Regional Prevent Hub to process Prevent referrals, with Sunderland being proposed as the possible Hub lead for the South
- Attendance at North East (north) Channel Regional Engagement Workshop to provide input into the review of the current national Prevent Duty Guidance

Northumbria Police

Referrals submitted for adults who are of concern to the police for reasons under the wider definition of Vulnerability as well as those meeting the Safeguarding threshold are now all subject to multi-agency triage within the Multi-Agency Safeguarding Hub (MASH) arrangements for adults which launched in 2018. This is an exciting opportunity for partners to come together and work collaboratively to safeguard adults experiencing abuse or neglect as well as adopt a wider early help and information sharing approach to prevention opportunities.

South Tyneside and Sunderland Foundation Trust

In March 2019, the Safeguarding Adults and Children Team along with Sunderland and South Tyneside's Safeguarding Adults and Children Boards and Sunderland and South Tyneside CCGs, organised a multi-agency "Think Family" Safeguarding Conference. This featured a number of external speakers and was well attended. The event evaluated very well with positive feedback.

Statutory Partners' Contribution to Safeguarding

Making Safeguarding Personal

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)

When providing advice on the management of individual safeguarding concerns the CCG safeguarding team ensure that their approach is person-centred and ensures that there is appropriate consideration in relation to:

- The individual's consent
- The individual's desired outcomes for safeguarding
- Issues related to capacity/advocacy
- Personalised support

Making Safeguarding Personal is embedded in all of the multi-agency and single agency training provided by the CCG.

Northumbria Police

Northumbria Police policies and procedures in relation to adult safeguarding have been rewritten and refreshed to include the 6 key principles of Making Safeguarding Personal.

Sunderland City Council

- Embedded and improved Making Safeguarding Personal (MSP) principles within operational delivery. The council's Adult Safeguarding Team, with the crucial support of the Performance Team, have assisted in the development of a bespoke software package through Liquidlogic which has supported performance improvements around MSP in the safeguarding process
- The recording of questions around MSP principles, such as: was the individual or individual's representative asked what their desired outcomes were; were the desired outcomes achieved; has the adult been informed of the outcome; has the referrer been informed of the outcome; and is the adult satisfied with the outcome, has allowed analysis of how well the safeguarding journey in Sunderland is adopting a personalised approach that enables practitioners, families, teams and the SSAB to know what difference has been made
- Attendance of the adult at risk, their family or advocate at safeguarding meetings to ensure that the voice of the adult at risk is heard

Northumberland, Tyne and Wear NHS Foundation Trust

All policies have been updated to include making safeguarding personal principles

South Tyneside and Sunderland Foundation Trust

- A Safeguarding and MCA/DoLS Champions network is now firmly established within both Trusts and held quarterly. Making Safeguarding Personal has been one of the topics of discussions.
- STFT Safeguarding Team Newsletter included a feature on Making Safeguarding Personal

2018-19 in Figures



2655

Concerns received
34% of cases progressed to an enquiry:
23% S42
11% other



Desired Outcomes

84% of individuals were asked what their desired outcomes were, of these 47% expressed a desired outcome. 97% were either fully or partly achieved



Primary support Reason

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



Mental Capacity

In 45% of completed cases the client was identified to lack mental capacity. 100% of these individuals were supported.



Main Location of Abuse

Individuals' own homes: 42%
Residential/nursing homes: 40%
Alleged perpetrator's home: 6%
Concerns raised in a health setting continues to be low at 4%



Main categories of Abuse

Physical abuse: 29%
Neglect: 22%
Psychological abuse: 11%
Self-neglect: 11%
Financial abuse: 11%



Age/Gender

Females aged 85+ account for the highest number of concerns raised

Learning Lessons

In 2017 the Learning and Improvement in Practice sub-committee undertook a scoping exercise regarding information known to partner organisations in relation to 'Eva'. Whilst the exercise concluded that the specific causes of Eva's death did not indicate a strict statutory requirement to undertake a Safeguarding Adult Review (SAR), the recommendation was that a SAR should still be undertaken due to the significant learning that could be gained from the case and due to the similarities to a SAR previously published by SSAB in October 2015.

The Review involved a number of partner agencies who operate in Sunderland. A workshop involving front-line staff who had worked with Eva was held, and provided valuable insight and supported the SAR process in identifying learning and key recommendations.

The SAR resulted in a detailed multi-agency action plan, which was monitored by the Learning and Improvement in practice sub-committee before being shared with the Quality Assurance sub-committee.

The [Executive Summary](#) of the Review and an accompanying [7 Minute Briefing](#) were published in May 2018.

What does 2019-20 Hold?

- Development of a SSAB Prevention Strategy to support the Strategic Delivery Plan
- Further work on SSAB's Multi-Agency Safeguarding Adults Procedures, to streamline them and make them easier to navigate and more accessible to professionals and public
- Further development of the SSAB website, to include a greater breadth of safeguarding resources
- Ongoing work to explore the potential to develop Adult Missing Sexually Exploited and Trafficked (AMSET) arrangements in Sunderland, to build on best practice in children's MSET arrangements and AMSET arrangements in other North East localities
- SSAB will be participating in the National Safeguarding Week in November 2019, with SSAB partners undertaking a range of safeguarding adults awareness-raising activities