



# Annual Report

## 2019-2020



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## Foreword

by the Independent Chair of SSAB



**Sir Paul Ennals**  
**Independent Chair, Sunderland SAB**

This is my final annual report as Chair. It has been a privilege and a pleasure to have worked with partners across Sunderland, and to have witnessed the regular improvements in the quality of services made available to vulnerable adults from all partners within the borough. I have been Independent Chair for 3 years now, and it is normal good practice to limit the number of years a Chair stays in one place.

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

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

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

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## Foreword

by the Independent Chair of SSAB, continued...

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

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

## Foreword

As ever, warm thanks are due to our central team - to Pam Weightman and Amy Paulsen.

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



**Sir Paul Ennals**  
**Independent Chair, 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 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 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

- The SSAB Prevention Strategy was completed & published on SSAB website
- Successful local safeguarding adults campaign in line with National Safeguarding Adults Week, including messages on SSAB's Twitter page and networking and footfall events across the partnership to promote safeguarding adults messages
- Continued production of the SSAB quarterly newsletter

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

- Promoted the easy read Safeguarding Adults Guide on the SSAB website & with partners
- Development of easy read SSAB Annual Report 2018-19 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 the figures for meeting MSP targets in 2019-20 have been consistently high

#### Partnership (including regional collaboration)

- Annual Safeguarding Conference held in collaboration with South Tyneside and Sunderland NHS Foundation Trust, Sunderland and South Tyneside CCGs, SSCP and South Tyneside Safeguarding Children and Adults Boards
- Founding partner in Framework for commissioning Independent Authors for Safeguarding Adult Reviews, Domestic Homicide Reviews & Children's Safeguarding Practice Reviews, covering all 12 North East Local Authorities

#### Key local areas of risk

- Revision of SSAB's Self-Neglect & Clean Homes Guidance completed & was re-launched
- How To Assess Mental Capacity training course commissioned for another year and delivered to multi-agency staff
- Exploitation of adults at risk & vulnerable children was a key theme of the annual Safeguarding Conference held on 3rd March 2020

# The Work of SSAB and its Sub-Committees

## Governance

- Meeting frequency: quarterly for sub-committees and twice yearly for Board
- Governance documents reviewed and refreshed
- After a successful launch in 2018-19, the quarterly newsletter continues to be published & distributed to a wide range of stakeholders
- SSAB's Assurance Framework plan refreshed
- Continued interface with Domestic Homicide Review process
- Continued involvement with Domestic Abuse Strategic Project Group
- Continued interface with LeDeR (Learning Disabilities Mortality Review)

## Quality Assurance

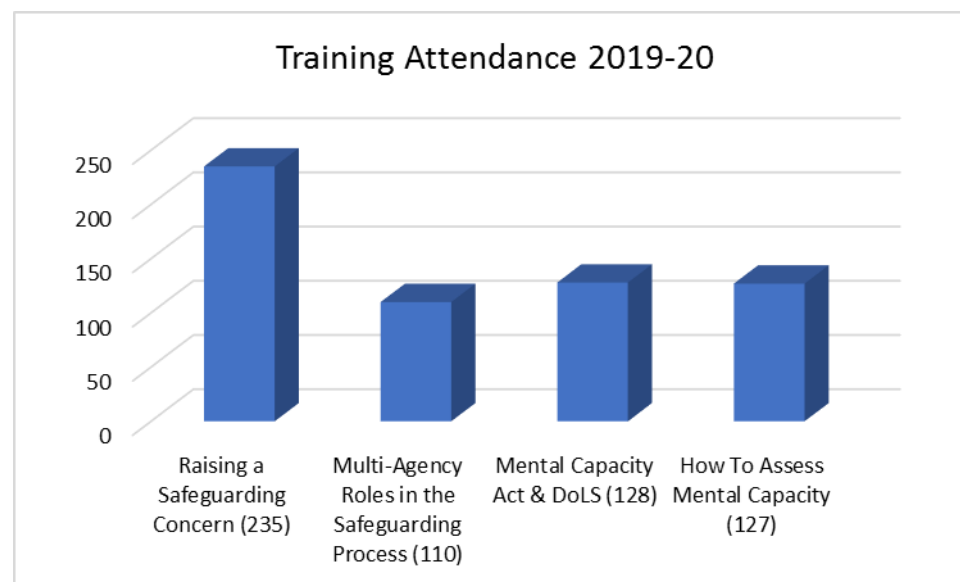
- Case file themed audits and in-depth performance data audits carried out, including: Partner Agencies Safeguarding Adults Policies; Self-Neglect (one as a single-agency themed audit working with SSAB, the other a case file audit); Desired Outcomes (under Making Safeguarding Personal)
- Assurance exercises undertaken with partners regarding Advocacy Services and Response to Self-Neglect cases.
- Developed a new Quality Assurance Framework for the SSAB, based on the regional version, then undertook an assurance exercise with partners using it, resulting in an action plan to improve communications
- Supported Safer Internet Day on 5th February 2020
- Held National Safeguarding Week events, which included footfall/information events, & posts on the SSAB Twitter profile
- Further progressed revision of the SSAB Multi-Agency Safeguarding Adults Procedures
- Refreshed the Quality Assurance Sub Committee Work Programme
- Refreshed the SSAB Communications & Engagement Activity Plan
- Produced an easy read version of the SSAB Annual Report 2018-19 with Sunderland People First self-advocacy group
- Agreed the audit themes for 2020-21, based on outcomes from audits and performance data trends

## Learning and Improvement in Practice

- Examined the upcoming changes from DoLS to Liberty Protection Safeguards (LPS) and the potential implications of this
- Signed off the 'Eva' SAR Action Plan and passed it over to the Quality Assurance Sub Committee to consider for any audit themes
- Revised a range of documents, including: Safeguarding Adult Review (SAR) Protocol; SAR Independent Panel Chair and Author Induction Pack; SSAB Self-Neglect Guidance; SSAB Training Strategy
- Considered 2 cases for possible scoping as potential SARs

## Training

- Commissioned a new CPD-accredited Safeguarding Adults e-learning package from Social Care Institute for Excellence (SCIE)
- Continued commissioning of multi-agency safeguarding adults training, delivering 52 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





# 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.

### South Tyneside and Sunderland NHS Foundation Trust

- Taking a collaborative approach to adult and children's safeguarding agenda, STSFT safeguarding team are now one team over two sites
- To ensure that a responsive safeguarding culture is embedded throughout the organisation, and that this be reflected in the numbers of concerns being acted upon by staff, Datix (IT system) incident reporting as a means to generate & send safeguarding referrals is now embedded into all areas
- To ensure that effective work continues with key partners, information sharing & support for Multi-Agency Safeguarding Hub (MASH) is in place
- The Trust has an established hospital IDVA/DAHA to support staff to recognise and respond to Domestic Abuse. There were a total of 106 IDVA/DAHA referrals across the Trust in the 2019-20 reporting period.

### Cumbria, Northumberland Tyne and Wear NHS Foundation Trust

The Patient Safety trust Clinical Police Liaison Lead nurse is now embedded as part of the SAPP team, which further enhancing multi-agency working with police colleagues/partners. Northumbria Police Harm Reduction team is working closely with our community services regarding those individuals who have complex risk issues who do not meet the threshold of statutory processes. These individuals may be adults at risk of harm or pose a risk of harm. The Clinical Police Liaison Lead is supporting this work.

### Sunderland Clinical Commissioning Group (CCG)

- Agreed funding to support the development of the Adult Multi-Agency Safeguarding Hub (MASH), with health staff co-located in an integrated MASH team
- Provided grant funding to support the development of a Trauma-Informed Recovery Unit for women with complex needs
- Continued to support development of the Domestic Abuse Advocate (IDVA) in a Primary Care pilot, securing funding to deliver the service for a further year

### Sunderland City Council

- Reviewed and updated the Adult Safeguarding procedures for the SSAB Website
- Further development and embedding of the adult Multi-Agency Safeguarding Hub (MASH) with key adult social care, health and police partners including the appointment of a Health Navigator.
- Live testing of the Safeguarding Adults Concern (SAC) form procedure, contents and format, and transition of the form to a Safeguarding Portal to allow online referrals
- A key priority for the Adult Safeguarding Team is to raise awareness and empower staff to recognise the signs and symptoms of abuse. The Team want all staff to feel informed and confident to access the team for support and advice. The Safeguarding Adult Team does this by continuing to provide advice, training and support to staff, in line with our statutory duties.
- Safeguarding Adults Team identified Leads within the team for key specialist areas such as Modern-Day Slavery, Prevent & Domestic Abuse
- Safeguarding Adults Team dealt with an additional 558 SAC's over the same period for 2018/19

### Northumbria Police

The priority of the Northumbria Police Safeguarding Department places our vulnerable victims and their respective needs at the centre of our service delivery, focussing upon early intervention and prevention to attempt to reduce the number of future victims.

In 2019, the Northumbria MASHs have been recognised for best practice by the MASH National Police Chief Council's Lead for MASH's during a national MASH workshop.

## 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 Clinical Commissioning Group (CCG)

During 2019 the CCG Safeguarding Team have led work with GPs and primary care staff to improve how safeguarding information is recorded. This has led to significant improvements in recording systems and consistency across all GP practices in Sunderland.

### Sunderland City Council

Sunderland continues to deal with a number of referrals under the Prevent Agenda and has a well-established Channel Panel—it is a nationally recognised example of exceptional good practice for the Home Office Channel Team in the Office for Security and Counter-Terrorism, Prevent.

The Adult Safeguarding Team maintain involvement 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 and transition from a local e-learning to the national e-learning package for the Prevent agenda as well as attendance at the North East Channel Regional Engagement Workshop to provide input into the review and content of the updated national Prevent Duty Guidance.

### Cumbria, Northumberland Tyne and Wear NHS Foundation Trust

The SAPP team now has a dedicated Case Review Officer to support the Trust in its commitment attendance at statutory meetings as panel members and write Individual Management Reviews in respect of:

- Safeguarding Adult Reviews – Adults
- Domestic Homicide Reviews (adults)
- Appreciative Inquiries / Local Learning events

### South Tyneside and Sunderland NHS Foundation Trust

- Rigorous programme of safeguarding audits undertaken throughout 2019-20, to monitor safeguarding practice across the Trust, e.g. compliance with routine & selective enquiry, MSP, self-neglect and MCA/DoLS.
- Safeguarding training compliance achieved & maintained throughout 2019-20 (98% for Adult Level 1 and 97% for Adult Level 2). The Trust has also exceeded NHS England's 85% compliance target for WRAP Prevent training (Basic Prevent Awareness training (BPAT) - 98%, full WRAP—97.4%)
- ‘Hot topic’ sessions and DHR/SAR Briefing & Safeguarding Awareness Sessions held across the Trust, with special guest speakers invited to present. This included ‘A Life Worth Living’ (Suicide Prevention) & ‘Understanding Self-Harm’. September continues to be when ‘Safetember’ is hosted; a local campaign to raise awareness of safeguarding issues.
- Safeguarding learning from SARs/DHRs & CSPRs has also been cascaded to all departments via an electronic briefing paper. Learning has also been made available via ‘7-Minute Briefings’ available on the Trust intranet site.



## Statutory Partners' Contribution to Safeguarding

### Good Practice, continued...

#### Northumbria Police

The embedding of the strategic objective “Safeguarding is everyone’s Business” in the Safeguarding department provides an effective reactive response capability with an ability to identify emerging vulnerability and an ability to respond effectively and efficiently with partners to provide better outcomes for children and adults.

The strategic priorities for Safeguarding are to:

- Protect the vulnerable
- Place the victim at the heart of our processes
- Support victims
- Deliver an outstanding service
- Prevent crime
- Reduce future demand through early intervention
- Meet future demand

We will deliver on these priorities by building and maintaining effective multi-agency partnerships, increasing awareness of Safeguarding, and ensuring capacity and capability of resources and supporting wellbeing.

The public and professional awareness of vulnerability within our communities has increased. Correspondingly, Northumbria Police places vulnerable victims at the heart of our service. Combining these factors increases demand in order to meet this challenge, we have invested to secure resources at authorised structure level.

#### Northumbria Police

Northumbria Police Safeguarding Department provides an intervention and investigation response in the following areas; MASH (Multi Agency Safeguarding Hubs), CAP (Child, Adult Protection), RIT (Rape Investigation Team), MOSOVO (Management of Sexual Offenders and Violent Offenders), High Risk Domestic Abuse victims, Harmful Practices (including Forced Genital Mutilation, Honour-Based Abuse and Forced Marriage), Missing Persons and Mental Health.

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# 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:

- Commissioned arrangements for information sharing via STSFT and CNTW which has led to improved reporting and information sharing for MAPPA & MARAC
- Representing the CCG and regional health colleagues at the Regional CONTEST Board
- Working with regional colleagues and the Police and Crime Commissioner to secure funding for a region-wide Violence Reduction Unit (VRU)

## South Tyneside and Sunderland NHS Foundation Trust

- STSFT safeguarding team embraces the importance of working with partner agencies and is an active member of local partnerships ensuring representation and contribution across all meetings & groups, multi-agency training and contributing to single/multi-agency audits to improve outcomes for adults
- In March 2020, the STSFT Safeguarding Team along with Sunderland and South Tyneside's Safeguarding Adults Boards, CSPs, and Sunderland and South Tyneside CCGs organised a multi-agency Safeguarding Conference. The conference focus was upon trauma-informed care. This featured a number of external speakers and was well attended. The event evaluated very well with positive feedback.

## Sunderland City Council

- Safeguarding Adults Team works closely with colleagues in other organisations, including health, social care, Police, voluntary and private sector, to safeguard & protect the people of Sunderland.
- Safeguarding Adults Team, as a key member agency of the Multi Agency Safeguarding Hub (MASH), supported the triaging of 3200 cases between 01.04.19 – 31.03.20
- Health Navigator recruited to MASH process to provide advice and guidance regarding pathways into hospital & community-based primary & secondary care.
- Safeguarding Adults Team introduced Complex Case Reviews to identify risk management plans for high-risk vulnerable adults not engaging with services.
- Safeguarding Adults Team produces data for Strategic Commissioning Group and CQC to highlight those service providers where quality of care is to be assessed as a result of the number of safeguarding concerns made.

## Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

- There is a dedicated SAPP Practitioner for PREVENT related concerns. The SAPP Lead provides an additional level of safeguarding and mental health input to those individuals who have been referred due to concerns and may have mental health problems and/or learning difficulties and who are at risk of radicalisation. The role also incorporates and promotes best practice from other CNTW established mental health services.
- Developed the role of a CNTW MASH worker within the Sunderland MASH. This has worked very well and is being evaluated over time

## Statutory Partners' Contribution to Safeguarding

### Working with Partners, continued...

#### Northumbria Police

Our continued support to resource and work within Multi Agency Safeguarding Hubs (MASH) ensures that problems are identified at an early stage following submission of an adult concern notice. An additional 6 staff have been recruited in to the MASH. Referrals are subject to multi-agency triage within the MASH arrangements for adults which enables 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. Increase in safeguarding referrals is attributable to internal training and communications to improve both the number and quality of referrals into the MASH. It is likely this demand will continue to increase as officers improve recognition of the signs of neglect, abuse and all forms of exploitation.

Multi-agency discussion during triage in the MASH ensures a coordinated, proportionate and least intrusive approach to adult safeguarding concerns is taken.

We actively engage with the Sunderland Safeguarding Adults Board to ensure our policies and service delivery are open to scrutiny and that we uphold our statutory responsibility with representation on the Board to hold all agencies involved in safeguarding adults to account.

Our engagement in Safeguarding Adults Review meetings and DHR's ensures any issues around standards of service are fully addressed and learning is taken from cases.

#### Northumbria Police

Our partnership work with CNTW in support of persons with Mental Health issues has been celebrated as best practice by the NPCC National Lead, having a strong focus on lessons learnt and continuous improvement in all areas of Mental Health. Our capability has been improved with the recruitment of a Mental Health Sergeant into a newly developed post and she will assist in driving forward our response to mental health with a focus on training and partnership working.

We have taken part in national discussions around missing adults and are working with partners to develop a joint protocol in respect of vulnerable missing adults.

We are a key partner to the multi-agency Northumbria Violence Reduction Unit, with a Police Chief Inspector embedded within the project as project manager and the chair of the multi-agency Northumbria Serious Violence Reduction Board being the Police and Crime Commissioner.

Established in 2019, this is a public health approach to tackling serious violence and identifying key drivers which cause people to become victims or perpetrators of serious violence. We hope this will have a positive effect on tackling knife crime and domestic homicides.

## 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 has provided to practitioners during 2019. The work undertaken by the Domestic Abuse Advocate which is funded by the CCG continues to promote a victim focussed approach. Practical advice provided by the team continues to promote the core principles of MSP.

### Cumbria, Northumberland Tyne and Wear NHS Foundation Trust

All policies include the Making Safeguarding Personal principles.

### South Tyneside and Sunderland Foundation Trust

- The Safeguarding Champions forum continues to be held quarterly and delivered by Named professionals. Specific safeguarding topics and updates are provided by the safeguarding team. All information presented is sent via email to all champions so learning can be cascaded. MSP has been featured in these sessions.
- STSFT Safeguarding Team produces a bi-monthly newsletter which provides updates on legislation, training, supervision and key themes. This is sent to all staff, with electronic copy on the intranet. MSP has been featured in the newsletter.

### Sunderland City Council

Case Example 1: AA is a historically known substance misuser. He was referred into Safeguarding Adults Team by Adult Social Care and Police due to significant risks of harm by a known associate. AA had his own tenancy but would be visited by a known associate who vandalised his home and assaulted him. AA was at significant risk which severely affected his mental health.

A number of Safeguarding Adults Meetings were held to address these concerns, and were attended by multi-agency partners involved in the case, along with AA and his sister. AA expressed his desired outcome which was to feel safe and to be able to be well enough to visit his family. The outcome was AA moved into supported accommodation and with encouragement he pressed charges against the known associate.

AA continues to reside at the supported accommodation. He has engaged well with staff there and has taken part in programmes to improve his mental health and wellbeing. He has improved his diet and personal hygiene. Due to the significant changes he has achieved with the support of services, AA is now in a position where he is able to visit his family

Case Example 2: Provider service referral for a young female employee CC who was subject to family coercion to enter an arranged marriage against her will. t Safeguarding Adults Team led on application to High Court of Justice and the obtaining & granting of a Forced Marriage Protection Order to prevent the arranged marriage going ahead. Partners involved to safeguard CC included, the Safeguarding Adults Team, the Provider Service, Police, Adult Social Care, Legal Services, Home Office Modern Day Slavery Unit and National Forced Marriage Unit.

## Statutory Partners' Contribution to Safeguarding

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

#### 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.

In 2019 Northumbria Police formed Harm Reduction units led by a Chief Inspector, enabling a problem solving approach to supporting victims including vulnerable adults, working closely with adult safeguarding and mental health services.

Each area command has introduced a Harm Reduction unit which is vulnerability-focused. These units have Missing From Home Coordinators working within them and they have focused heavily on the response to Missing.

We have recruited a further 4 missing from home coordinators in 2020 which is great news for police and partners as it means we can concentrate on multi agency problem solving for repeat missing persons, including vulnerable adults, with a focus on prevention and safeguarding.

The Stalking Protection Act 2019 was introduced in January 2020, which gives police new powers to protect victims of stalking.

#### Northumbria Police

The Act introduces a new civil Stalking Protection Order (SPO) which can be sought by the police. The new order closes the gap in the existing protective order regime.

Northumbria Police has led on successful Domestic Abuse campaigns which have increased awareness of Domestic Abuse and increased reporting. For example, following a Clare's law external media campaign in 2019 we saw a subsequent spike in requests for disclosure.

#### Case study - Mental health demand

Northumbria Police took part in the 24 hour national mental health demand snapshot on 12th November 2019. This 24 hour data capture showed that Northumbria Police dealt with 1105 incidents in the 24 hour period, with 77 being assessed as a Mental Health Related Incident. This was 7% of our overall policing incident demand.

In addition we dealt with 33 Missing Person reports of which 10 had a mental health flag. There were also 68 arrests that day of which 40 had a mental health flag. It can be seen from these figures that Mental Health is a cross-cutting issue across all areas of policing.

Mental health issues create complex demand across a range of partner services with a wide variety of causative factors requiring a multi-agency partnership response.

#### Case study – raising awareness of vulnerable adults

In December 2019 a successful media campaign was launched by Northumbria Police with the objective of education in relation to elder abuse. The campaign reached 136,000 people on social media channels alone. This campaign was supported by face to face inputs by our Community Engagement Teams. Feedback indicated that the campaign was positively received.

## 2019-20 in Figures



**3191**  
Concerns received  
35% of cases progressed to an enquiry:  
26% Section 42  
9% other



### Desired Outcomes

Of those with a completed Enquiry, 84% of individuals or individuals' representatives were asked what their desired outcomes were, of these 78% 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 32% 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: 47%  
Residential/nursing homes: 35%  
Alleged perpetrator's home: 6%  
Concerns raised in a health setting continues to be low at 6%



### Main categories of Abuse

Physical abuse: 27%  
Neglect: 23%  
Psychological abuse: 12%  
Self-neglect: 11%  
Financial abuse: 13%



### Age/Gender

Females account for 60% of all concerns raised, with 49% of these being aged 75+. Males account for 40% of all concerns raised, with 51% of these being aged 18 - 64



## Learning Lessons

In 2019-20 the Learning and Improvement in Practice sub-committee oversaw the production of a range of 7-Minute Briefing documents on the following subjects, all related to key safeguarding adults themes, some of which have featured in SARs conducted by SSAB over the last few years:

- Domestic Abuse
- What To Do if you Suspect Adult Abuse or Neglect
- Female Genital Mutilation (FGM)
- Prevent Strategy (tackling radicalisation & extremism)
- Safeguarding Adult Review (SAR) Criteria
- Trafficking & Modern Day Slavery
- Self-Neglect
- Sexual Abuse

Once finalised, these 7-Minute Briefings were published on the SSAB website to enable professionals and public to benefit from the knowledge within them, and also shared directly with safeguarding adults leads in SSAB partner agencies, for dissemination within their organisations and networks.

## What does 2020-21 Hold?

- Consideration of 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; e.g. better use of technology to support safeguarding adults work; more streamlined use of resources
- Final revision and launch of SSAB's Multi-Agency Safeguarding Adults Procedures, streamlining them and making them easier to navigate and more accessible to professionals and public
- Ongoing development of the SSAB website, to include a greater breadth of safeguarding resources
- Ongoing work to expand the work already achieved to address the 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
- SSAB will be participating in the National Safeguarding Week in November 2020, with SSAB partners undertaking a range of safeguarding adults awareness-raising activities

