



**SUNDERLAND
SAFEGUARDING
ADULTS BOARD**

Annual Report

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Foreword



I am honoured to have taken on the role as Independent Chair of the Sunderland Safeguarding Adults Board (SSAB) In May 2018. I was therefore not Chair during the period covered by this annual report; SSAB was admirably chaired by Colin Morris through until his untimely death in January 2018. Colin made a massive contribution to the people of Sunderland – he led the board with passion, sensitivity and humour, and is greatly missed by colleagues and friends.

I have been immediately impressed by the strength of the partnership working across the agencies working in Sunderland, their willingness to collaborate around their arrangements for keeping people safe, and their openness to challenge and debate. Services are strong, despite the ravages of austerity, and the commitment to working collaboratively is very evident.

Working together is always important. Keeping vulnerable people safe requires creative working across traditional boundaries, encouraging staff and community members to think out of their normal lines, sharing information and ideas willingly. It is even more important in times of austerity, when all agencies are having to cut back on what they can afford, and we all have to try to conjure up new and better ways of delivering services with

less money. Partners in Sunderland demonstrate that openness, and understand the importance of encouraging the wider community to become ever more effective in supporting people who are at risk, to reduce the need for people to have to rely upon statutory services.

We are streamlining the way in which the Board operates, to seek to get the most out of the contributions of senior partners from all agencies. The main Board meets twice a year, with input from very senior leaders from across the city, and the Partnership Group now meets quarterly. We are looking to strengthen our relationships with the Local Safeguarding Children Board (LSCB), which I also chair. We are also looking to work more collaboratively with colleagues in neighbouring authorities, to seek to align some of our working practices.

In the coming year we are likely to see more activity in some of the newer areas of safeguarding for adults. The Partnership's work to tackle Modern Day Slavery is having an effect. As partners settle into the new duties arising from the Homelessness Reduction Act I expect the board will become more engaged with the issues of homelessness within Sunderland.

Some providers of residential and domiciliary care within Sunderland have faced financial pressures during the last year, and the pressures are unlikely to ease in the coming year. We have robust processes for monitoring the quality of local services, and providing challenge and support when necessary – this role is likely to become ever more important.

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 most people in Sunderland remain safe. In particular, though, our thanks are due to Amy Paulsen and Pamela Weightman, Strategic Safeguarding Team, for ensuring that the Board's ambitions are translated into concrete outcomes.

Sir Paul Ennals

Independent Chair, Sunderland SAB

SSAB Working Arrangements

Sunderland Safeguarding Adults Board (SSAB) Role and Function

[Sunderland Safeguarding Adults Board \(SSAB\)](#) 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 representation from a number of partner organisations across the City, which includes:

- Sunderland City Council
- Sunderland Clinical Commissioning Group
- Northumbria Police
- Healthwatch Sunderland

Chairing Arrangements



In 2010 Colin Morris was appointed as Independent Chair of what was Sunderland Safeguarding Adults Partnership, and which evolved into what is now Sunderland Safeguarding Adults Board. With a background in social care and experience of working across a range of public services over the duration of his career Colin was an advocate for partnership working and the protection of children and vulnerable adults. He undertook his role as Independent Chair with commitment and integrity, motivating and leading partners toward the shared vision of protecting the most vulnerable in the City.

Colin sadly passed away in January 2018, his legacy continues in the work of SSAB and he will be remembered for his dedication and passion for changing the outcomes for vulnerable people, his amiable character and his sense of humour.

Sir Paul Ennals CBE was appointed as Independent Chair of SSAB in May 2018.

The Care Act

The [Care Act Guidance](#) highlights six key principles that underpin all adult safeguarding work and should be used to inform professional practice and assist safeguarding adults boards to improve their local arrangements:

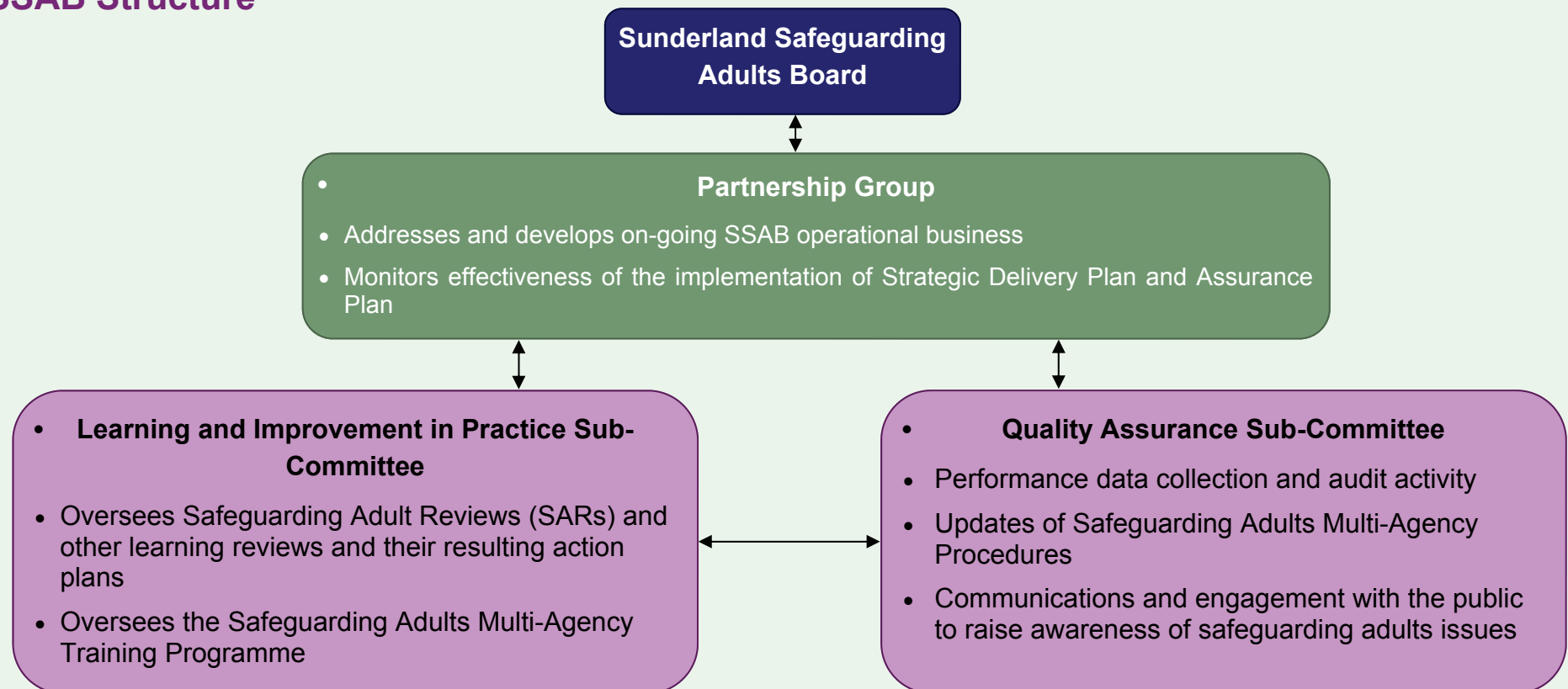
- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent
- **Prevention** - It is better to take action before harm occurs
- **Proportionality** - The least intrusive response appropriate to the risk presented
- **Protection** - Support and representation for those in greatest need
- **Partnership** - Local solutions through services working with their communities
- **Accountability** - Accountability and transparency in delivering safeguarding

Relationship with Key Partners

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

- [Sunderland Health and Wellbeing Board \(HWBB\)](#) - The HWBB is responsible for producing both the [Joint Strategic Needs Assessment \(JSNA\)](#) and HWBB Strategy. A 'Framework of Co-operation' 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 work streams and also hold, or contribute towards, learning events highlighting both safeguarding adults and safeguarding children's issues

SSAB Structure



Strategic Delivery Plan 2017 - 2020

SSAB's [Strategic Delivery Plan 2017 - 2020](#) was implemented in April 2017, and details the actions SSAB will take forward over three years to 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 the SSAB Multi-Agency Agreement and Memorandum of Understanding, which describes the Board's remit and governance arrangements.

The Plan details three key focus areas:

- Challenge
- Influence
- Assurance

These key focus areas are underpinned by the [six key principles](#) of safeguarding and are progressed by the work programmes of the Partnership Group and Sub-Committees through the statutory actions laid out in the Care Act and local actions identified and agreed by SSAB.

SSAB Vision for Safeguarding Adults in Sunderland

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

The 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.

The SSAB Vision and Strategic Delivery Plan actions have been actively progressed throughout 2017-18 by the committed local partnership working between the range of organisations that comprise the membership of the SSAB, Partnership Group and Sub-Committees, continuing to work together with common objectives and commitments.

Focus areas where SSAB is making a difference to improve safeguarding of adults in Sunderland:



Strategic Delivery Plan Key Focus Areas:

Local Actions

Challenge

- Highlight and promote principles of [Making Safeguarding Personal \(MSP\)](#)
- Engagement of individuals and carers in the safeguarding process needs to be strengthened
- Develop a proposal for the greater involvement of [Healthwatch](#)

Progress/Achievements

- Partners requested to include MSP information as part of the performance data they feed into the SSAB
- Safeguarding Adults Team has reviewed the safeguarding process to enable the engagement of individuals and carers in the safeguarding process to be strengthened
- Healthwatch part of development of a Service User Survey and will carry out the survey on behalf of SSAB in 2018

Influence

- Further work needed on communications, particularly around prevention
- Review of training programme
- Strengthen strategic focus of SSAB
- Support the Joint Strategic Needs Assessment in relation to its safeguarding vulnerable adults elements
- Highlight and promote principles of Making Safeguarding Personal (MSP)

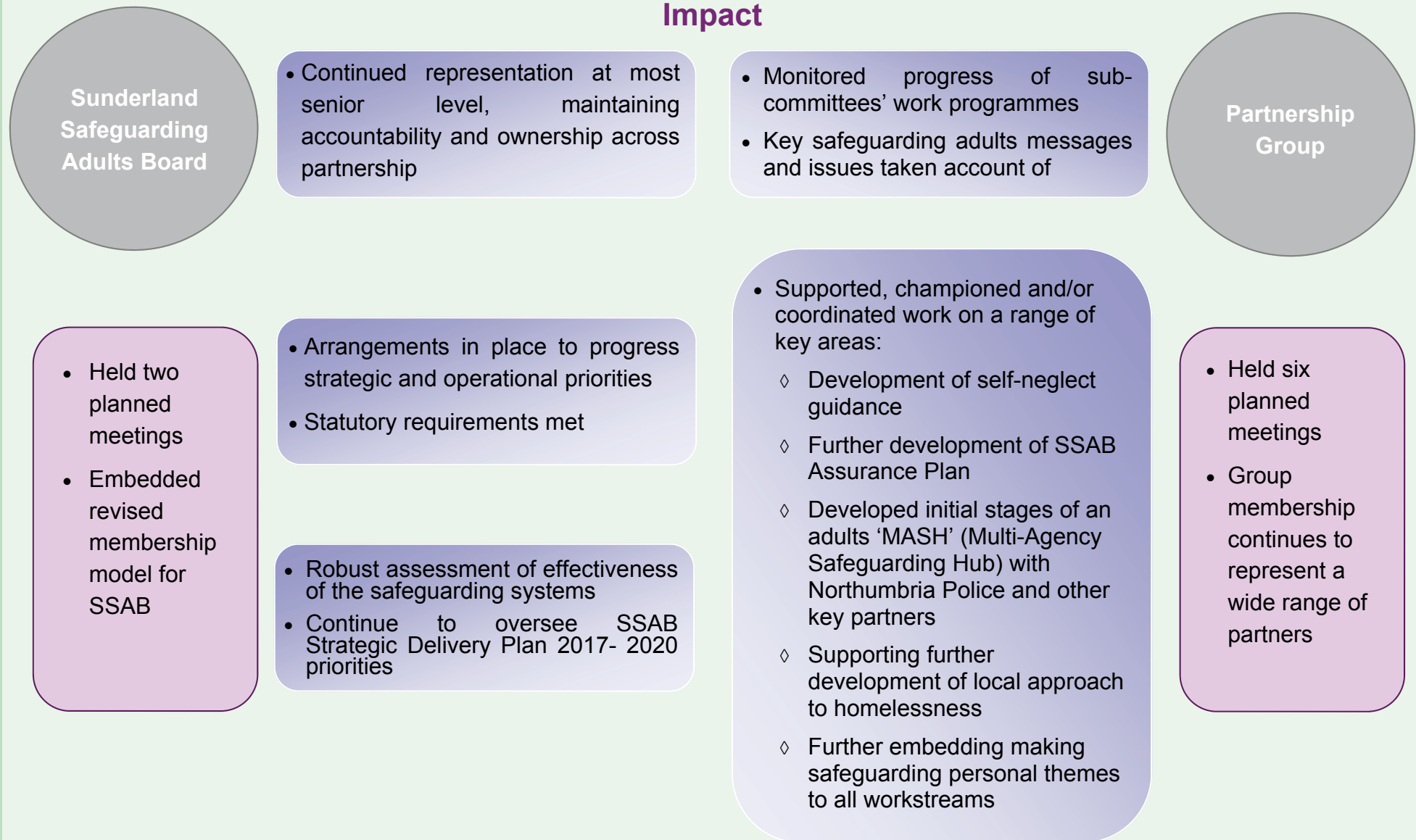
- Safeguarding adults awareness-raising messages part of the Communications & Engagement activity plan for 2017-18
- Training programme reviewed and new trainer appointed for 2018
- SSAB membership is now at Chief Executive/Chief Officer level
- Safeguarding adults information is fed into needs assessment and wider policy and strategic planning work
- MSP key resources shared with partners and principles of MSP promoted

Assurance

- Review of audit programme and need analysis
- Develop an assurance and performance framework
- Take a whole system approach to the collection of safeguarding adults performance and activity data
- Regularly review membership of SSAB, Partnership Group and Sub Committees
- Regular promotion and review of Sunderland Safeguarding Adults Model to address any arising application and interpretation issues and make any necessary improvements
- Review of services for homeless people

- Audit programme refreshed and themed audits identified
- Assurance and performance framework developed
- Partners' activity included in performance data, additional key data included as required
- Membership reviewed annually
- Safeguarding Adults Model regularly reviewed operationally, to address any issues and make any necessary improvements
- Review of services for homeless people as part of further development of the local approach to homelessness in line with [Homelessness Reduction Act 2018](#)

The Work of SSAB and its Sub-Committees



Learning and Improvement in Practice (LIIP)

- Learning from Safeguarding Adult Reviews (SAR) shared across partnership to promote and embed good practice
- Developed practitioner workshop on self-neglect, to increase knowledge and understanding

- Three SAR scoping meetings held:
 - ◊ One resulted in initiation of 'Eva' SAR
 - ◊ Two did not meet criteria to undertake a SAR



Quality Assurance (QA)

- Undertook themed audits from agreed audit schedule
- SSAB has robust multi-agency audit arrangements in place to evaluate effectiveness of practice



Communication & Engagement

- Raised awareness of Making Safeguarding Personal (MSP) principles to frontline workers, and sharing regionally-developed MSP resources with partners
- Contributed to planning of safeguarding-focussed 'Think Family' conference

Governance



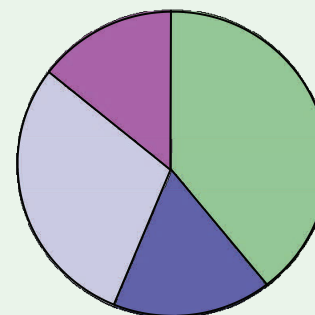
- Terms of Reference refreshed for QA and LIIP sub-committees
- Communication and Engagement Strategy and activity programme developed
- Development of service-user survey
- Quality Assurance Framework and 3 year plan developed
- SSAB multi-agency safeguarding adults procedures reviewed and updated
- Annual review of LIIP Framework undertaken
- [SAR Protocol](#) reviewed and refreshed
- Modern Day Slavery and [Female Genital Mutilation](#) guidance developed and added to [multi-agency procedures](#)
- Embedding of revised [Safeguarding Adult Concern \(SAC\) form](#) and revised [Threshold Guidance](#), incorporating making safeguarding personal principles

Training

7 Additional specific sessions on self-neglect commissioned following SAR recommendations and feedback from practitioners

57 Training sessions delivered 2017—2018, covering safeguarding adults, Mental Capacity Act and Deprivation of Liberty Safeguards topics

- Annual review of SSAB multi-agency training conducted, ensuring continued emphasis on key messages
- Training needs analysis completed
- [SSAB multi-agency training programme](#) re-commissioned early 2018



- 467 workers attended 'Alerter' training
- 202 workers attended 'Multi-Agency Roles' Training
- 393 workers attended Mental Capacity Act & Deprivation of Liberty Safeguards training
- 173 workers attended Self Neglect & Hoarding training

Statutory Partners' Contributions to Safeguarding

Key Achievements

South Tyneside & Sunderland Healthcare Group

- Rigorous programme of Safeguarding Adult audits to monitor safeguarding practice
- Strengthening of safeguarding arrangements with the expansion of the Safeguarding Team, including specialist safeguarding adult roles and a Mental Capacity (MCA) and Deprivation of Liberty Safeguards (DoLS) advisor, to provide advice, support and supervision
- Establishment of MCA/DoLS Champions Network
- Implementation of the Safeguarding Team attending ward huddles and team meetings to offer safeguarding advice and support

North East Ambulance Service NHS Foundation Trust (NEAS)

- Recruitment of Lead Professional for Safeguarding Adults and a Safeguarding Advisor to support the team and organisation in fulfilling its statutory responsibilities relating to: quality assurance, safeguarding training, and the Mental Capacity Act (MCA)
- Provision of additional MCA training for Clinical Care Managers to ensure crews involved in complex cases can access appropriate advice in relation to MCA

Northumbria Police

- All calls to police are subject to a full risk assessment and early identification of vulnerability of the caller and their circumstances. This is a deliberately broad definition and wider than adult safeguarding thresholds. This assists in the grading of the call and the process identified if there is a need for an Adult Concern Notification (ACN) to be recorded and shared if appropriate. This could include calls for services around anti-social behaviour, hate crime, fraud, etc. This risk assessment assists in the early identification of adults at risk of abuse and neglect for example, and includes those vulnerable people who may not meet the relevant safeguarding threshold or need Adult Services
- Officers attending incidents are encouraged to respectfully and professionally challenge situations (Think Family) and ensure the referrals include the right information. There is on-going development for the police in terms of the referrals made to partners, including encouraging more detail and improved awareness of making safeguarding personal

Sunderland Clinical Commissioning Group (CCG)

- Shared learning from safeguarding reviews in a range of arenas; both multi-agency and single agency, with a forum to discuss lessons learned and review the health response to local action plans
- Developed a CCG Modern Slavery Statement and ensured providers' compliance with this requirement
- Further development of combined performance dashboard reporting arrangements for health providers, monitored by an assurance group
- Ensured effective health engagement/contribution to all statutory safeguarding partnerships; offering a peer support network for Designated and 'Named' Professionals
- Identified areas of assurance and risk to be highlighted to Provider Executive Leads, NHS England and statutory multi-agency partnerships
- Managed compliance for core requirements, such as NHS England 85% training compliance for Prevent
- Delivered a range of training to 860 staff across primary and secondary care

Northumberland Tyne and Wear NHS Foundation Trust (NTW)

- Delivered a Domestic Abuse & Coercive Control workshop at the Trust's Nursing Conference
- Trust Board development sessions covering: Adolescent to Parent Violence, Domestic Homicide Reviews, Domestic Abuse and Coercive Control
- Development of 7 minute briefings to cascade learning from reviews Trustwide

Good Practice

City Hospitals Sunderland and South Tyneside Foundation

Trusts planned and delivered an adults and children focussed 'Think Family' safeguarding conference on 16th March 2018, with support from Sunderland and South Tyneside Children and Adults Boards, both CCGs and the Safer Sunderland Partnership Board. The day evaluated very positively from the 345 attendees and will be repeated in 2019.

North East Ambulance Service have started development work with Local Authorities around the quality of safeguarding referrals and referral route mapping.

Northumberland Tyne & Wear NHS Foundation Trust

implemented a new Safeguarding triage "front door" which has resulted in a significant increase in reported safeguarding and public protection concerns over 17/18. This had been anticipated following a review of the previous triage system which indicated that calls into the Safeguarding Adults and Public Protection Team were not reflected in reported activity.

Northumbria Police has had significant involvement in the early intervention process in Sunderland with a police staff contribution to the team to provide early help and diversion for the cases which do not meet the statutory thresholds. This includes for safeguarding adults as well as children in the Think Family context.

Case Example - Sunderland City Council

A has a learning disability and lived in the community with her family, receiving home care support from services commissioned by the Council. One of the carers observed a family member physically abusing A, and also noticed A had several serious skin injuries that appeared non-accidental. A concern was raised with the Safeguarding Adults Team, and an urgent action plan put in place, resulting in the obtaining of a court order to immediately remove A from the care of their family, with the support of the Police.

Family members denied any abuse or neglect but subsequent legal proceedings proved, with the use of independent expert medical evidence, that the injuries sustained by A were non-accidental and had been purposely inflicted by the family member with the knowledge of another family member, who failed to protect A. Criminal proceedings were brought against the perpetrator of the abuse and the Court of Protection authorised the permanent removal of A from the family. A is now happy and safe living in supported housing commissioned and funded by the Council. This example demonstrates local implementation of some of the key Making Safeguarding Personal principles including prevention, protection and accountability.

During 2017 the **Sunderland Clinical Commissioning Group** Safeguarding Team working with the Local Authority and Police and Crime Commissioner (PCC) have joint funded a Domestic Abuse Advocate (IDVA) in a Primary Care Pilot which commenced in October 2017 working across 10 GP Practices.

The overall aims of the pilot are to introduce routine enquiry for all unaccompanied females aged 16 and over; increase identification of domestic violence and abuse in primary care settings and onward referral to specialist domestic abuse services and provide training and support to GPs & primary care staff.

The pilot has achieved the following:

- Expressions of interest issued to all GP practices and 10 Practices recruited
- The scope of routine enquiry defined
- A performance scorecard developed and agreed with the PCC
- Reporting/recording systems developed including templates for clinical records
- Training Programme developed for the GP practices, which included a routine enquiry training film plus a routine enquiry hand-out
- Survey questionnaire developed and issued to staff at participating GP practices to establish baseline on skills, knowledge and confidence
- DA health advocate network established to share good practice and learning

Working with Partners

City Hospitals Sunderland and South Tyneside Foundation Trusts' Safeguarding Team have worked alongside the Hospital Independent Domestic Violence Advisors (IDVAs) to target ward and Emergency Department (ED) in supporting staff to recognise Domestic Abuse. The Trust has worked with the CCG, Local Authority and Wearside Women in Need (WWIN) to implement the Hospital IDVA pilot. The Hospital IDVA provides cover in the Emergency Department and is also available to support other wards and departments. The IDVA also provides training to staff in relation to domestic abuse awareness and the MARAC (Multi-Agency Risk Assessment Conference) referral process.

North East Ambulance Service has worked closely with the Regional Prevent Coordinator to ensure compliance with PREVENT training targets. NEAS exceeded the 85% target for Level three training to frontline staff, achieving 92%.

Northumberland Tyne & Wear NHS Foundation Trust have developed a mental health referral pathway into the Trust for Channel Panels in response to NHS Guidance to Mental Health services in exercising duties to safeguard people from the risk of radicalisation in November 2017.

The **Sunderland Clinical Commissioning Group** Designated Nurse Safeguarding Adults, as Chair of the SSAB LIIP, led a multi-agency task and finish group which developed and delivered a themed review of Self Neglect involving 29 multi-agency front line practitioners who attended a facilitated workshop session on 25th January 2018. The Workshop considered:

- Issues from front line practice including staff experience dealing with self neglect;
- Learning (themes and trends) from both local and national SARs which featured self neglect;
- Actions and recommendations for the SSAB to identify steps that could be taken to improve the way we work with and manage issues of self neglect.

A summary report from the review was shared with SSAB in April 2018. SSAB accepted the report and agreed to implement its recommendations.

Northumbria Police works on an ongoing basis with partners to develop and strengthen existing arrangements and partnerships, in particular adult social care, to understand how Multi-Agency Safeguarding Hub (MASH) style arrangements may be introduced either separate or co-located with Together for Children and partners in the Children's MASH, which is the ICRT (Integrated Contact & Referral Team) MASH (where already Adult Social Care are involved).

Case Example - Sunderland City Council

B is a female who had been the subject of extreme domestic violence and financial abuse over many years from her husband. She had been reluctant to progress referrals or participate in the Safeguarding process for fear of reprisals from him. The Safeguarding Adult Team facilitated multi-agency Safeguarding Enquiry (Care Act Section 42) meetings over many months and undertook substantial and tireless work with partner agencies (including health organisations, Police, women's domestic abuse services and housing).

Covert "safe" meeting environments were established for the victim in her GP practice and at routine hospital appointments; supplemented by police surveillance of the perpetrator and disruption activities. The result was no further safeguarding concerns raised about B, and partner agencies maintain a discreet covert relationship with the victim to monitor her health and well-being should she wish to seek further assistance. The case demonstrates how highly complex serious cases can be managed, where the need to listen to the victim's preferences and Making Safeguarding Personal is key to achieving the best outcomes possible for the Adult at Risk.

Making Safeguarding Personal (MSP): Including Service Users

Empowerment

The Adult Safeguarding Team within the Council endeavour to obtain consent from individuals, their families and/or carers in relation to any concerns submitted. The individual's specific safeguarding requirements are noted as well as their desired decision they would like to see take place. An advocacy approach is taken throughout the safeguarding adult's process, and quality of life and dignity is maintained for the individual.

Safeguarding training delivered to staff by the CCG over 2017-18 has incorporated MSP and emphasised the need to involve patients and service users in safeguarding; ascertaining their wishes and expectations and empowering them to make decisions about safeguarding. Public and Patient Engagement is a key component of their work as commissioners.

NEAS has adapted its safeguarding training to improve the quality of initial referrals for welfare concerns. A key focus has been on gaining consent from adults for welfare referrals and on exploring outcomes to help staff gain an understanding of what happens to the referrals they make. This ensures the autonomy of the patient is respected and that the response to concerns raised by our staff are proportionate to the risks identified.

Prevention

A range of measures are taken by the Council, such as:

- Using up-to-date intelligence to identify what services are available in Sunderland, tailored to the individual's needs
- Proactive work to ensure measures put in place sustain the protection of any individual that comes through the safeguarding adults process
- Continuing to use the Care Act 2014 responsibilities and working with all partner agencies throughout the City

As a result, the frequency of safeguarding referrals for known vulnerable individuals have been reduced or eradicated.

Proportionality

the most proportionate and least intrusive response is made, which is appropriate to the level of risk. Partner agencies are also supported by the Local Authority to use the least restrictive option and to comply with the Human Rights Act, the Mental Capacity Act and the Deprivation of Liberty Safeguards (DoLS).

Protection

Safeguarding Adults staff within the Council work swiftly and competently with individuals who have a variety of needs, providing support and representation for those in greatest need of protection from abuse and neglect.

The South Tyneside & Sunderland Health Care Group's Safeguarding Adults Team has met with the Health Focus Group to obtain their view of accessing health services and whether they would feel confident to make a disclosure if they were experiencing abuse or neglect. The group described how they could make a disclosure to staff however there may be other vulnerable patients who may not feel confident to disclose. The group agreed to work with the Team and the Hospital Liaison nurse to design a prompt sheet for staff to utilise when asking "do you feel safe?". The Health Focus Group consists of service users and patients with a Learning Disability who access South Tyneside & Sunderland Health Care Group services.

Partnership

in addition to Making Safeguarding Personal principles, partnership working is at the heart of the Safeguarding Adults model in Sunderland, and partner agencies work together to safeguarding adults at risk of abuse and neglect.

The CHS and STFT Safeguarding Team actively engage in "Safetember" which is an annual event. This included the safeguarding team attending x 5 safeguarding awareness stands across both STFT and CHS in order to engage with the wider community. There was direct public engagement at all events.

Accountability

the individual's specific safeguarding needs are looked at within the safeguarding adults process, as well as current services/measures in place for the individual, and what else may need to be in place for them, and their carer(s) if applicable.

Within the Council, a monthly 'case file tracking' quality assurance process, which involves checking the quality of the work undertaken and key performance indicators in relation to safeguarding adults, is undertaken. In addition, staff participate in specific safeguarding training, practitioners are supported and equipped by managers to deal with safeguarding adults cases and line managers give professional, skilled supervision.

Northumbria Police continues to submit a large number of referrals (Adult Concern Notifications - ACNs) that do not meet Care Act criteria of an Adult at Risk. A wider piece of work is ongoing in order to understand the categories and reasons behind the ACNs. Informed consent is not sought before an ACN is submitted by the attending officer; this needs to be revisited under the Care Act principles. However, informed consent is considered in the ICRT.

Feedback From Advocates (Total Voice Sunderland)

"We greatly appreciate the opportunity to call the safeguarding team to discuss a case prior to determining whether it is appropriate for safeguarding, when it is complex or unclear. We have always found the team to be very helpful in respect of this."

"Safeguarding Care Act advocacy and safeguarding IMCA (Independent Mental Capacity Advocate) referrals are frequently seen within our service, and our experience in these cases this year has been productive and generally without concern. We feel we have learnt a lot from working into these cases attending meetings, and court etc and feel valued as an important part of the safeguarding process."

"The mandatory training we received this year for 'Raising a Safeguarding Concern' was extremely useful and up to date, and well delivered."

"It would be preferable if, when a concern is raised, an acknowledgement (by phone or email) is provided by the Safeguarding Adults Team to the referring agency in every case, as this doesn't happen every time."

"The online form is clear and seems to work well."

Performance

Overview

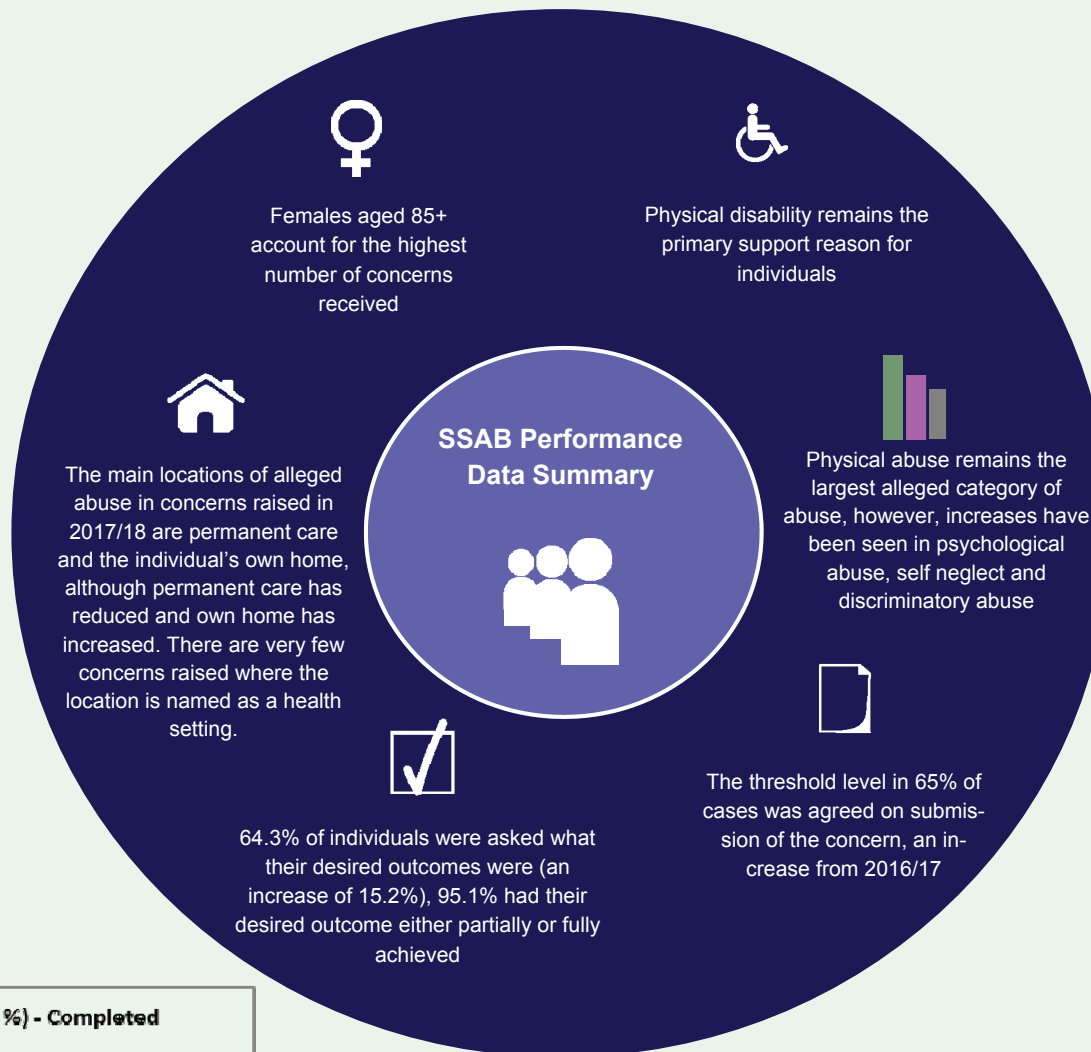
Sunderland is a large city in the North-East of England with a population of 278,500 (mid-2017 population estimate). Adults aged 18+ accounted for 224,700. Sunderland has 19.5% neighbourhoods in the most deprived 10 per cent of neighbourhoods nationally on the Index of Multiple Deprivation 2015. This ranks Sunderland as the 34th local authority with the highest proportion of LSOAs (lower layer super output areas—areas of a city which are smaller than wards) in the most deprived 10% nationally (with 1st being the local authority district with the largest proportion of highly deprived neighbourhoods in England).

SSAB Performance Measures 2017 - 2018

| Measure | 1 April 2016 - 31 March 2017 | 1 April 2017 - 31 March 2018 |
|---|------------------------------------|------------------------------------|
| Number of safeguarding concerns per 1,000 18+ population | 9.38 | 11.26 |
| Number of safeguarding concerns leading to a Section 42 Enquiry per 1,000 population | 8.02 | 3.06* |
| * Numbers of safeguarding concerns have reduced due to a change in the business process in 2017 | | |

The Safeguarding Adults statistical return for 2017 - 2018 was completed within the required timescales.

The return, along with local performance data provided on a quarterly basis, has been the foundation for the continued development of the local work programme for quality assurance activity, which has identified priority areas for consideration and audit themes, the findings of which the Board will consider to inform the Strategic Delivery Plan and operational arrangements within the partnership.



20% ↑
Increase in safeguarding concerns, lower than regional comparators

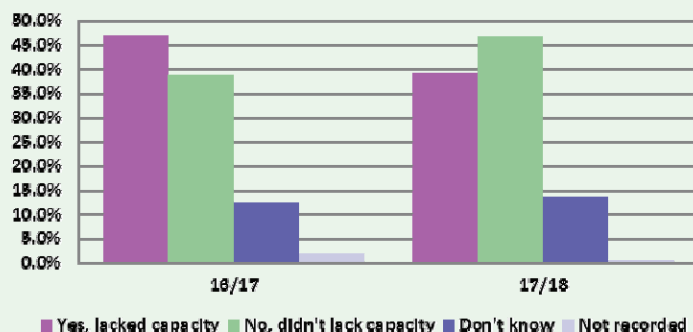
28% of concerns progressed to a S.42 (Care Act) enquiry

62.7% of concerns resulted in no further action

7% already had an enquiry in progress

During 2016/17 83% of concerns progressed to an enquiry (74% to a S.42 enquiry and 9% to an 'other' enquiry). Due to changes in the business process on 1st April 2017 and again on 1st November 2017 this has made comparison difficult between the figures for 2016/17 and 2017/18.

Mental Capacity - 16/17 to 17/18 (by %) - Completed Enquiries



Learning Lessons

Safeguarding Adult Review in Respect of 'Eva'

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.

Key Learning

- Adult Concern Notifications in respect of neglect/self-neglect must be followed up with a view to social work intervention. Decisions for 'no further action' should be recorded with the reason why
- Hospital discharge planning should always consider whether the current care package needs to be modified on discharge
- Mental Capacity Act assessments should always record the aspect of decision making being assessed, the assessments outcome and the evidence base
- Non-compliance with medication can be an important indicator of self-neglect and should be recorded clearly
- Concerns for neglect/self-neglect where it places an individual at risk of serious harm should always lead to a safeguarding concern referral
- All staff, regardless of grade, organisation or level of involvement, have a responsibility to raise a safeguarding concern
- Informal carers should be offered a Carer's Assessment, professional curiosity should be applied to understand family dynamics and capacity to provide care
- Possible animal neglect should be recognised as an indicator of risk to vulnerable adults and children in the household
- Home care workers should have increased access to training opportunities
- Agencies have a responsibility to staff health and wellbeing when working in unhygienic conditions
- The engagement of deep cleaning services is complex and often the responsibility of the tenant/client - guidance for frontline staff should be produced

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

Conclusion

April 2017-March 2018 has been another busy year for the SSAB and its partner agencies.

2018-2019 will see the Board continue to champion the principles of the Safeguarding section of the Care Act, including Making Safeguarding Personal, and also to embed good practice in Safeguarding Adults in Sunderland. This includes:

- Continued development of the robust Quality Assurance and Performance Framework to expand the multi-agency safeguarding adults data which is collated and presented to SSAB, to enable greater assurance for SSAB that all possible measures are being taken by partner agencies to safeguard adults at risk of abuse and neglect in Sunderland
- Further usage of the comprehensive Learning and Improvement in Practice Framework. In particular, to use a range of methods such as 7-minute briefings and workshops to disseminate the key learning from Safeguarding Adult Reviews, other reviews and case examples, to enable professionals to gain knowledge from 'real life' cases that they can apply to their daily work and practice, with the aim of improving responses to cases where safeguarding issues have arisen.
- With the appointment of a new SSAB Independent Chair from 1st May 2018, it is timely to review all of the governance arrangements and structure of the SSAB and its sub-committees. This will include a review of membership, meetings frequency, and the governance documents that form the basis of the SSAB's foundations
- Continue to engage in discussions with Northumbria Police to progress the development of local 'MASH' (Multi-Agency Safeguarding Hub) arrangements for safeguarding adults
- To consider the learning from the [Joint Serious Case Review](#) (Sexual Exploitation) report commissioned by Newcastle Safeguarding Adults Board and Newcastle Safeguarding Children Board, and any implications for sexual exploitation cases that may arise in Sunderland
- Continue to work with other North East Local Authority areas (via the Regional Safeguarding Adults Leads Network) on common topics identified for development, or of particular concern, where a regional approach would be of benefit
- Further support the implementation of the local approach to homelessness, which has allowed homeless people and people with complex housing needs to be better safeguarded and to receive access to appropriate housing plus other support services (e.g. substance misuse or mental health services) to facilitate and support them to remain in the housing provision