Sandwell Safeguarding Adults Board

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ANNUAL REPORT 2018/2019

Sandwell Metropolitan Borough Council

Sandwell and West Birmingham Hospitals NHS Trust

Sandwell and West Birmingham Clinical Commissioning Group

Black Country Partnership NHS Foundation Trust

West Midlands Police

Contents

Foreword from the Independent Chair

Six Principles of Safeguarding

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnerships
- Accountability

The most important role in the community is ensuring adults are safe from abuse, exploitation and harm and that is why as part of the Care Act 2014 all Local Authorities were required to establish a Safeguarding Adults Board for their area to ensure that people who have care and support needs are protected.

The Board operates at a senior level with membership across a wide range of partners and has statutory responsibility to evaluate what is done by partner agencies individually and collectively to promote the welfare of people in the area covered by the Board. Sandwell has good partnerships relationships and an established Board.

This Annual Report looks at the work of the Board from April 2018 to March 2019 and highlights areas of good practice and learning which is a key role for the Board. It details the work of the sub groups who do much of the work on the Boards behalf and highlights some of the Boards achievements over the past year.

I joined the Board in the middle of the year and have worked with partners to review the recommendations from recent peer review which made suggestions for the future priorities of the Board and how it works together. The report details the future direction of travel for the Board and the refreshed priorities for the coming year. Working together with the other multi agency Boards in Sandwell is important as we together hear the voices of people who may need support and services and the frontline staff who work in them as both can contribute much to the future.

Thank you to those people and groups who have worked with the Board and shared their experiences, to the sub group Chairs and members and all partners who commit to the Board. And thank you to all of the Board business team who do so much behind the scenes for the Board to function.

Sue Redmond
Independent Chair,

About the Board

The Board is a multi-agency partnership made up of statutory sector member organisations and other non-statutory partner agencies providing strategic leadership for adult safeguarding work and ensuring there is a consistent professional response to actual or suspected abuse. The remit of the Board is not operational but one of co-ordination, quality assurance, planning, policy and development.

It contributes to the partnership's wider goals of improving the well-being of adults in the Borough and promotes and develops campaigns, an example of which is the current campaign 'See Something, Do Something'.

We continue to use our short film 'See Something, Do Something' as a standard tool in our training and the film has been adopted and used widely by our partners. This can also now be seen on our website.

www.sandwellsab.org.uk.

SSAB Board Development

In January 2019 SSAB held a Board Development Day including Board Members and Partners. We considered;

The Role of the Board
Safeguarding Peer Review Summary and Recommendations
What Effective Service User Engagement Could Look Like
Case Studies and an Understanding of Safeguarding
The Work of the 4 Statutory Boards and Common Themes
Seek Agreement on Priorities for SSAB 2019-20

Outcomes;

- Commitment to effective engagement

"Work with local communities and people who use services to ensure that your customer journey reflects Making Safeguarding Personal and your ambition around asset-based approaches" (January 2018 Peer Review Recommendation)

- A commitment to influencing practice

- A commitment to refreshing Board Membership ensuring Board Membership comprises of senior members of representative organisations that are able to make decisions and commit resources.

"The Safeguarding Adults Board should assure itself that there is clear line of sight in each organisation at Chief Executive and Board level" (January 2018 Peer Review Recommendation)

- Agreement of Board Priorities 2019-20

Key Achievements

- Appointed a new Independent Chair
- Held a Board Development Day 31.01.19
- Agreed new Board Priorities
- Considered and agreed a new Board approach
- Engaged the Department of Work and Pensions in Safeguarding
- Reviewed and contributed to the Regional West Midlands Safeguarding Procedures
- Contributed to the Regional Uniformed Services Group
- Lead on the development of a Care Act Compliance Audit Tool
- Completed one SAR review and recommendations
- Graduate project on SAR's, DHR's and SCR's
- Developed and agreed branding and protocol for use
- Held a multi-agency Conference with a Prevention focus and key speakers
- Active contribution to the Four Statutory Boards Partnership
- Developed a communication strategy, brand and branding guidance for the 4Boards
- Secured funding for a new post of Development Officer within the SSAB Business Team
- Added to SSAB e-Learning offer
- Supported a Train the Trainer model to increase capacity for delivering Safeguarding training
- Delivered Safeguarding training to frontline staff and providers
- Supported a range of Engagement Events including a presence at staff briefings and the Sandwell Six Towns Event
- Contributed to and lead on the West Midlands ADASS group
- Supported the West Midlands Principle Social Workers Event
- Held a SSAB Business Team Away Day looking at areas for development and good practice
- Contributed to training to frontline staff on the Liberty Protection Safeguards

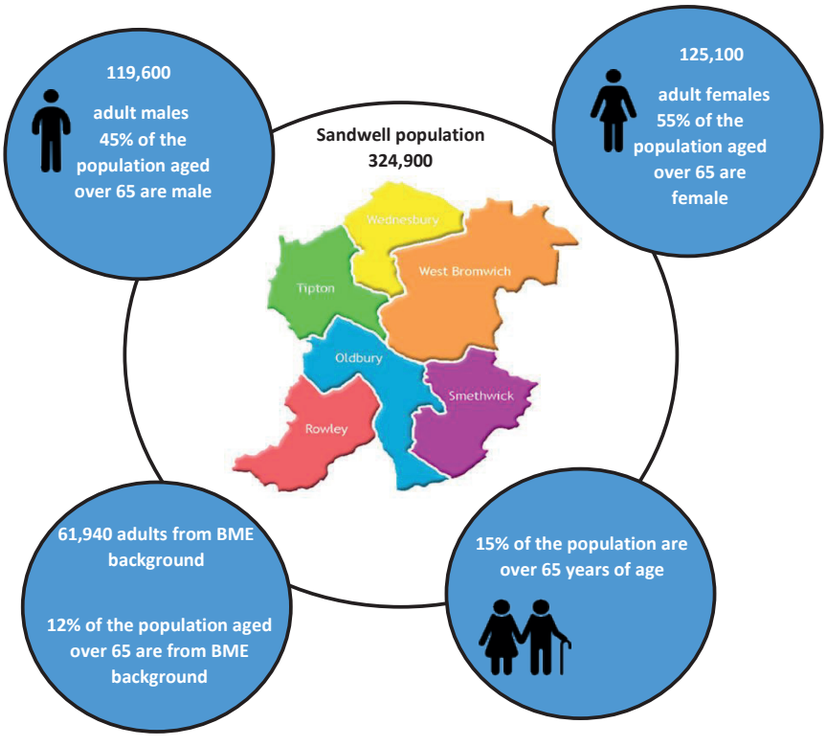
Sandwell at a glance

Sandwell covers 33 square miles

Sandwell is made up of six towns (see below)

Sandwell has 24 Electoral wards

In Sandwell 15% of the population are aged 65 or over and 5% of this population Use Adult Social Care Services.



Population Breakdown in Sandwell

80% of the population are 18+

20% of the population are 65+

White 73%

Mixed/Multiple 2%

Asian 18%

Black 6%

Summary of Progress Against the Board's Priorities 2018-19

PREVENTION & LEARNING & DEVELOPMENT: Continue to raise awareness of adult abuse communicating effectively with all partners and members of the public	
What did we want to achieve	What did we achieve…
To develop a specific issue campaigns.	Extended the 'See Something Do Something Do Something' campaign to reflect the new community languages for Sandwell on the publicity. Outreach has also been extended extensively examples include, engagement with job centres, continued involvement with Sandwell Safer Six and developing stronger relationships with the 3rd Sector.
Undertake a scoping exercise with partners identifying a range of prevention work happening within the Borough.	Undertake scoping exercise in collaboration with SMBC who are updating Information Point and Sandwell Networkers who are feeding into the SCVO information portals. Develop a cohesive Prevention strategy. Review timescales for completion February 2020.
Work with partners to ensure there is collaboration on identifying learning and development needs and how they should be met.	Ongoing collaboration to create a new Learning and Development Strategy adapting the regional competency framework as well as creation of a new L&D sub group to focus on training.
Review data collection methods with reference to learning and development.	Single Agency training figure requests to be sent out quarterly from April 2019 onwards.
Develop a mandatory training offer.	Ongoing scoping exercise to develop more eLearning and best practice events for hot topics as well as ongoing requirements.

QUALITY & EXCELLENCE: Continue to focus on effective delivery and high-quality processes	
What did we want to achieve	What did we achieve…
Continue to support the development of the Q&E Sub Group.	The Chair continues to work hard to ensure the membership of the Sub Group is inclusive and that data and intelligence is used to understand the nature of abuse in Sandwell and the relationship to changes made in practice. Consideration to be given to thematic enquiry.
Continue to build on the performance framework and data set to ensure qualitative data is evidenced to provide assurance of quality of the safeguarding experience.	We continue to develop and refine our performance dashboard to reflect information that better enables us to understand the Sandwell picture. SSAB have committed to active involvement in regional programmes looking at core data. Contribute to and influence the development of a self-assessment audit tool against the West Midlands self- audit standards. The performance dashboard provides quantitative data to the Board, as part of the assurance in line with the Peer Review recommendation below; "Build on the performance platform that you have created to share your practice with Peers across the region and look to extend the approach to effectively measure outcomes"
Develop a multi-agency self-assessment tool.	This has now been done in partnership with colleagues from the West Midlands and will be distributed for completion in 2019.
Continue to understand the implementation of making safeguarding personal and the impact for service users.	SSAB has contributed to the development of the Adult Social Care engagement strategy and tool kit considering some principles of effective engagement. SSAB continues to work with the 4 Boards and has developed engagement and communication plans. SSAB plans to recruit to the Business Team a Development Officer with a focus on Engagement.
Continue to work with all colleagues under the auspices of the 4 Boards arrangement as outlined in the partnership protocol.	Service User Engagement will be supported as a cross Board function and activity (developed as a specific project) and is no longer the sole responsibility of the Board and all the Sub Groups developing the Peer Review recommendation below; ***"Work with local communities and people who use services to ensure that your customer journey reflects Making Safeguarding Personal and your ambition around asset-based approaches".***

PROTECTION: Contribute and influence the strategic development of practice and undertake safeguarding adult reviews.	
What did we want to achieve	What did we achieve…
To ensure local policies and procedures continue to be written and reviewed in line with the West Midlands Policies and Procedures.	All policies and procedures are now Care Act compliant including additions and amendments to the Care Act in line with West Midlands procedures. This is reflected in operational activity. SSAB actively contribute to the West Midlands Regional Editorial Group ensuring all relevant changes and developments to legislation are communicated effectively to all partners.
Launch the Safeguarding Adult Review Procedures.	The SAR Procedures have been launched and referrals for consideration under the SAR criteria are made by professionals to the SAB. The SSAB Business Team and Lead Officer continue to review the effectiveness of both the procedure and how learning is embedded in practice.
Arrange for Safeguarding Adult Reviews to be undertaken as required, produce report and action plans and identify learning	SSAB undertook one Safeguarding Adult Review (SAR's) and developed an action plan and identified key learning outcomes. During the reporting period there have been three SAR referrals. SAR 1 - has been completed with full report and learning identified. Key learning has been shared with GP's and incorporated into Safeguarding Training. Best practice learning events to be planned. SAR 2 - criteria met, Author commissioned SAR 3 – pending decision, awaiting key information. SSAB being supported by Legal Services to obtain relevant information.

How the Board has overseen and led Safeguarding in Sandwell

In addition to the Board Priorities for 2018-19 the Board has overseen and led on the following, this provides further assurance of organisations and communities working together to better enable people in Sandwell to live their lives free from abuse and neglect.

- We monitored the quality of Health and Social Care Services in the Borough. We did this by receiving data on our Performance Report, receiving assurance reports from SMBC as a major commissioner of Social Care.
- West Midlands Police, the Ambulance Service and the Fire Service have worked with SSAB to develop some key data sets, this includes an understanding of the prosecutions within the Borough and serious incidents and learning linked to the Fire Service.
- The Sandwell Children's Safeguarding Partnership Multi-Agency Safeguarding Arrangements shared with us and the other 3 statutory Boards the changes to their arrangements following a review conducted by Sir Alan Wood and the publication of Working Together to Safeguard Children 2018 Guidance.
- From October 2018 – January 2019 SSAB supported a graduate to undertake a specific project looking at the learning from SAR's, DHR's and SCR's commissioned in Sandwell between 2015 – 2018.

The key findings focused on;

- Communication
- Processes & Procedures
- Cultural Barriers
- Training
- Information Sharing
- Audits
- Risk
- SSAB continues to contribute to the statutory 4Boards partnership arrangement. Please see below link to the Partnership Protocol;

  https://www.sandwellsab.org.uk/sandwells-boards-develop-a-partnership-protocol/

The 4 Boards meet quarterly, and membership is the Chairs of the 4 statutory Boards and Board Managers;

Sandwell Safeguarding Adults Board
Health & Wellbeing Board
Sandwell Children's Safeguarding Partnership
Safer Sandwell Partnership

Partner contributions

We continue to provide safeguarding performance data and actively participate in the Board Sub Groups. Quarterly safeguarding operational data forwarded that primarily focuses on Adults operational work highlighting areas for ongoing work with partners around understanding of safeguarding thresholds. Each year the Local Authority undertakes an annual survey of its long term social care service users to understand how safe people feel. In 2018 75% of people who use services said they feel as safe as they want to be. **SMBC**	Adults with care and support needs continue to be a high-risk group. The number of deaths and injuries from accidental domestic dwelling fires has decreased significantly. We consider that engagement with SAB partners through serious incident reviews, safeguarding adult reviews and referrals for Safe & Well Visits have contributed to this reduction. We have agreed a data set that is provided to all Boards within the West Midlands Region, this includes numbers of Safe & Well Visits the service has completed and numbers of injuries and fatalities from accidental dwelling fires, causes, demographics and number of casualties with care and support needs. We have: -Updated our domestic abuse policy -Introduced a modern slavery training package -Shared the approach taken to develop the Sandwell Hoarding framework across the metropolitan region. -Introduced Complex Needs Officers to work with people at risk. **WMFS**

We listen to the voice of the service user which include the following who are or were suffering from domestic abuse: 'Thank you for support. It really was beneficial. Would not of coped by myself, really helped' 'Thank you for your support. I am glad my Practice Nurse asked' 'I am very happy with the support I got from IRIS. I would like to say thank you for listening and providing me with such a good advocate, I did not have to struggle to get to the right person, very professional and kind, I will definitely recommend this service to other women in need if they need help.' 81% of Sandwell practices are engaging with the IRIS programme and IRIS received 69 referrals 2018-19 from 29 GP Practices across Sandwell. The joint SSAB/SCSP training brochure has been promoted and circulated across the organisation including member practices, this has also been disseminated through the Chief Executives weekly news brief. We will commission face to face level 3 training for all frontline practitioners within the organisation and member practices. The learning will develop knowledge of relevant legislation to an understanding of referral processes to ensure learners can apply the learning into practice and will also incorporate learning from local SAR's. **CCG**	• Committed to safeguarding adults with care and support needs with an active focus on engagement and quality service delivery. • Consistent referral rates to the Local Authority of safeguarding concerns. • Review and complete refresh of the in-house Level 3 Safeguarding training to include Prevent, domestic abuse signposting and modern slavery. • Safeguarding signposting information available on the intranet. • Actively involved in a DHR commissioned by Sandwell and have supported the process through to dissemination and roll out of the learning that came from the review. **BCPFT**

The Adult at Risk Team investigate the following:

- Position of Trust concerns involving a registered carer or an Adult with Care and Support needs.
- In ALL cases the victim needs to be an Adult with Care and Support needs.
- The offences team investigates matters of abuse: Physical, Sexual (excluding Domestic Abuse) and Financial abuse and all Suspicious deaths, unless identified as a Homicide.
- The team are dedicated Investigators, not Safeguarding officers, this is the responsibility of all staff.

Case Study

A young man with a significant physical impairment who is able to communicate his needs with head movement and using technology was being supported by a paid carer who failed to properly attend to his feeding tube meaning that stomach acid leaked on to his skin and he was subject to second degree burns. The victim was interviewed using 'achieving best evidence' principles and charges were authorised for ill treatment and neglect.

WMP

- We attend SAR's, SSAB Sub Group and support events.
- We contribute to the SSAB Annual Report and offer assurance.
- We comply with the Care Act 2014
- We have a commitment to provide Adult Safeguarding training to its staff.
- We provide IMR reports for SARs where the organisation has been involved.
- Quarterly steering group will continue to ensure concerns are escalated
- SWBH will continue to attend steering groups, Board meetings and conferences.
- Learning will be reflected in policies and disseminated to the work force.

SWBHT

Black Country Women's Aid have started implementing ASK VALARIE: Vulnerable Adults Leaving Abusive Relationships in an Emergency. VAL particularly reaches out to older victims: a generation which does not tend to speak out and therefore suffers in silence, trapped in unsafe homes or at risk of homelessness and destitution. VAL offers sensitive support to enable these victims to be safe, either in their own homes, or by finding safe homes.

Work needs to continue to ensure that adults with additional needs who are Domestic Abuse victims can access effective support from the adults' workforce and specialist organisations.

DASP

Sub-group contributions

Supporting the Board we have three Sub Groups who completed the following work so that people can better live their lives free from abuse and neglect.

Quality and Excellence Sub-Group

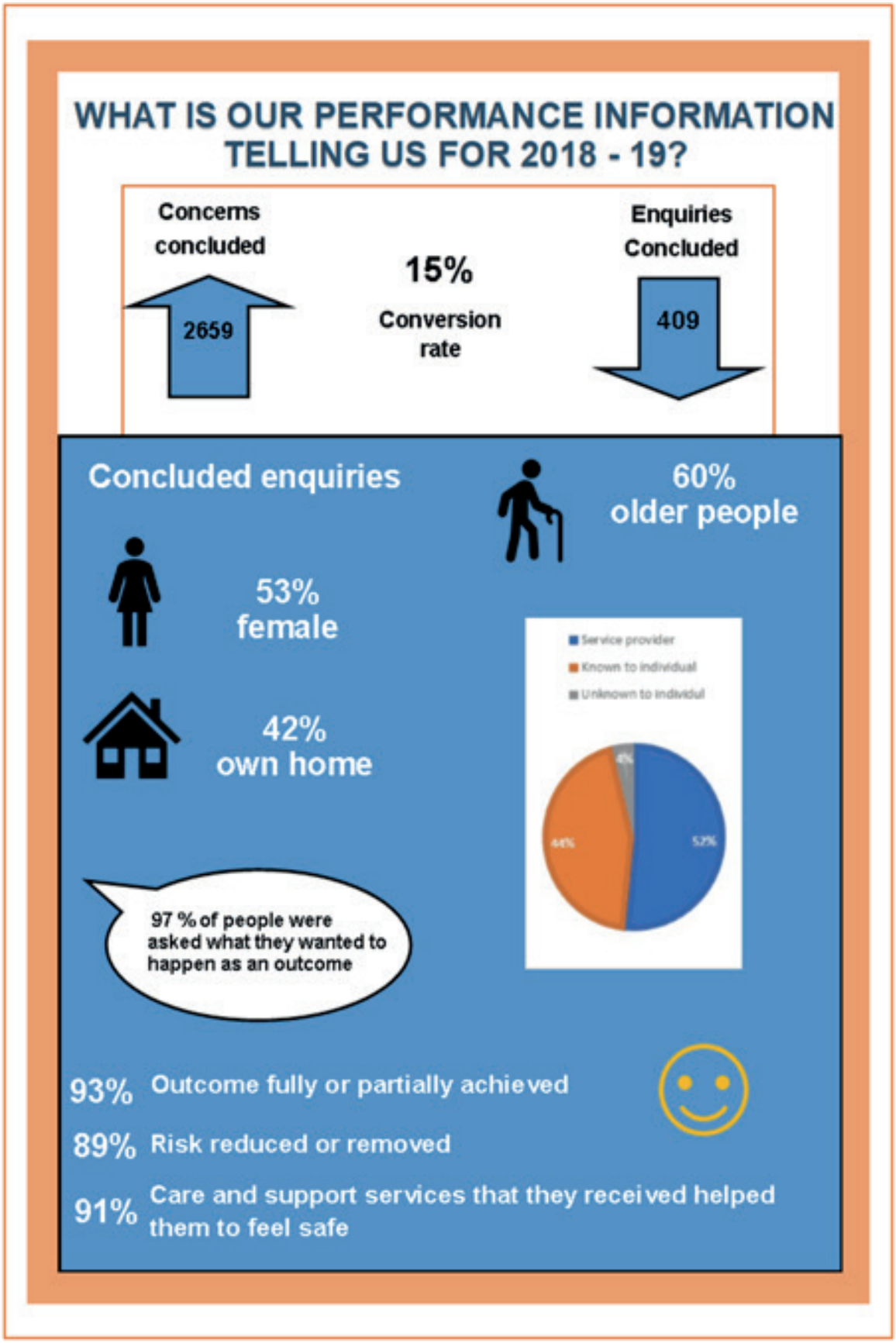
- Monitored the Boards performance using a Dashboard
- Developed, received, commented on and endorsed the West Midlands Care Act Compliance Audit for Safeguarding Adult Boards (adopted as a Regional tool) which helps members of SAB's audit their safeguarding arrangements using a common audit framework
- Focused on overlapping themes for both Prevention and Protection

Protection Sub Group

- Agreed to review the local self-neglect guidance which includes a 'clutter rating' so that across the partnership there is a common understanding that supports a consistent approach
- Considered the impact of the new Homelessness Reduction Act 2017 and commented on safeguarding procedural updates to reflect homelessness and responses
- Commissioned a SAR, oversaw the writing of the report including engagement with frontline practitioners directly involved in the decision making

Prevention Sub Group

- Continued to develop promotional material advising people on how to report concerns
- Participated in a train the trainer programme engaging 6 key staff members in a training programme focusing on adult safeguarding
- Participated in the Sandwell Safer Six campaign meeting members of the public and professionals in all six towns raising awareness of adult abuse and how to report concerns and sharing the work of the Board
- Attend quarterly SCVO events building relationships with third sector partners
- Supported an annual conference with a Prevention theme that was well attended by multi-agency


WHAT IS OUR PERFORMANCE INFORMATION TELLING US FOR 2018 - 19?
Concerns concluded
2659
15%
Conversion rate
Enquiries Concluded
409
Concluded enquiries
60% older people
53% female
42% own home
Service provider
Known to individual
Unknown to individul
4%
44%
52%
97 % of people were asked what they wanted to happen as an outcome
93% Outcome fully or partially achieved
89% Risk reduced or removed
91% Care and support services that they received helped them to feel safe

What is our Performance Information Telling Us 2018-2019

We have looked at our data taking into account the previous year's data, regional data and national data for 2017-18.

This year the number of concerns reported to SMBC, as the lead agency for safeguarding adults, has increased and the conversion rate from concern to enquiry has decreased. Not all concerns raised become a safeguarding enquiry.

We can see from our data who raises concerns, for example a family member, police, housing, hospital and other sources and we can see which of these concerns becomes a safeguarding enquiry.

Friends, family and neighbours accounted for 5% of all the safeguarding concerns reported and of that 5% 28% of concerns became full safeguarding enquiries. Other responses may have included signposting or a proportionate response that ensured an individual was safe. This demonstrates that the key messages delivered through social media and campaigns on how to report a safeguarding concern and what is safeguarding are being understood and acted upon. We can also see from the data the areas we need to continue to focus on.

Most of abuse in Sandwell takes place in an individual's own home, this is in line with the regional and national average. Identifying abuse where it happens in an individual's own home is challenging. Individual's may not in the first instance think they are being abused and we need to consider the impact of isolation and loneliness as these factors may make it harder for individuals to report abuse.

Neglect and acts of omission continues to be the highest reported type of abuse and this reflects the national picture.

The numbers of concluded cases by age, gender and ethnicity is reflective of Sandwell's population. It is of note that there is a higher number of concluded cases for men between the ages of 18 – 74 and that from 74 upwards we see an increase in concluded cases for women.

Sandwell has consistently been able to demonstrate that all citizens involved in a safeguarding investigation were asked what they wanted to happen as an outcome of involvement from professionals. Of the number of people who expressed an outcome the majority felt their outcome at the end of the safeguarding process was fully or partly met.

Again, this year we have received data from SMBC from individuals and/or their representatives on if they feel they are safer because of the help they received from people responding to the safeguarding concern. 91% of people reported that they felt safer because of the care and support services they received, this is really good news. We continue to monitor as part of safeguarding practice whether as a consequence of intervention the risk posed to the individual was reduced or removed. Risk enablement is a fundamental approach to making safeguarding personal. (n.b all data correct at time of report writing)

Our Learning from Safeguarding Adult Reviews (SAR'S)

What are Safeguarding Adult Reviews?

The Care Act 2014 introduced statutory Safeguarding Adults Reviews and mandates when they must be arranged and gives Safeguarding Adult Boards flexibility to choose a proportionate methodology.

A Safeguarding Adult Review is a multi-agency process that considers whether or not serious harm experienced by an adult or group of adults at risk of abuse or neglect, could have been predicted or prevented. The process identifies learning that enables the partnership to improve services and prevent abuse and neglect in the future.

In 2018-19 we have completed one review and considered 2 further requests. Both requests will be progressed to reviews. One, the Author has been identified and terms of reference prepared, and a third request is pending additional information

Our Learning

Adult A SAR focused on issues of self-neglect, mental capacity and alcohol dependency.

Adult A had been a person who always looked clean and well presented. He had, however, experienced a longstanding alcohol dependency previously managed following access to treatment. Adult A returned to drinking, possibly due to the death of his wife. As time went on his drinking increased, his motivation to eat, drink and care for himself deteriorated leading to significant medical problems.

The review identified that there were opportunities to intervene, that it was challenging to engage with Adult A and that the support offered did not reflect what Adult A had asked for.
Further learning identified, the need to be clear about plans including at point of discharge from hospital to ensure that all parties were clear about what support was being offered. The need for professionals to have a better understanding of the impact of self-neglect and the relationship between capacity and alcohol dependency. Finally, the need to be clear about information sharing, what to share and who to share it with.

Learning events to be planned in partnership with Cranstoun (provider service in Sandwell offering support to citizens and their families who may have dependencies)

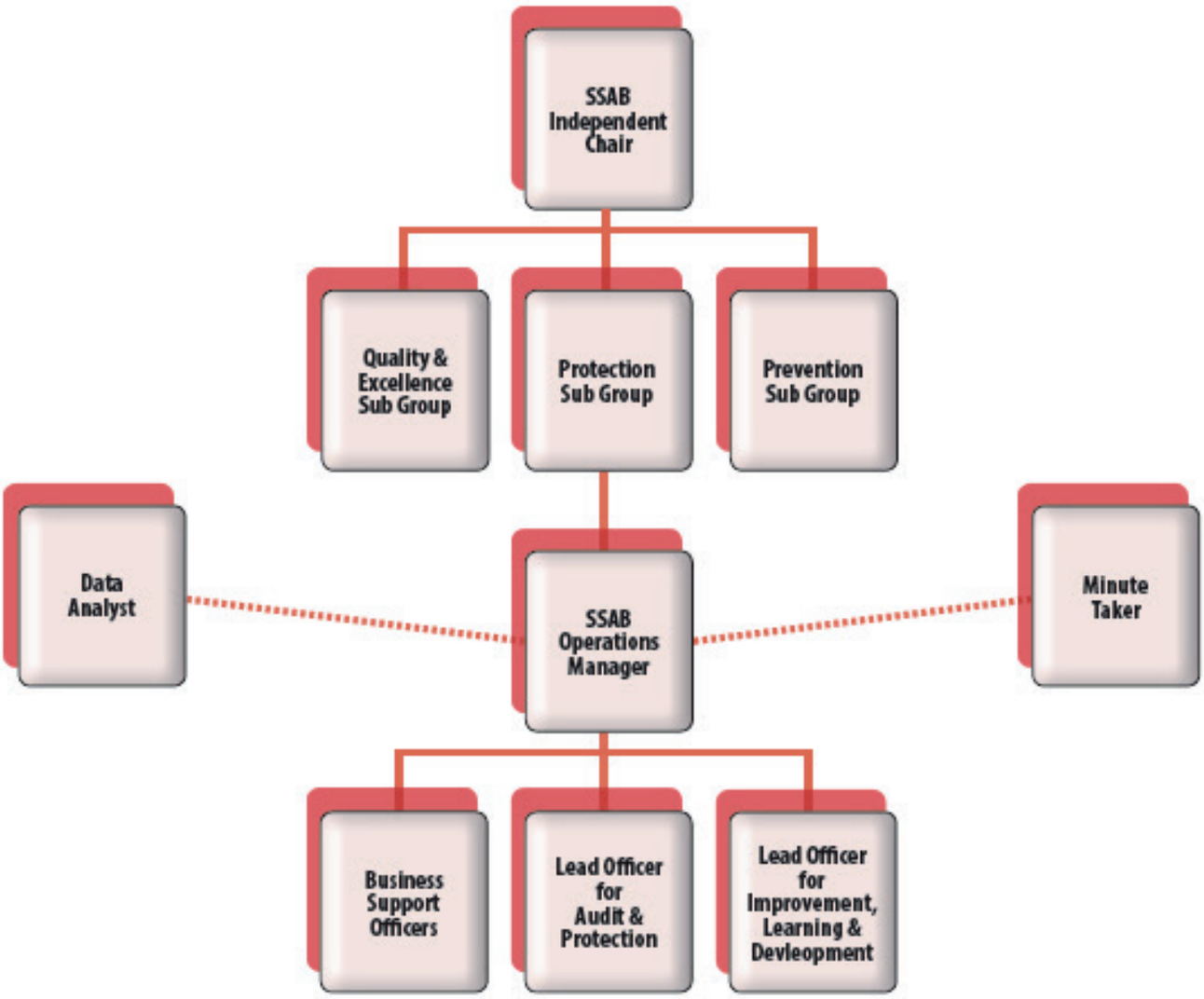
Strategic Priorities for 2019 - 2020

Building on the recommendations of the Peer Review January 2018 the below priorities have been identified. These will be reviewed at a Board Development Session planned for later this year.

1. Listen to the voice of service user and frontline staff
2. Develop more inclusive Performance Data
3. Look at Sandwell's 'front door' including Safeguarding pathway, referrals, criteria, and thresholds.
4. Specific Projects to be discussed with the 4Boards which all focus on Prevention
5. Board Governance

Appendix 1

SSAB Board Structure



Appendix 2

Board Membership

Black Country Partnership Foundation Trust
Black Country Women's Aid
Clinical Commissioning Group
Healthwatch
IRIS
Safeguarding Adults Board Operations Manager
Sandwell Advocacy
Sandwell MBC - Legal Service
Sandwell Rights and Equality
Sandwell & West Birmingham Hospital Trust
SMBC Cabinet Member
SMBC Operational Safeguarding
SSAB Independent Chair
West Midlands Care Home Association
West Midlands Fire Service
West Midlands Police

Appendix 3

Finance and Budget Information

The work of SSAB cannot be achieved without a dedicated budget and resources.
For 2017-18, the financial contribution for the work of the Board came from Sandwell Council, Sandwell Clinical Commissioning Group, and West Midlands Police.

SSAB's core budget has four constituent parts:

- Independent Chair - two days a month
- SSAB staff salaries and expenses
- Funding to deliver the 2018- 2019 training programme
- Miscellaneous.

Miscellaneous costs include:

- Board Member training and development
- Venue, hospitality and other costs for sub group meetings, learning events (outside the training programme) and other multi agency group meetings
- Costs for printing and distribution of leaflets and posters etc
- Safeguarding Adult Reviews
- Website maintenance and support costs.

Appendix 4

Glossary of Terms

Abbreviation	Explanation
ADASS	Adult Directors of Social Services
ASC	Adult Social Care
BCPFT	Black Country Partnership Foundation Trust
BCWA	Black Country Women's Aid
CCG	Clinical Commissioning Group
CQC	Care Quality Commission www.cqc.org.uk
DASP	Domestic Abuse Strategic Partnership
DHR	Domestic Homicide Review
DoLS	Deprivation of Liberty Safeguards
GP	General Practitioner
IRIS	Identification and Referral to Improve Safety
LeDeR	Learning Disabilities Mortality Review Programme
MARAC	Multi Agency Risk Assessment Conference
MASH	Multi Agency Safeguarding Hub
MCA	Mental Capacity Act (2005)
MDS	Modern Day Slavery
MSP	Making Safeguarding Personal
NHS	National Health Service
POT	Position of Trust
PPU	Public Protection Unit
Prevent	The Prevent Strategy, launched in 2007, seeks to stop people becoming terrorists or supporting terrorism both in the UK and overseas.
SAB	Safeguarding Adults Boards
SAR	Safeguarding Adults Review
SCIE	Social Care Institute for Excellence
SCR	Serious Case Review
SMBC	Sandwell Metropolitan Borough Council
SSAB	Sandwell Safeguarding Adult Board
SSCB	Sandwell Safeguarding Children's Board
SSM	Senior Strategy Meetings
SSP	Safer Sandwell Partnership
SWBCCG	Sandwell and West Birmingham Clinical Commissioning Group
SWBHT	Sandwell West Birmingham Hospital Trust
WMAS	West Midlands Ambulance Service
WMASFT	West Midlands Ambulance Service Foundation Trust
WMCA	West Midland Care Association
WMP	West Midlands Police
WRAP	Workshop in raising awareness of PREVENT

Appendix 5

Feedback form

Can you please help by providing us with feedback on the content of this report.

You may wish to print off this page and return this in the post to:

Sandwell Safeguarding Adults Board
100 Oldbury Road
Smethwick
B66 1JE

Or, alternatively contact the Safeguarding Adult Board Manager, Deb Ward on **0121 569 5477** to give verbal feedback.

To improve the report next year can you please specify what information or areas you would like included:

_____

_____

_____

_____

_____

_____

Who can I tell my concerns to?

To make a referral ring the Enquiry Team on
0121 569 2266

In an emergency ring 999