

# Gateshead Safeguarding Adults from Abuse

Safeguarding Adults Board

Annual Report  
- 2017/18 -

August 2018

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## Introduction

It has been a pleasure and an honour to chair the Gateshead Safeguarding Adults Board (SAB) for the past year. The Board is strong – it adopts the principle of providing high support and high challenge to all partners. We can have robust discussions within the Board, within an environment where each agency supports each other and is committed to working together in order to keep the people of Gateshead safe.

Working together is always important. Keeping vulnerable adults safe requires creative working across traditional boundaries, encouraging staff and community members to think out of their normal lines, sharing information and ideas willingly. Austerity makes this even more important, when all agencies are having to cut back on what they can afford, and conjure up new and better ways of delivering services. Partners in Gateshead have shown their commitment to strengthening multi-agency working, and seeking to shift resource towards prevention and early intervention.

We have successfully delivered what we set out to do within our Strategic Plan. Our Executive Group closely monitors delivery, and intervenes if we encounter blockages to effective joint working. We can be proud of the way in which we have collectively responded at times of crisis – for example, when a residential care home closed at very short notice. We have evidence that our approach to trafficking is having a positive effect, and that we can respond rapidly if incidents occur.

In the coming year I hope that we will further improve our communications with members of the community. We have further to go to support community members in knowing how to respond to need in their neighbourhood. Cases of self-neglect are still too common, where elderly vulnerable people can gradually stop caring for themselves; we need to strengthen the belief of everyone within Gateshead that we all have a responsibility to look out for each other. And nobody should walk by if they suspect that a vulnerable person is being financially abused – the continued existence of scammers and loan sharks in Gateshead is a scar on the face of the community.

We can never say confidently that everyone is safe within Gateshead. The circumstances in which people live can change suddenly, and any one of us can face life events that move us from comfort into disorder. All agencies are facing the prospect of further cuts in the year ahead, which reduces their ability to provide all the services that they believe are needed. But our partnerships are strong, services in Gateshead are becoming ever more responsive to the challenges that people face, and we are determined to work together in the face of the challenges.

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 Gateshead remain safe. In particular, though, our thanks are due to the admirable work of Carole Paz-Uceira as Board Manager, and Gemma Crawley as Administrator.



**Sir Paul Ennals**  
**Independent Chair, Gateshead Safeguarding Adults Board**



## Policy Context

The Care Act 2014 enshrined in law the principles of Safeguarding Adults, which aim to ensure that the most vulnerable members of society are afforded appropriate support and protection, and help them to live as independently as possible, for as long as possible.

Chapter 14 of the Care and Support Statutory Guidance issued under the Care Act replaces the No Secrets document as the statutory basis for all safeguarding activity. This was updated in March 2016 by the Department for Health.

The Care Act identifies six key principles which underpin all adult safeguarding work and which apply equally to all sectors and settings:

- **Empowerment** – people being supported and encouraged to make their own decisions and give 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 to those in greatest need
- **Partnership** – local solutions through services working with their communities
- **Accountability** – accountability and transparency in safeguarding practice

The Care Act sets out the Safeguarding Adult responsibilities for Local Authorities and their partners. It places a duty upon Local Authorities to establish Safeguarding Adults Boards and stipulates that SABs must produce a Strategic Plan and Annual Report. The Statutory Guidance encourages the SAB to link with other partnerships in the locality and share relevant information and work plans.

# Safeguarding in Gateshead

## Gateshead SAB

The Gateshead SAB became a statutory body in April 2015. The Board's vision for adult safeguarding in Gateshead is:

***'Everybody in Gateshead has the right to lead a fulfilling life and should be able to live safely, free from abuse and neglect – and to contribute to their own and other people's health and wellbeing'***

The Board is responsible for assuming the strategic lead and overseeing the work of Adult Safeguarding and Mental Capacity Act / Deprivation of Liberty Safeguards arrangements in Gateshead. Within Gateshead we have commissioned an Independent Chair to enhance scrutiny and challenge. The Board has a comprehensive Memorandum of Understanding which provides the framework for identifying roles and responsibilities and demonstrating accountability.

In law, the statutory members of a SAB are defined as the local authority, the local police force and the clinical commissioning group. However, in Gateshead, we recognise the importance of the contribution made by all of our partner agencies and this is reflected by the wider Board membership (correct as of July 2018):

- Gateshead Council
- Northumbria Police
- Newcastle Gateshead Clinical Commissioning Group (CCG)
- Lay Member
- Gateshead NHS Foundation Trust
- South Tyneside Foundation Trust;
- Northumberland Tyne and Wear NHS Foundation Trust
- Gateshead College
- The Gateshead Housing Company
- Tyne and Wear Fire and Rescue Service
- Northumbria Community Rehabilitation Company
- National Probation Service
- Oasis Aquila Housing and Mental Health Concern, on behalf of the voluntary sector

During 2017/18 the SAB reviewed governance arrangements. This resulted in a reduction in the number of Board meetings from six to four, along with the establishment of an Executive Group that meets quarterly. The Executive Group brings together the Independent Chair, the three statutory authorities and the Sub-Group Chairs. The role of the Executive is to monitor the effectiveness of the Board and its sub groups and to report directly to the Board on any emerging themes, risks, areas of good practice and learning. The Executive Group scrutinises the annual Business Plan to ensure that progress is on schedule.

The SAB and Executive Group are supported by five Sub-Groups:

- **Practice Delivery Group** (Chaired by an officer from The Gateshead Housing Company)

The role of the Practice Delivery Group is to ensure that the Multi-Agency Safeguarding Adults policy and procedures and supporting practice guidance continue to be fit for purpose. The Group has responsibility for keeping up to date with national policy changes that may impact upon the work of the Safeguarding Adults Board, and for the development and implementation of the Communication and Engagement strategy and implementation of the Dignity Strategy.

- **Safeguarding Adult Review Group** (Chaired by an officer from Newcastle Gateshead Clinical Commissioning Group)

The Safeguarding Adults Review Group (SARG) was established in early 2017 as it was recognised that the volume of Safeguarding Adult Review referrals necessitated a dedicated Sub-Group with skilled and experienced officers from partner organisations. The SARG considers Safeguarding Adult Review referrals, commissions reviews and subsequently monitors their progress. The SARG may also oversee discretionary reviews into cases that do not meet the criteria for a Safeguarding Adult Review, where the group feel there are multi-agency lessons to be learned. It collates and reviews recommendations from Safeguarding Adult Reviews and other reviews, ensuring that achievable action plans are developed and that actions are delivered.

- **Quality and Assurance Group** (Chaired by an officer from Gateshead NHS Foundation Trust)

The Quality and Assurance Group (QAG) has developed and implemented a Quality and Assurance Framework that provides a structure for scrutinising activity that is undertaken by Board member agencies and

relevant services or organisations. The group monitors and scrutinises the quality of activities to ensure that the interventions offered are person-centred, proportionate and appropriate. It is also responsible for the development of a performance dashboard and for considering lessons learned that are identified nationally, regionally and locally from any cases requiring a Safeguarding Adults Review (SAR), Serious Case Review or any other review process relevant to the Safeguarding Adults agenda.

- **Training Group** (Chaired by an officer from the Local Authority)

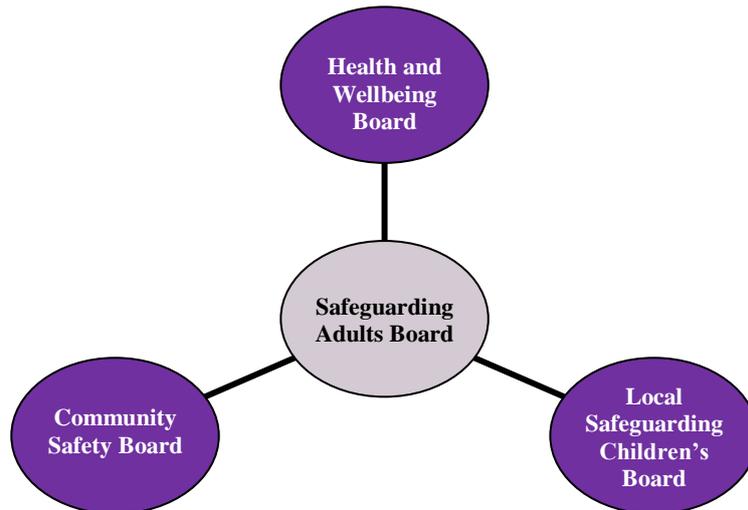
The Training Group coordinates and develops Safeguarding Adults training and Mental Capacity Act / Deprivation of Liberty Safeguards training that is accessible for practitioners and managers in a multi-agency setting. For the purposes of quality assurance, data is monitored regarding attendance, cancellation and evaluation of training courses. The group develops and implements ad-hoc bespoke training courses to meet evidenced demand in addition to core training courses.

- **Strategic Exploitation Group** (Chaired by an officer from Northumbria Police)

The Strategic Exploitation Group is a sub-group of both the SAB and the Local Safeguarding Children's Board (LSCB). The group is responsible for overseeing all work with respect to sexual exploitation, modern slavery, trafficking and female genital mutilation in Gateshead.

The Board and the five sub-groups regularly commission time limited task and finish groups to undertake specific pieces of project work.

The SAB has developed strong links with other local multi-agency partnerships



For example, the Community Safety Board lead on the CONTEST and Prevent agenda but partners within the Safeguarding Adults Board are involved in the Prevent Strategy and Implementation Group.

### Partner Governance Arrangements and Scrutiny

Board members are responsible for ensuring that governance arrangements for Safeguarding Adults are incorporated within the structure of their own organisations, and that there are mechanisms for disseminating and sharing information from the SAB. This information is included within partner Quality Assurance Frameworks that are presented to the Quality and Assurance Group. Details of inspection results for partner organisations are also shared at the Quality and Assurance Group and the SAB. Examples of governance and scrutiny arrangements:

- **Gateshead Council** – The Care, Health and Wellbeing Overview and Scrutiny Committee receive updates from the SAB. Key areas of work are also submitted to Care, Wellbeing and Learning Group Management Team and Cabinet for approval. The Gateshead Council Internal Audit service are responsible for ensuring that the Board, and Gateshead Council, are meeting their statutory duties.
- **Newcastle Gateshead Clinical Commissioning Group (CCG)** – An Executive Director holds the lead for the safeguarding portfolio. A Children and Adults Safeguarding Committee meets six times per year and a quarterly strategic safeguarding forum is held with providers. The CCG safeguarding committee reports to the CCG Quality Safety and Risk Committee which in turn reports to the CCG Governing Body.
- **Northumbria Police** – The force has undertaken a restructure to create a new Safeguarding Department illustrating significant investment in this

area of work. All learning from national and local serious case reviews are scrutinised during Critical Incident Boards which are attended by the Chief Officer Team and Senior Officers.

- **Gateshead Health NHS Foundation Trust** - The Trust Safeguarding Committee continues to meet on a bi-monthly basis and is chaired by the Director of Nursing, Midwifery and Quality. The named professional and Safeguarding Adult leads report to the Safeguarding Committee, the Quality Governance Committee and the Trust Board.
- **Northumbria Community Rehabilitation Company (CRC)** – There are clear lines of governance and accountability for Northumbria CRC via the Ministry of Justice and National Offender Management Service and the CRC are subject to a number of audits and inspections. The quality assurance team conduct monitoring exercises on a monthly basis which includes evaluating safeguarding work.
- **National Probation Service** – There is a designated senior manager within each National Probation Service Division, who acts as a strategic lead for safeguarding adults work, and a local Head of Cluster who attends the Safeguarding Adults Board or delegates to a suitable deputy.
- **The Gateshead Housing Company** – The Executive Director of Operations has overall strategic responsibility for Safeguarding Adults. The Customers and Communities Committee receive quarterly updates on all safeguarding activity and a detailed annual overview report.
- **Oasis Aquila Housing** – Ultimate safeguarding responsibility sits with the Board of Trustees. Overseeing safeguarding is one of their integral responsibilities and as such they have received updates from the executive. Under the Board there is a Safeguarding Sub-committee which is chaired by the trustee designated ‘safeguarding champion’. Each of Oasis’s services has an internal annual review for quality assurance purposes and this includes practice development to ensure safeguarding practice is consistent and in line with local and national policy.
- **Gateshead College** - The College operates a Safeguarding Steering Group which is attended by senior managers from across College to discuss and action safeguarding issues. In addition, a College Governor acts in the role of ‘Safeguarding Governor’ and attends a termly safeguarding group to act as a critical friend. An annual Safeguarding report is provided to the Executive team and the Board of Governors.
- **Northumberland, Tyne and Wear NHS Foundation Trust (NTW)** – NTW has a Safeguarding and Public Protection committee that meet six times a year. The trust board receive bi-monthly reports including updates from the SAB. During the Care Quality Commission (CQC) inspection of 2016 the

Trust were rated as Outstanding. An internal audit provided assurance that the Trust has robust arrangements in place to safeguard people's health, wellbeing and human rights in relation to its Domestic Abuse.

- **Tyne and Wear Fire and Rescue Service** – All staff have a responsibility for safeguarding and the designated safeguarding team are responsible for addressing concerns utilising the Safeguarding Adults Policy.
- **South Tyneside Foundation Trust** – Safeguarding is integral to patient care. There is strong leadership ensuring that safeguarding processes are understood, assured and improved.

### **Strategic Plan 2016/19 and Annual Business Plan 2017/18**

The Gateshead Strategic Plan 2016/19 was approved by the SAB in March 2016 and was updated in March 2017. This was the first Strategic Plan for the now statutory SAB. The three-year plan incorporates five strategic priorities:

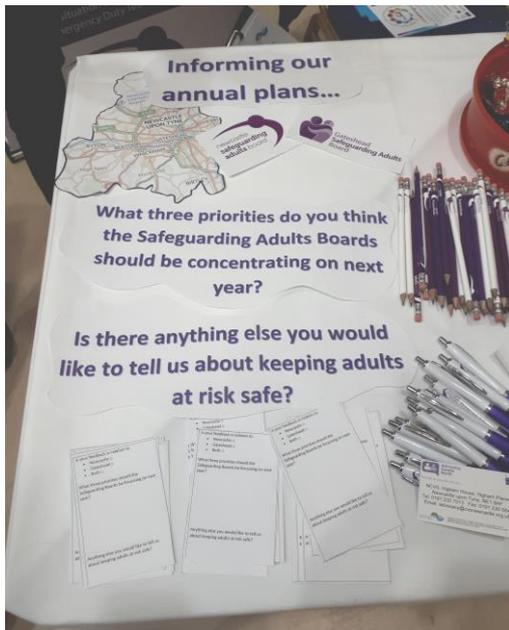
- **Quality Assurance**
- **Prevention**
- **Community Engagement and Communication**
- **Improved Operational Practice**
- **Implementing Mental Capacity Act / Deprivation of Liberty Safeguards**



The three-year Strategic Plan is supported by an Annual Business Plan 2017/18 to enable the Board to prioritise and focus activity over the three-year period. To enable the SAB to fulfil its statutory obligations and the key principles of partnership and accountability, an additional priority of 'Strategic Governance' has been included within the annual business plan.

## Annual Report 2017/18 Consultation

The Annual Report has been developed in consultation with a variety of stakeholders, and underpinned by performance information and feedback. The SAB held a development day in February 2018 to reflect upon progress during 2017/18 for the Annual Report and to ensure that the Annual Business Plan for 2018/19 would enable the Board to focus activity and assist in meeting the challenges identified within the Strategic Plan.



Stakeholder consultation included:

- Community and Voluntary Sector – February 2018 event organised by Newcastle CVS
- Practitioner feedback – via Sub-Groups, training courses and workshops
- Commissioned Providers – November 2017 provider event

# Key Achievements 2017/18

The Annual Report must demonstrate what both the Safeguarding Adults Board (SAB) and its members have done to carry out and deliver the objectives of its strategic plan. The key achievements for 2017/18 are documented below and are aligned to the SAB Strategic Priorities.

## ➤ Quality Assurance

- **Implementation of Quality Assurance Framework**

The Quality and Assurance Group developed a Quality Assurance Framework (QAF) for completion annually by all organisations on the SAB. Each partner organisation is expected to complete the comprehensive document and present at the Quality and Assurance Group to enable scrutiny and challenge. The Safeguarding QAF is a useful tool that enables partner organisations to reflect upon their progress within the Safeguarding Adults agenda and drive forward continuous improvement.

- **Development of Performance Dashboard**

The Quality and Assurance Group have developed a performance dashboard.

Gateshead SAB Performance Scorecard 2017-2018															
LATEST UPDATE: 31st January 2018		Previous Years Figures			18 month trend		Risk		Comment - Narrative and recommendations						
Ref	Measure	Sub measure	Date Scored	Flag	14/15	15/16	16/17	18 month trend	Trend Line	North East Area	National level	Direct risk	Risk level	QA Group Recommendation	Narrative, comment, Action
<b>Theme 1 - Safeguarding Concerns</b>															
11	Values of concern		Current		2034	1259	903								
12	Concerns per 100,000 population		Current		1259	779	559			1416	839				
13	Category of abuse	Physical abuse (%)	Current		21.9%	20.4%	19.5%								
		Sexual abuse (%)	Current		3.6%	4.1%	3.8%								
		Psychological abuse (%)	Current		10.6%	13.4%	9.2%								
		Financial or material abuse (%)	Current		14.9%	16.0%	14.4%								
		Discriminatory abuse (%)	Current		0.3%	1.3%	0.7%								
		Organisational abuse (%)	Current		0.6%	0.4%	1.1%								
		Neglect and acts of omission (%)	Current		40.9%	39.2%	46.5%								
		Domestic abuse (%)	Current		1.9%	1.3%	0.8%								
		Moderate/severe (%)	Current		0.0%	0.1%	0.2%								
		Self neglect (%)	Current		4.5%	3.4%	2.3%								
Sexual exploitation (%)	Current		0.0%	0.3%	0.8%										
14	Location of abuse	Own Home (%)	Current		52.3%	41.5%	33.8%								
		In the community (excluding community services) (%)	Current		4.5%	3.0%	2.3%								
		In community services (%)	Current		0.3%	2.4%	2.3%								
		Care Home - Nursing (%)	Current		13.4%	15.1%	24.0%								
		Care Home - Residential (%)	Current		22.2%	27.5%	31.0%								
		Hospital - Acute (%)	Current		1.1%	1.2%	1.3%								
15	Age group	Hospital - Mental Health (%)	Current		0.4%	0.8%	0.6%								
		Hospital - Community (%)	Current		0.4%	1.3%	1.2%								
		Other (%)	Current		4.4%	6.1%	2.5%								
		16 to 64 (%)	Current		33.8%	34.2%	27.1%								
		65 to 74 (%)	Current		13.0%	14.4%	12.6%								
	75 to 84 (%)	Current		24.8%	22.3%	28.2%									
	85 to 94 (%)	Current		25.0%	24.8%	26.6%									
	95 plus (%)	Current		3.4%	4.4%	5.4%									

The dashboard contains standard Safeguarding Adult data with regards to Safeguarding Concerns and Section 42 Enquiries. It also incorporates information on Making Safeguarding Personal, Safeguarding Adult Referrals, Provider Concerns, Training and Deprivation of Liberty Safeguards. Where possible, comparisons are made with regional and national datasets. The Quality and Assurance Group analyse the dashboard information to determine future workstreams. For example, we know that Gateshead has a higher proportion of cases that are attributed to neglect, and we are investigating why this is the case.

- **Learning from Regional and National Safeguarding Adult Reviews (SARs)**  
The Quality and Assurance Group review recent regional and national SARs and relevant Domestic Homicide Reviews to consider if there is learning for Gateshead. For example, the group have scrutinised the Newcastle Joint Serious Case Review into Sexual Exploitation and a Domestic Homicide Review from Northumberland. Any lessons learned that are applicable to Gateshead are then actioned.
- **Regional Approach**  
The SAB Executive Group were keen to explore opportunities for working collaboratively at a regional level. The Business Manager actively engages with the Regional Association of Directors of Adult Social Services (ADASS) Safeguarding leads meeting and the national Business Managers network to share and learn from best practice.

An example of developing a regional approach is the development of a regional procurement process for SAR Chairs. Whilst undertaking the first post Care Act statutory SAR in Gateshead we experienced delays in the process due to difficulties with procuring a suitable Report Writer and Chair. Subsequent conversations regionally and nationally identified that there is a dearth of good quality Report Writers and Chairs with significant variations in quality, cost and availability. Gateshead subsequently instigated discussions with the North-East Procurement Organisation (NEPO) about the possibility of establishing a regional SAR portal. Procurement and Safeguarding leads from several localities met in Gateshead in September 2017 and agreed to go ahead with the project with the inclusion of Report Writers and Chairs for Domestic Homicide Reviews and Child Serious Case Reviews. Assurances were provided that the portal would provide sufficient flexibility to enable SABs to commission Report Writers and Chairs with appropriate expertise in the type of review required. The Portal went live in 2018.

## ➤ **Prevention**

- **Training**  
The SAB Training Sub Group worked alongside the LSCB and Community Safety Board to produce a comprehensive training directory for 2017/18. Training courses advertised within the directory are free of charge to practitioners within Gateshead. To encourage greater attendance at training courses, the Board introduced a charging policy for non-attendance.

The Training Sub Group organised a Learning Needs Analysis (LNA) to help future training across the SAB, LSCB and Community Safety Board. The LNA was helped to ensure that work on the development of bespoke training courses was evidence based.

A recruitment drive was held to encourage partner agencies to nominate officers to join the multi-agency Level 1 Raising Concerns trainer pool. A train the trainer session was subsequently held for all of our multi-agency trainers. Both the Level 1 and Level 2 training courses were updated to incorporate more recent case examples and learning.

	Number of courses	Number of delegates
Level One – Raising Concerns	14	594
Level Two – Policy and Procedure	4	91

Bespoke on-site training is offered by the Gateshead Council Safeguarding Adult operational team, for a fee, to providers who struggle to get staff to attend the multi-agency safeguarding training.

Partner agencies continue to develop bespoke in-house Safeguarding Adult courses. For example, the Gateshead NHS Foundation Trust incorporated community health services and ensured that bespoke training was developed and delivered to all staff.

- **Adult Sexual Exploitation**

The SAB tasked the Gateshead Joint Strategic Exploitation Group with improving our response to adult sexual exploitation in Gateshead. Partners within the Board continued throughout 2017/18 to contribute to Operation Sanctuary which is a Northumbria Police led initiative, which aims to tackle and investigate perpetrators who commit or attempt to commit sexual exploitation and to safeguard and support vulnerable adults and children who are victims of sexual exploitation and / or trafficking. During 2017/18 the Strategic Exploitation Group drafted guidance on Adult Sexual Exploitation for front line practitioners including referral pathways, screening tools and case management. The SAB was successful in obtaining funding from the Northumbria Police and Crime Commissioner Supporting Victims Fund to support training in sexual exploitation.

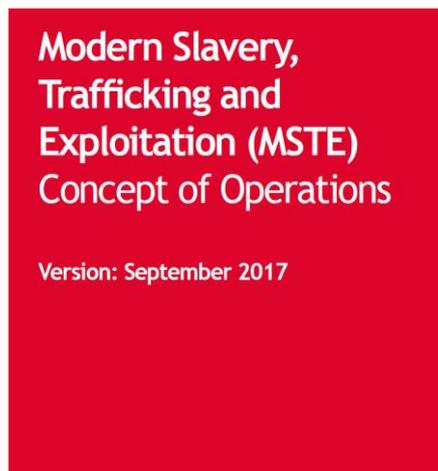
- **Provider Concern Process**

A new risk based serious provider concern process was introduced in January 2017 to provide a structured and standardised approach for gathering qualitative and quantitative data from service providers. This demonstrates an effective example of collaborative working between Gateshead Council and Newcastle Gateshead CCG. The information captured by the provider concern process is used to inform decisions on contact management actions related to contract compliance including any 'Serious Provider Concerns'. Information on provider concerns is shared via the SAB performance dashboard and culminates in an annual 'State of Care' report presented to the SAB. The introduction of the provider concern process has enabled non-safeguarding related contract based issues to be dealt with in a proportionate and effective manner, rather than

being escalated unnecessarily through the safeguarding process. The Provider Concern process is an important tool in a multi-agency drive to help facilitate market stability.

- **Modern Slavery Concept of Operations**

The Joint Strategic Exploitation Group has strategic oversight of the Modern Slavery agenda. The SAB approved the Gateshead Modern Slavery Concept of Operations in July 2017. The document supports a Multi-Agency response to Modern Slavery and focuses very much on what roles and responsibilities partner organisations may undertake within that response. Hope for Justice were commissioned by the Safeguarding Adults Board to deliver three training courses on Modern Slavery for front line practitioners.



Gateshead Council BritishRedCross Gateshead Housing Company NHS England NORTHUMBRIA POLICE HOPEJUSTICE

- **Fire Safety and Emergency Preparedness**

Following on from the devastating Grenfell Tower disaster in London, the Gateshead SAB sought assurance from Tyne and Wear Fire and Rescue Service, The Gateshead Housing Company and the Gateshead Council Resilience Team regarding fire safety measures and our preparedness for such an emergency in Gateshead. The Board were satisfied that within Gateshead robust arrangements were in place.

- **Housing**

The SAB continues to recognise the importance of housing within the Safeguarding Adult agenda. The SAB held a workshop that explored the implications of the upcoming Homelessness Reduction Act and incorporated ensuing actions within the ongoing Safeguarding Adults Housing Improvement and Development Action Plan. The SAB recognises the excellent contribution colleagues in The Gateshead Housing Company make towards the Safeguarding Adults agenda, as demonstrated within their Safeguarding Adult Quality Assurance Framework. They are a member of Northumbria University's Hoarding Research Group, Chair the SAB Practice Delivery Group, have established a new officer role of Partnerships and Inclusion which will support safeguarding activity and were asked to share their best practice safeguarding adult work at the Northern Housing Consortium regional conference.

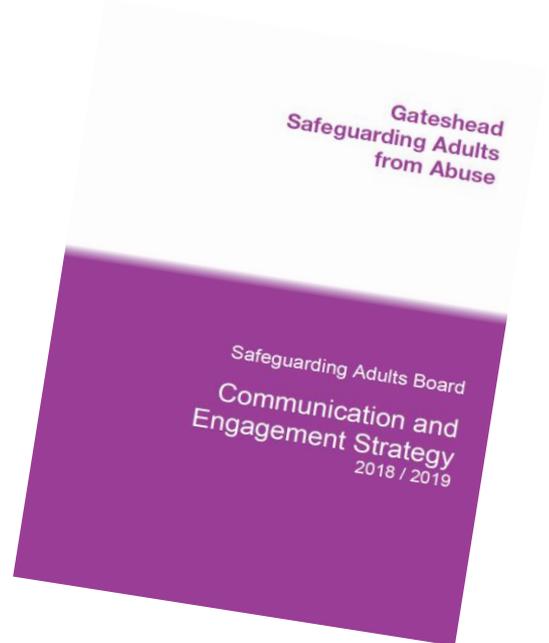
➤ **Community Engagement and Communication**

• **Published Communication and Engagement strategy**

The Practice Delivery Group focussed attention upon the development of a Safeguarding Adults Communication and Engagement Strategy.

The aims of the strategy are twofold:

- 1) We want to improve and strengthen how we communicate and engage with service users, staff, stakeholders and the wider public to raise awareness and promote key messages about safeguarding adults in Gateshead
- 2) We want to build community resilience so that our residents are better equipped to keep themselves safe from harm



The Strategy outlines the main target audiences for our Communication and Engagement activity and what our key messages are to maximise impact.

• **Engagement with Community and Voluntary Sector**

Throughout 2017/18 work was undertaken to improve our links with the Community and Voluntary Sector via Newcastle Council for Voluntary Services (NCVS) who currently co-ordinate activity for community and voluntary sector organisations in Gateshead. Regular updates from the Safeguarding Adult Board are included within the NCVS newsletter 'On the Hoof' – for example clarification was given that CVS members can access our training free of charge. A recruitment drive was undertaken to encourage CVS members to join our Practice Delivery Sub Group. The Gateshead Safeguarding Adults Business Manager, along with the equivalent officer in Newcastle, gave a presentation to CVS colleagues at a Wellbeing and Health Open Forum about Safeguarding Adults and consulted with organisations about their priorities for Safeguarding Adults.

- **SAB newsletters**

The SAB continues to produce quarterly newsletters that are circulated widely to partner organisations, including our commissioned providers.



- **Improved Operational Practice**

- **Safeguarding Adult Reviews (SARs)**

The SAR Group revised their SAR practice guidance for front line staff within Gateshead during 2017/18 to facilitate a more flexible and robust approach to SARs. The SAR Group effectively co-ordinated and responded to 13 SAR referrals during 2017/18, the detail of which is included further in this report. Recommendations from the SAR referrals, and subsequent enquiries, have been subsequently actioned. For example, concerns were raised by Northumbria Police that partners were not immediately contacting the police if there were concerns about wilful neglect, which had impeded some investigations. As a result, awareness was raised with partners within the Board, Sub-Groups and via the Board newsletter.

- **Making Safeguarding Personal**

A Making Safeguarding Personal health check was completed to feed into a regional Association of Directors of Adult Social Services (ADASS) review of Making Safeguarding Personal and the implementation of Care Act 2014 Safeguarding Adult statutory guidance. The health check was a useful exercise and recommendations from the health check will help to shape the 2018/19 revision of the Multi-Agency Policy and Procedures.

- **Revised electronic recording**  
Comprehensive revisions were made to the Carefirst forms, which capture all Safeguarding Adult activity in Gateshead. This has enabled Gateshead to capture all of the information required by NHS Digital for the statutory Safeguarding Adult Collection annual return, including discretionary information. This means that from 2018/19 our performance dashboard will contain a more comprehensive dataset. Partner agencies continue to improve their data recording, for example the Queen Elizabeth Hospital has ensured that their Datix system mirrors the revised Carefirst forms. Oasis Aquila Housing have implemented a new data recording system.
  
- **Improved information sharing from Primary Care**  
The Newcastle Gateshead Clinical Commissioning Group continue to improve engagement of GP's within the Safeguarding Adult process on both proactive and reactive levels. This includes awareness raising about the need to raise Safeguarding Adult Concerns across the ten categories of abuse and engagement with GP's in S42 Enquiries.
  
- **Implementing Mental Capacity Act / Deprivation of Liberty Safeguards (DoLS)**
  - **Maintain compliance with Deprivation of Liberty Safeguards**  
Gateshead Council, as DoLS Supervisory Body, continues to remain legally compliant with the judgement despite the national challenges and evidence to suggest there are significant backlogs locally and nationally.  
  
Gateshead Council has continued to invest in the DoLS staff team responsible for the processing and managing of all DoLS applications by increasing ability to meet most of our demands "in-house", thereby improving efficiency.

# Our Performance 2017/18

## Safeguarding Adults Headline Performance

A summary of the headline performance information is provided below.

The 2018/19 financial year will be the first year in which we have a complete year of data contributing towards the performance dashboard. This will provide a more comprehensive performance picture, including detailed information about provider concerns.

- **Volume of Concerns and Enquiries**

For a Concern to progress to a Section 42 Enquiry it must meet the statutory criteria. The Safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support need is unable to protect themselves from either the risk of, or the experience of abuse or neglect

In 2017/18 there were 1097 Safeguarding Adult Concerns which led to 445 Section 42 Safeguarding Enquiries. In percentage terms, 40.6% of Concerns led to a Section 42 Enquiry. In comparison, in 2016/17 there were 1259 concerns which led to 462 enquiries thereby having a 36.7% conversion rate.

These figures illustrate a continued decline in the volume of both Concerns and Enquiries. This has resulted in comprehensive analysis and discussion at the Quality and Assurance Group, Executive Group and Board. Partners are satisfied that the decline can be attributed to:

- Improved partner awareness about safeguarding adults, resulting in less inappropriate Safeguarding Adult Concerns being raised
- Introduction of provider concern process – non-safeguarding contract compliance issues are managed via provider concern process
- Strengthened adult social care ‘front door’ arrangements, resulting in greater alignment with the Multi-Agency Safeguarding Hub (MASH) and adult social care, ensuring that cases are only progressed into safeguarding if they meet the criteria.

- **Categories of Abuse**

The following performance information relates to the primary category of abuse recorded for concerns. The most common category of abuse was

Neglect and Acts of Omission which represented 49.86% of all Safeguarding Concerns raised. This was followed by Physical Abuse (20.88%) and Financial and Material (14.95%). This followed a similar pattern to the previous year.

The new categories of abuse introduced by the Care Act represented relatively small volumes in 2017/18:

- Domestic Violence – 9 cases, 0.82%
- Modern Slavery – 0 case, 0.00%
- Self Neglect – 30 cases, 2.73%

- **Age**

71.74% of all Safeguarding Concerns were raised for Adults aged 65 and older, equating to 787 cases.

### **Deprivation of Liberty Safeguards (DoLS)**

For the period April 2017 to March 2018 Gateshead Council received 2113 Deprivation of Liberty Safeguard applications. This was a slight decrease in activity from the previous financial year (2118) and hopefully represents a levelling out of the demands placed on local authorities in meeting statutory obligations.

The highest rate for DoLS applications remains with those over the age of 65. Within Gateshead this represents 1821 applications for those aged over 65 and 292 for those under 65.

There were 272 applications which have not been authorised, due to various standard reasons. Where a specific reason was stated the most significant was for 'Mental Capacity requirement', which took place in 64 cases.

Our demographics remain in accordance with previous data with predicted higher percentages of those 85+ being more likely to be subject to DoLS authorisations, (40%) and those more likely to be females (61%).

## Safeguarding Adults Reviews (SARs)

The SAR Group is responsible, on behalf of the Gateshead SAB, for statutory SARs introduced by the Care Act 2014. The SAB has produced a SAR Practice Guidance note to provide a framework for SARs in Gateshead.

During 2017/18 the SARG received 13 Safeguarding Adult Referrals. Of those:

- 1 progressed to Joint SAR / Domestic Homicide Review. The Independent Chair was appointed in April 2018 and the full report and recommendations are scheduled to be published towards the end of 2018.
- 1 progressed to a discretionary multi-agency appreciative enquiry. This enquiry was put on hold due to the needs and wishes of the Adult at Risk but has re-commenced and will be published towards the end of the 2018/19 financial year
- 1 contributed towards a drug related death review. This referral instigated a constructive discussion with the Chair of the Drug Related Death Group in Gateshead. As a result, the Safeguarding Adults Business Manager is now a member of the Drug Related Death Group. Members of the Drug Related Death Group are also requested to consider the criteria for a SAR for all drug related deaths.
- 5 resulted in single agency reviews.

All reviews and enquiries are reported back to the SAR Group for scrutiny and challenge. Learning from reviews is fed into the Quality and Assurance Group and Training Group when there are specific actions or learning that needs to be taken forward.

The Executive Group discussed and agreed expectations from partner agencies with regards to internal scrutiny and challenge for single agency reviews. Should there be any outstanding actions or learning these are reported to the relevant Board Sub-Group for progress.

During the 2017/18 financial year the Gateshead SAB published a SAR for Adult A. The final Overview Report was presented and approved at the SAB in July 2017 and the recommendations have been monitored by the Quality and Assurance Group. Adult A was an 81 year old lady who lived alone and died on 17<sup>th</sup> February 2015 in Queen Elizabeth Hospital (QEH). The cause of death was identified as cardiac failure, sepsis and extensive pressure sores due to immobility. Adult A's health was declining over the period before her death, she refused Hospital admission on a number of occasions. At times, Adult A also refused care and treatment at home. There were a number of

agencies involved with Adult A and the SAB made the decision to refer Adult A for a SAR, despite the fact that she died prior to the Care Act statutory guidance introducing self-neglect as a category of abuse. Most of the recommendations were completed in advance of the production of the final report. Most importantly, self neglect cases are now incorporated within Safeguarding procedures and practice guidance was produced for front line practitioners. The complexity of self-neglect, and subsequent learning from single agency enquiries, has meant that this self-neglect guidance will be updated within 2018/19.