



CITY OF YORK SAFEGUARDING ADULTS BOARD

ANNUAL REPORT 2019



Introductory message from Tim Madgwick, Independent Chair City of York Safeguarding Adults Board

I was delighted at the start of 2019 to be offered the role of chairing the City of York Safeguarding Adults Board, a position I formally took up in February of this year. I would like to take this opportunity to recognise the massive contribution that my predecessor Kevin McAleese made to the safeguarding agenda in the city and needless to say his handover only weeks before he died was as comprehensive as any I had received in my career.

As I arrived the 2016-2019 strategic plan was moving to completion. I could see the significant improvements that continued to be made to safeguarding adults at risk of abuse and neglect. A new policy and procedure was being embedded, reflecting the making safeguarding personal approach. The board was gaining assurance that those who needed it had the advocacy required to have their voice heard. Information and advice enabling people to seek help and stay safe was refreshed. Plans with Healthwatch for better public involvement were emerging as were plans for an improved web presence.

Having taken on the challenge from Kevin it was only appropriate that I took some time to listen to colleagues and then consider how I would attempt to lead the board into the next decade. As a part of this process we have started by changing the sub group structure and have welcomed new members to the board. We are committed as a team to seek out and learn from best practice wherever it is identified across the UK. In the process of the ongoing review there is a recognition that as demand continues to increase we need to adapt and change the way we as partners respond and how we continue to support the daily pressures that are present in front line services.

We have to find solutions in locality based services and encourage appropriate decision making at every level of service delivery.

In 2018 we instigated a Safeguarding Adult Review (SAR) the results of which will be presented to the board and shared with all key partners. In addition we have signed up to a process that will ensure all safeguarding boards across Yorkshire share the learning from their respective SAR's.

We will continue to review the performance of all partners and the way we develop as a board, it is more important than ever that we should be proactive in identifying potential threats as they develop and respond quickly and professionally to any incidents that have occurred. For many reasons we are very proud of the city and the commitment of all partners to make York a place where all individuals can lead fulfilling and safe lives.

I would like to put on record my thanks to those individuals who every day strive to deliver an excellent service in the safeguarding world and have a strong belief that we need to listen and respond to service users so we live up to our ambition of truly making safeguarding a personal experience.

INTRODUCTION TO THE ANNUAL REPORT

Page 2: A few words from the Independent Chair

Page 5 : Our strategic plan for 2019-2022 with outcomes and our key priorities.

Page 7: Data we have collected in 2018 with comparison figures from 2017

Page 9: Case studies detailing some of the making safeguarding personal element of the work done in the safeguarding adults team

Page 10/13: Information from partners on their key achievements and priorities for 2020

Page 14: Sub group information

Page 15: Safeguarding week - We collaborated with North Yorkshire to help keep children and vulnerable adults safer by supporting safeguarding week 2019 – key messages and conference information are reported

Page 16: Final word

STRATEGIC PLAN

City of York Safeguarding Adults Board Strategic Plan 2019 - 2022

City of York Safeguarding Adults Board helps the city work together to raise awareness and prevent abuse. We believe that safeguarding is everybody's business and abuse should not be tolerated. We aim to safeguard the rights of adults at risk and enable access to justice.

City of York Safeguarding Adults Board – who we are

The Safeguarding Adults Board (SAB) is a multi-agency partnership which has statutory functions under the Care Act 2014. The main focus of the SAB is to ensure that in the City of York safeguarding arrangements work effectively so that adults at risk are able to live their lives free from abuse or neglect.

An adult at risk is a person aged 18 or over who has needs for care and support and as a result of those needs is unable to protect themselves.

Our Strategic statement – what we plan to do

We will work together with partner organisations and people in our communities so that adults can live the best lives they can with their rights and wellbeing being supported, safe from abuse and neglect

Our work will follow the six safeguarding principles:
Empowerment; Protection; Proportionality; Prevention; Partnership and Accountability

How are we going to do this?

We are going to work on four objectives of equal importance, which will be our priorities. We will continue to work with our partners to make sure these priorities are achieved by 2022.

How will we know if we have achieved our priorities?

We will measure our progress and achievements through a new Delivery Plan which will be updated every three months and available on the website

The Structure of the Safeguarding Adults Board – How we will work

- Board with Independent Chair
- Review and Learning Group
- Delivery Group
- Task & Finish groups (working groups)

Key Objectives



We will improve safeguarding processes so that they are centre on the individual and their desired outcomes.

How we will do it?

- 1.1 Audits to ensure MSP is embedded completed and acted upon
- 1.2 Healthwatch interviews, feedback from adults who have been through safeguarding

How will we know that we have done it?

Outcomes of audits and feedback and the resulting actions will be reported to the SAB, quarterly. The Quality & Performance sub group will lead on this work.

How will we know we have made a difference?

Future Audits will show if Adults going through the safeguarding journey have been listened to and have choice and control.

Organisations will raise the awareness of people with care and support needs about potential risk situations and how to develop strategies to avoid or reduce risks and will report and act on safeguarding concerns

- 2.1 Undertake Initiatives to raise awareness
- 2.2 Share good practice that reduces risk
- 2.3 Develop effective person centred interventions

Planned awareness work will be completed and evaluated. Shared good practice resource will be in place. Our workforce will have up to date training.

Following raising awareness, we will ask people if they feel more confident about safeguarding. We will evaluate the training we do with our workforce.

We will work to ensure that our communities have the knowledge, capacity and ability to support people to be safe.

- 3.1 Review SAB Communication Strategy, this will include:
- 3.2 Revamp of website - information, examples of good practice, etc.
- 3.3 Safeguarding Week activities
- 3.4 Strengths-based approach

A new communication strategy will be in place and we will be delivering on its actions. We will have worked with communities about safeguarding adults at risk.

We will seek feedback about our website and from public events in safeguarding week. We will have acted on feedback from communities about people feeling safe.

We will ensure that our safeguarding processes are effective, proportionate comprehensive and accessible.

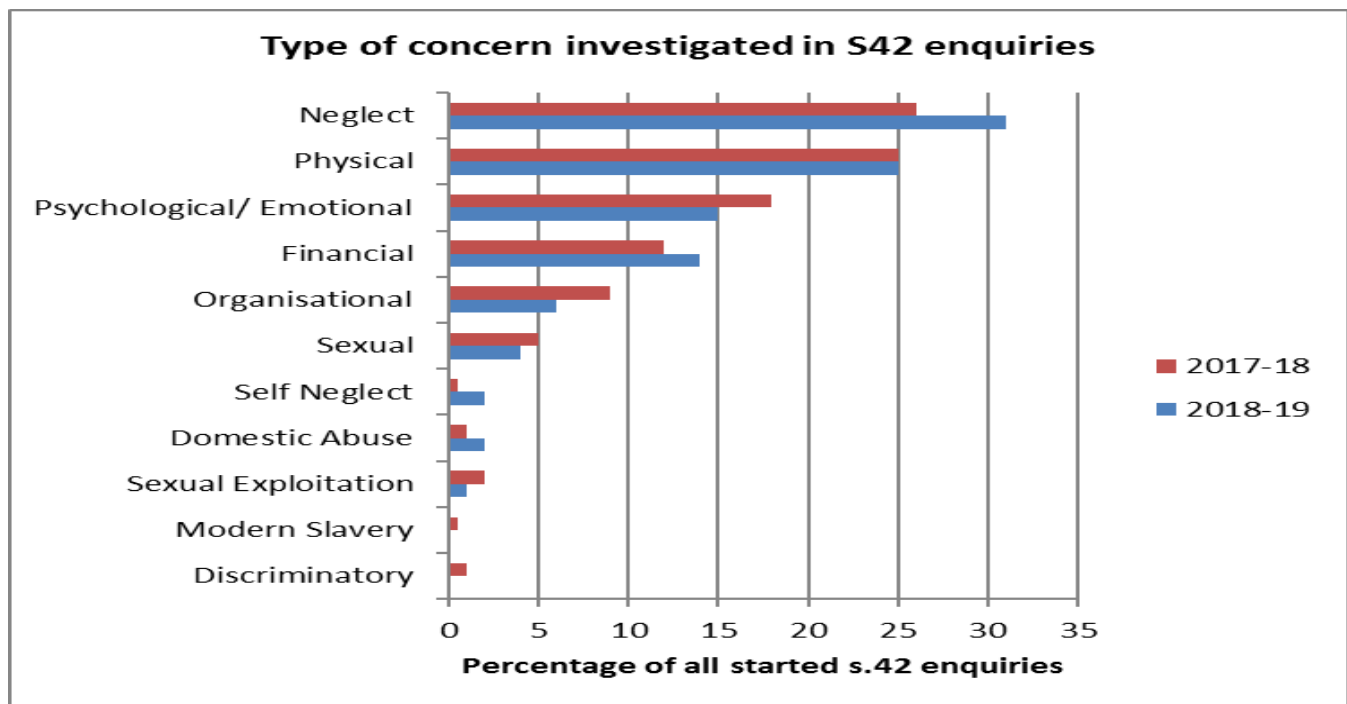
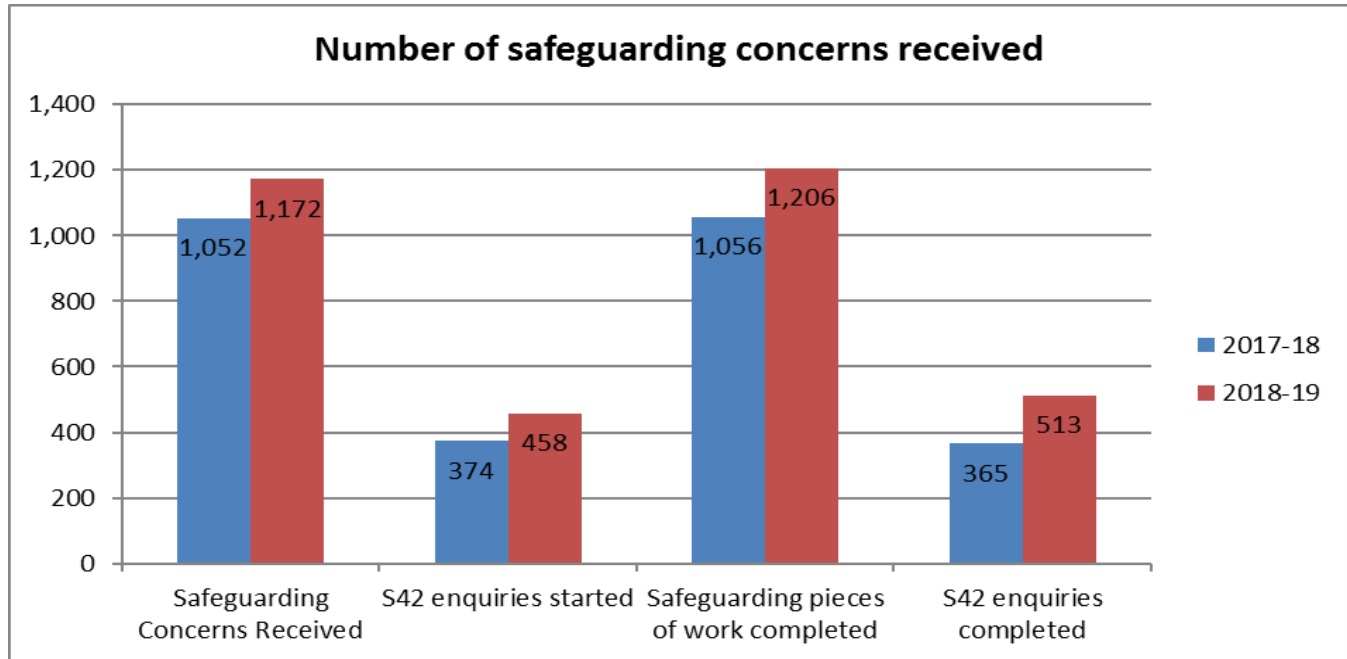
- 4.1 Audit of demographic of people undergoing safeguarding processes
- 4.2 Audits of advocacy in safeguarding
- 4.3 Develop clear protocols and pathways around modern slavery, self-neglect, Prevent and People in Positions of Trust.
- 4.4 Case file audits

Clear protocol lead multiagency action will be undertaken to tackle modern slavery. Learning from audits will have been acted on.

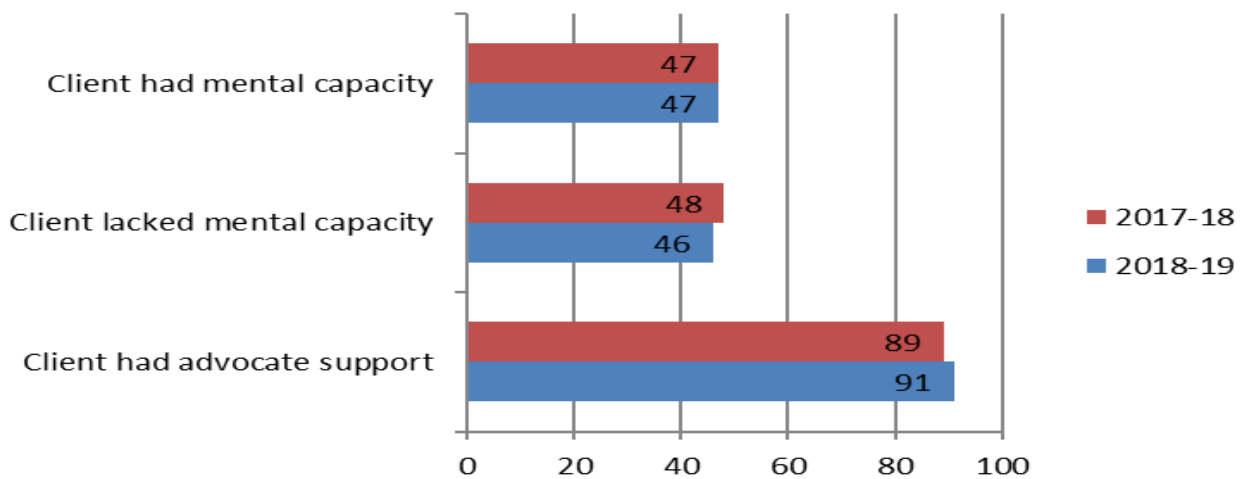
We will report performance information with indicates the effectiveness and accessibility of our processes. As a result of health watch feedback we will have acted on the experience of adults at risk of the process.

KEY DATA

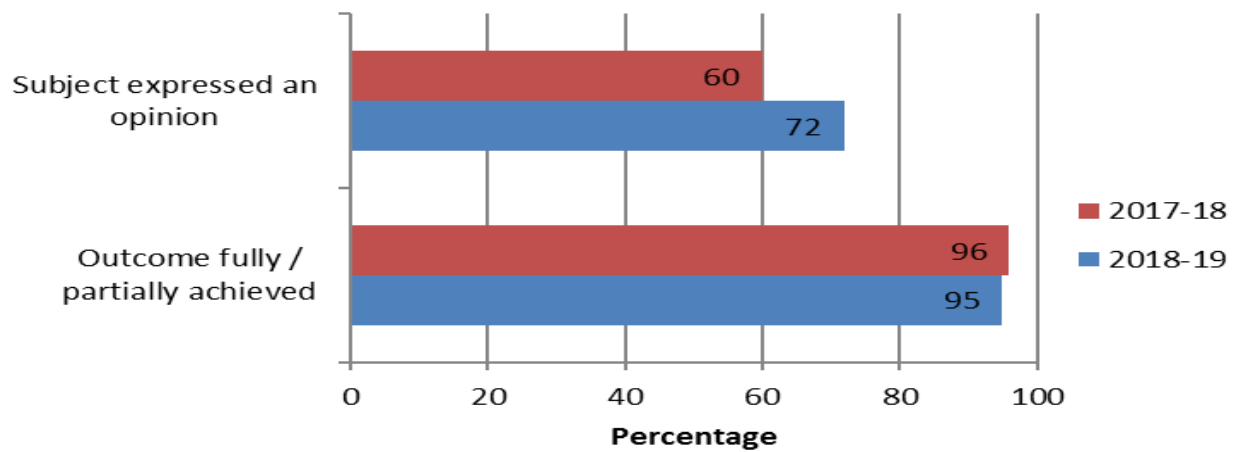
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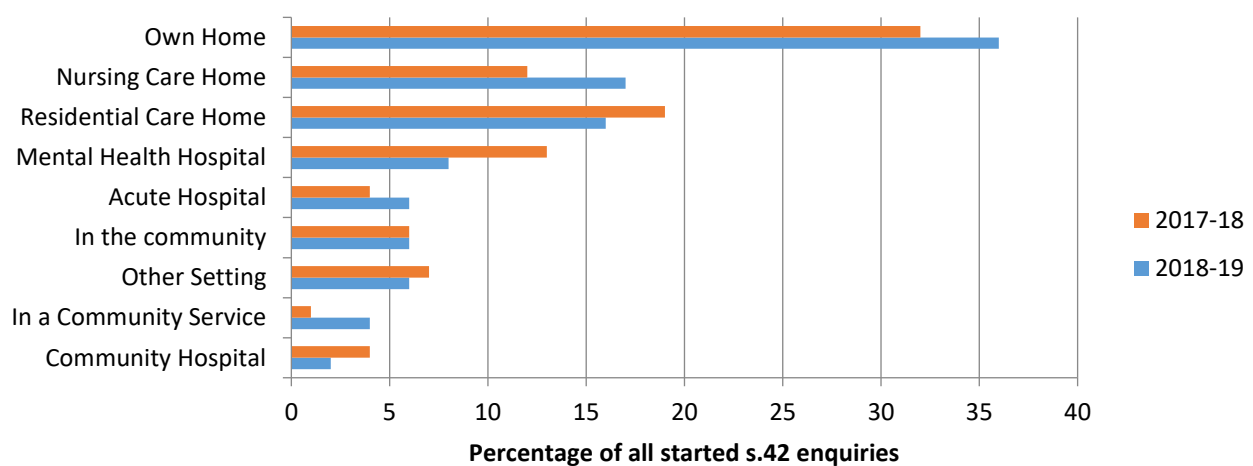
Percentage of s42 enquiries -mental capacity/advocate



Outcomes from completed S42 enquiries



Location of concern investigated in S42 enquiries



Case Study

Sarah * is a 30-year old woman who has lived in York all of her life. She has a learning difficulty which means that other people have sometimes taken advantage of her good nature and generosity.

A safeguarding concern was raised after one of Sarah's longstanding friends contacted adult social care. Her friend told us that Sarah had changed over the past couple of months and is very frightened since an acquaintance (Jane) had moved into her house. Sarah allowed Jane to move into her home as she was being targeted by other people. These people then targeted Sarah's home, making threats and damaging property, and the police were contacted on numerous occasions. Sarah had her phone turned off and the curtains closed as Jane asked her to do this and Sarah's support networks had concerns Jane may be controlling Sarah.

Adult safeguarding met with Sarah at her longstanding friend's house to talk to her about what she wanted to happen. It was clear that Sarah was really struggling and she said she did not want to live anymore. We talked about small steps to make her situation a bit better, and about dividing those tasks up between them so that Sarah wasn't overwhelmed. Sarah said she liked doing things this way, focusing on what she could do rather than what felt too hard.

As Sarah struggles to seek support around her mental health, with her consent, her GP practice was contacted to inform them about the safeguarding and to see whether they could give a bit more help to Sarah. They agreed to book an appointment for Sarah without her having to call herself, and also agreed to automatic annual appointments for Sarah to ensure she has regular health checks. A note was put on her medical records to advise medical professionals to always ask Sarah about her mood and her current situation.

Sarah also wanted the police to know what was happening so that they could support her to feel safer at home. A Police officer agreed to be a point of contact for Sarah and visited her regularly to provide her support. This officer also put Cocoon watch in place (with the persons consent police will speak to neighbours about looking out for any incidents that may take place at her address and report to police), as well as tasking local PCSOs to regularly drop in for chats.

Jane eventually moved out of Sarah's after Sarah felt confident enough to be a bit more assertive with her about her controlling behaviour. However, Sarah continued to be targeted by the others and was seriously assaulted by one of them. At this point, Sarah said she did not feel like she would ever feel safe again in her house and so with support, she has applied for supported accommodation. Adult safeguarding and housing colleagues have supported Sarah to visit some accommodation options to give her an idea of what a supported scheme is like - she initially felt a bit wary about moving as she has lived on the same street all her life. Sarah is now feeling really positive about a future move. The characteristics that have made her vulnerable to abuse where she is currently living would become real strengths in a supported scheme – her enthusiasm, friendship and kindness will hopefully make her a valuable and much-liked member of her new community. Sarah is now waiting to find out when she might be able to move and is being supported in the meantime to keep herself safe whilst she is still in her current accommodation.

PARTNERS ACHIEVEMENTS AND PRIORITIES

Independent Care Group

- The Independent Care Group (ICG) provides a forum for independent care providers, including voluntary sector providers. The aim of the ICG is to represent the interests of private and voluntary care homes, extra care/close care schemes, home care and other non-residential social care provision.
- ICG is committed to helping care providers to give the best possible service to the vulnerable people they care for – working in partnership with others to make this a reality
- We represent providers on the Safeguarding Adults and Health & Wellbeing Boards and press for clarity and transparency of processes

York MIND

- York Mind have been successful in winning a grant with the Department of Health this year for young people's work
- Our advocacy contract has been extended for one year, and we continue to deliver work around improving outcomes for our most vulnerable York residents through delivering statutory advocacy in the city.
- Our advocacy service was awarded the advocacy quality performance mark this year.
- In the coming year we are looking at increasing stakeholder engagement, particularly around raising awareness about the requirement of vulnerable adults with substantial difficulty who are undergoing the safeguarding process to have the right to a Care Act Advocate
- We are also working on improving our early intervention services, and strengthening the services we already offer.

Stockton Hall Hospital (Priory Group)

Safeguarding training for every member of staff, not only clinical staff, remains a high priority within the organisation. Our aim is to enable staff to develop an awareness and understanding of the protection processes, and relate these to their role and responsibilities within the organisation. To enable staff to “think family”.

NHS Vale of York Clinical Commissioning Group (CCG)

key achievements for the CCG Adult Safeguarding Team in 2018/19

- In 2018-19 attendance at bespoke safeguarding training events increased overall by 31% from the previous year.
- Following publication of the first edition of Adult Safeguarding: Roles and Competencies for Health Care Staff in 2018 the CCG has developed a new training strategy for its staff
- Further development of information-sharing processes between GP practices and North Yorkshire police domestic abuse coordinators (MARAC) to ensure all GP practices have the ability to share information to inform risk assessment and receive notification of their patients and any associated children who are victims of high risk domestic abuse.
- Finalised information sharing processes for individuals who may pose a serious risk of harm to public and staff on release from custody (MAPPA arrangements).

Key Priorities for 2019/20

- Implementation of the new training strategy will take place in 2019/20 along with a continued offer of bespoke training and safeguarding supervision to support staff achieving their appropriate levels of competence.
- Continued safeguarding practice development and support linking with the changing commissioning arrangements across the health care economy.
- Planning for the changes in the Mental Capacity (Amendment) Act 2019 to ensure appropriate safeguards are in place for the most vulnerable in our population
- Continuing to work in close partnership with City of York Safeguarding Adults Board to support and progress future safeguarding arrangements across the City

Public Health

Suicide Prevention activity continues to progress with some key achievements this year.

- The creation of a local Survivors of Bereavement by Suicide support group has been established; an online training resource (<https://www.zerosuicidealliance.com/>) has been made available within the City.
- Provision of SafeTALK and ASIST suicide prevention training which has reached 586 people this year.
- A successful 4th annual Suicide Prevention Conference was held on World Suicide Prevention Day with the theme of 'Everybody Belongs Here'.
- Priority areas for focus over the next year are on suicide prevention awareness raising and training; supporting those groups who are most at risk of suicide; and of improving early identification and access to support.

Trading Standards – Public protection

Public Protection have continued with a number of initiatives aimed at protecting vulnerable adults in the city.

- These include trading standards officers providing information about scams to potential victims and their wider families in person and at awareness raising events.
- The licensing team continue to require taxi drivers to complete mandatory safeguarding and equalities training for all existing drivers prior to being re-licensed, and have introduced a new policy which will require all new drivers to pass a specific test in these aspects prior to being licensed.
- All officers have been involved in a number of multi-agency initiatives to help tackle modern day slavery in the city'

York House

- York House continue to support people with multiple and complex needs both locally and nationally as a specialist rehabilitation service for those with an acquired brain injury.
- Through implementation of best practice we aim to take a proactive and preventative approach to safeguarding wherever possible.

- Over the last year we have focused on ensuring that any use of agency staff is with the knowledge that those individuals are appropriately trained and checks are in place for safe recruitment in a regulated environment. We have achieved this by increasing the vigilance of checks and providing additional support to agency staff. This work has been happening alongside a recruitment drive across the city which has been successful in increasing our workforce.
- Over the next year York House will be working to review the safeguarding training provided to staff to include more interactive and person-centred training.

North Yorkshire Police

North Yorkshire Police has successfully launched Public Protection Notifications (PPN) along with 20 other forces nationwide. This process allows officers to record concerns and then refer to the relevant safeguarding agency whilst officers are with the person of for whom there are concerns, and importantly recording their wishes which makes safeguarding personal.

A new approach which is driving change in the behaviour of serial perpetrators of domestic abuse- those who commit the most harm has been implemented and it known as Multi Agency Tasking and Coordination (MATAC).

Claire's Law allows for people within a relationship to ask about a person's violent background, and secondly for the police to make proactive disclosures to people in a relationship with a person with a violent background. This proactive approach is intended to protect people and allow them to make informed decisions about the relationship. In the 2018/2019 year 272 disclosures were made.

During the 2018/2019 year the forces' use of Domestic Violence Prevention Orders has been developed to ensuring the process is effective and efficient, which has resulted in an increased number applications.

The training of police officers and staff in respect of the areas of vulnerability has continued and has consisted of internal communications messages, toolkits and aide memoirs for their use. In addition to these a series of safeguarding films have been produced with a focus towards Adult Safeguarding and Making Safeguarding Personal.

It has been identified nationally that older people are at risk of becoming the victims of fraud. Towards reducing such risk, officers have developed the Banking Protocol which is scheme in which high street banks contact the police if they suspect fraudulent activity. This has proved to be successful in the last year. In a 24 hour period the scheme prevented four victims from being defrauded when staff at Lloyds, Yorkshire and Barclays banks used the protocol to prevent transactions that would have cost more than £48,000.

Tees, Esk and Wear Valleys NHS Foundation Trust

Key Achievements

The mandated safeguarding adults training compliance remains consistently high, by the end of this year, 96% of the workforce were trained at Level 1 and 95% at Level 2.

Mental Capacity Act training is also now mandatory and MCA Champions are now in place across the Trust.

The Trusts Prevent procedure has been reviewed and now reflects the guidance for mental health services produced by NHS England.

The Trusts workforce understands their roles and responsibilities around the safeguarding agenda through the Trusts internal Safeguarding Adult procedure and learning and development requirements applicable to each role.

The Trust has an annual audit programme in place to monitor compliance with safeguarding adult procedures including Making Safeguarding Personal.

The Trust has supported campaigns and events throughout the year and actively promoted safeguarding adults alongside the Local Authority. The Trusts public facing website now includes a safeguarding section that is open to the public for reference and supports the work of the board through ongoing campaigns.

Priorities

Work to embed Safeguarding Adult Supervision into everyday practice and set up robust reporting and monitoring systems to capture compliance. This in turn is to increase management oversight of safeguarding within their areas/teams.

To strengthen the routes of disseminating communication in terms of learning lessons to ensure any learning is cascaded in the Trust and embedded into practice.

To uphold the Trusts responsibilities in line with Modern Day Slavery legislation.

City of York Council

The Adult's Safeguarding team has continued to manage a rise in referrals as well as an increase in the breadth and complexity of safeguarding issues. Children's Services have established a Multi-Agency Children's Exploitation Meeting (MACEM), at which children and young people at risk of sexual exploitation are discussed. Adult Services attend this and are thus able to contribute to/ pick up the support needed for vulnerable young people reaching the age of 18 and a written protocol is being developed. This should help ensure a seamless transition to Adult Services for those young people who continue to be vulnerable to abuse after childhood.

We have worked with North Yorkshire council to develop comprehensive practice guidance for all organisations working with people who self- neglect that will be launched in early 2020.

We are working to develop a policy around people in positions of trust where safeguarding issues arise.

Priorities for 2020

To develop a corporate Safeguarding policy.

To further develop work around the Preparing for Adulthood Service to ensure that all safeguarding issues are addressed when a young person transitions from childhood to adulthood.

To prepare for the implementation of the Liberty Protection Safeguards.

Sub groups of the Safeguarding Adults Board

There were three sub groups reporting to the SAB during 2018 – the Lessons Learned and Review group, Training & Development sub group and Quality & Performance sub group. The new Chair has instigated a change from 3 groups to 2 and the new Delivery Group will cover both training and quality assurance.

Lessons Learned & Review sub group

This year there has been a new S44 Panel established, which triages all potential Safeguarding Adult Reviews and Lessons Learned cases. These are mainly identified by the Adult Social Care Safeguarding Team after an enquiry has been concluded. As far as we are aware, this panel is unique in the country. It means that all cases in which there may be some useful learning are fully discussed by representatives from the Police, Health and the local authority. Any cases that meet the criteria are then taken to the Review and Learning Subgroup for discussion and learning.

The Review and Learning Group extended the meeting by one hour before the agenda in which a national report is considered. This group has looked at the Joint Children's Safeguarding Board/Safeguarding Adults Board report in Newcastle into the sexual exploitation of children and vulnerable adults, a Lincolnshire Safeguarding Adults Review around financial exploitation and a Safeguarding Adult Review and Homelessness report. Where appropriate, actions have been put in place by the group as a result.

The Review and Learning group is planning a multi-agency themed event around the issues raised by the SARs and Homelessness report in 2020.

Quality & Performance sub group

This group was set up to support the strategic plan and to provide assurance to the Safeguarding Adults Board. The group reviewed data collection across partners and produced a template which included outcomes. Staff supervision procedures were shared to look at whether we could produce a core set of standards for assurance.

Training & Development sub group

This group was set up to develop multi agency safeguarding adults training for public, volunteers, practitioners and managers and identify opportunities to share training provision across partners. Set and review minimum quality standards and expectations for safeguarding training delivered across SAB member organisations. The group used quantitative data provided through business intelligence around the provision of training and reported back to the SAB. The group reported to the SAB on a quarterly basis detailing training provision.

SAFEGUARDING WEEK 2019

Key messages:

- In Safeguarding Week, the aim was to help more people understand what safeguarding is, that it is everyone's business, and to recognise that they should report their concerns to help prevent it.
- Experts from organisations across North Yorkshire and York came together to help keep children and vulnerable adults safer by supporting Safeguarding Week 2019.
- This regional campaign aims to raise awareness around identifying signs of abuse and neglect.

Why is safeguarding important?

- Safeguarding Week is a chance to ensure everyone is aware of the key role we all have in identifying the signs of abuse and neglect in our communities and ensure action is taken to stop it.
- During Safeguarding Week, we wanted to help more people understand that safeguarding is everyone's business; to recognise that they should report their concerns to help prevent abuse and to understand how they can make themselves safer from incidents such as fraud and where help can be found.

Activities across the region:

- Dozens of events were held across York and North Yorkshire during the week.
- In York, pop-up information stands were staffed in libraries, hospitals, children's centres and community hubs to raise awareness and answer questions on safeguarding.
- Across North Yorkshire officers held workshops on avoiding illegal money lenders, and the dangers of being stalked and how to report it.
- North Yorkshire Police talked with vulnerable people including rough sleepers and those living with dementia and gave advice on how to stay safe, avoid fraud and how to report concerns.

The conference

At the Annual Safeguarding Week Conference, over 350 professionals from North Yorkshire and York learned how to identify safeguarding breaches; these included domestic homicide, domestic abuse and stalking, cross-county boundary drug networks – known as county lines – modern slavery and human trafficking, suicide prevention and adult self-neglect.

They also heard from safeguarding professionals and from the keynote speaker, Clive Ruggles, who has experienced the most terrible consequences of domestic homicide.

The future for York Safeguarding Adults Board 2019 and into the 2020's

By definition the annual report is a document that looks back at the work of the Board, reports on progress and challenges faced and reflects on the key supporting activity that has been undertaken to deliver on the goals and outcomes the Board set itself twelve months earlier.

The opportunity for me in the coming twelve months as a newly appointed Chair is to effectively challenge and change how we as a team of individuals and partners work. We share the same values and motivations to help and support vulnerable adults across the City of York but we must convert those beliefs into strong evidence that the actions we have undertaken collectively have made the difference we hoped for twelve months earlier.

To be truly effective safeguarding does have to be everyone's business, we want individuals who raise concerns to know that we as partners have done our level best to achieve the agreed outcomes.

In 2019 / 20 the Board will become more proactive and actively seek out information and intelligence that will help us to anticipate new threats and respond more appropriately to prevent abuse occurring.

The Board will work differently with more detailed work on fewer issues, but these will be the ones that are central to delivering on the key risks in our work plan. To support this work the sub groups have been reviewed with the formation of an amalgamated Delivery Group supporting this work and a continuation of the work undertaken by the Lessons Learned Group.

One very important function will be for Board members to ensure that all the recommendations from the Safeguarding Adults Review that has been delivered in October of 2019 are fully considered and new practice is in place within the next few months.

We are committed to working with Safeguarding Adults Boards from across the region to ensure we learn lessons more quickly and share good practice. We will continue to build on the new Multi-Agency Safeguarding Policies & Procedures which will bring a greater degree of closely aligned responses to safeguarding concerns. An excellent example of this has been the recent publication of a self-neglect paper which has been developed jointly by colleagues from the City of York and North Yorkshire County Councils.

Within the next twelve months we will see a wide range of ongoing change, new legislation such as the Liberty Protection Safeguards will come into force and this will pose challenges to ensure all staff have been effectively trained. But the test for any safeguarding board will be how quickly and effectively they adapt to different risks, how we modernise and adapt to ensure we can prove that a consistently high quality and personal service is delivered at all times. To do that consistently it will require a mobilisation of community and agency support and an improved degree of integration at all levels across the city and as a board we have to provide a lead in our area of responsibility.

Tim Madgwick
Independent Chair City of York Safeguarding Adults Board
October 2019