

Northamptonshire Safeguarding Adults Board



Annual Report 2019- 2020

Contents

	Page
Foreword	3
Northamptonshire Safeguarding Adults Board	4
Annual Report Overview and 6 Key Principles of the Care Act 2014	4
Progress and Achievements against the Strategic Plan 2018-20	5
Working in Partnership – Our Key Statutory Partners	5
Safeguarding Adult Reviews	8
Safeguarding Statistics	9
Strategic Plan 2019-21	10
Income & Expenditure for 2019-20	11

Foreword from the Independent Chair, Tim Bishop

I write this during the challenging first months of the coronavirus pandemic. It has been universally acknowledged that the pandemic has highlighted both strengths, including the commitment and skill of the health and social care workforce; the altruism of the public volunteering and supporting neighbours, and weaknesses, including the availability of PPE, how infection control is managed, and the underfunding of social care. While the pandemic was only evident in the last quarter of the year that this report covers, it has focussed us on thinking about what is really important in our lives and the lives of our families.

This year the report is shorter than usual due to the current focus and priorities of Board members; nonetheless it briefly outlines the purpose of the Board, its core duties as outlined in the Care Act 2014, and the progress made in 2019-20 against our priorities. These priorities, while updated, remain unchanged for 2020-21.

The Board met 5 times over the year including an Extraordinary Board to review the reports for Safeguarding Adult Reviews (SARs) 008 and 010. You can find summary notes from each of the Strategic Board meetings and the Strategic Plan on the [NSAB website](#). The Board also published two SARs in December 2019.

The Board continues to benefit from the support of a Delivery Board and four Sub Groups which support the work we do. I would like to personally thank the individuals and their organisations for committing the time and resources to making these groups work. Without their and activities, the Board wouldn't be effective.

Throughout the period of this report the Board has continued to seek and has received reassurance from Northamptonshire County Council, the Clinical Commissioning Groups and the Police, that Safeguarding Adults remains a priority. It has been clear from partners that this priority remains and that while the way we practically work may change, Safeguarding Adults at risk is at the core of all we do. As we go into the new financial year, I know we will redouble our efforts to ensure that people who are at risk are safeguarded in Northamptonshire; whether they are homeless, in their own home, in hospital or supported in a care home.

I would also like to take the opportunity to thank all those involved in supporting the work of the Board in 2019-20 and hope that they will continue that work during the current pandemic and into the two new unitary authorities in 2021.



Tim Bishop
Independent Chair
Northamptonshire Safeguarding Adults Board

The purpose of Safeguarding Adults Boards is to assure itself that local safeguarding arrangements and partners act to help and protect the welfare of local adults who may be at risk of abuse and harm. This is in accordance with the Care Act 2014 and supporting statutory guidance.

Northamptonshire Safeguarding Adults Board (NSAB) is made up of senior officers nominated by partner agencies. Members have delegated authority to represent their organisation and to make decisions on their agency’s behalf.

NSAB’s vision is:

'Working together to keep people safe'

During the period 1st April 2019 to 31st March 2020, the Strategic Board was supported by the Delivery Board and 4 Sub Groups; Communications & Engagement – Learning & Development – Quality & Performance and Safeguarding Adults Review.

There were no new declarations of interest received by members during the year.

Safeguarding Adults Boards have three core duties:

- Publish a strategic plan for each financial year and its strategy for achieving its objectives;
- Publish an annual report including what has been achieved during the year, what it has done to implement the strategy, what members have achieved and findings of reviews; and
- Conduct Safeguarding Adults Reviews in accordance with Section 44 of the Care Act.



The Annual Report 2019-20 provides an overview of the Board’s achievements against the NSAB Strategic Plan 2019-21 for the period 1st April 2019 to 31st March 2020.

The Strategic Plan was scheduled for review at the Development Day on 17th March 2020, but this was cancelled due to the Covid-19 pandemic. The Plan was reviewed virtually and agreed by the Board in May 2020.

The Strategic Plan is aligned with the six key principles as outlined in the Care Act:



Empowerment

People are supported and encouraged to make their own decision and informed consent.



Prevention

It is better to take action before harm occurs.



Proportionality

The least intrusive response appropriate to the risk presented.



Protection

Support and representation for those in greatest need.



Partnership

Local solutions through services working with their communities.



Accountability

Accountability and transparency in delivering safeguarding.

Progress and Achievements

For the period 2019-20, NSAB had agreed three priorities in line with other Boards in the East Midlands region, namely: Prevention, Quality and Making Safeguarding Personal (MSP) and these were incorporated in the Strategic Plan 2019 -2020. The progress against the Plan is detailed below:



Empowerment

- The Delivery Board focused on operational activities and progress made against the priorities and five themes in the Strategic Plan 2019-21; domestic abuse, suicide prevention, street homelessness, serious organised crime and adults that don't meet the need for statutory services.
- The Chair of the Delivery Board provided an update to the Strategic Board on a quarterly basis.
- A dedicated [NSAB website](#) was launched in August 2019. The website provides a wide range of information to support both the public and practitioners.
- In May 2019, the Strategic Plan for period 2019-21 was ratified.
- In March 2020, the Adult Risk Management (ARM) Toolkit and guidance was updated.
- The Information Sharing Protocol was updated in September 2019 and signed by 21 partnership agencies.
- The new Communications & Engagement Sub Group held its first meeting in June 2019.
- The Training Strategy was ratified in October 2019.



Proportionality

- Two Safeguarding Adult Reviews, 008 and 010 were published in December 2019. Composite Action Plans were created to monitor the recommendation actions.
- Two new Safeguarding Adult Reviews, 016 and 019 commenced during the period.
- Updates were received from the Deputy Chief Executive of St. Andrews Hospital.
- An annual update on the Learning Disabilities Mortality Review (LeDeR) was provided to Board in July 2019.
- The NSAB Annual Report for 2018-19 was published and received by the Health & Wellbeing Board and Northamptonshire County Council Full Council.



Prevention

- Strategic Board ratified Sub Group terms of reference for the Delivery Board, Communication & Engagement, Learning & Development and Safeguarding Adults Review. In addition, policies and procedures were ratified for Adult Risk Management (ARM), SAR Protocol and the Information Sharing Agreement.
- Task & Finish Groups was set up to review and update the Inter-Agency Policy & Procedures and Self-Neglect Guidance.
- In November 2019 and February 2020, the Quality & Performance Sub Group undertook multi-agency cases audits (MACA) on street homelessness and mental health. Learning Briefings will be developed to share the findings with colleagues across the partnership.
- In February 2020, two Practitioner Learning Events were held to cascade the learning from the Safeguarding Adults Reviews 008 & 010.
- The Business Manager continued to be an active member of the Modern Slavery & Human Trafficking working group.



Protection

- The NSAB Annual Conference was held in November 2019; the theme was Strengths Based Safeguarding. Over 100 delegates attended from across the partnership including, adult social care, police, health, voluntary and community sector and care providers. There was excellent interaction with delegates and very positive feedback.
- The Quality & Performance Sub Group made improvements to the multi-agency data Scorecard to include key performance indicators linked to the themes in the Strategic Plan.
- A referral mechanism for Safeguarding Adult Reviews (SARs) was introduced with Housing Officers and a 'light touch review' process was implemented.

Progress and Achievements Continued



Partnership

- Four strategic board meetings were held across the year with 100% attendance from strategic partners.
- There was good attendance from partners at Delivery Board and Sub Group meetings.
- The NSAB conference programme in November was supported by the statutory partners
- Improved links were made with the county's Chief Housing Officers Group regarding the reporting on the number of street homeless deaths



Accountability

- The Independent Chair attended an accountability meeting with Northamptonshire County Council's Chief Executive and the Director of Adult Social Services.
- Northamptonshire's Adult Social Care were held to account regarding ownership of the Adult Risk Management (ARM) process and the timeliness of reviews and assessments.
- The Strategic Board received a quarterly update from Northamptonshire's Adult Social Services on the status of the Target Operating Model, Safeguarding and Deprivation of Liberty Safeguards (DoLS) assessments.
- St. Andrew's Healthcare attended NSAB meeting to update the Board on their CQC action plans.
- SAR action plans were updated and reviewed.
- Membership of the Boards and Sub Groups were reviewed (and challenged).
- Quarterly updates on the progress on the development of the two unitary councils were received at Strategic Board from the District & Borough Council Chief Executive Representative

Working in Partnership with our Key Statutory Partners

The Board worked closely with its statutory partners; NHS Corby & NHS Nene Clinical Commissioning Groups, Northamptonshire County Council and Northamptonshire Police. All statutory partners are represented on the Board, and a representative from each of the agencies Chairs the Delivery Board or a Sub Group.

NHS Corby and NHS Nene Clinical Commissioning Groups

Achievements in 2019-20

- As statutory partners of NSAB, the CCG's maintained a presence at Board and Sub Group meetings and significantly contributed to the work these groups plan and deliver.
- Identified key safeguarding priorities identified in the CCG's Safeguarding Strategy.
- Worked closely with NHS England/Improvement and partner CCG's regarding Commissioners' safeguarding assurance. This includes the completion of the NHSE/I Safeguarding Assurance Tool.
- The CCG's Chief Nurse proactively supports the "Strategic Health Safeguarding Forum" which is key in supporting the County's health partners.
- Facilitated a specialist safeguarding training programme to support and enable GP practices to ensure staff are trained and competent in line with the Intercollegiate Document Adults and Safeguarding; Roles and Competencies for Health Care Staff (2018).
- Supported Trusts and local health providers in preparing for the implementation of the Liberty Protection Safeguards.
- Facilitated a monthly Named and Designated Safeguarding Adult Forum. Use of a safeguarding adult dashboard has enabled 'deep dives' in areas identified for further learning; good practice is also shared. The dashboard contains data and information in relation to training compliance, adult safeguarding referrals, and information relating to the Mental Capacity Act, Deprivation of Liberty Safeguards and Prevent.

Working in Partnership with our Key Statutory Partners Continued

Areas for development in 2020-21

- NHS Nene CCG and NHS Corby CCG will merge in April 2020 to form NHS Northamptonshire CCG. Safeguarding will form a key consideration in the newly formed organisation to support and discharge its statutory responsibilities.
- Continue to work with health providers in improving practice in relation to self-neglect including interface with Mental Capacity Act and the Adult Risk Management Process (ARM).
- Contribute to strengthen partnership arrangements and responses to the safeguarding aspects of harm caused by gangs, county lines, cuckooing, Modern Slavery etc.
- We aim to work with our provider trusts to collaborate on a joint child and adult safeguarding assurance framework for trusts to complete.
- Work with colleagues across health and social care, support the implementation and delivery of the Liberty Protection Safeguards.
- Produce podcasts for key primary care safeguarding topics and use virtual meetings for GP safeguarding fora.
- Promotion of “Microsoft Teams” to enhance sharing of information when discussing vulnerable adults in practice safeguarding MDTs.
- Work with NHSE/I and local partners to understand the impact of Covid-19 in relation to safeguarding adults
- Continue to support NSAB by maintaining a presence at Board meetings and actively supporting Sub Groups to ensure NSAB is able to meet its annual strategic plans, and work closely with Northamptonshire Community Safety Partnership.
- Continue to support providers in relation to gangs training, emphasising the “violence and vulnerability” programme.
- Continue to work closely with Primary Care in promoting the Safeguarding assurance framework.

Northamptonshire County Council – Adult Social Care

- Work on the Target Operating Model within NASS continues.
- A review of the Customer Service Centre pathway for managing safeguarding notifications and the impact on the Safeguarding Adults Team continues. A number of actions were put in place to address identified issues.
- Adult Social Care worked closely with Northamptonshire Police and EMAS to improve the triaging process for appropriate referrals to safeguarding.
- NASS supported the review of the Multi-Agency Adult Risk Management (ARM) guidance and will adopt responsibility for the collation and analysis of the quarterly ARM DATA Submission.
- The Assistant Director for Health Partnerships and Safeguarding Chairs the Channel Panel.
- A new NASS Serious Incident Policy was published in April 2020.
- A new NASS Person in a Position of Trust (PIPOT) Guidance was published in February 2020.
- The Lead Principal Social Worker worked with the Complaints Officer to ensure that learning from complaints was embedded across NASS.
- Learning from Safeguarding Adult Reviews 008 & 010 was disseminated across Adult Social Care.

Areas for development in 2020-21

- Safeguarding processes across NASS will be a formal workstream in the Target Operating Model. This will include safeguarding processes at the front door, how they are dealt with and how enquiries and other safeguarding functions are completed within the service. A transformation workstream will also be in place for the Safeguarding function.
- Work around preparing the safeguarding function for the Unitaries is underway.
- The current Adult Social Care IT system is being replaced in November 2020. ‘Eclipse’ will replace CareFirst and will provide the opportunity to streamline processes and review the paperwork currently in place.
- Work continues to take place with providers looking at what training, information and advice they require. The NASS provider Quality Board will be reviewed in order to monitor its effectiveness and ensure that robust governance arrangements are in place moving forward.
- NASS will continue to disseminate learning from Safeguarding Adult Reviews once published.
- Preparation for the introduction of Liberty Protection Safeguards (LPS) is ongoing.

Northamptonshire Police

Domestic Abuse

- An audit of Domestic Abuse investigations was carried out, and Senior Detectives reviewed Domestic Abuse crimes with a view to highlighting learning and best practice.
- A Serial Perpetrator Scheme, aimed at preventing further offences being committed by those offenders who are identified to pose the biggest risk was launched. A number of perpetrators agreed to take part in support programmes to change their behaviour.
- Northants Police were one of six Forces who took part in a Telephone Resolution Scheme. This delivered positive outcomes relating to crime recording, disclosure of abuse and Criminal Justice System outcomes for victims who had a telephone first response as opposed to a low priority deployment.
- The Force made effective use of Conditional Cautions and launched Project PIPA (Preventing Intimate Partner Abuse) referrals, where offenders were encouraged to take part in a course to prevent further offences.
- 'DA Matters' training was rolled out across the Force and to 40 champions. Evaluation showed that 81% of first responders said that the training had improved the way in which they support victims.
- Guidance was issued to staff to help them to identify and investigate Stalking and Harassment cases and make best use of the Stalking Protection Act.
- The Northamptonshire Against Domestic and Sexual Abuse (NADASA) partnership co-ordinated the response of statutory and voluntary agencies to Covid-19 and agreed a communications strategy to support victims.

Mental Health

- The force reviewed and refreshed mechanisms for recording mental health (MH) incidents, to help understand hidden demand. This led to a better understanding of the demands on staff allowing us to provide the tools to deliver a quality service to those living with mental health. Data tells us that 23% of all front line police officer time was spent dealing with MH related incidents (over 5,100 officer hours in March alone).
- Bespoke 'Time to Listen' training was provided to front line officers to support service users. 'Time to Listen' training is based on a consultation with service users conducted by the Office of the Police, Fire and Crime Commissioner (OPFCC). The training helps to recognise MH conditions and vulnerabilities, inputs from service users and discussion with service providers to understand pathways and options.
- Op Alloy (street triage) was refreshed during the period and we are expecting to be able to launch the new model in the near future. This will include two MH nurses on duty between the hours of 1100hrs and 0300hrs, with a trained police officer who is a 'MH tactical advisor' working alongside the nurses to improve the crisis response to those in need. One nurse will be based in the Force Control Room and one will be on patrol with an officer, proactively addressing incidents that involve mental health.

Partnership working

- The OPFCC agreed to fund a Multi-Agency Daily Risk Assessment (MADRA) Conference for Domestic Abuse. MADRA will review all domestic abuse incidents reports at the earliest opportunity (normally within 24 hours) to ensure that safeguarding measures are put in place for early intervention with families and children.
- In relation to Mental Health (MH), we continue to work with partners to audit our outcomes and ensure that service users receive the best and most appropriate experience from our staff and partners by providing them with the tools and training to support those living with MH. Understanding our demand and positive partner relationships has been key to this process.

Areas for development in 2020-21

- The OPFCC has agreed to fund accredited Safe Lives Training for Police and partners who will be chairing MARAC meetings. This will mean that all MARAC meetings are overseen by an accredited Chair.
- Strengthen response to domestic abuse (DA) by doubling the number of specialist DA officers and sergeants.

Safeguarding Adult Reviews

Section 44 of the Care Act 2014 requires Safeguarding Adults Boards to arrange Safeguarding Adult Reviews (SAR) when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the person at risk.

Criteria for a Safeguarding Adult Review (SAR)

1. A SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs); if –
 - (a) There is reasonable cause for concern about how the SAB, members of it or other persons with relevant functions worked together to safeguard the adult; and
 - (b) Condition 1 or 2 is met
2. Condition 1 is met if:
 - (a) The adult has died; and
 - (b) The SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died).
3. Condition 2 is met if:
 - (a) The adult is still alive; and
 - (b) The SAB knows or suspects that the adult has experienced serious abuse or neglect.
4. A SAB may arrange for there to be a review of any other case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs).
5. Each member of the SAB must co-operate in and contribute to the carrying out of a review under this section with a view to:
 - (a) Identifying the lessons to be learnt from the adult's case; and
 - (b) Applying those lessons to future cases.

The Safeguarding Adult Review (SAR) Sub Group has responsibility for considering referrals received, and for reporting to the NSAB Independent Chair on the proposed outcomes and to the Board on the progress made on the reviews undertaken. They also link with other Sub Groups to ensure that the monitoring, learning and communication of SARs and other type of reviews are undertaken.

For the period 1st April 2019 to 31st March 2020, nine referrals were made for consideration of a Safeguarding Adult Review. SARs were approved by the NSAB Independent Chair and Statutory Partners for referrals 016 and 019. Referrals 011, 012 and 013 did not meet criteria but single agency reviews were undertaken by the relevant organisations. Referrals 014 and 017 were reviewed using a Multi-Agency Case Audit format. Reference 015 did not meet criteria. Additional information was being sought for referral 018 as to whether it met criteria for SAR or DHR at the time of writing.

Safeguarding Adult Reviews (SAR)

Reference	Reason for Referral – Summary	Commenced	Published
008	Organisational abuse, neglect, act of omission	February 2018	December 2019
010	Neglect and acts of omission by a number of agencies	March 2018	December 2019
016	Male murdered whilst living in supported accommodation	December 2019	Ongoing
019	Male found dead in hotel room after hospital discharge	February 2020	Ongoing

Safeguarding Contact



3,577
Concerns were raised during 2019/20

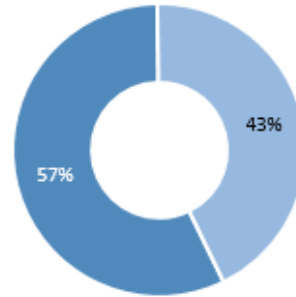


1,062 Of these concerns required Safeguarding intervention

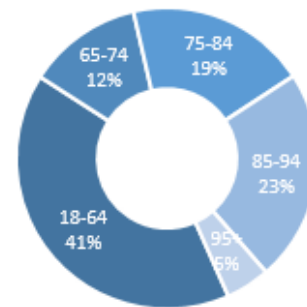
-37% Less than the previous year



Risk Demographic



57% Of alleged abuse was against women



59% Of alleged abuse was against people aged 65+

Type of Risk



51%
Of abuse was determined to involve neglect - 1% lower than the previous year



30%
Of abuse occurred in the person's own home - 2% lower than the previous year



10%
Of abuse involved finances - 2% lower than the previous year

Case Outcome



95%
Of risk was reduced or removed where identified.



1%
Of cases during 2019/20 were stopped at the individual's request



67%
Of cases where the person lacked capacity had support provided by an advocate, family or a friend - 7% lower than the previous year

Strategic Plan 2019-21

The Strategic Plan 2019-21 is built on the previous plan and is structured according to NSAB's vision, the six key principles (as set out by the government in the Care Act 2014 statutory guidance), local and national priorities.

Board priorities for 2019-21:

1. Making Safeguarding Personal
2. Prevention
3. Quality

NSAB themes:

1. Suicide
2. Domestic Abuse
3. Street Homelessness
4. Serious Organised Crime
5. Adults that don't meet the need for statutory services (Adult Risk Management process)

Priority 1 – Making Safeguarding Personal

- a. Work together as a Board to provide local leadership on safeguarding adults to ensure people are safe; particularly during the period of transition from the County Council to the new Unitary Authorities. ✓ **Achieved**
- b. Continuously learn and develop as the NSAB to ensure the Board's key priorities and objectives are delivered by the partnership. ✓ **Achieved**
- c. Ensure appropriate membership is at the right level for Board and Sub Groups and engagement is appropriate to drive business. X **Partially achieved**
- d. Ensure users and carers are supported in their role in keeping people safe, and they help to evaluate the effectiveness of safeguarding adults within Northamptonshire. X **Partially achieved**

Priority 2 - Prevention

- a. Enable and support local communities to play their role in keeping people safe by improving communication to raise awareness of key safeguarding messages. X **Not achieved**
- b. Ensure learning from national and local multi-agency reviews and reports are shared and implemented locally. ✓ **Achieved**
- c. Ensure learning and development opportunities are available to the voluntary sector. ✓ **Achieved**

Priority 3 – Quality

- a. Ensure statutory responsibilities for a safe and legal transfer to the new Unitary Authorities is in place, and that customers are not adversely affected by the change. ✓ **Achieved**
- b. Mitigate risks flagged on the NSAB Risk Register. ✓ **Achieved**
- c. Ensure effective analysis and response to partnership data. X **Partially achieved**
- d. Ensure Board have oversight of partners' use of resources to meet the demands to meet quality standards. ✓ **Achieved**
- e. Ensure NSAB multi-agency policies and procedures are reviewed in a timely manner. ✓ **Achieved**

Income and Expenditure for 2019-20

Statutory partners contribute financially to NSAB's operating expenditure as well as providing 'in kind' resources such as meeting venues and of course, their officers' valuable time and expertise.

Contributions for 2019-20 were £91,872 which was supported by a carry forward from 2018-19 of £41,790, and £3,022 from the resolution of the credit note issue against the partnership contribution for the CCGs, that had not been resolved at the end of the 2018-19 financial year. The carry forward was due to underspends on Safeguarding Adult Reviews and staffing expenditure. The total income available for NSAB activities was £136,684, which ensured that the running costs of Board activities were met including two ongoing Safeguarding Adult Reviews, the Annual Conference and staffing costs.

Partnership Income

Income	2019-20 £
Northamptonshire County Council	30,624
NHS Corby and NHS Nene Clinical Commissioning Groups	30,624
Northamptonshire Police	30,624
Carry forward from 2018-19	41,648
Resolution of credit note issue against partnership contribution for CCGs not resolved in the 2018-19 financial year	3,022
Total Income	136,684

Partnership Expenditure

Expenditure	2019-20 £
Staffing (reduced salary costs – shared with NSCB)	73,082
Independent Chair (including expenses)	19,550
Safeguarding Adult Reviews (SAR008 & SAR010)	7,881
Annual Conference	1,685
Office costs	67
e-Learning	6,000
Total Expenditure	108,265
Carry forward to 2020-21	28,419


Northamptonshire
Safeguarding Adults Board

