

Northamptonshire Safeguarding Adults Board

Annual Report 2017-18



Foreword from the Independent Chair



I am delighted to be able to write this foreword for the second year and introduce the Northamptonshire Safeguarding Adults Board Annual Report for 2017-18. Thank you for taking the time to look at the report and for your interest in Safeguarding Adults in Northamptonshire. What we do, and how we do it, is explained in chapter one.

Looking back over the last year, it has been a year with some first-time events, a lot of business as usual and also significant challenge. The Board met four times during the year, with 100% attendance achieved by statutory partners.

For the first time, we published a summary account of each Board meeting which you can find at: <https://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Pages/safeguarding-adults-board.aspx>

In November 2017, we held our first countywide Safeguarding Conference, opened by the Chief Social Worker for England, Lyn Romeo. During the summer, we published our first Safeguarding Adults review – SAR002 – Claire. There was significant learning from this review and this has been taken forward by partners.

Northamptonshire County Council, one of the Board's three statutory partners, has faced unprecedented challenges. The Board has maintained a focus on improvement, assuring safeguarding adults in the county works well, that people are kept safe and are able to live fulfilled lives. During last year, the Board discussed the impact of 'austerity' on our work, and the co-production needed to achieve our outcomes - working in partnership continues to be the only way we can achieve the outcomes we have set ourselves.

Despite the challenges the County Council has faced, it has continued to work on how safeguarding referrals are managed, ensuring that people receive the service they need, and the Board holds all partners to account for this work.

I am particularly grateful to the Chairs of our Sub Groups and all the partners who have played a full and generous role in supporting the Board. Our partnership work has been central, whether that was working with health partners to consider the impact of winter pressures on the local NHS and the learning we can take forward to safeguard the people of Northamptonshire, or working with the Police and other partners to review and refocus our Adult Risk Management (ARM) processes. There is always more to do and in these challenging times our determination to safeguard the most vulnerable in the community must not be diminished. We must focus and refocus on our priorities, we must have a firm grip on the outcomes we want to achieve and we must collectively hold each other to account for the work we do.

Northamptonshire Safeguarding Adults Board

Contents

Page 2	Foreword from the Independent Chair
Page 3	Contents
Page 4 - 5	Chapter One – An Introduction to Northamptonshire Safeguarding Adults Board – Overview and Structure
Page 6	Chapter Two – Achievements in 2017-18
Page 7 - 9	Chapter Three – Safeguarding in Northamptonshire – The Data
Page 10 - 13	Chapter Four – Statutory Partner Contributions and Case Stories
Page 14 - 16	Chapter Five – Sub Group Overview
Page 17 - 18	Chapter Six – Safeguarding Adults Review (SAR)
Page 19	Chapter Seven – Deprivation of Liberty Standards (DoLs)
Page 20	Chapter Eight – Looking Ahead to 2018-19
Page 21	Appendix One – Membership
Page 22	Appendix Two – Finance

Chapter One - Introduction

Northamptonshire Safeguarding Adults Board (NSAB)

Introduction to Northamptonshire Safeguarding Adults Board (NSAB)

In accordance with the Care Act 2014, the objective of the Safeguarding Adults Board is to ensure effective co-ordination of services to safeguard and promote the welfare of local adults who may be at risk of abuse and harm.

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

The Care Act 2014 states that Safeguarding Adults Boards have three core duties:

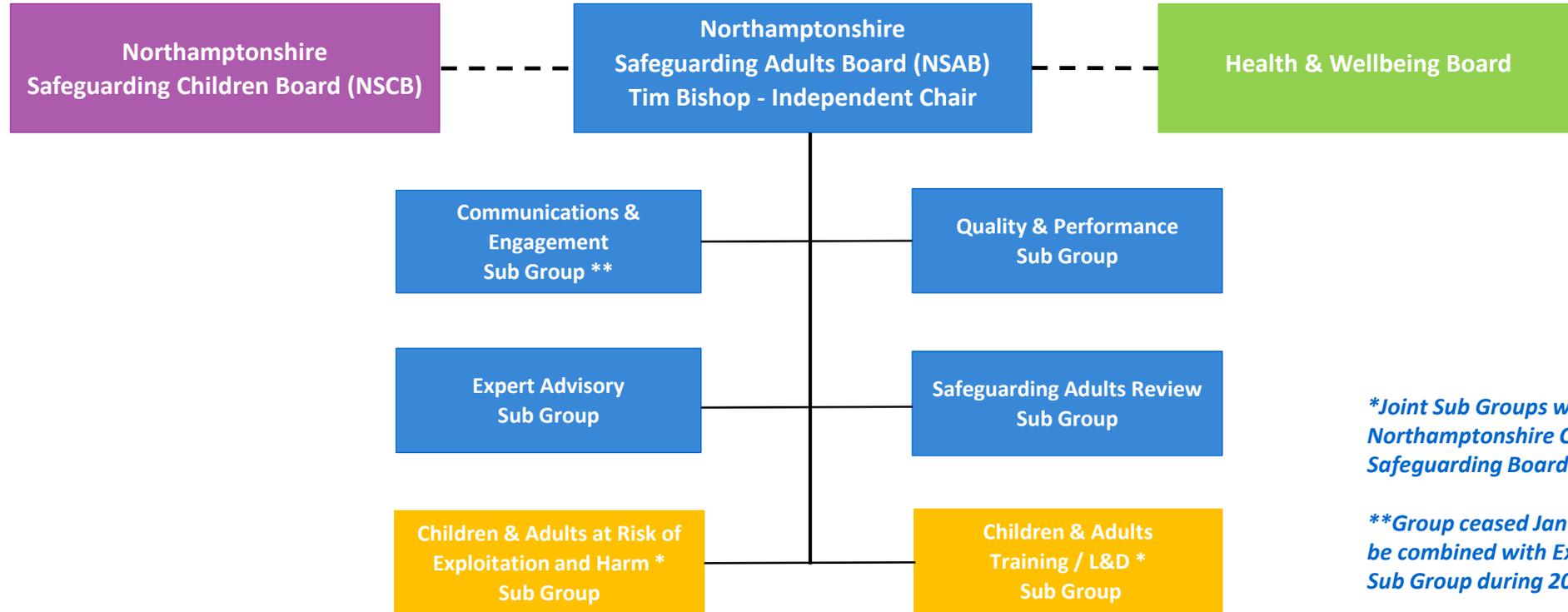
- It must publish a strategic plan for each financial year that sets out how it will meet its main objective and what the members will do to achieve this. The plan must be developed with local community involvement, and the SAB must consult the local Healthwatch organisation. The plan should be evidence based and make use of all available evidence and intelligence from partners to form and develop its plan.
- It must publish an annual report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy, as well as detailing the findings of any safeguarding adults reviews and subsequent action. It must conduct any Safeguarding Adults Review in accordance with Section 44 of the Act.
- In addition to the above, NSAB has embraced the awareness and promotion of "Making Safeguarding Personal" throughout the year. "Making Safeguarding Personal" (MSP) places emphasis on personalised outcomes for those with care and support needs. NSAB promotes a "Making Safeguarding Personal" (MSP) approach through all strategic and operational activities.

An Overview

The Annual Report 2017-18 provides an overview of the work carried out by Northamptonshire Safeguarding Adults Board (NSAB) in order to fulfil its statutory responsibilities, and covers the period 1st April 2017 to 31st March 2018. The report highlights the developments and achievements in delivering its strategic objectives identified in the Strategic Plan 2016-2019 undertaken under the six key principles as set out by the Government in the Care Act 2014.

Key Principle	Description	What this means to the people who live in Northamptonshire
Empowerment	People being supported and encouraged to make their own decisions and informed consent.	"I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens."
Prevention	It is better to take action before harm occurs.	"I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help."
Proportionality	The least intrusive response appropriate to the risk presented.	"I am sure that the professionals will work in my best interests, as I see them and they will only get involved as much as needed."
Protection	Support and representation for those in greatest need.	"I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want."
Partnership	Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	"I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me."
Accountability	Accountability and transparency in delivering safeguarding.	"I understand the role of everyone involved in my life and so do they."

Northamptonshire Safeguarding Adults Board Structure



**Joint Sub Groups with Northamptonshire Children Safeguarding Board (NSCB)*

***Group ceased January 2018. Will be combined with Expert Advisory Sub Group during 2018*

Chapter Two – Achievements in 2017-18

2017-18 has been an incredibly busy year and has seen greater collaborative working with Northamptonshire Safeguarding Children Board (NSCB) in order to adopt a Think Family approach to a number of cross-cutting safeguarding issues.

The two business office functions of the Safeguarding Boards were integrated in April 2017, the Learning & Development / Training Sub Groups merged, a new joint Children & Adults at Risk of Exploitation Sub Group was formed, as well as a standalone Quality & Performance Sub Group created. In addition, the Integrated Business Office continued their support with the administration of Domestic Homicide Reviews (DHR), and an annual multi-agency Development Day was held in March 2018.

Additional achievements are detailed in Chapters 5, 6 and 7.



Priority	Achieved
Holding a joint NSAB/NSCB Board meeting each quarter	Achieved - From April 2017 to March 2018, the joint Safeguarding Boards met four times during the period.
Development of the Business Plan	Achieved - The Business Plan was reviewed and joint Board priorities added including domestic abuse, mental health and alcohol and substance misuse.
Publication of SAR002	Achieved - SAR002 - Claire - Overview Report was published in June 2017. https://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Documents/SAR002_Publicationversion.pdf
Support Domestic Homicide Reviews (DHR)	Achieved - The Safeguarding Board's Business Office continued to support DHRs in the county with DHR004 and DHR005.
Hold an Annual Conference	Achieved - The first NSAB Annual Conference was held in November 2017. The themes were Making Safeguarding Personal and Modern Slavery. Over 180 delegates attended the full day event. Speakers included Lyn Romeo, Chief Social Worker for Adults, as well as local speakers. A copy of the presentation can be found here: https://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Documents/NSAB%20Combined%20Powerpoint%202017.pdf
Scrutinise the arrangements for DoLs	Achieved - The arrangements for DoLs is a key standing item at each Board meeting.
Mental Capacity Act – Undertake a snapshot survey of professionals	Not Achieved during 2017-18.
Work in partnership with advocacy provider Total Voice to raise awareness of the service	Partially Achieved during 2017-18. The Total Voice Service Manager is a member of Board and also the Chair of the Expert Advisory Sub Group from July 2017. The Board is kept up to date with the work being achieved by Total Voice and the service is promoted via the Expert Advisory Group.
Attendance at Board	Achieved - 100% meeting attendance at Board achieved by our statutory partners.

Chapter Three - 2017/18 Northamptonshire Safeguarding Return Statistics

Safeguarding Contact



6,554

Concerns were raised during 17/18

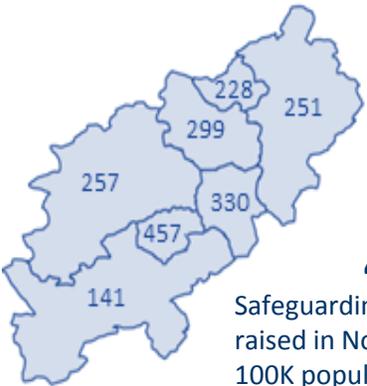


1,861

of these concerns required safeguarding intervention

-19%

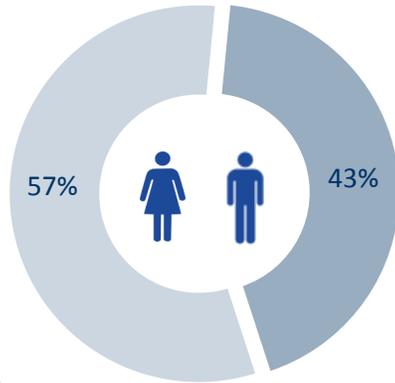
less than the previous year



457

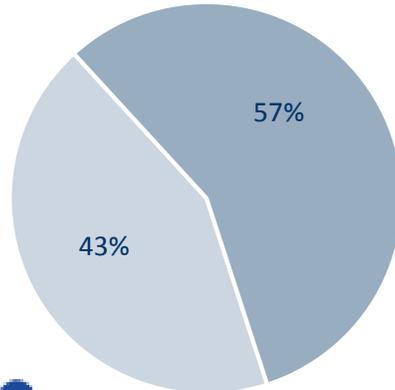
Safeguarding concerns were raised in Northampton per 100K population

Risk Demographic



57%

of alleged abuse was against the female gender



57%

of alleged abuse was against clients aged 65+

Type of Risk



54%

of abuse was determined to involve Neglect. 2% higher than the previous year



23%

of abuse occurred in the clients own home. 2% lower than the previous year



9%

of abuse involved finances. 3% lower than the previous year

Case Outcome



97%

of risk was reduced or removed where risk was identified



3%

of Cases during 17/18 were stopped at the individual's request

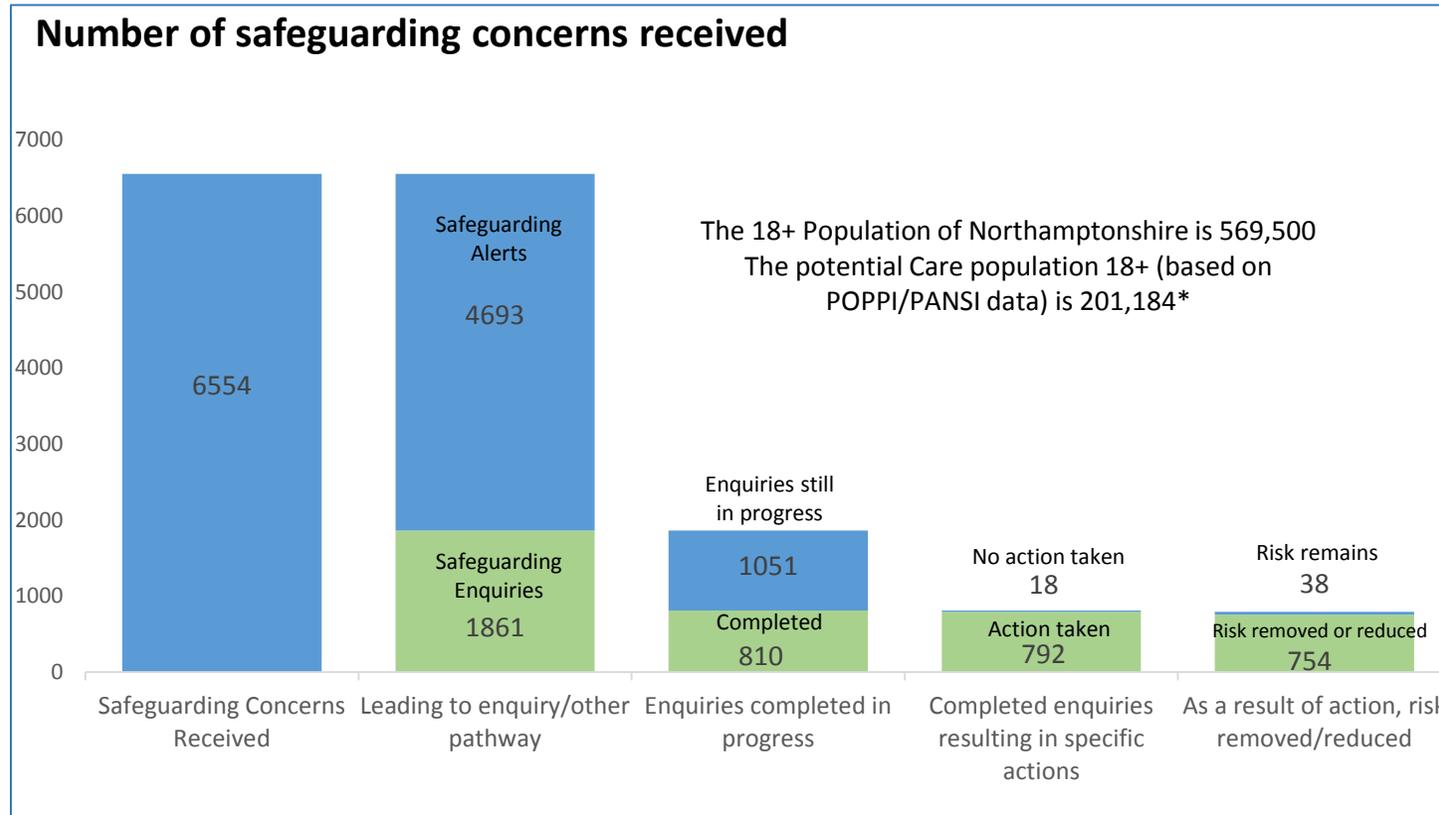


70%

of cases where the client lacked capacity had support provided by an advocate, family or friend

Chapter Three - Safeguarding in Northamptonshire

The number of safeguarding concerns received by the Customer Service Centre during the period 1st April 2017 to 31st March 2018 was 6,554. How these were progressed is detailed below:



RAISING OF SAFEGUARDING CONCERNS

- Safeguarding includes a range of activities that are designed to protect an adult's right to live in safety and free from harm and abuse, and is in place to help prevent abuse and neglect from happening or from escalating.
- In Northamptonshire, each agency has procedures in place to ensure that people are safeguarded and when someone is believed to be at risk of harm, a referral is sent to the Local Authority's Customer Service Centre to determine whether the person does in deed need safeguarding.
- Of the 569,500 adult population in Northamptonshire, 201,184* people are estimated to have care and support needs, and during their lifetime may have an increased need for safeguarding.
- In 2017-18, the Customer Service Centre was contacted 6,554 times regarding concerns that a person may be at risk of harm or abuse. Of the referrals received, 1,861 were found to reach threshold for safeguarding intervention.
- Those found to not reach threshold were signposted for other supporting services.

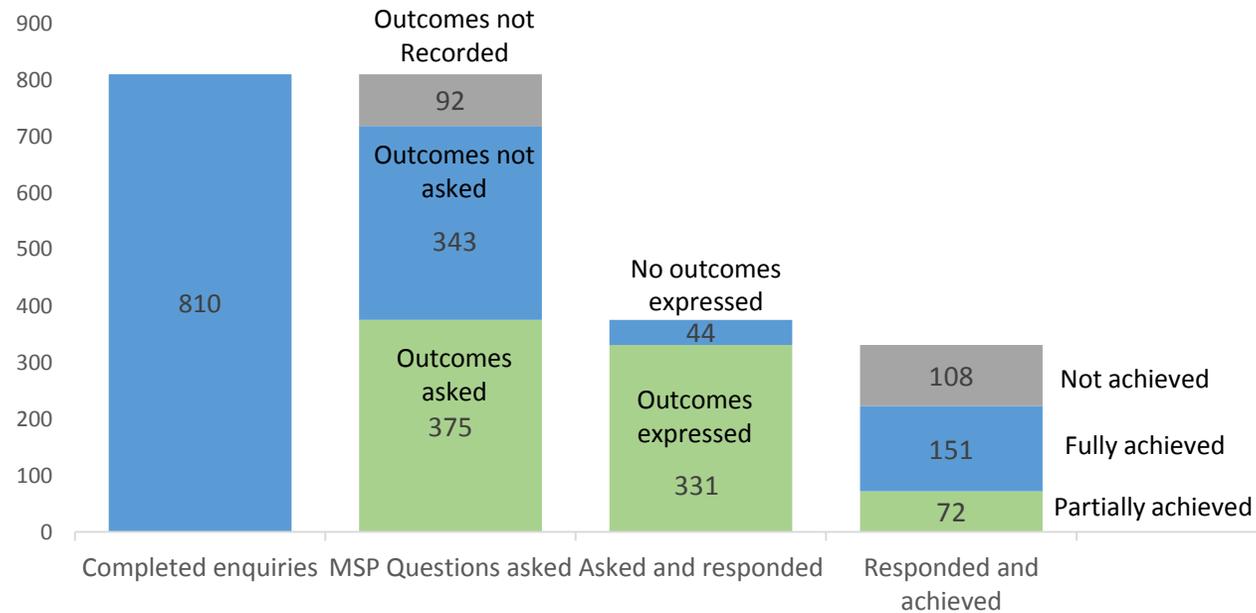
OUTCOME OF ENQUIRY PROCESS

- Of the completed safeguarding enquires in 2017-18, 792 (97%) resulted in action being taken to reduce the level of risk to the customer.
- Where no action was taken, a number of reasons can be attributed, including the person not wanting support or it is evident that abuse or neglect have not occurred following the enquiry. In a small number of cases (38), despite actions being taken, the risk to the person was judged to have remained or the outcome was unknown (processes have been updated to ensure that the outcome is now known in all cases).

* POPPI/PANSI is a view-only system developed by the Institute of Public Care (IPC). The system is used by local authorities and providers to explore the possible impact that demography and certain conditions relating to 18-64 and 65 plus may have on the population. POPPI/PANSI data has been used as a basis for the Northamptonshire potential care population (18-64)- Mental Health and Learning/Physical disability and POPPI (65+)- Limiting long term illness figures.

Chapter Three - Safeguarding in Northamptonshire

Enquiries completed



CONCLUDED ENQUIRIES

Concluded enquiries where the person was assessed as lacking mental capacity is supported by an advocate, family member or a friend:

- Quarter 1 = 74%
- Quarter 2 = 65%
- Quarter 3 = 76%
- Quarter 4 = 69%



Chapter Four - Statutory Partner Contributions

Nene & Corby Clinical Commissioning Groups

Clinical Commissioning Groups (CCGs) are clinically led statutory bodies which commission health services in England. CCGs help to drive the safeguarding adult agenda by ensuring that the services they commission have the systems, processes, policies and procedures that are necessary to protect and safeguard adults who may be at risk. The CCGs in Northamptonshire, NHS Nene and NHS Corby CCGs, gain assurance from commissioned services using a variety of methods. All providers are required to confirm their compliance with safeguarding standards set through contractual arrangements. NHS England monitors and assesses the CCG's safeguarding functions through a safeguarding assurance process. The CCG Safeguarding Team works to ensure a consistent approach to safeguarding with our providers, partners and wider safeguarding networks. NHS Nene CCG and NHS Corby CCG are one of three statutory partners of the Northamptonshire Safeguarding Adults Board (Care Act 2014) and plays a very active role at Board and Sub Groups.

Achievements in 2017-2018:

- Improved processes for safeguarding information sharing across General Practice including a full launch of the GP Safeguarding Manual;
- Development of a comprehensive Primary Care Adult and Children Safeguarding Training Strategy, including training programmes and resources for practice safeguarding leads and the implementation of a modular “train the trainer” safeguarding programme for General Practice;
- Increased compliance with safeguarding training for all CCG staff;
- Continued work on improving practice and embedding MCA / DoLS;
- Development of a Domestic Abuse Risk Assessment Framework (GRACE) for General Practice pilot as an alternative to the DASH Assessment (in conjunction with Sunflower Centre), and a successful pilot for Independent Domestic Violence Advisors (with Northamptonshire Domestic Abuse Service) made available in GP practices in each locality;
- Work with commissioned services to support safeguarding arrangements and compliance;
- Participated in NHS England pilot for a provider assurance tool; and
- Active role in NSAB Board development, including the Designated Nurse (Adults) chairing the Safeguarding Adults Review (SAR) Sub Group, and presentation by the Head of Nursing & Safeguarding at NSAB Annual Conference in November 2017.



Areas for development in 2018-2019

- Continue to progress towards the target of full compliance in safeguarding training; roll out gang awareness training and level 4/5 safeguarding training for Designated and Named professionals.
- Continue to strengthen contracting and commissioning arrangements to more robustly include child and adult safeguarding, MCA and DoLS, ensuring individual rights are strengthened.
- Assist and support commissioners (adults and children's) who are seeking applications to the Court where necessary for deprivation of liberty authorisations.
- Review and align the Adult Safeguarding and Serious Incident Investigation processes in conjunction with the local authority and provider organisations.
- Continued development and roll out of provider assurance tool.
- Develop and implement a process for safeguarding self-assessment for GPs.

Chapter Four - Statutory Partner Contributions

Northamptonshire Police

- **Northamptonshire Police Vulnerable Adult Team** – The team undertook a number of complex and serious investigations into alleged criminal conduct in Care and Nursing homes within the county, including a case resulting in the arrest of three persons. Safeguarding of residents was undertaken with the support of Adult Services and the Care Quality Commission.
- **Mental Health** – Considerable progress has been made in the Police response to mental health. In December 2017, Police no longer held persons in Police custody suites who had been detained under Section 136 Mental Health Act, as requiring urgent care and control. This follows best practice that for welfare and medical reasons, such persons should be treated at a health based place of safety including Berrywood Hospital, Northampton General Hospital and St Mary's Hospital in Kettering. The number of persons detained under Section 136 MHA fell by over 25% compared to the preceding year. However, a total of 323 persons were detained in the county. A Section 136 meeting with representation from Police, Health, East Midlands Ambulance Service and Adult Social Services reviews such cases with a view to learning lessons and ensuring persons are detained only when absolutely necessary.
- Northamptonshire Police and Mental Health Services work together to operate a mental health triage car based within the Force Control Room at Force Headquarters. Northampton University concluded a formal review and a number of recommendations will be progressed in 2018-19 including extending hours of operation and utilising a cohort of Officers with enhanced training to staff to improve consistency.
- **Northamptonshire Coroners Service** – The service was reviewed and co-located from three separate Police sites to one co-located with local authority staff, including Mrs Pember, Northamptonshire's Coroner. This has improved resilience and efficiency. Measures to further modernise are planned for 2018-19.

- **Domestic Abuse** – A new Domestic Abuse Prevention and Investigation Team was launched in October 2017. The standard of their investigation work was noted as being of a good standard by HM Inspectorate of Constabulary (HMIC). The team's remit includes investigating all stalking offences where the victim is placed in fear of harm, regardless of whether domestic related (i.e. they are in an intimate relationship/family member). The Sunflower Centre, Independent Domestic Violence Advisor (IDVA) service agreed to extend its services to such victims and this combined work provides a more comprehensive service to high risk stalking victims both from a victim and investigative perspective.
- **Management of Sexual and Violent Offenders** - In recognition of a significant increase in convicted, registered sex offenders in the county (40% increase in 3 years) the Management of Sexual and Violent Offenders unit recruited 4 additional staff members. This will enable the team to manage risk presented to the public by such offenders. The rise in convicted sex offenders is predominantly attributed to increased Police activity in the county to target and prosecute persons suspected of being engaged in a Child Sexual Abuse and Exploitation.

Areas for development in 2018-19

- **High Intensive Network Northamptonshire** – Working in partnership with the NHS, from September 2018, a Police Officer (from the Vulnerable Adult, Public Protection team) will be based at Campbell House, Northampton and be granted an honorary NHS contract. The Officer will work alongside clinicians to support safety planning and instil boundary setting for a small select cohort of frequent users of services with a view to maximising their safety and reducing the demand they cause.
- **Time to Listen** - The Office of the Police and Crime Commissioner concluded an extensive review into how services in Northamptonshire work together to support persons with mental Health issues. The 'Time to Listen' report will be launched in June 2018 and will contain recommendations to be considered by senior managers across different organisations.

Chapter Four - Statutory Partner Contributions

Northamptonshire County Council – Adult Social Care

Achievements in 2017-2018

The Council remains the lead agency for the coordination of safeguarding interventions and strategies along with partner agencies and Northamptonshire Safeguarding Adults Board.

- There have been significant challenges in the world of Adult Social Care during the year, and changes to the management of the safeguarding service, including a long-serving Team Manager moving onto pastures new, and the Head of Safeguarding and Quality retiring in February 2018.
- The Council continued to develop its federated model of service delivery by creating Northampton Adult Social Services - NASS, a semi-independent organisation undertaking the Council's statutory duties under the Care Act. On advice from legal services, it became apparent that Safeguarding, Mental Health Act and Mental Capacity Act statutory responsibilities could not be delegated to NASS in its proposed form, and work was undertaken to establish how those services would be retained and managed as part of the Council's core services. Ultimately, the federated model was abandoned in favour of NASS remaining within the Council's core services.
- We continued to embed the Making Safeguarding Personal (MSP) approach within the workforce and started conversations about how to make the process more meaningful for the customer, carer and staff involved.
- The central Safeguarding Adults Team (SAT) were depleted of staff for a variety of reasons, but have since increased the team's capacity with the creation of additional posts, reversing a decision to move business support away from their specialist function.
- The Customer Service Centre (CSC) continued to handle high levels of safeguarding notifications; the vast majority of which do not progress to a section 42 enquiry, and discussions continue with partners on how to manage the inflows to achieve a good level of information sharing without flooding the system with lower priority concerns.
- The Monthly Quality Board has proven to be a core process in our monitoring and information sharing system, providing intelligence to locality teams about failing providers and allowing early intervention to safeguard customers.

Areas for development in 2018-19

- Explore potential co-location of SAT duty worker with CSC pro support to enhance decision making.
- Improve quality of notifications by introducing new decision making tool.
- Recruit to all business support posts to improve provider enquiry completion and reduce risk.
- Achieve link worker arrangements from locality teams to SAT to improve safeguarding practice generally and build sustainability within the workforce.
- Make Safeguarding Personal *and* meaningful for customers, carers and staff through on-going review of current practice and evaluation of outcomes.
- Work with providers to ensure that they are competent and confident in undertaking enquires.
- Decoupling of the Integrated Business Office which will result in separate Children and Adults Safeguarding Board office support and management.
- Deliver Section 42 enquiry training to all front line staff to improve overall performance around safeguarding.
- Work with partners to create an improvement network coordinated through the NSAB Business Office.

Chapter Four - Safeguarding Adults' Stories

Story 1 – New Provider

The Safeguarding Adults Team received a safeguarding notification about a new provider who had recently started to provide support to adults with health and social care needs. The safeguarding notification related to some historic and current concerns and the decision was made to work jointly with NCC Quality Team to monitor the whole service. The visit highlighted a number of areas for service improvement that needed to be made to safeguard the adults who lived there. There was a lot of work for the provider to complete and a lot of the actions needed to be implemented immediately. NCC offered to contact outside agencies to come into the service and provide them with expert advice and guide them in their learning. Although it was disheartening for a new provider to hear how much work was needed to put in place, they embraced this support and guidance and by the time the first 6 week review came around, they had managed to complete around ¾ of the actions that were set for them and have now completed the whole action plan. The provider has since thanked us for the support given to them and they continue to welcome feedback.



Story 2 – Neglect and Acts of Omission

The Safeguarding Team received a notification about concerns of neglect and acts of omission about one of the local hospitals who allegedly had discharged a patient unsafely. The person alleged to be the adult at risk was not spoken to by the person making the referral and no safeguarding measures were put in place apart from raising the concern with the local authority. The safeguarding adult team contacted the person alleged to be at risk of harm and upon speaking with her it was ascertained that she had capacity to make decisions about her care and treatment and that she and her husband agreed that she would be discharged home with her husband providing care for her until the domiciliary care agency (providing 1 call per day), could be set up on the Monday. The lady was without 1 care call on Sunday, no harm occurred and she had made the decision to go home with the medics involved and her husband.

This case demonstrates what is frequently found in Safeguarding Adults, that referrers do not always seek consent or inform the person that they are raising a safeguarding notification for, when no harm has occurred, and no significant harm has taken place. Another omission by the person raising the notification is, that they did not identify the source of risk or indeed the harm that they believe has occurred.

More work needs to be undertaken to ensure that those making notifications understand their role and responsibilities under The Care Act 2014 to seek consent and to work within the Principles of the Act to empower, prevent and ensure any action taken is proportionate.

Chapter Five - Sub Group Overview

Partnership working is key to the work of the Safeguarding Board and without the support of partner agencies, the Board would not be in a position to assure itself that people at risk of harm in Northamptonshire were being safeguarded appropriately.

In order to achieve the outcomes and priorities in the previous year, a number of Sub Groups support the operational activities of the Board. The Sub Groups are made up of officers from key agencies and meet between four and six times a year.

Due to the closer working arrangements between the Safeguarding Adults Board and the Safeguarding Children's Board, groups were merged or new groups were formed during the course of the year.

Children & Adults at Risk of Harm & Exploitation (CARE) Sub Group – Joint with NSCB

Chaired by Kate Meynell, Detective Chief Superintendent, Northamptonshire Police

Following the decision in March 2017 to work more collaboratively with Northamptonshire Safeguarding Children Board (NSCB), the CARE Sub Group was created, with the first meeting taking place in August 2017. The aims of the Group were to develop a true picture of threat, harm and risk in relation to Children and Adults at risk of exploitation and harm in Northamptonshire and to ensure there was an effective response to tackling Child Sexual Exploitation (CSE) & Missing, E-safety/Cyber Crime, Modern Slavery and also Gangs, Knife Crime, Firearms, and Organised Crime (the latter are emerging threats within the county).

The Group developed Terms of Reference and met on a further two occasions to receive reports from key working groups on the above topics. In January 2018, NSCB made the decision to prioritise CSE as a Sub Group of the Board. Also, as a countywide Serious Organised Crime Partnership was in development there was some duplication, therefore the Group was disbanded, although the important work of those key areas of concern continues within the wider partnership.

Communications & Engagement Sub Group

Chaired by Simon Deacon, Head of Communications & Marketing, Northamptonshire County Council

The Communications & Engagement Sub Group supported the Board with the publication of their first SAR, SAR002 – Claire in June 2017. This important piece of work saw a co-ordinated partnership response and development of a media strategy following a lengthy review into the sad circumstances surrounding the death of Claire, a 57 year old woman with mental health needs. The published overview report can be found here: https://www3.northamptonshire.gov.uk/councilservices/adult-social-care/safeguarding/Documents/SAR002_Publicationversion.pdf

Due to priorities and commitments of a number of key member agencies, the group experienced poor attendance by its members and the decision was made to channel activities via the Countywide Comms Group in January 2018. This Countywide group will continue to support the activities of the Board, when necessary, e.g. for the publication of Safeguarding Adult Reviews (SARs).

Expert Advisory Sub Group (formally Users & Carers)

Until July 2017, Chaired by Teresa Dobson, Chair of Healthwatch

From July 2017, Jo Moore, Service Manager, Total Voice Northamptonshire

The Expert Advisory Sub Group is responsible for representing adults in need of care and support by giving them a voice and also by raising awareness of safeguarding issues in the county. During the course of the year the group updated an easy read leaflet to support customers employing Personal Assistants, they reviewed group membership and updated their Terms of Reference.

During the summer of 2018, it is proposed that the work of the Expert Advisory Sub Group and the engagement activities formally channelled through the Comms & Engagement Group will be merged and a new strategy developed to support greater awareness raising of safeguarding across the county.

Chapter Five - Sub Group Overview & Activities

Quality & Performance Sub

Chaired by Rose Lovelock, Head of Safeguarding, Northamptonshire Healthcare NHS Foundation Trust

Following the split of the Training, Quality and Professional Practice Sub Group, the Quality & Performance Sub Group was formed to mirror that of the NSCB with the first meeting being held in October 2017. The Group have developed Terms of Reference, reviewed and extended membership and put in place a process for Multi-Agency Case Audits (MACA).

The aims of the group include the development of a quality assurance framework to evidence the impact of the business plan and NSAB priorities, assess the effectiveness of the help being provided to adults at risk of harm, quality assure multi-agency practice through joint audits, ensure audit findings are shared to improve learning. The Group have experienced good attendance and engagement from partnership agencies.

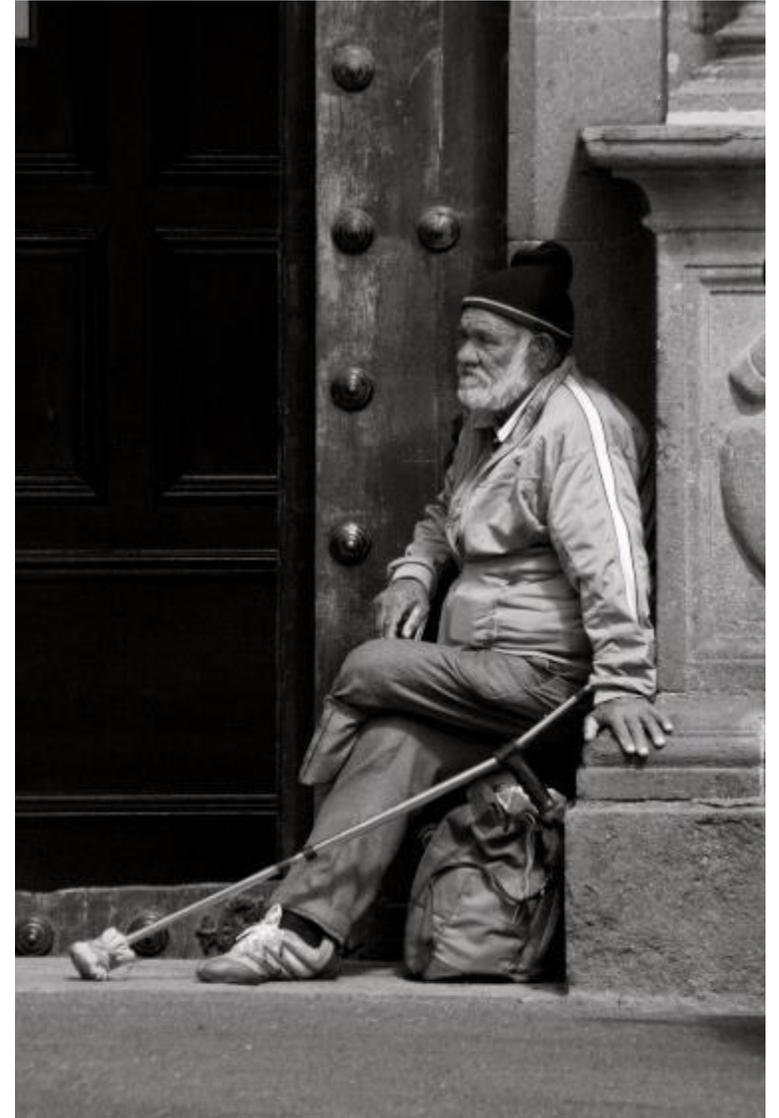
Next steps

- To embed a programme of themed multi-agency case audit activities.
- To review and update NSAB policies and procedures including Vulnerable Adults Risk Management and Serious Incident Policy and the Quality Assurance Framework.

Safeguarding Adults Review (SAR) Sub Group

Chaired by Georgette Fitzgerald, Designated Nurse for Adult Safeguarding, NHS Nene and Corby Clinical Commissioning Groups

The SAR Sub Group is well established and oversees a framework for conducting reviews of local safeguarding practice including the statutory obligation for Safeguarding Adult Reviews (SARs). When a referral to consider a Safeguarding Adults Review is received, members review against the criteria for SAR or other type of review, e.g. Domestic Homicide Review (DHR), Multi-Agency Public Protection Arrangements (MAPPA), case review or Mental Health Homicide Review. As directed by the NSAB Independent Chair, the Sub Group supports the review process ensuring the findings and recommendations are shared and communicated across the wider partnership to support learning. These recommendations are collated into action plans and monitored and reviewed to ensure necessary change is made to safeguarding practice. The Sub Group also considers SARs from the national library to ensure effective dissemination of learning as appropriate. Further information on Safeguarding Adults Review (SAR) is available in Chapter 7.



Chapter Five - Sub Group Overview & Activities

Expert Advisory Sub Group

Chaired by Teresa Dobson, Chair of Healthwatch and latterly, Jo Moore, Service Manager, Voiceability

The year started with a change of Sub Group name from “Users and Carers” to “Expert Advisory”, and in July 2017, following the departure of Teresa Dobson, Jo Moore took on the role of Chair. *We would like to take this opportunity of thanking Teresa for her commitment to the Users and Carers Sub Group and her contribution to NSAB.*

2017-18 was a period of transition and as such, the Terms of Reference and membership were reviewed and updated. The Sub Group provided ‘real life stories’ to the Board which gave service users an opportunity to share both good practice and also practice that required improvements. These sessions are welcomed by Board members and enables them to hear the lived experience with their colleagues.

Next steps

- Development of an integrated model for communications and engagement with service users, patients and carers, and the voluntary and community sector agencies supporting those at risk of harm.
- Review and engage new members in order to more pro-actively link with key partners to raise awareness of safeguarding issues.

Training / Learning & Development Sub Group – Joint with NSCB

Chaired by Maureen Campling, Head of Safeguarding and Quality, Northamptonshire County Council until her retirement in February 2018.

The training element of the Training, Quality and Professional Practice Sub Group was merged with the NSCB’s Learning and Development Sub Group, with the first meeting taking place in July 2017. The group developed Terms of Reference and reviewed membership. A Training Needs Analysis was undertaken and a proposal for an NSAB learning offer is due to be presented to Board for their consideration in May 2018. The Sub Group considers single-agency training carried out by specific partner organisations for its own staff within its own workforce development strategy, and inter-agency training for employees and volunteers from any organisation.

In Northamptonshire, inter-agency training is provided and coordinated by LGSS Learning and Development (LGSS L&D). LGSS is a public sector shared services venture, wholly owned by Cambridgeshire, Northamptonshire and Milton Keynes County Councils. LGSS Learning & Development takes lead responsibility for organising multi-agency training under the guidance of the Learning and Development Sub Group. The expectation is that Level 1 and Level 2 training is delivered via single agency and that Level 3 and above training is delivered as inter-agency.

Next steps

- For NSAB to consider whether an e-Learning offer should be agreed;
- To review whether the % capacity of all face to face training delivered by LGSS;
- To ensure impact evaluations for training delivered by LGSS are presented to the Learning and Development Sub Group;
- To seek assurance that the LGSS L&D offer is having a positive impact on the PVI Sector;
- To review and revise the Learning and Development Strategy;
- To develop a process to communicate learning for Safeguarding Adults Reviews; and
- To receive and analyse data on partners’ single agency training.

Chapter Six - Safeguarding Adults Reviews (SARs)

Section 44 of the Care Act 2014 requires Safeguarding Adult Boards to arrange a Safeguarding Adults Review (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.

A SAR may also be conducted when a person has not died but it is known or suspected that they have experienced serious abuse or neglect, sustained a potentially life threatening injury, serious sexual abuse or serious or permanent impairment of health or development.

A SAR brings together and analyses the findings from individual agencies involved in the review, in order to make recommendations for future practice and to share examples of good work. The focus of a SAR is the outcome for the person and learning for partner organisations involved in the care and support of that person.

The purpose of the SAR Sub Group is:

- To advise and report to the Northamptonshire Safeguarding Adults Board (NSAB) on processes, procedures and outcomes in relation to conducting Multi agency SARs;
- To reviews SAR action plans for assurance, relevance, accountability, and monitoring of lessons learnt;
- To recommend to the Quality and Performance Sub Group issues for relevant ongoing monitoring, audit or assurance of safeguarding themes arising from SARs; and
- To facilitate widespread learning of lessons from reviews undertaken.

The SAR Sub Group has the responsibility to decide if a case meets the criteria for a safeguarding adult review and, if it does, what type of review/model should be undertaken, and make any recommendations to the Chair of the NSAB. The NSAB has a Strategic Business Action Plan and any actions related to SAR activity and the Sub Group are progressed and monitored by the NSAB through this plan.



Chapter Six - Safeguarding Adults Reviews (SARs)

SAR Referrals during 1st April 2017 – 31st March 2018

Three new SAR referrals were received during this period and were evaluated against statutory requirements, in line with NSAB SAR Policy and Procedures. One extraordinary Sub Group meeting also took place.

One SAR and two learning reviews were in progress prior to April 2017 and were completed during 2018:

Reference	Summary	Status
Ref 002 - Claire	Neglect and omissions by a number of agencies	SAR published 26/06/2018
Ref 005	Neglect – availability of services	Learning review completed
Ref 007	Neglect and omission by a number of agencies	Multi-agency professionals review completed

Two SARs were agreed during the period 2017-18:

Reference	Summary	Status
Ref 008	Organisational abuse, neglect, act of omission	28/02/2018 – SAR initiated
Ref 010	Neglect and acts of omission by a number of agencies	06/03/2018 – SAR initiated

SAR002 – Claire – Published June 2017

Northamptonshire Safeguarding Adults Board's first SAR002 – Claire, was published in June 2017. This review had been commissioned during 2015-16. The Overview Report received NSAB sign-off in August 2016, but publication was delayed due to an ongoing Police investigation.

Overview

Claire was a 57 year old woman, with a long history of mental illness, who sadly passed away in October 2014. She had been in mental health crisis and significantly self-harming. Following her death, an investigation identified that there had been neglect and omissions of care to Claire by some health providers. At her Inquest, the Coroner found Claire had sustained a fracture to her vertebrae which was deemed to be a major contributory factor to her death. The case was referred to the NSAB for consideration of undertaking a Safeguarding Adult Review (SAR) which was unanimously agreed by the SAR Sub Group and endorsed by the NSAB Independent Chair.

Throughout SAR002, a family liaison officer provided a single point of contact for Claire's family. There was regular communication that included phone and email communication together with face to face meetings. The SAR Overview Report Author met with the family and contributed their views to the Author for the final Overview Report. The NSAB Independent Chair also met with family following publication in July 2017.

Following publication of SAR002, the SAR Sub Group has implemented a system to ensure that known national SARs are reviewed and that key areas of learning are disseminated. This included the Pan London SAR review – Learning Lessons from SARs (July 2017).

Chapter Seven - Deprivation of Liberty Safeguards (DoLs)

The Deprivation of Liberty Safeguards (DoLs) are part of a legal framework set out in the Mental Capacity Act 2005, as amended by the Mental Health Act 2007, with the safeguards being implemented in April 2009. Since 2009, the Northamptonshire Deprivation of Liberty Safeguarding service has seen a year on year increase in activity and following the Supreme Court ruling (P –v- Cheshire West) in 2014, there has been a continued high demand for authorisations under this legal framework. The Board continue to monitor DoLs data on a quarterly basis, and acknowledges there is a countrywide backlog for assessment.

Northamptonshire Deprivation of Liberty Service Data

Requests Received		Referral outcomes	
Pending referrals carried forward from 2016-17	3,042	Assessed and granted	595
Total New referrals 2017-18	3,019	Assessed and not granted	54
Invalid referrals i.e. duplications, not NCC responsibility	89	Abandoned (moved/deceased/change of circumstance)	1,766
Total referrals for processing	6,061	Total Assessments completed	2,415
Referrals carried forward to 2018-19			3,646

Of the referrals received, 56% were referred by Care Homes and 44% by Hospital.

56% of referrals were for males and 44% for female.

56% of referrals were for males and 44% for female. The greatest number of requests being for older adults with a dementia diagnosis. Younger adults referred have conditions such as severe autistic spectrum conditions and learning disability which is often a lifelong condition, rather than a small number who have an acquired condition such as a brain injury.

Caseload management

To assist with the management of the pending caseload, the following actions were taken by NCC:

- Approximately 285 additional quality assured assessments were undertaken by a private employment agency and completed and authorised during the current period;
- Approximately 147 assessments were completed in the current period by Independent Best Interests assessors and 163 were completed by NCC and partner agency Best Interest Assessors;
- In 2018, agreement was given for the recruitment of five WTE Best Interests assessors to create a dedicated team;
- There are now five authorised signatories from the senior management team who are able to authorise the deprivation; and
- Development of online processes have been refined to ensure all referrals are made via this route, the requests are automatically ascribed a priority status, and the level of detail is now much improved and NCC's Customer Service Centre are now responsible for the initial administration processes. The development of this system will enable more detailed data collection and support the Department of Health data reporting requirements.

Chapter Eight – Looking ahead to 2018-2019

Following the Board Development Day on 20th March 2018, members agreed to align NSAB priorities for 2018-19 with those agreed in the East Midlands region:

1. Prevention

- Focusing on the most vulnerable in the community;
- To better understand what is the biggest risk for the residents of Northamptonshire;
- Using data, to better understand the profile of Northamptonshire; and
- To explore a multi-agency offer for front door.

2. Learning and Development

- NSAB coming more of a learning and development Board;
- Explore the strategic training need following L&D Sub Groups Training Needs Analysis undertaken in 2017-18;
- Consider whether multi-agency training needs to be put in place;
- Consider an awareness training package for service users; and
- Consider a training offer for the Voluntary and Community Sector.

3. Quality

- Embed a programme of multi-agency case audit including complaints and compliments

4. Making Safeguarding Personal (MSP)

Cross reference to safeguarding priorities and links to Health & Wellbeing, including:

- Residents are safe in their home;
- Domestic abuse; and
- Homelessness.

The NSAB Strategic Plan will be updated accordingly and the action plan reviewed on a quarterly basis by the Business Manager and Independent Chair.

Board anticipate the following outcomes being achieved:

1. Partnership working

- We work together as a Board to provide local Leadership on Safeguarding Adults;
- We continuously learn and develop as NSAB;
- Service users have a voice on the Board;
- People are safeguarded where they live;
- Improved membership and engagement;
- Log agency non-attendance in the Annual Report; and
- Review the front door multi-agency response.

2. Prevention

- Improve communication and engagement; and
- Seek to improve training opportunities for the wider partnership.

3. Quality

- Seek assurance that MSP is implemented across the partnership by way of audit activities to evidence measures are in place.
- Members have a clear understanding of safeguarding data to inform Board of local themes. Data to include:
 - Domestic abuse;
 - Crime/Public Protection – modern slavery – fraud – knife crime – cuckooing, self-neglect;
 - Older people; and
 - LeDer – learning informing local practice.

Appendix One - Board Membership

NSAB Board Membership – as at 31st March 2018

Northamptonshire Safeguarding Adults Board would like to acknowledge the hard work of its membership which consists of dedicated safeguarding leads across all agencies, without whom, we would not learn, develop and grow. Members and member organisations of the Board are detailed below with alternative representation shown in brackets:

<p>Tim Bishop Independent Chair Northamptonshire Safeguarding Adults Board</p>	<p>Anna Earnshaw (Charlie Manning) Director of Adult Social Care Services Northamptonshire County Council</p>	<p>Tracy Keats Head of Safeguarding Northampton General Hospital</p>	<p>John Raynor Chair Northamptonshire Association of Registered Care Homes (NorARCH)</p>
<p>Maureen Campling Head of Safeguarding and Quality Adult Social Care Services Northamptonshire County Council</p>	<p>Carolyn Fox Director of Nursing Midwifery & Patient Services Northampton General Hospital</p>	<p>Denise Meylan Head of National Probation Service Northamptonshire</p>	<p>Zoe Rogers Fox (Lee Brentnall) Head of Safeguarding East Midlands Ambulance Service</p>
<p>John Conway Head of Housing Kettering Borough Council</p>	<p>Leanne Hackshall (Jacquie Barker) Director of Nursing Kettering General Hospital</p>	<p>Kate Meynell Detective Chief Superintendent Northamptonshire Police</p>	<p>Julie Shepherd (Rose Lovelock) Director of Nursing Northamptonshire Healthcare Foundation Trust</p>
<p>Matthew Davies Executive Safeguarding Lead NHS Nene Clinical Commissioning Group</p>	<p>Cllr Eileen Hales Opposition County Councillor Northamptonshire County Council</p>	<p>Jo Moore Service Manager Voiceability Northamptonshire</p>	<p>Barry Stewart Custodial Manager HMP Olney</p>
<p>Janet Doran Managing Director First for Wellbeing</p>	<p>Jen Helm Detective Superintendent Northamptonshire Police</p>	<p>Cllr Bill Parker/Cllr Elizabeth Bowen Cabinet Member for Adult Social Care Northamptonshire County Council</p>	<p>Tina Swain (Georgette Fitzgerald) Head of Nursing & Safeguarding NHS Nene & NHS Corby Clinical Commissioning Groups</p>
<p>Darren Dovey Chief Fire Officer Northamptonshire Fire and Rescue Service</p>	<p>Dean Howells (Jane Shears) Executive Director of Nursing & Operations St Andrew's Healthcare</p>		

Appendix One - Finance

The statutory partners contribute financially to NSAB's budget as well as providing 'in kind' resources such as meeting venues and of course, their officers' valuable time and expertise. Contributions for 2017-18 were £84,150, and together with a carry forward from 2016-17 of £57,386 (due to under spend on staffing due to restructure and no new Safeguarding Adults Reviews, the total income available to NSAB was £141,536. The income ensured the running costs of Board activities were met including their first Annual Conference in November 2017.

Income - Partner Contributions	2017-2018
Northamptonshire County Council	28,050
Northamptonshire Police	28,050
Corby Clinical Commissioning Group	2,940
Nene Clinical Commissioning Group	25,110
Total partner contributions	84,150
Carry forward from 2016-17	57,386
Total income	141,536

Expenditure	2017-2018
Staffing	63,265
Independent Chair	17,825
Safeguarding Adults Reviews (SAR002)	1,169
Non-staff expenditure – Expert Advisory Sub Group	169
Subscriptions	400
Venue hire and refreshments	284
Annual Conference	3,657
Development Day	118
Office costs	60
Total expenditure	86,947
Carry forward to 2018-19	54,589

