



North Yorkshire Safeguarding Adults Board

North Yorkshire Safeguarding Adults Board

Annual Report 2018/19



Making safeguarding everybody's business in North Yorkshire

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Message from the Chair

Once again, I am very pleased to welcome you to the Annual Report for the North Yorkshire Safeguarding Adults Board (NYSAB) for 2018/19.

I want to take the opportunity afforded by the annual report to extend my personal thanks to all our partners who have supported the work of the Board throughout this year.

Thanks are also due to those colleagues who attend and support the work of the Local Safeguarding Adults Groups (LSAGs) and the subgroups. Without their commitment there would be little chance of addressing the wide ranging and complex safeguarding issues that involve adults at risk. There is more information on their work in the body of the report.

Having now completed my first full year as the Independent Chair of the NYSAB I can reflect on what has been a productive 12 months.

The Board remains wholly committed to hearing the voices of those it serves and being inclusive and accessible and working with user groups and other Boards and will continue to consult and engage with people as much as possible to shape our future work. As well as the Communications and Engagement subgroup, another way we will be communicating with the public and professionals is through our new website; www.safeguardingadults.co.uk which is full of useful information, videos and animations to support safeguarding work across North Yorkshire.

We have welcomed new partners from Trading Standards, the Armed Forces, Care Quality Commission (CQC) and NHS England and we are working closer with colleagues within digital and IT.

Safeguarding Week took place in June with many workshops and events across the localities. Events such as these serve as a reminder as to how important it is to engage with the public and communities throughout North Yorkshire.

We have continued to build on the connections we have with the North Yorkshire Safeguarding Children's Board, Systems Leadership Group and Community Safety Partnerships.

The NYSAB has undertaken no Safeguarding Adults Reviews (SARs) in the 2018/19 period, however a SAR and Lessons Learned Review have been commissioned and the findings of these will be published in our 2019/20 Annual Report.

The Board is working to a 2-year framework and whilst this report allows us to look at the work we have achieved over the past year, now is the time to refocus and re-energise so that we can look to the work ahead of us and build upon what we have achieved over 2018/19 to ensure we deliver on our strategic priorities.

There will be many changes over the 2019/20 period that will shape the direction of the Board.

From October 2019, there will be changes to our LSAGs as these will merge with the Children's Safeguarding Strategy Groups (CSSGs) and the Community Safety Partnerships (CSPs) to form Local Safeguarding Partnerships (LSPs).

Further changes include the restructure of our subgroups from April 2019, including the introduction of the Communications and Engagement subgroup. The new Adult Safeguarding Procedures will come into operation from October 2019.

Our motto is **All Together Safer, Altogether Better** because we believe that when communities, teams and staff work together, everyone is safer. In the next year, this will be something we continue to build upon to develop a whole community approach to the prevention of abuse as we believe that safeguarding is everybody's business.



Dr Sue Proctor
Independent Chair
North Yorkshire
Safeguarding
Adults Board



Introduction to the Annual Report

Welcome to the Annual Report for the North Yorkshire Safeguarding Adults Board.

This report lays out the strategic vision, outcomes and a reminder of our priorities.

It gives information on internal structures and committees as well as holding partners to account.

Updates are provided on the work of the Board and what it has achieved, including governance changes and the work of our sub-groups and Local Safeguarding Adults Groups (LSAGs).

There is information on the work with our strategic partners and also opportunities for future working and emerging risks.

Statements from our statutory partners outline what has been achieved and in some cases, where there needs to be further work.

Also included is our work on safeguarding including information on Safeguarding Adults Reviews (SARs) and the data we have collected throughout 2018/19.

Our 2019/20 strategic priorities are listed to set out what we aim to achieve in the coming year.

Our Strategic Outcomes

Awareness and Empowerment

People feel safe and in control. They are more able to share concerns and manage risk of harm either to themselves or others.

Prevention

We work on the basis that it is better to take action before harm happens.

Protection and Proportionality

We provide support and help for those adults who are vulnerable and most at risk of harm. We respond to identified risks and intervene as necessary to protect from harm or manage risks.

Partnership and Accountability

We work for local solutions in response to local needs and expectations. We focus on improving outcomes for people and communities. We hold each other to account for delivery.

Our Strategic Vision

"We will provide leadership, challenge and direction to ensure that the partner agencies improve outcomes for adults at risk of harm or abuse. We will promote values of openness, trust, respect and learning."



Our Strategic Priorities 2018/19

Awareness and Empowerment

We will continue to ensure that local people, staff, volunteers and people with care and support needs:

- Know what abuse is and how to protect themselves
- Know how to raise safeguarding concerns
- Are confident that they will get an appropriate response that takes account of their wishes
- Influence the Board's priorities and can see a difference

Protection and Proportionality

- People with care and support needs or their representatives are involved in deciding the right level of protection for them
- The Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS) are implemented in such a way that people are safeguarded from abuse and neglect
- Any intervention is proportionate to a person's situation and their ability to make appropriate decisions to keep themselves safe
- Concerns about potential risks of abuse posed by staff, volunteers or students are co-ordinated by Designated Adult Safeguarding Managers (DASMs) and inform the work of the Board
- Making Safeguarding Personal (MSP), the Mental Capacity Act and safeguarding policy and procedures are high priorities for training staff and volunteers. Staff are confident of their roles and responsibilities

Prevention

- Care and support is safe, personalised and of high quality, where people are treated with dignity and respect so that the likelihood of abuse occurring is minimised
- As a partnership we make communities safe and take actions to reduce risk and prevent further abuse occurring
- Carers understand safeguarding, how to get help and information, and are supported to enable them to continue caring and minimise the likelihood of causing intentional or unintentional harm or neglect to the person they support

Partnership Effectiveness and Accountability

- People of North Yorkshire have told us that they see GPs as a first point of call. We will work to strengthen their contribution to safeguarding adults and much progress has been made
- Information is shared appropriately across agencies and is effectively acted upon
- The Board will have a shared approach to challenges such as domestic abuse, self-neglect, modern slavery, exploitation, hate crime, mate crime and radicalisation
- We will put in place a systematic approach to learning from experiences in North Yorkshire and in other areas, and ensure this learning is embedded in practice
- We will strengthen the contribution of District Councils, in particular in developing a shared safeguarding response to self-neglect
- Continue to improve the Board's understanding of how safe North Yorkshire is for people with care and support needs, and ensure safeguarding reflects people's views and needs

The work of the North Yorkshire Safeguarding Adults Board and its Sub Groups 2018/19

North Yorkshire Safeguarding Adults Board (NYSAB) works to protect adults who may be at risk from abuse by promoting co-operation and effective working practices between different agencies. NYSAB brings together a combination of NHS, police, local government, independent and voluntary sector and community partners seeking to ensure that adults who may be at risk of abuse are safe and well.

The Board has a number of sub groups to assist in its role, each with their own responsibility. This year has seen a change in the structure of the Board and its sub-groups with the Mental Capacity Act & Deprivation of Liberty Safeguards group now sitting within the Practice Development & Training Group from January 2019. In April 2019 a new sub group was created to focus on Communications and Engagement. This is a summary of the work the Board and subgroups have carried out and are looking to carry out in the future.

New Multi-Agency Safeguarding Policy and Procedures

The North Yorkshire SAB is one of seven SABs who came together to form a consortium using joint policies and procedures – the others being;

- Bradford
- Calderdale
- Kirklees
- Leeds
- Wakefield and
- York

The Board has been working to prepare for the introduction of revised Multi-Agency Safeguarding Adults Policy and Procedures. There will be more in keeping with the principles of Making Safeguarding Personal where the focus is on whether the individual's outcomes have been met.

Changes will include making clearer the distinction between those issues that concern quality of care, and those that concern safeguarding. This should result in a reduction of the number of concerns that result in Safeguarding, as they will be addressed more appropriately through another route.

It is anticipated that the changes will increase the time available to respond to safeguarding concerns and provide a more proportionate and appropriate response for individuals and families.

These changes represent a significant change for the Local Authority and its partners. The level of change impacts the culture of how services are delivered as well as policies, procedures, training and case recording, and a large amount of preparation has gone into ensuring all NYSAB partners are prepared and engaged with the new safeguarding adults procedures which will be launched in October 2019.



Mental Capacity Act (MCA) Engagement

In 2018 we went out to speak to as many people as possible, and also sent out an online survey, to ask about the Mental Capacity Act. We spoke to people directly affected by the Act and their families, as well as self-advocates and professionals.

What we heard:

Of the 21 members of the public who completed the online survey, 100% said they had heard of the Mental Capacity Act (MCA)

This was in contrast to the feedback from the 22 face to face engagement events we carried out where understanding was low

"MCA is when other people make decisions for you"

"I thought that the MCA was a law that would take my loved one away"

No one who we spoke to knew where to get support or knew what was available

Around 50% of those directly affected had heard of the Act but were unclear of their rights

All groups felt there was a stigma and fear around the Mental Capacity Act (MCA)

"We were given an initial diagnosis of dementia and were left to find our own support"

What we will do about it:

- We are working with self-advocacy groups to create easy read guides for safeguarding, Mental Capacity Act and the Deprivation of Liberty Safeguards. These guides will be distributed across North Yorkshire so that people have access to them;
- We have included videos and animated guides to the MCA on our website. We will be adding guides for families and carers, as well as information on planning for the future;
- We have updated our training for professionals about working with MCA and DoLS; and
- We are working together with our partners and City of York Council to prepare for the legal changes in 2020 and the introduction of the Liberty Protection Safeguards. We want to make sure we will provide the right support whichever professionals are involved and to make sure we listen and respond clearly.

For the full MCA Engagement Report and access to MCA and DoLS information, you can visit the NYSAB website www.safeguardingadults.co.uk



Carers Updates

Carers: Milestones and planned work

During 2018/19

Care and Support – The work carried out in 2018/19 was concentrated towards responding to the objectives identified within:

- The Health and Wellbeing Board for North Yorkshire Carers Strategy 2017– 2022 (published October 2017)
 - Department of Health and Social Care – Carers’ Action Plan 2018– 2020 Supporting Carers’ Today (published June 2018)
- It included action on:
- Working in Partnership with the Customer Resolution Centre to Support Identification of Carers and early resolution of requests
 - Partnership Working with the Carers Resource Centres
 - Widening the In House Respite Offer
 - Carers Week 11–17 June 2018 and Carers Call to Action Day 8th November 2018

During 2018/19

Carers strategy – Within HAS, the Commissioning Team hold overall responsibility for coordination of the Carers strategy and for procurement of services to meet the needs identified in the strategy. Since 2017, when the Carers Strategy was launched, priority has been given to procurement activity and establishing the new Commissioning structure.

During 2018/19

Carers’ engagement – During 18/19 work started to take a fresh look at carer engagement and ensure that we are building carers’ influence into planning and delivery of the carers’ offer at different stages of the caring journey. This work is led by the engagement team and will feed into the development of the carers’ strategy implementation plan.

March 2019

Report to Care and Support Leadership Team detailing activity in 2018/19 and action plan

- Priority action emerging from the report was to review and develop the carers offer pathway end-to-end, to understand the customer journey and to ensure that it maps more closely to the overarching Care and Support pathway



Year in Numbers

The year at a glance 2018-19

5514

Safeguarding concerns received during 2018/19

9%

The decrease in safeguarding concerns received from the previous year



3180

Section 42 Safeguarding Enquiries



21%

The average percentage of safeguarding concerns (per month) that progress into a safeguarding enquiry for the year

24 weeks

The average length of time for a concern being received to the enquiry being completed

0

Number of Safeguarding Adult Reviews carried out in 2018/19



959

Safeguarding Enquiries Concluded at Quarter 4

459

Number of people's personal outcomes that were fully achieved during the safeguarding adults process



1

Number of Safeguarding Adult Reviews commissioned in 2018/19

1

Number of Lessons Learned Reviews commissioned in 2018/19



Governance Changes

At its meeting in December 2018, the Board agreed a new vision and new Strategic Priorities:

"Working together to prevent abuse and neglect, and ensure that Safeguarding is Everybody's Business"



The Board reviewed its Governance arrangements agreed a new structure for its sub-groups, which will enable the Board to focus more effectively on its agreed priorities:

- Trading Standards will become a member of the Board, reflecting the Board's greater emphasis on preventative work and closer links will be made with organisations including the armed forces, farming community and faith groups;
- A new Policies, Practice and Legislation Sub-Group has been established. This includes responsibilities around the Mental Capacity Act, and preparation for the implementation of the Liberty Protection Safeguards and Review of the Mental Health Act;
- A more integrated data set has been developed, which covers the work of more of the partners;
- We benchmark ourselves against other SABs, and learn from good practice; and
- A new Communications and Engagement Group has been established. This will develop a more targeted approach around Communications and Engagement, and will be responsible for the delivery of the annual Safeguarding Week events and campaigns.

Partnerships and Networks

NYSAB works with a number of Strategic Boards and Partnerships in North Yorkshire:

- North Yorkshire Safeguarding Children's Board
- North Yorkshire Community Safety Partnership
- North Yorkshire Health and Wellbeing Board
- North Yorkshire and York Police and Crime Commissioner
- North Yorkshire and York Systems Leadership Group
- North Yorkshire Inter-Board Network
- North Yorkshire County Council

These Boards and Partnerships all have a role in leading and managing safeguarding. NYSAB works in partnership with them to identify and implement agreed collaborative initiatives.



The work of the Sub Groups 2018/19

Practice, Development and Training Group

- The development of the new Policies and Procedures;
- We undertook training needs analysis that was sent out to partners to gauge what training is delivered and accessed and by whom; and
- The development of the Pressure Ulcer Protocol; and
- Mental Capacity Act and Deprivation of Liberty Safeguards preparation.

Quality and Performance

- A new reporting template has been introduced which gives greater focus on outcomes and is more aligned to the Board priorities;
- Key Performance Indicators have been set out by the group to ensure action is taken;
- Public Health will assist in providing health data to ensure that awareness and empowerment data goes wider than just NYCC Health and Adult services;
- We will produce a quarterly audit report to provide further detail where improvements or further work may be required; and
- Staff are linking in regionally and nationally with other Boards on how they present data, to improve the quality of comparison data.

Learning and Review Group

- Work has been undertaken to review and develop a Safeguarding Adults Review (SAR) action plan including the addition of a tool to enable the progress of actions to be monitored and archived once completed;
- Produced a 7 minute guide to the SAR, including key learning points for all partners;
- Developed and implemented the case tracker which includes both potential statutory and non-statutory SARs for the group to discuss and monitor;
- The group is identifying how key messages are given to the Local Safeguarding Adults Groups and are considering the appropriate route for this; and agreed a joint SAR author procurement process in conjunction with 12 North East SABs.

Communication and Engagement (From April 2019)

Upcoming Work

- We will use public campaigns to improve local communities' understanding of adult abuse and how to get help;
- We will alert people to scams, fraud and other forms of financial abuse;
- We will explore the new ways the SAB can find out the views of adults about their experience of safeguarding;
- We will ensure the voice of the people who use services and their representatives help to shape professional practice; and
- We will develop and maintain a website for NYSAB to share information in many accessible formats, and to gauge the views and opinions of people who use services, their representatives, staff and volunteers.

Strategic Partners

Our strategic partners have shared stories at each Board meeting to understand emerging risks to the safety of adults in North Yorkshire.

Trading Standards

At the Board Meeting in December 2018, Ruth Andrews, Head of Investigations, presented the outline work of North Yorkshire Trading Standards relating to Safeguarding. Ruth discussed the different types of financial abuse and fraud:

- Doorstep crime
- Scam mail
- "Boiler" room/investment fraud
- Abuse by family members and carers
- Abuse by those in a position of trust i.e. bank clerk
- "Romance" fraud (African based)

The action fraud service is coordinating responses of fraud and currently distributing all responses to police forces. A quarter of older adults in North Yorkshire were affected by 400 cases of financial abuse and fraud but only 5% of those report it.

Ruth confirmed there are no other trading standards teams currently working this way and other authorities are replicating our services. There is a device called True Call which is a digital box that filters and blocks scam calls. It blocks 85% of scam calls before a person can answer the phone.

From April 2019, Trading Standards will be attending our Communication and Engagement subgroup to discuss with partners how we promote messages to keep people safe and to prevent them from becoming victims of fraud, scams and financial abuse.

Trading Standards and North Yorkshire Police will also be providing data and commentary around figures relating to fraud and financial abuse for our quarterly Performance and Quality Improvement report.

Digital & IT

At the Board Meeting in March 2019, Robert Ling, Assistant Director of Technology and Change at NYCC gave a presentation entitled 'My Health, My Technology'.

It was agreed that there were a lot of positives for the use of digital devices and technology. However, it was acknowledged that there were challenges on where and how to use technology safely.

Further conversations will take place regarding safeguarding ethics and the risk to adults at risk of the misuse of technology. We need to ensure people know what to do to protect themselves and are aware of how to use the security settings on digital equipment.

NYCC are providing the infrastructure for communities to create their own communication networks as most rural areas now have superfast connectivity.

Digital Technology has now been added to the NYSAB 19/20 Delivery Plan not only to look at cyber-crime and online abuse, but also how communities and individuals can use technology to assist them and reduce safeguarding risks.

Care Quality Commissioning

At the Board meeting in September 2018 Kathryn Reid gave a presentation on the regulation work carried out by the Care Quality Commission. The work fell broadly into the following four categories:

- Registration
- Monitor Inspect & Rate
- Enforcement
- Independent Voice

Kathryn advised that they had completed a joint reviews of local health and social care systems in 20 local authority areas and stated that a further 3 were planned.

The Board will continue to work with the CQC on a number of different areas. CQC confirmed that the joint reviews that had taken place so far had resulted in a number of significant changes being made.



Local Safeguarding Adult Groups (LSAGs)

Work and Achievement of the LSAGs (2018/19)

- Each meeting has now been themed to focus on a particular area of safeguarding;
- Safeguarding Week events featured high on the agenda in each of the localities;
- Public Health Consultants are now invited to LSAG meetings to present District profiles;
- A draft Terms of Reference (ToR) and report has been prepared for consideration by the Inter Board Network to look at combining the LSAGs with Children's Safeguarding Strategy Groups (CSSGs) and Community Safety Partnerships (CSPs) to create Local Safeguarding Partnerships (LSPs);
- Improved attendance at the Scarborough meetings; and
- Closer working with the NYSAB Executive meeting and connecting through sending a representative to each meeting.

In October 2019 we plan to merge the CSSGs, LSAGs and CSPs to form new Local Safeguarding Partnerships (LSPs).

The LSPs will meet four times a year in the following areas:

- **Hambleton and Richmondshire**
- **Scarborough, Whitby & Ryedale**
- **Harrogate and Craven**
- **Selby**

By bringing together key partners from each local area the LSPs can focus on the key safeguarding issues in their areas for children, families and adults. They will report to the NYSAB and their work will be monitored by the NYSCB, NYSAB and CSPs to ensure they work in line with our strategic priorities.

Local Safeguarding Partnerships aim:

- To raise awareness of local safeguarding issues in the locality;
- To respond to local need;
- To identify learning needs;
- To share good practice; and
- To deliver the local priorities set out within the three respective Boards' business plans.



Safeguarding Week 2018

Craven

- A Community Safeguarding Awareness session was held;
- A Stand Together Against Narcotics and other Illegal Drugs (STAND) event for premises' licence holders and designated premises' supervisors took place.

Hambleton & Richmondshire

- Hushwaite Primetime Group hosted an event that was themed around loneliness and isolation. The event was well attended, included by Kevin Hollinrake MP, which attracted media coverage.

Scarborough, Whitby & Ryedale

- Public facing awareness sessions took place each day at Malton, Whitby, Eastfield, Scarborough and Filey. The main focus was Fraud and Cyber Fraud, Grooming and Scams.



Harrogate

- A 'drop in event' from Stonham and NYCC was held at St Peter's Church community café;
- North Yorkshire Police (NYP) were in Victoria Shopping Centre to distribute leaflets and talk about safeguarding;
- NYP were also at the Harrogate Women's Project to talk about domestic abuse and ways to get help; and
- Leaflets and display boards with accessible information on safeguarding and keeping safe were at St Peter's Church, Harrogate Hospital and Harrogate library.

Selby

- We looked at the impact of drug and alcohol misuse on everyday living and how this can lead to safeguarding concerns;
- There was also emphasis throughout the week on 'elder abuse' as a result of carer stress, and family issues relating to substance use that can sometimes have an unintended impact on those they are caring for.

Safeguarding Week Communications

- Tina Simpson of NYCC and Councillor Janet Jefferson were interviewed by Yorkshire Television during the Scarborough Day;
- The Communications team at NYCC published a case study focusing on a different area of abuse over each day of the week.

Emerging risks and opportunities to focus on in 2019/20

NYSCB & NYSAB – Joint Board Working

North Yorkshire Safeguarding Adults Board (NYSAB), North Yorkshire Safeguarding Children Board (NYSCB) and the Community Safety Partnerships (CSPs) will be working more closely than ever.

To meet our overarching priority of being assured that safeguarding is effective in North Yorkshire, both Boards have ambitious plans for continuous improvement, supporting our Independent Chairs and partners to challenge and scrutinise safeguarding activity.

Whilst the Boards are independent of each other, we share many partners, and recognise the need for a joined-up ‘think family’ approach to reaching the highest standard of safeguarding for everybody in North Yorkshire.

We are working closely to develop strategic plans that recognise and complement each other. Board Members and colleagues within the many services and agencies who work with communities, children or adults know, from both national and local learning, that too often services are seen separately, with organisations communicating poorly.

We know there are certain areas where services need to work more closely to provide the best possible integrated support for children, young people, adults and families,

including when young people with additional needs or difficulties move from children’s to adults’ services.

The Boards also have a role to promote greater public awareness of the entitlement of every child or adult to feel safe at home, school and in the community, and to be treated with respect by all those who offer them support or work with them.

We all have a part to play in preventing, identifying and reporting neglect and abuse of children and adults, so we are not dealing with crises, but helping them to be safe and well.

We have recently launched a new joint website as the focal point for all safeguarding information relating to adults and children for both North Yorkshire residents and people who work with adults and children.

Modern Slavery

Declaration

North Yorkshire County Council has published a statement on its website that sets out its actions to understand all potential modern slavery risks related to its business and to put in place steps that are aimed at ensuring that there is no slavery or human trafficking in its own business or its supply chains. You can view the full statement by visiting www.northyorks.gov.uk and searching ‘**Modern Slavery**’

Awareness

The NYSAB is committed to raising awareness about modern slavery and we do this in a number of ways:

- Modern Slavery was a topic discussed at Safeguarding Week in 2018 and will feature at the Joint Safeguarding Conference taking place in June 2019. This will include a key note speaker discussing modern slavery and human trafficking and a workshop by North Yorkshire Police
- North Yorkshire Police now provide data and commentary for the quarterly Performance and Quality Improvement subgroup report and to discuss at the meeting with partners to highlight any areas of concern and that may need further analysis
- Partners use both the NYSAB’s and their own organisations social media accounts to promote modern slavery awareness campaigns and events that may be taking place and what to do if you or someone you know could be the victim of Modern Slavery
- The NYSAB website is developing information based on Modern Slavery in many accessible formats, including easy read, videos and leaflets within the ‘Keeping Safe’ section. There is also information on how to report a concern

Partner Statements – NYCC Health and Adult Services

Key Achievements 2018/19

- Established a leading role in the organisation and delivery of Safeguarding Week, improving awareness of safeguarding within local communities or among relevant professionals.**
- Led engagement with staff and the public on the Mental Capacity Act and what it means to them.**
- Delivered safeguarding training and awareness sessions to a range of staff and volunteers.**
- Attended the User Forums and Partnership Boards.**
- Developed multi-agency safeguarding policy and procedures in partnership.**
- Provided targeted advice, information and guidance to providers through Care and Support and Living Well Teams.**
- Worked in partnership with City of York Council to develop guidance and procedures to self-neglect.**
- Development and piloting of tools to ensure that service quality and safeguarding issues are raised and managed through the appropriate route.**
- Co-ordinated audits and peer supervisions with practitioners to embed the principles of Making Safeguarding Personal to ensure an individual’s outcomes are at the centre of any response.**
- Participated in joint working with safeguarding and Community Safety Partnership staff within North Yorkshire County Council, City of York and the wider Yorkshire and Humber Region to share and implement good practice.**



Partner Statements – North Yorkshire Police

Key Achievements 2018/19

Produced a series of safeguarding films which include Adult Safeguarding with a strong emphasis of Making Safeguarding Personal.

Continued our commitment to caring for the vulnerable by raising awareness across the workforce in addition to the embedded Student Officer and Special Constable training.

The Herbert Protocol

During 2018 the 'Missing from Home' team have been re-visiting the Herbert Protocol both internally with officers and externally with care homes

<https://northyorkshire.police.uk/staying-safe/personal-safety/the-herbert-protocol/>

The Banking Protocol

A scheme where high street banks alert police if they suspect fraudulent activity proved its worth in the last 12 months. In just 24 hours, the scheme prevented FOUR people 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.

In 2018/19 the safeguarding team delivered 272 domestic violence disclosures

North Yorkshire Police (NYP) launched Public Protection Notifications (PPN) along with 20 other forces nationwide. This process enables officers to record concerns and refer to the relevant safeguarding agency whilst officers are with the person of concern, recording their wishes and making safeguarding personal.

Operation Cracker

In December, members of the police from seven different agencies visited more than 1500 homes in York and North Yorkshire as part of Operation Cracker – to prevent older vulnerable people falling prey to crime in the run up to Christmas.

Community Connectors

The NYP Partnership Hub launched Community Connectors in three Districts across North Yorkshire. The scheme aims to act early and prevent escalation. Referrals come from Community Safety Hubs and Neighbourhood Policing teams. Trained volunteers will carry out reassurance visits establishing needs and offering low level intervention.

Co-ordinated audits and peer supervisions with practitioners to embed the principles of Making Safeguarding Personal to ensure an individual's outcomes are at the centre of any response.

Areas for development

Throughout 2019, NYP will promote the NYP 'Adult at Risk' action plan with internal colleagues and our partners.

Partner Statements – NHS Clinical Commissioning Groups

Key Achievements 2018/19

The CCG safeguarding team have delivered training to 615 Primary Care Staff.

In 2018-19 attendance at training events increased by 31% from the previous year.

Additional training was attended by 147 admin staff on safeguarding awareness and the management of safeguarding information in GP practice.

GP Safeguarding leads meetings continue to be well attended and offer additional safeguarding training and support for the dedicated safeguarding practice leads for each GP surgery.

The safeguarding team contributed to arrangements for Safeguarding Week. GP practices participated in raising awareness of domestic abuse both for their staff and the public.

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 which defines the different levels of training required and the resources available. Full implementation of the new strategy will take place in 2019/20.

The Health Partnership Group chaired by the Designated Professionals has continued to be well attended by safeguarding leads within provider organisations. The group operates as valued peer support and an effective mechanism for discussing local and national safeguarding issues and sharing best practice.

Alongside multi-agency partners the CCG safeguarding team has continued to further develop and embed into GP practice and provider organisations information sharing processes aimed at raising awareness and preventing future harm. These include:
Finalised information sharing processes for individuals who may pose a serious risk of harm to public and staff on release from custody (MAPPA arrangements).

Further development of information-sharing processes between GP practices and North Yorkshire police domestic abuse coordinators.

Full engagement in the Prevent agenda (preventing terrorism) including information gathering / sharing as per Channel panel processes and raising awareness through training.

Assessing vulnerability for adults at risk who 'Did Not Attend' health appointments.

Raising awareness of County Lines i.e. criminal exploitation of children and young people in drug trafficking.

Raising awareness of Modern Slavery & Human Trafficking.

Key Achievements 2018/19 cont.

The CCG and Primary Care safeguarding team have supported enquiry work where complex health issues are a predominant factor and where a multi-agency response to high-risk cases is required.

There has continued to be a significant contribution from our two safeguarding officers who have been involved in over a hundred and thirty cases in 2018/19 with the locality teams across the North Yorkshire region. This has been a small increase on the numbers for 2017/18.

The main categories of abuse in cases with CCG involvement have been neglect (91 cases) and physical abuse (51 cases). The safeguarding team continue to offer support and advice to practitioners with regards actions required for potential safeguarding concerns. Practitioners accessing the safeguarding team for advice and support has continued to increase as awareness of adult safeguarding has developed

The number of quality assurance visits completed with partners in NYCC to independent care providers has remained consistent at just under thirty in 2018/19. These visits enable early identification of safeguarding; quality and safety issues in order that interventions can be offered to support providers to deliver safe care and protection.

The CCGs have offered support to care organisations in need of improvement alongside the CQC and Local Authority as required, as a proportionate response to ensure the safety of our residents.

The CCGs' quality leads for care homes and associated specialist teams have made a considerable contribution to improving care delivery facilitating training in a number of key areas including: the prevention of skin damage (React to Red); end of life care; medicines management; infection prevention and control; and record-keeping.

Scarborough & Ryedale CCG host the adult safeguarding team on behalf of the four North Yorkshire CCGs. The new model established in 2017 has continued to be strengthened with the recruitment of an experienced safeguarding officer for the CCG and planned recruitment of a Named Nurse for Primary Care. This model provides effective strategic and operational leadership to support the work of the CCG and the Safeguarding Adult Board.

GP practices completed an initial NHSE safeguarding audit providing assurance of compliance with safeguarding arrangements. The audit format is being extended and developed as an electronic version and further completion is ongoing.

Audit Yorkshire completed an audit of CCG Adult Safeguarding arrangements to provide assurance on the effectiveness of arrangements and to confirm that these meet statutory requirements. The audit concluded that significant assurance was evident.

The CCG has embedded local delivery of the Learning Disability Mortality Review Programme (LeDeR) for North Yorkshire; with the recruitment of a specialist nurse and support from multi-agency partners a Steering Group has been established to progress learning from completed reviews.

The CCG Chief Nurse is the executive member of the NY SAB and has accepted the role as chair of the newly formed Communications and Engagement Group Nurse; the Designated Professionals and Nurse Consultant for Primary Care have played an active role in all of the subgroups; and also act as chair of the Performance and Quality Improvement Group.

The safeguarding team have strengthened safeguarding governance procedures in contracts with NHS provider organisations, and newly developed engagement and training with private health providers.

For all non-statutory partner statements please visit the NYSAB website www.safeguardingadults.co.uk

Safeguarding Adults Reviews

Section 44 of the Care Act states that we must carry out a Safeguarding Adults review if certain criteria are met.

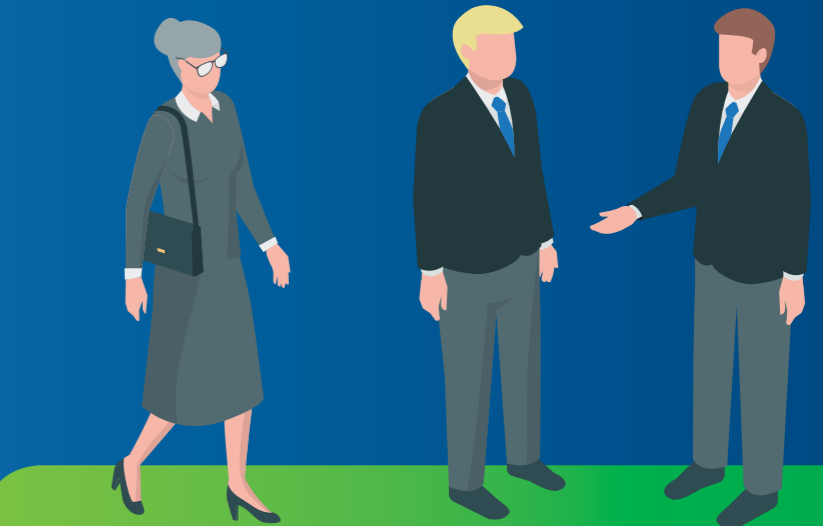
This is so that we can learn lessons where an adult, in vulnerable circumstances, had died or been seriously injured, and abuse or neglect is suspected.

The aim is not to apportion blame to any individual or organisation.

In the past 12 months the North Yorkshire Safeguarding Adults Board have carried out 0 SARs.

We have commissioned 1 SAR and 1 Lessons Learned Review.

We will complete these within the coming months and the findings will be published in the NYSAB 2019/20 Annual Report.



After the Mrs A SAR in 2017/18, the Learning and Improvement sub-group put together a multi-agency action plan.

The plan allowed all statutory agencies to look at the areas for improvement and actions to be carried out.

This action plan was managed by the Learning and Improvement Sub-Group who monitored the actions and held partners to account to ensure that actions were completed and what lessons could be shared.

In January 2019 the Learning and Improvement Sub-Group recommended that the Mrs A SAR Action plan could be closed as all actions by all agencies had been completed and the group could give assurances to the Board that this was the case.

Although actions were completed in terms of the SAR, it was agreed that the wider learning and actions would be added to both the LAR and PDTG work plans.

Further actions to be taken away in relation to this case were the discussions around family involvement and to ensure this was fed into the SAR policy to ensure that it happened.



Priorities for 2019/20

In November 2018, Board partners attended a development day during which the 2019/20 priorities were discussed. These were then agreed upon at the December Board meeting.

We will:

Work more closely with communities in North Yorkshire to develop strategies that reduce the risk of abuse, and help improve services:

- Use public campaigns to improve local communities' understanding of adult abuse and how to get help
- Encourage local communities to be the "eyes and ears" of safeguarding – "Safeguarding is Everybody's Business"
- Alert people to scams, fraud and other forms of financial abuse
- Explore new ways the SAB can find out the views of adults about their experience and awareness safeguarding
- Support Healthwatch to get the public's views of Health and Social Care Services

Implement and embed the new Multi-Agency Safeguarding Policies and Procedures, in line with national guidance and best practice around MSP:

- Deliver confident and competent practice that is responsive, and in which the principles of MSP are embedded
- Ensure the adult, their families and carers work together with agencies to find the right solutions to keep people safe, and support them in making informed choices.

Develop a whole community approach to the prevention of abuse:

- Ensure statutory agencies work together in an effective manner, including initial response to safeguarding concerns
- Work more closely with partners in children's and community safety services at a strategic and local level
- Develop relevant partnerships around issues in other areas which impact on Adult Safeguarding including, but not restricted to, Modern Slavery, Domestic Abuse and Sexual Exploitation

Ensure the accountability of all partners working with adults at risk of abuse:

- Seek better evidence that the SAB's activity and plans are making a positive difference for people – do they feel safer?
- Develop multi-agency performance data and Key Performance Indicators, and benchmark ourselves against others
- Ensure the voice of people who use services and their representatives help to shape professional practice
- Ensure that immediate and longer term learning from SARs, serious incidents and from good practice identified within North Yorkshire regionally and nationally, is understood and implemented across all agencies

Develop North Yorkshire's response to National Priorities:

- Prepare for the implementation of the Liberty Protection Safeguards and the outcome of the Mental Health Act Review
- Review and monitor any action and improvement plans that result from any identified safeguarding issues from Learning Disability Mortality Reviews.

Understand and assess the impact of changes in the strategic context within which the Board operates:

Anticipate and respond to any changes that could impact (positively or negatively) on Safeguarding in North Yorkshire, for example:

- Exiting the EU
- NHS 10 year plan
- Social Care Green Paper
- Budgetary Pressures
- Changes to the NYSCB working arrangements



Attendance Record

Organisation	Designation	June 2018	September 2018	December 2018	March 2019
	Independent Chair		Y	Y	Y
North Yorkshire County Council	Corporate Director of Health and Adult Services	Y (Chair)	Y (Chair)	Y	Y
	Assistant Director, Care and Support	N	N	Y	N
	Director of Public Health	Y	Y	Y	Y
North Yorkshire Police	Deputy Chief Constable	Y	Y	Y	Y
NHS Clinical Commissioning Groups (CCGs)	Designated Professional for Adult Safeguarding	Y	Y	Y	Y
NHS England		Y	Y	N	N
Airedale, Wharfedale, Craven CCG		Y	Y	Y	N
Harrogate District Foundation Trust (on behalf of Acute and Community Trusts)		Y	Y	N	Y
Tees, Esk and Wear Valley NHS FT		Y	Y	Y	Y
Richmondshire District Council (on behalf of Borough/District Councils)		Y	Y	Y	Y
Community First Yorkshire		Y	Y	Y	Y
Healthwatch		Y	N	N	Y
Independent Care Group		Y	Y	N	N
Legal Advisor to the Board		Y	Y	Y	Y
Trading Standards				Y	

Financial Record

Funding

The NYSAB Budget is made up of contributions from the three statutory partners – the County Council, Police and NHS. As well as direct funding, the NYSAB is also provided with services ‘in kind’ by a number of agencies.

Income 2018/19	
North Yorkshire County Council	£136,181.80
North Yorkshire Police	£28,500.00
North Yorkshire CCGs	£28,500.00
Total	£193,181.80

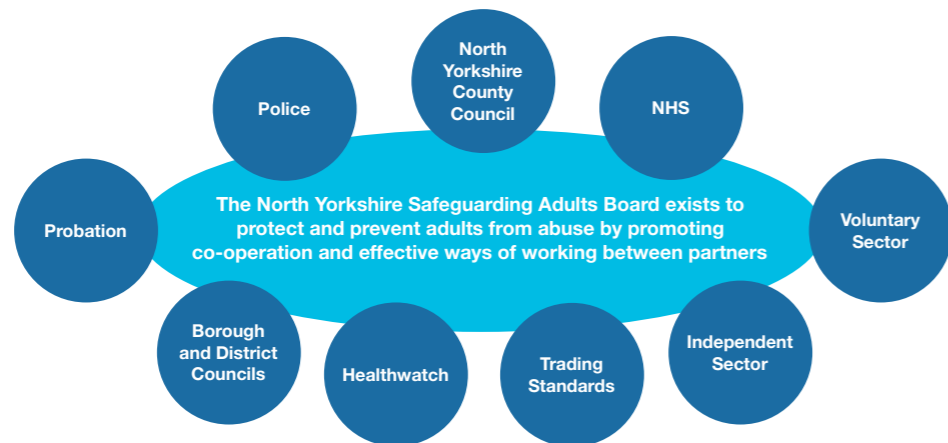
Expenditure 2018/19	
Independent Chair	£14,143.00 (from June 2018)
Staffing	£161,985.00
Supplies and Services	£5,053.80
Lessons Learned Review	£12,000.00
Total	£193,181.80

This includes £8,500 for 6 months funding for the post of Policy Implementation Officer to prepare for implementation of the revised Multi-Agency Safeguarding Policies and Procedures.



Appendix 1 – One Minute Guide to the NYSAB

1 Minute Guide to the North Yorkshire Safeguarding Adults Board



We are working together to deliver our 2019/2020 Priorities



What this means for the people of North Yorkshire

Empowerment "I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens".

Prevention "I receive clear and simple information about what is abuse, how to recognise the signs and what I can do to seek help".

Protection "I get help and support to report abuse. I get help to take part in the safeguarding process to the extent to which I want and to which I am able".

Proportionality "I am sure that the professionals will work for my best interests, as I see them and will only get involved as much as needed".

Partnership "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 to get the best result for me".

Accountability "I understand the role of everyone involved in my life".



Appendix 2 – Glossary of Terms

Abuse	A form of maltreatment of an adult. Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults.
ADASS Association of Directors of Adult Social Services in England	Their aim is to further the interests of those who need social care services.
CCG Clinical Commissioning Group	Clinical Commissioning Groups were created following the Health and Social Care Act in 2012, and replaced Primary Care Trusts on 1 April 2013. They are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area.
CQC Care Quality Commission	Their aim is to ensure that health and social care services provide people with safe, effective, compassionate, high-quality care and to encourage care services to improve.
CSP Community Safety Partnership	The purpose of the CSP is to bring together the responsible authorities, supported by other relevant organisations, to fulfil their statutory responsibilities to work together.
CSSG Children's Safeguarding Strategy Groups	
DASM Designated Adult Safeguarding Manager	A Designated Adult Safeguarding Manager (DASM) is responsible for the management and oversight of individual complex cases and coordination where allegations are made or concerns are raised about a person, whether an employee, volunteer or student, paid or unpaid.
DoLS Deprivation of Liberty Safeguards	The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. These safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.
LA Local Authority	A local authority is an organisation that is officially responsible for all public services and facilities in circumstances, creating a range of responses for people who have experienced harm and abuse, so that they feel more empowered and their lives are improved.
LAR Learning and Review	A sub-group of the NYSAB. The LAR will be the new name of the LIG from April 2019.



LIG Learning and Improvement Group	A sub-group of the NYSAB. The role of this group is to promote a culture of continuous learning across the Board, ensuring that there are lasting improvements to the services. This group also oversees the Safeguarding Adults Reviews (SARs) on behalf of the Board.
LPS Liberty Protection Safeguards	In July 2018, the government published a Mental Capacity (Amendment) Bill which will see DoLS replaced by Liberty Protection Safeguards (LPS). This passed into law in May 2019. Under LPS, there will be a streamlined process to authorise deprivations of liberty. Read more here: Liberty Protection Safeguards
LSAG Local Safeguarding Adults Group	At local level across the County the lead safeguarding representative for each partner agency and within each organisation meets quarterly to ensure information is received from the Board on practice, delivery, lessons learned and active discussion takes place to resolve local issues and informs the Board of progress made locally to meet the strategic objectives.
LSCB Local Safeguarding Children's Board	Local Safeguarding Children's Boards (LSCBs) are statutory bodies established in each local authority area under Section 14 of the Children Act 2004. The purpose of LSCBs is: a) to coordinate what is done by each person or body represented on the Board for the purposes of safeguarding and promoting the welfare of children in the area; and b) to ensure the effectiveness of what is done by each such person or body for those purposes.
LSP Local Safeguarding Partnership	From October 2019 North Yorkshire plan to merge the CSSGs, LSAGs and CSPs to form new Local Safeguarding Partnerships.
MCA Mental Capacity Act	The MCA has been in force since 2007 and applies to England and Wales. The primary purpose of the MCA is to promote and safeguard decision making within a legal framework. Read more here: Mental Capacity Act
MSP Making Safeguarding Personal	Person centred responses to safeguarding.
NHS National Health Service	The National Health Service (NHS) is a publicly funded national healthcare system for England and one of the four National Health Services for each constituent country of the United Kingdom.
NHSE National Health Service England	NHS England leads the National Health Service (NHS) in England.
NYCC North Yorkshire County Council	The local authority who is a statutory partner of the NYSAB.

NYSAB North Yorkshire Safeguarding Adults Board	See 'SAB'.
NYSCB North Yorkshire Safeguarding Children's Board	See 'LSCB'.
NYP North Yorkshire Police	A statutory partner of the NYSAB.
PDTG Practice Development and Training Group	A sub-group of the NYSAB. The role of this group is to ensure the development of safeguarding practice and to promote the improvements to practice across all partner organisations in North Yorkshire.
PQI Performance and Quality Improvement	A sub-group of the NYSAB. The PQI will be the new name of the QAP group from April 2019.
QAP Quality and Performance	A sub-group of the NYSAB. The role of this group is to develop safeguarding data for presentation at the Board. The group considers the data and how this can be used to support the Board in making improvements.
SAB Safeguarding Adults Board	The main objective of the SAB is to improve local safeguarding arrangements to ensure partners act to help and protect adults experiencing, or at risk of neglect and abuse.
SAR Safeguarding Adults Review	SABs must arrange a Safeguarding Adult Review when an adult dies as a result of abuse or neglect, known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult. Or if an adult has not died but the SAB suspects that the adult has experienced serious abuse.
SCIE Social Care Institute for Excellence	Leading improvement support agency and an independent charity working with adults', families' and children's care and support services across the UK.
Self-Neglect	This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.
S.42 Enquiry Section 42 Enquiry	The Care Act (Section 42) requires that each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.



Contact details:

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