



# North Yorkshire Safeguarding Adults Board

## North Yorkshire Safeguarding Adults Board

Annual Report  
2019/2020



*Making safeguarding everybody's business in North Yorkshire*





# Contents

|  |    |
|--|----|
| Message from the Chair                                     | 02 |
| Introduction to the Annual Report                          | 04 |
| Our Strategic Vision and Outcomes                          | 05 |
| Strategic Priorities 2019/20                               | 06 |
|  |    |
| Our Partners   |    |
| The work of the NYSAB                                      | 08 |
| • Joint Board Day  | 09 |
| • Development Day  | 09 |
| • Year in Numbers  | 10 |
| • Sub Groups   | 11 |
| Communications and Engagement                              | 13 |
|  |    |
| Local Safeguarding Partnerships                            | 16 |
| Safeguarding Week and Conference                           | 17 |
| Strategic Partners   |    |
| Partner Statements   | 18 |
| • North Yorkshire County Council Health and Adult Services | 18 |
| • NHS Clinical Commissioning Groups                        | 20 |
| • North Yorkshire Police                                   | 25 |
| Safeguarding Adults Reviews                                | 27 |
| Priorities 2020/21   | 29 |
| Attendance Record  | 30 |
| Financial Record   | 31 |

# Message from the Chair

I am very pleased to welcome you to the Annual Report for the North Yorkshire Safeguarding Adults Board (NYSAB) for 2019/20.

As ever, 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 Partnerships (LSPs) 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.

We publish this report during the COVID 19 pandemic; an extraordinary time for the country, and one that is leaving many people feeling more vulnerable and isolated than ever. As a safeguarding adults board it is our responsibility to ensure that those who are most at risk across North Yorkshire are protected from harm, abuse and neglect and that they are supported through these trying times.

It is inevitable that individuals, communities, organisations and services will continue to be impacted by COVID-19 for some time.

I want to give assurance that the SAB, both as a whole, and, through individual agencies, is continuing to work hard to keep people safe whether this be in health services, social care, emergency services, care settings, local communities or within peoples' own homes. We're also working together to minimise service disruption where we can.

The way we respond to and recover from coronavirus will inform a great deal of our work both as a Board and as individual agencies moving forward into the new normal.

Although the pandemic is a current focus for the Board, we have carried out and achieved a great deal in the last 12 months. This report covers the time period April 2019-March 2020 only.

October 2019, saw the introduction of the new multi-agency safeguarding procedures for safeguarding adults. The new procedures moved from a seven to four stage model which helps put the wishes of people at risk at the very centre of safeguarding enquiries, simplifying the process and making safeguarding personal.

In June 2019, we launched our new website <http://www.safeguardingadults.co.uk> which is full of useful information, videos and animations. This is another way we will be communicating with the public and professionals to support safeguarding work across North Yorkshire.

We have co-produced safeguarding materials throughout the year not least the easy read Keeping Safe Guides which were developed and created with the North Yorkshire Learning Disability Partnership Board (NYLDPB) Self-Advocates, Inclusion North and Key Ring. The guides have been a great success and a huge thank-you is given to all those involved.

Also, in June 2019, we marked Safeguarding Awareness Week by holding lots of local events across the county and a large conference in Harrogate for over 300 frontline safeguarding professionals. Health, social care, police, third sector and a range of other agencies who work in North Yorkshire and York took part in a day that was exciting, informative, inspiring, moving and challenging.

Events such as these serve as a reminder of 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 Partnership and Community Safety Partnership.

One change in our governance committee structure has been the dis-establishment of our Communications and Engagement sub-group and in its place a joint strategy and 12-month Calendar of Activity are being developed across the three Partnerships to strengthen our communication and engagement in both our overarching priorities and the work of each Partnership.

We have undertaken a Safeguarding Adults Review (SAR) in the 2019/20 period and a non-statutory SAR (formerly Lessons Learned Review). We have also commissioned a SAR that will be completed within the coming months and the findings of this will be published in our 2020/21 Annual Report.

In ending, I would like to give thanks to those who continue to work tirelessly to keep individuals and our communities safe. Each one of you is making a massive difference.

Thank you.



**Dr Sue Proctor**  
**Independent Chair**  
**NYSAB**



# Introduction to the Annual Report

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

This report sets out the strategic vision, outcomes and a summary of our priorities.

It gives information on internal governance 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 the introduction of the New Adult Safeguarding Procedures, our work around joint communications and engagement as well as the work of our sub-groups and Local Safeguarding Partnerships (LSPs).

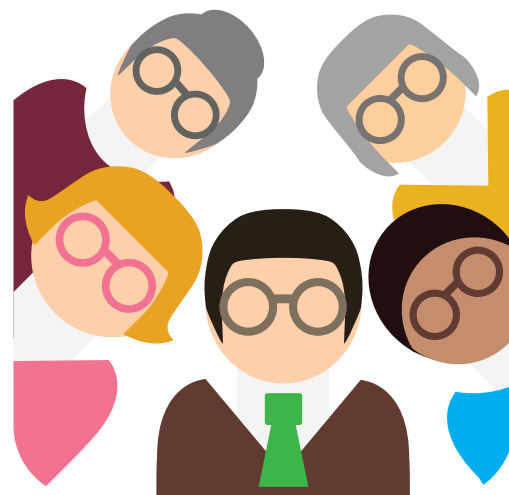
Statements from our statutory partners outline what has been achieved and, in some cases, where there needs to be further work.

Also included is our work on learning and reviewing safeguarding practice and standards including information on Safeguarding Adults Reviews (SARs) and the data we have collected throughout 2019/20.

Our 2020/21 strategic priorities are listed to set out what we aim to achieve in the coming year.

## 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 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 Priorities

## 2019/20

### 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 of safeguarding
- Support Healthwatch to seek 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 Making Safeguarding Personal:

- Deliver confident and competent practice that is responsive, and in which the principles of 'Making Safeguarding Personal' 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 (now deferred by national government to 2021/22)
- Review and monitor any action and improvement plans that result from any identified safeguarding issues from Learning Disability Mortality Reviews.

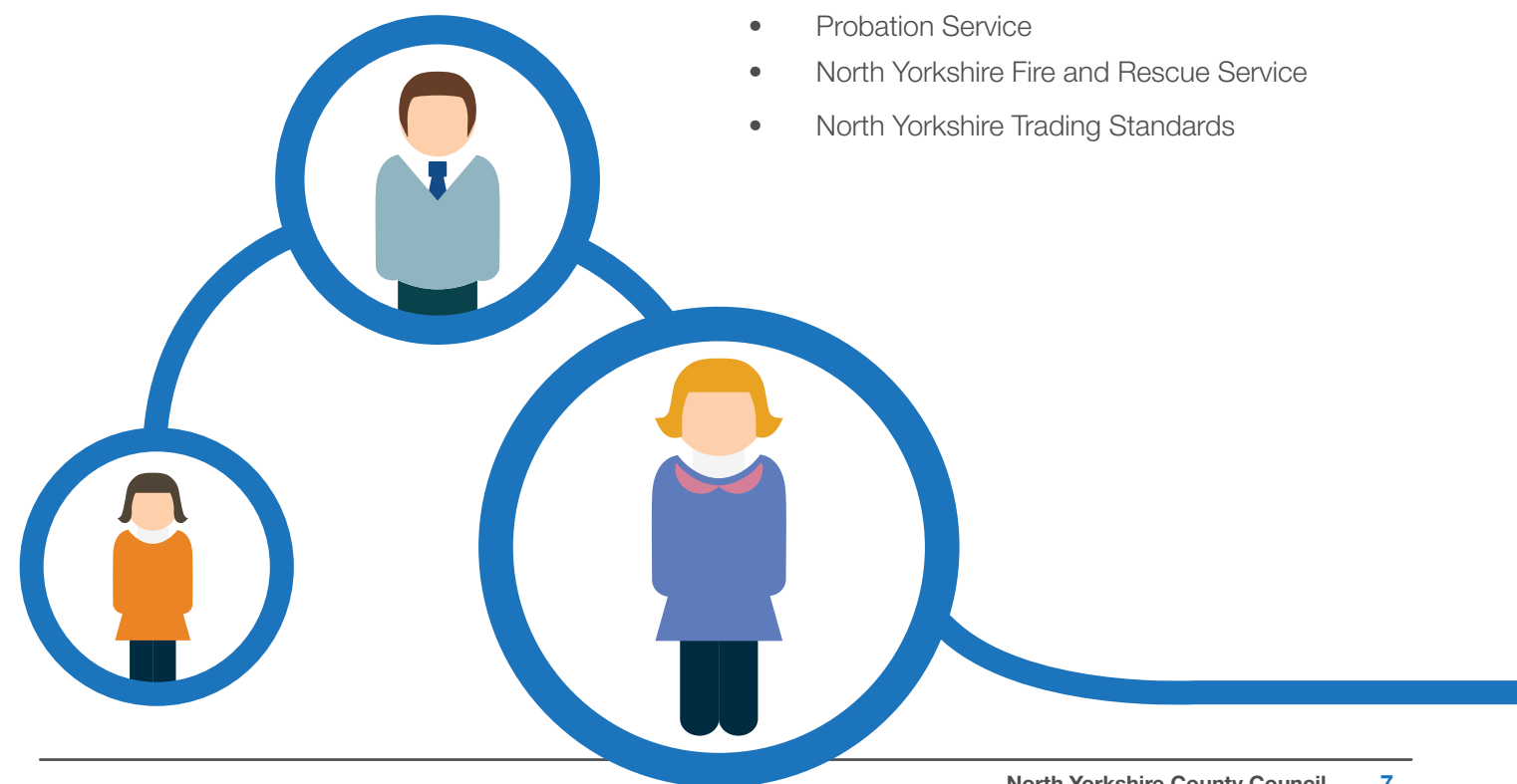
### Understand and assess the impact of changes in the strategic context within which the Board operates:

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

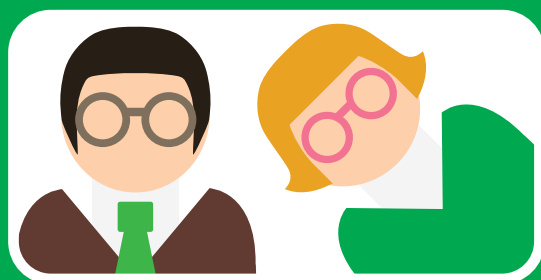
- Exiting the EU
- NHS 10-year plan
- Budgetary Pressures
- Changes to the Safeguarding Children's Partnership working arrangements
- The impact of Covid 19 and progress towards recovery

### Our partners:

- North Yorkshire County Council
- North Yorkshire Police
- North Yorkshire NHS Clinical Commissioning Group
- Airedale, Wharfedale and Craven NHS Clinical Commissioning Group
- Harrogate and District NHS Foundation Trust
- Tees Esk and Wear Valleys NHS Foundation Trust
- South Tees Hospitals NHS Foundation Trust
- Airedale NHS Foundation Trust
- Humber NHS Foundation Trust
- York Teaching Hospitals NHS Foundation Trust
- Richmondshire District Council
- Hambleton District Council
- Selby District Council
- Ryedale District Council
- Craven District Council
- Scarborough Borough Council
- Harrogate Borough Council
- Independent Care Group
- Healthwatch North Yorkshire
- Community First Yorkshire
- Probation Service
- North Yorkshire Fire and Rescue Service
- North Yorkshire Trading Standards



# The work of the North Yorkshire Safeguarding Adults Board and its Sub Groups 2019/20



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 is a summary of the work the Board and subgroups have carried out and are looking to carry out in the future.

## Safeguarding Adults Board and Safeguarding Children's Partnership Joint Development Day June 2019

On the 12th June 2019, the North Yorkshire Safeguarding Adult Board (NYSAB) and North Yorkshire Safeguarding Children Partnership (NYSCP) met jointly for the first time as two strategic partnerships. This gave both partnerships the opportunity to come together to look at where we can work together to encourage a

'think family' approach for the North Yorkshire community and we were also joined by the Community Safety Partnership (CSP).

The day involved a number of round table discussions between partners on how we can work better together and support individuals and families across all age groups. It was agreed that the following areas should be developed between the two partnerships:

- A joint communication and engagement strategy
- Joint awareness raising and training on modern slavery
- Joint delivery of Safeguarding Week
- Continue to strengthen work between all three partnerships around domestic abuse
- Develop shared narrative and language around exploitation
- Further consideration of how we can work better in a digital age
- All partnerships would like to work more closely with City of York

We will work together to develop a joint values statement on what is important to us as partnerships and how we will work together to keep people safe across North Yorkshire.

## Development Day 2019

In November 2019, the Board held its annual development day. It was agreed that this year the Board would focus on support for people with learning disabilities that would help to identify priorities for the Board to consider as part of its setting of priorities for 2020/21.

The Board were joined by Sam Suttar and Christopher Porter from the Learning Disability Partnership Board who supported partners in their discussions. Sam and Christopher noted that the LDPB have requested that the two most important areas for NYSAB to focus on are the sharing of the new easy read guides to keeping safe and to work with the LDPB to develop alternative information formats, such as videos. Secondly, to develop training, both for professionals and the public which is co-delivered by people with learning disabilities and autism.

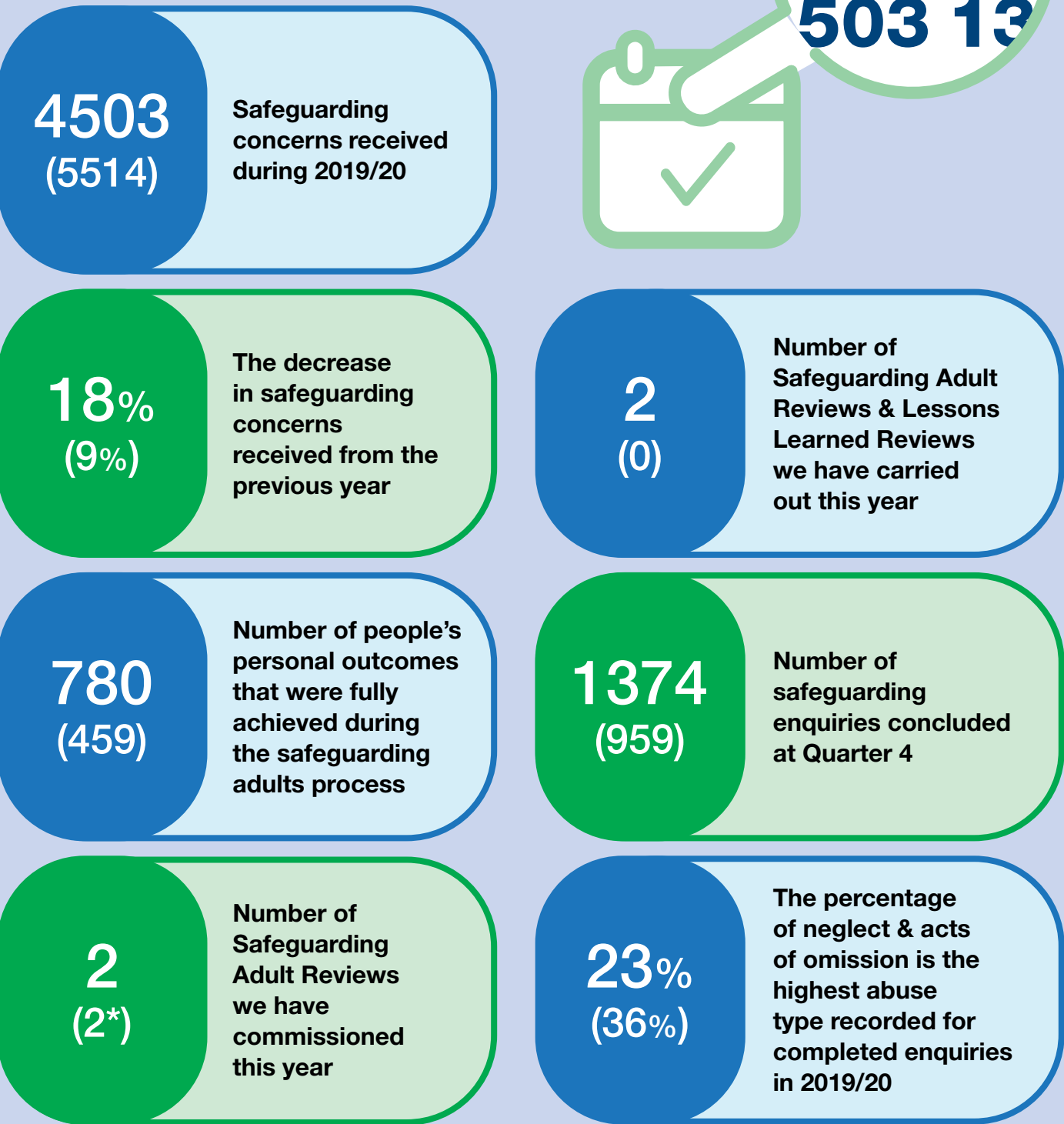
Across all of the conversations during the development day, the reoccurring themes were the sharing of information; availability of training which is inclusive and accessible both for professionals and individuals with a learning disability and/or autism and their families and carers; better engagement and communication; accessible information and communication methods as standard; identifying local trends and developing targeted work plans around this.

The Board is already starting to work on some of these themes, including the development of a joint partnership communication and engagement strategy which will include a 12-month calendar of activity both with adults and children across the County, including those with a learning disability and/or autism. The easy read guides to keeping safe have now been published and received a positive response. They are currently being developed into an audio version, and other formats are being considered.

The SAB website will have a full review over the next six months and partners will be invited to contribute to the development of materials in different formats, including easy read, video, BSL, audio and podcasts, working towards a fully accessible website with information for all. Going forward this will include Easy Read SAB minutes and an Easy Read Annual Report, together with a video introduction to the report.

# Year in Numbers

The year at a glance 2019-20



# Policies, Practice, Development and Legislation Subgroup (PPDL)

The group has supported the following:

**Implementation of New Joint Multi-Agency Safeguarding Adults Policy and Procedures**, across the county on 1st October 2019. For Health and Adult Services this meant a review and update of our electronic recording system. Health and Adult services has Operational Guidance for HAS staff to follow. There are 2299 members of staff in Health and Adult Services who will follow this Operational Guidance.

**Masterclasses** were delivered across the county to 187 delegates which included partners and organisations prior to launch. Feedback demonstrated that there is a desire for additional training to be provided by the Board and that this type of delivery will work successfully.

**Review of training was undertaken:** Training for levels 3 and 4 safeguarding, were reviewed to reflect the new policy and procedures, and was delivered to all local authority staff, in preparation for the launch of the new procedures. Briefing notes were produced for other organisations about how to report a concern and the new role of the Safeguarding Concerns Manager.

**Guidance on the development of safeguarding adults policies and procedures** has been produced for smaller organisations to use. The guidance is for organisations which come into contact with adults at risk through the course of their work (including those which provide health and social care and support) It provides recommended content and a suggested structure for a safeguarding policy and procedure.

Available here: <https://safeguardingadults.co.uk/wp-content/uploads/2019/08/North-Yorks-Guidance-on-developing-safeguarding-policies.pdf>

Safeguarding Adults Decision Support Guidance has been approved for use across the independent care providers following a pilot. The Safeguarding Decision Support Guidance will assist providers in identifying situations that may occur whilst carrying out a regulated service/activity which relates to a quality assurance issue, that requires notification to the Quality and Market Improvement Team via completion of the Risk Notification Return; or this may be within an unregulated activity such as day support service. Health partners are involved in a review of this document.

Risk Notification Return form is available here: <https://www.northyorks.gov.uk/safeguarding-vulnerable-adults>

A Safeguarding Review has been undertaken and staff report that they feel that the procedures are more person centred and proportionate for the person by ensuring that the person is supported with decision making and supported to achieve their outcomes, in keeping with Making Safeguarding Personal (MSP).

Persons in a Position of Trust (PiPot): New guidance has been written for responding to concerns about Persons in a Position of Trust (PiPot), where a concern relates to someone's personal life, but may impact upon their job role, if they work with adults with care and support needs. A task and finish group included work with multi-agency partners including, health and police working with the local authority.



### City of York & North Yorkshire Self Neglect Practice Guidance

The City of York and North Yorkshire Self Neglect document outlines Practice Guidance for dealing with issues and concerns and of self-neglect in relation to adults with care and support needs. It is designed for professionals and the North Yorkshire community who may be worried about an adult who may be self-neglecting. It includes lots of useful information on understanding self-neglect, how to support and communicate with someone who might be self-neglecting and what to do if you think someone's life may be at risk.

The guidance can be downloaded here and includes a presentation that professionals can use with their teams: <https://safeguardingadults.co.uk/working-with-adults/nysab-procedures/>

A Training Needs Analysis was undertaken with partner organisations who work with people with care and support needs. Thirteen organisations took part in this by completing a survey which included questions to help identify how many staff are in certain roles within organisations, what subjects people like to see covered on a

training programme and whether organisations would be prepared to open up any of their internal courses to other organisations.

This also helped to identify what barriers were in place to stop people accessing NYSAB training courses and how these issues may be overcome. The Training Needs Analysis identified a number of findings including that consistent practice is needed as a number of larger partner organisations were delivering their own courses, the desire for more e-learning courses and how training and awareness could be delivered in different forms. It was agreed that the Training Needs Analysis should be carried out annually to identify multi-agency training requirements.

An audit process has been developed to formalise the way in which the NYSAB subgroups consider issues for audits and was presented to the subgroups. The process identifies different routes where audits may be identified and the channels through which they will be approved and completed.

Terms of reference have been reviewed and updated by the group.

## Learning and Review Subgroup

The main areas of focus for the learning and review group this year has been to update the Safeguarding Adults Review (SAR) Policy and processes to make sure that we undertake our legal duties and also have a way of monitoring any of the recommendations made and hold our partners to account to make changes as recommended.

The Learning and Review Group develop and monitor the action plans for all statutory and non-statutory SAR's.

The group also looks at other processes that sit alongside SARs such as drug and alcohol related deaths, safeguarding investigations and serious untoward incidents and how these processes can be shared, understood and implemented to keep adults safe and learn to make improvements to services involved.

## Performance and Quality Improvement Subgroup (PQI)

Multi-agency partners report successful implementation of new Multi-Agency Safeguarding Adults Policy and Procedures. Feedback from partners highlights that safeguarding is more person centred and they feel that this supports the person, by asking the person how they would like the safeguarding concern to be responded to and to support the person to identify and achieve their outcomes. For example, to help the person "feel safer." This is in line with Making Safeguarding Personal (MSP). The PQI groups monitors and reviews the data by undertaking audits, which identify whether the safeguarding procedures are being followed correctly and identify areas for learning, which will improve practice.

The Quality and Market Improvement Team are responsible for all aspects of adult social care contracting on behalf of Health and Adult Services. When a concern is received about a care provider they will form a decision whether contract compliance action is required to ensure a safe and appropriate quality of service is

maintained, this may include the decision to suspend further placements made by HAS.

The Quality and Market Improvement Team attend the sub group meetings and provide information regarding the new Risk Notification Return process which was introduced for providers to use to report a notification to the team. The Risk Notification Returns are about issues which are quality assurance.

All partner organisations including the Police and Health are also members of the PQI subgroup and provide information and data which relates to safeguarding, which is monitored by the North Yorkshire Safeguarding Adults Board.

The NYSAB produces a report which contains data about safeguarding adults. This report has been highlighted as example of good practice by the Yorkshire and Humber Association of Directors of Adult Social Services following their review. The group has updated its Terms of Reference and the new reporting template is working well for all partners.

## Communications & Engagement

Over the last 12 months we have taken steps to strengthen the way we communicate and engage not only with partners and professional but the people who use our services as well as the general public.

The communications and engagement sub-group was dis-established in March 2020 and in its place, representatives from the NYSAB, Safeguarding Children's Partnership (NYSCP) and Community

Safety Partnership (NYCSP) will develop a Joint Communications and Engagement Strategy and a 12-month Calendar of Activity, taking into account the priorities of the partnerships.



## Website

We launched our website in June 2019

([www.safeguardingadults.co.uk](http://www.safeguardingadults.co.uk)) The website provides information for partners and professionals as well as adults with care and support needs

## Twitter

At time of publication our Twitter account has almost 800 followers.

Twitter has become a great platform for sharing key messages and information with both the public and professionals.

We monitor our account on a daily basis and interact with our followers to ensure we can link people to the information and guidance they need, make people aware of the disruption to services or just share good news stories. It is also a great way to promote our website and direct people to all of the guidance and information they need to keep themselves and others safe.

Since the COVID pandemic began and people have relied on social media to stay connected, we have realised just how important using our social media is. Just as important is our commitment to share information in an accessible way. We try to use a visual representation in our posts as well as sharing messages in a plain English format.

Social media will continue to be a big part of our communication and engagement work and we will always look at ways we

can use it to it is most effective in safeguarding adults.

## Easy Read Board minutes

In March 2020, we produced our first set of easy read NYSAB minutes. They have received excellent feedback from partners, professionals and in particular from the North Yorkshire Learning Disability Partnership Board (NYLDPB) Self-Advocates. We plan to make the quarterly NYSAB minutes available in an easy read format as part of our commitment to produce accessible information.

## Keeping Safe Guides

It is important that everyone has the information they need to be safe and feel safe. It is also a legal requirement under the Accessible Information Standard that people with a disability have information they can understand.

That is why the NYSAB the Safeguarding Adults Board worked with the North Yorkshire Learning Disability Partnership Board and Inclusion North to write some easy read books about 'Keeping Safe'.

Self-advocates with a learning disability helped us think about the important issues people need to know how to stay safe. Working with Inclusion North and KeyRing, self-advocates decided on the best words and images to help people understand what to do.

Together we have made three Keeping Safe books which you can download from our website

<https://safeguardingadults.co.uk/keeping-safe/easy-read-guides/>

## Future work

In our commitment to create a community approach to safeguarding and following feedback from the NYSAB development day, we will undertake an engagement project to ask the people of North Yorkshire what they want to hear from us, how they want to hear from us and what they want us to hear from them.

We want to ensure that we are not only sharing information with people that they want but also in a way that they want. The engagement work will also look at discussing the setting up of Peer Review groups as well as developing more qualitative ways of gauging feedback from those who have been through the safeguarding process.

We will also be listening to people as to how they want us to feedback to them to ensure we as a Board and individual partners are accountable for our actions to create a culture of openness and transparency.

With this feedback we will review our existing suite of communication tools and also look at how we further strengthen our engagement with the people of North Yorkshire. We want to ensure that how we communicate and engage is effective in safeguarding adults.

## Partnerships and Networks

NYSAB works with a number of local Strategic Boards and Partnerships:

- North Yorkshire Safeguarding Children's Partnership
- 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 across North Yorkshire. NYSAB works in partnership with them to identify and implement agreed collaborative initiatives.



## Strategic Partners

This year we welcomed North Yorkshire Fire and Rescue Service as a strategic partner of the NYSAB

In December 2019, Dave Winspear, Group Manager, Head of Prevention and Protection, gave a presentation to the Board on how the service and the board partners can work more closely together

The NYFRS undertook a fundamental review and the main areas of focus were:

- Prevention – this work looked at mitigating and reducing risks. How to improve staff training and how to educate staff to recognise abuse and neglect and understand safeguarding and vulnerability. The review should be completed by April 2020. There are plans to talk to managers to embed the learning with fire crews.

- Protection – this work looked at buildings, including non-domestic premises and focused on social housing, particularly communal areas which are covered by different legislation. Hoarding is also an issue which can disguise other health and social care issues, and presents a risk which would involve partner agencies.

NYFRS expressed that they would like to work more closely with other agencies particularly around process and referrals. Hannah Oakley, Safeguarding Officer for the NYFRS explained the current referral system and the training available for NYFRS staff. It is difficult for fire crews to detect safeguarding issues, abuse or neglect and where there are concerns a referral is put through to the Safeguarding Officer.

# Local Safeguarding Partnerships (LSPs)

Local Safeguarding Partnerships are local safeguarding meetings where partners come together across Children, Adult and Community Safety services to raise awareness of safeguarding in the local area and respond to local need. The groups identify learning needs, share good practice and deliver the local priorities within the Board and Partnership's business plans.

The groups have launched and now run on a quarterly basis, in the following areas noted below:

- **Harrogate & Craven** - The police delivered a presentation to the group about County Lines and Cuckooing.
- **County Lines** is where illegal drugs are transported from one area to another, often across police and local authority boundaries (although not exclusively), usually by children or vulnerable people who are coerced into it by gangs. The 'County Line' is the mobile phone line used to take the orders of drugs. Importing areas (areas where the drugs are taken to) are reporting increased levels of violence and weapons-related crimes as a result of this trend.
- **Cuckooing** is a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for county lines drug trafficking.
- **The Harrogate and Craven Partnership** have improved information sharing between partner organisations. This has been incorporated in to the local action plan. Accessing safeguarding training for frontline staff in organisations was also identified as an issue and is now being addressed.

- **Scarborough, Whitby & Ryedale** - The group has looked at what is working well and not working well and their findings were included in an action plan. The group also identified they needed to raise awareness about County Lines and Cuckooing and the police delivered a presentation; highlighting vulnerabilities for children, young people and adults by Organised Crime Groups across this rural county area.
- **Hambleton & Richmondshire** - The group focused on a different case study to be shared at each LSP meeting to identify best practice and/or any lessons learned; to help strengthen partnership working and areas of good practice for learning. Their local plan includes raising awareness about mental health issues for children, young people and adults.
- **Selby** - The changes introduced to the LSP in this area has widened the attendance at the group but also enhanced information sharing across all agencies. For example, the issues being raised in schools may not only affect children but also impact upon the wider community. The issue that was raised before lockdown was around the geographical basis of where people lived and the services they were entitled to. This can be difficult for practitioners to navigate their way round as they may live in a different local authority area yet use services within their local area.

All local areas have received the new Joint Multi-Agency Safeguarding Adults Policy and Procedures and have implemented these locally and are following these within their partnerships

# Safeguarding Week 2019

North Yorkshire and City of York Adults and Children Safeguarding Boards, together with the Community Safety Partnerships, held a series of events across North Yorkshire and the City of York between 24th-28th June 2019 on the theme of "Safeguarding is Everybody's Business".

The week consisted of a range of locally organised public-facing events and a major Conference for health and social care professionals from across the County, held in Harrogate on 25th June. The conference brought together 350 professionals to take part in a number of workshops covering the following areas:

- Child Criminal Exploitation and County Lines
- Domestic Homicide Reviews
- Modern Slavery
- Suicide Prevention
- Harmful Sexual Behaviour
- Self-Neglect

There were also two keynote speakers:

**Clive Ruggles** - Clive Ruggles is an academic, an Emeritus Professor at the University of Leicester. Clive's life was transformed in 2016 when his younger daughter Alice was killed by an obsessive ex-boyfriend following an intensive campaign of stalking. Together with his wife Sue, the rest of his family and some of Alice's closest friends, Clive has set up the Alice Ruggles Trust (<https://www.alicerugglestrust.org>) to try to help prevent what happened to Alice happening to others. The Trust aims to raise awareness of coercive control and stalking and their dangers, to ensure that relevant legislation is effective and adhered to, and to bring about lasting change in order to protect victims.

**ECPAT UK** - ECPAT UK (<https://www.ecpat.org>) is the UK national representative of ECPAT International, a global network of 80 children's rights organisations in 74 countries. Since 1994, ECPAT UK's targeted and focused campaigns and activities have been successful in improving child protection, including the introduction of new UK legislation and the ratification of relevant international conventions, and in raising awareness about child trafficking, exploitation and the abuse of children by British sex offenders at home and abroad.

## Locality Updates

In addition, during the week a number of local events for the public took place, including:

- Members of the Hambleton & Richmondshire local safeguarding adults group held a roadshow on Thursday 27th June 2019 to raise awareness of safeguarding and in particular modern slavery and exploitation.
- Representatives from both Adult and Children's services and as well as colleagues from Trading Standards, Citizens Advice Bureau, North Yorkshire Police and North Yorkshire Fire and Rescue, Foundation UK, who work in partnership to deliver a broad range of innovative and professional services for those who are homeless or at risk of homelessness
- District Councils and NHS services took part in raising awareness throughout the week
- Safeguarding information was shared with the public and communities of North Yorkshire promoting the message 'Safeguarding is everybody's business'
- The Cheshire Anti-Stalking and Harassment Team gave a presentation and discussion in Scarborough Council Chambers
- Hope for Justice, Modern Slavery Training also took place in Scarborough for professionals
- Local 'Loan Shark Teams' were on hand to offer advice to people around financial scams and fraud in Scarborough
- The Community Impact Team who work with local communities to provide multi-agency resources and expertise to resolve cross cutting issues from Scarborough, Whitby and Ryedale also hosted engagement events at local supermarkets throughout the locality to raise awareness

All events were well attended and received with some really positive feedback.

Across the county it is estimated that the events reached well over 1000 members of the public reaching people of all ages.

# Partner Statements

## North Yorkshire County Council – Health and Adult Services

### Awareness and Empowerment

#### Key Achievements

- Completion and successful launch of new Joint Multi-Agency Safeguarding Adults Policy and Procedures across Health and Adult Services for 1st October 2019, to support Making Safeguarding Personal (MSP)
- Working in partnership to plan and deliver local events during Safeguarding Week to raise awareness within local communities.
- A Mental Capacity Act audit was undertaken to identify actions so support implementation of Liberty Protection Safeguards.
- Delivered workshops to HAS Enquiry Officers and Safeguarding Coordinators on a range of topics to support the implementation of the new Operational Guidance, including domestic abuse and DASH risk assessment, MSP, Mental Capacity Act and safeguarding ‘other’ enquiries.
- Attendance at User Forums and Partnership Boards.

#### Prevention

- Working in partnership with City of York Council to develop and complete guidance and procedures to manage the risk of Self-Neglect. Planning for implementation in North Yorkshire has commenced.
- Planning for the Post Implementation Review (PIR), has taken place to ensure that the Safeguarding Policy and Procedures have been implemented successfully within Health and Adult Services.
- Review of training was undertaken: Training for levels 3 and 4, were reviewed to reflect the new policy and procedures, and was delivered to all local authority staff, in preparation for the launch of the new procedures. Briefing notes were produced for other organisations about how to report a concern and the new role of the Safeguarding Concerns Manager. Safeguarding competencies for training are also being reviewed.

#### Protection and Proportionality

- Safeguarding Adults Decision Support Guidance has been approved and implemented for use across the independent care provides following a successful pilot. Health partners raised some issues with this and are now involved in a review of this document.
- This ensures that service quality and safeguarding issues are raised through the appropriate route.
- A Safeguarding Review has been undertaken and staff report that they feel that the procedures are more person centred and proportionate for the person by ensuring that the person is supported with decision making and supported to achieve their outcomes, in keeping with Making Safeguarding Personal.

#### Partnership Effectiveness and Accountability

- Launch of new Joint Multi-Agency Safeguarding Adults Policy and Procedures across Health and Adult Services for 1st October 2019.
- Working in partnership to plan and deliver local events during Safeguarding Week.
- Joint working with safeguarding and Community Safety Partnership staff within North Yorkshire County Council, City of York and the Yorkshire and Humber Region, to share and implement good practice.
- Persons in a Position of Trust (PiPot): New guidance has been written for responding to concerns about Persons in a Position of Trust (PiPot) A task and finish group included work with multi-agency partners including, health and police working with the local authority.
- Providing feedback regarding the Regional ADASS MSP Audit tool, which is being developed for use across the region.





# North Yorkshire & York NHS Clinical Commissioning Groups (CCGs)

## Awareness and Empowerment

- GP Safeguarding leads network meetings are well attended and offer additional safeguarding training and support for the dedicated safeguarding practice leads in each GP surgery.
- The well-established Health Partnership Group operates as valued peer support and an effective mechanism for disseminating and discussing local and national safeguarding issues and sharing best practice. A forum for adult supervision has now been added.
- The CCG were key partners in the development and roll out of the Health and Adult Services Operational Guidance and participated in the NYSAB Development Day.
- The CCG safeguarding team have delivered training to 631 Primary Care staff on Modern Slavery, County Lines and Criminal Exploitation, learning from statutory reviews, Domestic Abuse and Multi-Agency Risk Assessment Conference (MARAC), learning from LeDeR, Prevent and the Mental Capacity (amendment) Act.
- Level 3 safeguarding adults initial training has been delivered to Practice Nurses for the first time. Additional training has been delivered to administrative staff on safeguarding awareness and management of safeguarding information in GP practice.
- The safeguarding team contributed to arrangements for Safeguarding week in June and Modern Slavery week in October. GP practices participated in raising awareness of financial abuse.

## Prevention

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:

- Audits of both the Multi-Agency Public Protection Arrangements (MAPPA) and Multi-Agency Risk Assessment Conference (MARAC) processes have been completed highlighting that both processes are well embedded within Primary Care. Primary care guidance for the management of information sharing requests for MARAC has also been developed and disseminated.
- Full engagement in the Prevent agenda
- Assessing vulnerability for adults at risk who 'Did Not Attend' health appointments
- Raising awareness of Modern Slavery & Human Trafficking, and County Lines
- Engagement with and dissemination of the Self Neglect Practice Guidance.
- Completion and dissemination of the Pressure Ulcer Guidance
- Engagement with and dissemination of the Managing Concerns around People in Positions of Trust Policy.
- Learning into action from LeDeR reviews.

## Protection and Proportionality

- 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 safeguarding officers who have been involved in 110 cases in 2019-2020, with the locality teams across the North Yorkshire region. There has been a decrease of 20 cases on the numbers from 2018-2019. The reduction is considered to be as a result of the implementation of the revised NY SAB policy and procedures in October 2019.
- The main categories of abuse in cases with CCG involvement have been neglect or self-neglect (51 cases) and physical abuse (33 cases). The safeguarding team continue to offer support and advice to practitioners in respect of actions required for potential safeguarding concerns. The number of calls for advice and support has continued to increase as awareness of adult safeguarding has developed. The safeguarding team work closely with health colleagues providing safeguarding advice and risk-management support where required for patients in receipt of Continuing Healthcare Funding.
- The number of quality assurance visits completed with partners in NYCC to independent care providers has seen an increase from 27 to 31. 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 CCG quality and safeguarding teams have delivered support and training to care organisations as part of improvement programmes alongside colleagues from the Care Quality Commission and Local Authorities as a proportionate response to ensure the safety of residents.





Partnership Effectiveness and Accountability

- Scarborough & Ryedale CCG has been the host for the safeguarding team on behalf of the four North Yorkshire and York CCGs. The consultation process has been completed merging three of the CCGs into one new North Yorkshire CCG from April 2020 and will continue to host the safeguarding team for North Yorkshire CCG and Vale of York CCG.
- The new Named Nurse for Primary Care commenced in post June 2019 strengthening existing safeguarding arrangements and more recently a new Specialist Nurse for Primary Care has also been recruited.
- A joint Safeguarding Accountability & Assurance Framework was published in August 2019 by NHS England and NHS Improvement providing a strengthened commitment by the NHS to promoting the safety, protection and welfare of children, young people and adults at risk.
- All GP practices have had the opportunity to register for and complete the electronic NHS E Safeguarding self-assessment tool providing assurance of compliance with safeguarding arrangements. In 2020/21 the team will offer support to individual practices that have not yet commenced the self-assessment tool.
- Local delivery of the Learning Disability Mortality Review Programme (LeDeR) has been maintained following successful bids for funding to continue the role of the Specialist Nurse, to recruit two reviewers and to progress Learning into Action from completed reviews.
- The NY CCG Chief Nurse is the executive member of the NY SAB and the CCG Designated Professionals and Nurse Consultant and Named Nurse for Primary Care have played active roles in NY SAB and all its subgroups.
- Progress (year 2 of 3) has been made against all areas of the CCG Safeguarding Adults Strategy with most domains achieving completion.
- The team has now joined with children's colleagues to strengthen a regional approach to safeguarding with designated professionals across the Humber, Coast and Vale Health and Care Partnership. The newly formed group has been successful in gaining funding to host a safeguarding conference across the network in 2020/21.



Airedale, Wharfedale and Craven NHS Clinical Commissioning Group (CCG)

Awareness and Empowerment

Key Achievements

- We have delivered our revised face-to-face safeguarding training, tailored to the needs of CCG staff roles.
- Our Named Doctors have delivered face to face training to GPs and Practice Safeguarding leads.
- We have supported an increased number of people with complex health needs to use Personal Health Budget (PHB) and take charge of arranging their own healthcare, around their individual circumstances.

Areas for development

- We will need to adapt our approaches to staff training and patient / public engagement in light of the COVID 19 pandemic.

Prevention

Key Achievements

- The CCG has adopted a revised tool to assess the impact of service changes in relation to safeguarding adults.
- We have delivered level 3 PREVENT training about exploitation and violent extremism to our staff and GPs.
- Our managers have supported staff through proactive enquiry about domestic abuse as part of routine return to work interviews following staff sickness.
- We have continued to work with partners to develop our 'Happy, Healthy at Home' plan for the future of health and care in Bradford District and Craven.

Areas for development

- We will need to assess the safeguarding impact of the health system COVID 19 response and review how we can contribute to the prevention of abuse and neglect within our different ways of working.



Protection and Proportionality

Key Achievements

- We have run a series of ‘MCA and consent Masterclass’ sessions for staff across the health system in support of the Making Safeguarding Personal agenda.
- Our safeguarding team have provided domestic abuse information and support to testing centres as part of our COVID19 response.

Areas for development

- Planning for the implementation of the new ‘Liberty Protection Safeguards’ which will help make sure we balance protecting peoples’ rights with need for care and support.

Partnership Effectiveness and Accountability

Key Achievements

- We have used our safeguarding and quality systems to monitor how well our providers are doing in protecting people from abuse and neglect and provided regular written assurance reports to our Governing Bodies.
- Working with our Named Safeguarding GPs, we have developed a safeguarding assurance tool for primary care.
- The CCG agreed an increase in resource to the safeguarding team, including a Specialist Practitioner to support primary care and a new dedicated MCA lead post.
- Our Health Safeguarding Adults group has provided leadership and mutual support to safeguarding adults leads across the health system.

Areas for development

- Implementing and evaluating the safeguarding assurance tool for primary care and recruiting to the Specialist Practitioner and MCA lead post.



North Yorkshire Police

Awareness and Empowerment

Key Achievements

- All new officers received a week Safeguarding training delivered by Safeguarding experts and operational leads.
- Making Safeguarding personal is promoted and explained in training and procedures.
- 1022 officers have been trained in our current Mental Health training package.
- Promotion of Multi-Agency Tasking and Coordination (MATAC), making victims aware of services available to manage perpetrators
- The Missing from Home team have worked with adult care homes and families to develop knowledge of the Herbert Protocol.

Areas for development

- NYP Safeguarding Champions program – frontline police supervisors’ attachments to Safeguarding teams to develop understanding and experience.
- Future development involving direct training input to non-frontline NYP staff regarding the early identification of vulnerability and adult safeguarding concerns.

Prevention

Key Achievements

- 320 Domestic Violence Disclosures, help to empower and prevent future victims of domestic abuse.
- Over 290 Domestic Violence Prevention Orders applied for at court, protecting victims who have experienced violence
- 71% of domestic abuse perpetrators adopted by MATAC have reduced their offending
- Proactive Polygraph, although voluntary will assist in the early identification of risk which supports safeguarding of adults and children

Areas for development

- Analyse and research of Domestic Abuse prevention and early interventions to assess learning and success.



Protection and Proportionality

Key Achievements

- Development of the Banking Protocol supports older people who are at risk of fraud and is a scheme in which high street banks contact police if fraud is suspected.
- The adoption of crimes against Sex Workers as a hate crime.
- Proactive visits to sex workers who are identified as being vulnerable resulting in positive outcomes and national recognition for the media campaign.
- Polygraph Implementation

Areas for development

- Promotion of the NYP Adult at Risk Action Plan with internal colleagues and our partners.

Partnership Effectiveness and Accountability

Key Achievements

- Actively involved in the development of the Multi Agency Sexual Violence Strategic group.
- Chair the Multi Agency Sex Worker Professional group promoting rights and ensuring timely access to the right services
- Multi-Agency Risk Assessment Conference (MARAC) and Multi-Agency Tasking and Coordination (MATAC) engagement continue allowing victims to be heard, agencies to share information and challenge offender behaviour

MARAC is a multi-agency risk assessment conference, which are held locally with the intention of helping high risk victims of domestic abuse. These confidential meetings are attended by domestic abuse specialists, police, children’s social services, health and other relevant agencies all sit around the same table. They talk about the victim, the family and perpetrator, and share information with a view to formulate written plans to reduce the risk of harm and provide support for the victim.

MATAC is a multi-agency tasking and coordination pathway that focuses on changing the behaviour in serial perpetrators of domestic abuse, who cause the most harm.

Areas for development

- Preferred future development of an adult safeguarding Multi-Agency Safeguarding Hub (MASH).
- The development of multi-agency safeguarding Hubs co-located with partners.
- The identification of prevention and early intervention opportunities at a single multi-agency level.

You can find all non-statutory partner statements on our website <https://safeguardingadults.co.uk/partner-statements/>



# Safeguarding Adults Reviews and Lessons Learned Review

Section 44 of the Care Act states that we must carry out a Safeguarding Adults Review (SAR) if certain criteria are met. These are undertaken by an external independent individual with relevant expertise.

This is so that we can identify cases where an adult, with care and support needs, had died or been seriously harmed, and abuse or neglect is suspected. The aim is not to apportion blame to any individual or organisation. It is to seek to identify learning and make improvements. We then hold agencies to account to deliver on these actions. In the past 12 months, the NYSAB have carried out one SAR. We worked in partnership with two other SAB’s on a second SAR. We also completed a lessons learned review.

In addition, we have commissioned two further SARs. These will be completed within the coming months and the findings will be published in the NYSAB 2020/21 Annual Report.

SAR ‘Ilan’

This review looks at the actions of the agencies involved in supporting ‘Ilan’ a gentleman who died in 2017 after taking his own life. The review looked specifically at the multi-agency response to Ilan’s needs in the period prior to his death. We thank Ilan’s family for their help with this review during this difficult time for them.

The report makes a number of recommendations to the individual agencies involved and the NYSAB as a whole, all of which are accepted by the NYSAB in full. As agreed with his family, the pseudonym of ‘Ilan’ was used for this review.

Now that the SAR has been completed, the Learning and Review Group are monitoring the action plan which sets out 7 recommendations to be taken forward by the organisations involved in Ilan’s life as well as the NYSAB as a whole. One year after the report was published the NYSAB will publish an update which sets out what those organisations have done in response to the recommendations made.

SAR ‘Mr K’

We supported Kirklees SAB with Leeds SAB to undertake a review concerning Mr K, a gentleman with a learning disability who sadly died. The review was carried out using methodology used for Learning Disability Mortality Reviews (LeDeR) which take place when a person with a learning disability dies.

The review found a number of areas of good practice of those who supported Mr K throughout his life. No abuse or neglect was identified. In contrast, the review identified positive partnership working in caring for Mr K and noted the dedication of those in North Yorkshire who worked with him.

Further information about the review and its findings can be found on the Kirklees Safeguarding Adults Board website at the following link: <https://www.kirklees.gov.uk/beta/adult-social-care-providers/pdf/learning-from-a-recent-review.pdf>

Lessons Learned Review Mrs S

When the criteria for a Safeguarding Adults Review is not met, the SAB can opt to conduct a different review, known as a ‘lessons learned’ review. This follows a rigorous process and is conducted by an independent individual with relevant expertise.

Two independent Reviews were commissioned by the NYSAB North Yorkshire Safeguarding Adults Board regarding the care experience of Mrs S, who sadly died in June 2018

The first of these, followed a number of safeguarding alerts and complaints raised by one of Mrs S’ daughters between 2013-2017 regarding her mother’s care in a nursing home.

To assure the Safeguarding Adults Board of the quality of care received by Mrs S and that any multi-agency lessons are identified and acted upon, a second independent case review which evaluated the care and treatment of Mrs S in the final weeks of her life was also conducted.

The Learning and Review Group are monitoring the action plan for these reviews which sets out the recommendations for the organisations involved in Mrs S’ care and treatment. A report will be published later in 2020 which sets out what action has been taken by each of the organisations.

All of the completed reviews can be read in full on our website: <https://safeguardingadults.co.uk/learning-research/nysab-learning/>

Strategic Priorities 2020/21

At the NYSAB meeting in March 2020 it was agreed that due to the impact the corononavirus pandemic was having on the delivery of strategic work, that the NYSAB should reconsider what its priorities should be in the 2020/21

The pandemic impacted and delayed the work of the NYSAB, as evidenced in the Board Delivery Plan and although many of the actions relating to the priorities were carried out, these priorities will now take on a different relevance due to the work around Covid.

It was agreed that the Board would keep the same priorities as 2019/20, with the inclusion of how response & recovery from Covid will form part of the Board's work over the 2020/21 period.



# Attendance Record

| Organisation  | Designation  | June 2019 | September 2019 | December 2019 | March 2020 |
|---|--|-----------|----------------|---------------|------------|
| North Yorkshire County Council  | Independent Chair                                  | Y         | Y              | Y             | Y          |
|   | Corporate Director of Health and Adult Services    | Y         | Y              | Y             | N          |
|   | Assistant Director                                 | Y         | Y              | Y             | Y          |
|   | Director of Public Health                          | N         | N              | Y             | N          |
|   | Public Health Consultant                           | Y         | Y              | -             | Y          |
| North Yorkshire Police  | Deputy Chief Constable / Assistant Chief Constable | Y         | Y              | Y             | Y          |
| NHS Clinical Commissioning Groups (CCGs)                                      | Designated Professional for                        | Y         | Y              | Y             | Y          |
| Airedale, Wharfedale, Craven CCG  |  | N         | Y              | Y             | Y          |
| Harrogate District Foundation Trust (on behalf of Acute and Community Trusts) |  | N         | N              | Y             | N          |
| 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             | N          |
| Healthwatch   |  | Y         | Y              | N             | Y          |
| Independent Care Group  |  | Y         | N              | N             | N          |
| Legal Advisor to the Board  |  | N         | Y              | Y             | N          |
| Probation Service   |  |           |                |               | Y          |
| Trading Standards   |  |           |                | Y             | N          |
| North Yorkshire Fire and Rescue Service                                       |  |           |                | Y             | 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 2019/20                 |          |
|--------------------------------|----------|
| North Yorkshire County Council | £147,574 |
| North Yorkshire Police         | £37,000  |
| North Yorkshire CCGs           | 37,000   |
| Total                          | £221,574 |

| Expenditure 2019/20        |             |
|----------------------------|-------------|
| Independent Chair          | £14,222.55  |
| Staffing                   | £191,744    |
| Supplies and Services      | £4,548      |
| Safeguarding Adults Review | £6,194.29   |
| Total                      | £216,708.84 |

These figures include funding for the post of Policy Implementation Officer to prepare for implementation of the revised Multi-Agency Safeguarding Policies and Procedures.



# Contact details:

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Web: [www.safeguardingadults.co.uk](http://www.safeguardingadults.co.uk)



*Making safeguarding everybody's business in North Yorkshire*

## Contact us

**North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD**

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm  
(closed weekends and bank holidays). Tel: **01609 780 780**

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If you would like this information in another language or format please ask us.

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