



**North Yorkshire**  
Safeguarding Adults Board

# North Yorkshire Safeguarding Adults Board

**Annual Report  
2022-2023**



*Making safeguarding everybody's  
business in North Yorkshire*





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# Message from the Chair

I am very pleased to welcome you to the Annual Report for the North Yorkshire Safeguarding Adults Board (NYSAB) for 2022-23.

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 last challenging year.

Thanks are also due to those colleagues who attend and support the work of the Local Safeguarding Partnerships (LSPs) and the subgroups. Without the commitment there would be little chance of addressing the wide ranging and complex safeguarding issues that involve adults at risk. There are more details within the body of this report.

Over the past 12 months the country has continued to recover from Covid-19 pandemic and also the 'cost of living' crisis. These factors have challenged many of us as individuals, communities and as service providers. Partners have worked together more closely than ever before. We will ensure we reflect on the lessons we have learnt over the past year and how these inform the future work of the Board and its partners.

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 difficult times. I want to give assurance that the NYSAB, both as a whole and through individual agencies, have continued to work hard to keep people safe whether this be in health services, social care, emergency services, care settings, local communities or within their own homes. We do have statutory duties that we must carry out and whilst the response to and recovery from Covid-19 has inevitably taken priority, safeguarding does not stop, and work has continued throughout the year.

The level of work and commitment from partners, from frontline workers to volunteers, unpaid family carers, and those within our communities has been breathtaking and I wish to express my sincere thanks and gratitude for the extraordinary work that has been carried out.

In June 2022, we marked Safeguarding Week by holding another awareness campaign, holding over 50 sessions with 3572 in attendance. This year we worked to extend the range of topics being covered and also opened out the majority of sessions to the public. Feedback on the quality and relevance of the sessions is very positive. Safeguarding Week resulted in a 93% increase in social media engagement which is significant in raising the profile of the Board. The success of Safeguarding Week is dependent on the active engagement of staff from across our partners, so thank you all for your participation! I would like to thank everybody involved in the planning and organisation of the Safeguarding Week events for making them so impactful and such a success.

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 - particularly through our joint engagement and communication work which you can read about in the report. We have also worked with the NYSCP to undertake a Safeguarding Adults Review (SAR) which was published earlier this year. There are more details within the body of this report.

This last year saw many structural changes within partner organisations. The creation of the North Yorkshire Council and restructuring of services was a major change and



partners worked hard to ensure their focus on safeguarding was strong despite the massive organisational changes. The NHS also underwent organisational changes with the dissolution of the Clinical Commissioning Groups and creation of the Humber and North Yorkshire Integrated Care Board and West Yorkshire Integrated Care Board. We are building strong with new partners and consolidating those with existing partners too.

We also had the opportunity to review our work and areas of development as well as look ahead to prepare for wider changes. Our strategic priorities for 2022 - 23 reflected these areas. They built on the work that has already been carried out by the Board and how we wish to progress over the next year.

The priorities focus on our commitment to raise awareness and create a community approach to safeguarding and how we meaningfully involve people who use our services in this work, on seeking assurance from partners for the implementation of policy and procedures, working closely with other partnerships and responding to changes and reviews both locally and nationally.

The events of the last couple of years have been unprecedented and incredibly difficult for many, and although our day-to-day lives are getting back to normal there will be many changes to the way we live and work and there will be challenges which we will have to face. The ongoing conflict in Ukraine continues to cause distress and upheaval for many families forced from their homes and now seeking refuge in other countries including the UK. In North Yorkshire work continues to support people as they come into the county - and the NYSAB will continue to work alongside our partners and communities to ensure people are welcomed and safe.

whether it is offering food, shelter, protection, or their own homes – people have come together to demonstrate the very best of humanity.

We continue to experience a great deal of change and uncertainty but remain committed to the safety and wellbeing of adults across the county.

Therefore, in ending, I want to express my heartfelt thanks to everyone who continues to do their utmost to protect adults at risk from harm and neglect.

You continue to make a massive difference to peoples' lives.

Thank you



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



# Introduction to the Annual Report

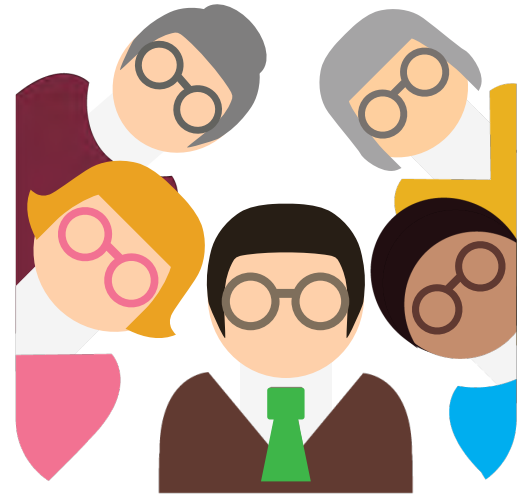
## Welcome to the Annual Report for the North Yorkshire Safeguarding Adults Board.

This report sets out the strategic vision, outcomes and a summary of our priorities. It showcases how partners have delivered against the priorities both as individual organisations and also together as a multi-agency partnership.

Over the past year the Board has continued to carry out its work and statutory duties and, along with its partners, worked to deliver its strategic priorities – and examples of this work and activity can be found in this report.

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 2022-23.

We also look ahead to 2023 - 24 and set out what we aim to achieve over the next year to continue with and build on the work of the Board.



## 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**

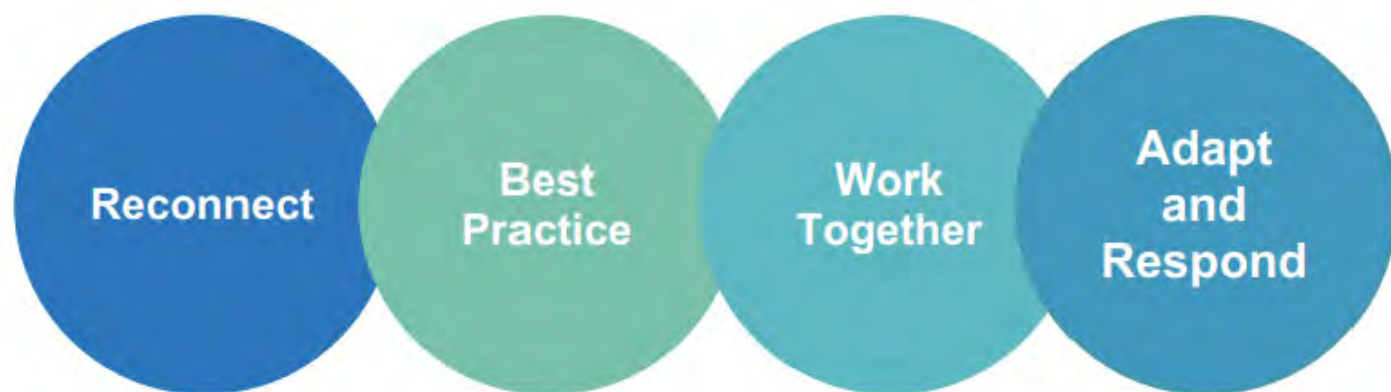
We provide support and help for those adults who are vulnerable and most at risk of harm  
We respond to identified risks and intervene as necessary to protect from harm or manage risks

## **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 2022 – 2023



## Priority 1 - Reconnect with communities in North Yorkshire

### Why?

To ensure the people in North Yorkshire understand what safeguarding is, recognise the signs of abuse and neglect and know how to report it.

We want to give the people of North Yorkshire a voice and the opportunity to feedback to the Board to help us improve and develop our services to help keep adults at risk safe.

### How?

We will work together to develop ways to prevent abuse and neglect.

We will continue to raise awareness about safeguarding through our campaigns and activities to help people understand their role in keeping themselves and others safe – **safeguarding is everybody's business.**

We will continue to co-produce accessible resources with the North Yorkshire Learning Disability Partnership Board (NY LDPB) to provide people with the information and tools they need to take action to prevent abuse and neglect.

We will work closely with Healthwatch to engage with people across North Yorkshire to hear their views.

There is also a commitment to making the Local Safeguarding Partnerships more effective and to have a stronger connection to the Board. This will help to raise awareness, engage with people in the communities and take action in each area of North Yorkshire.





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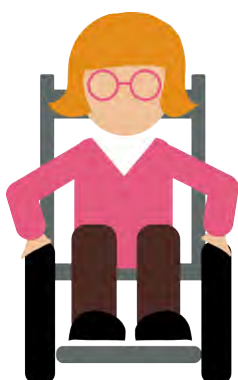
## Priority 2 - Have safeguarding policies and procedures that are in line with best practice

### Why?

To make sure we meet the needs of adults at risk of abuse, harm and neglect across North Yorkshire now and in the future.

### How?

- We will ask partners to tell us how they use the policies and procedures to keep adults at risk safe.
- We will review our policies and procedures regularly to make sure they are effective and will change and update them when needed.
- We will develop new policies and procedures to keep people safe and make sure these are in line with best practice.
- We will share existing and new policies and procedures widely and publish on our website so they are available for all.
- We will make sure the work we have done is working and is making a difference.



## Find out more

You can find our current policies and procedures on our website at: [safeguardingadults.co.uk/NYSAB-procedures](https://safeguardingadults.co.uk/NYSAB-procedures)



## Priority 3 - Work together effectively with partners and organisations

### Why?

To have a strong joined up way of working to prevent abuse, harm and neglect. To make sure people and organisations are doing the things they said they would to prevent abuse.

### How?

- We will strengthen our links and joint partnership working with the North Yorkshire Safeguarding Children Partnership (NYSACP) and North Yorkshire Community Safety Partnership (NYCSP), and focus on topics such as modern slavery and suicide prevention.
- We will carry out safeguarding adult reviews where appropriate.
- We will identify and share learning with partners from our review.
- We will ensure our partners and organisations have carried out their actions from reviews and can show the Board how they have done this.
- We will collect and review better and qualitative safeguarding data and share information. This will help identify themes and trends and help to monitor, plan for and respond to any risks.
- We will review substance misuse services to identify how effective these services are for adults at risk in North Yorkshire.
- We will review the recent safeguarding adult review recommendation around housing from the ['Anne' SAR](#) and look at how we can work together and keep safe those people who are homeless.



## Priority 4 - Adapt and respond to changes affecting how we safeguard adults in North Yorkshire

### Why?

As well as changes that happen locally and regionally there are also national changes which affect the way we safeguard adults that the Board needs to adapt and respond to.

### How?

- We will share local and national learning from COVID. This will help with the future planning around safeguarding, particularly in relation to inequalities.
- We will learn from other organisations and partnerships across the region and country. We will also invite other organisations and authorities to review our work.
- We will ensure that partners are aware of the effect the Mental Health Act Review will have on the way they work, how we safeguard adults and what this means for the people of North Yorkshire.
- We will improve the links between the Learning Disability Mortality Review (LeDeR) process and NYSAB to make sure that any learning from the reviews into those people with learning disabilities is understood and that any actions are carried out.
- We will identify changes and take action as a result of the changes within the NHS, including the Integrated Care Systems (ICS).
- We will make plans for any changes that take place as a result of 'The New Council' in North Yorkshire.



# Our partners:

- North Yorkshire County Council\*
- North Yorkshire Police
- NHS Humber and North Yorkshire Integrated Care Board (ICB)
- NHS West Yorkshire Integrated Care Board (ICB)
- 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 and Scarborough Teaching Hospitals NHS Foundation Trust
- Richmonshire 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

\* From 1st April 2023 the 8 councils across North Yorkshire formed the new unitary authority of North Yorkshire Council

## The work of the North Yorkshire Safeguarding Adults Board and its Subgroups 2022-23

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 subgroups to assist in its role, each with their own responsibility and each helping to deliver the statutory duties – including the Board's four strategic priorities.



# Priority 1 - Reconnect

## Local Safeguarding Partnerships (LSPs)

Local Safeguarding Partnerships are local safeguarding meetings where partners come together. Professionals are based in Children, adult and Community Safety services and aim 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 Partnerships business plans.

### Hambleton and Richmondshire

The Hambleton and Richmondshire Local Safeguarding Partnership has been well-attended by a wide range of both statutory and non-statutory partner agencies in 2022-23.

A task and finish group formed from this forum prepared community reaching events to support Safeguarding Week in June 2022 focusing on homelessness, substance misuse, mental health, suicide prevention, postvention and bereavement support.

Group members have provided quarterly safeguarding updates on behalf of their agency and reported on safeguarding promotions; how they have supported national awareness days and partner agency campaigns through their communication and engagement frameworks.

Case studies and presentations have been shared in the forum with topics including:

- HeForShe campaign - HeForShe is an invitation for men and people of all genders to stand in solidarity with women to create a bold, visible and united force for gender equality;
- Violence Against Women and Girls (VAWG) campaign; there is more information about the VAWG strategy on page 26 of this report;
- Revised Victim Code 2020; and
- the THRIVE approach.

### Harrogate and Craven

Harrogate and Craven have held their LSP meetings on a regular basis. However, it feels like partners are not engaging to the same extent as they did prior to the COVID-19 pandemic and attendance at the meeting has been mixed.

There was good engagement with Safeguarding Week, especially in the Craven area with a focus on safeguarding across the generations.

We have used our speaker slot at the meetings to help with the partnership approach to the prevention of abuse. For example, a session highlighting the work of the new North Yorkshire Police Child Exploitation Team.

Meetings are used to share intelligence between partners about the current key safeguarding issues across ages.



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## Scarborough, Whitby and Ryedale

The Scarborough, Whitby and Ryedale Local Safeguarding Partnership has been attended by a wide range of both statutory and non-statutory partner agencies in 2022 - 23. Group members have provided regular safeguarding updates for their agency and reported on safeguarding promotions; how they have supported national awareness days and partner agency campaigns through their communications and engagement frameworks.

Case studies and presentations have been shared in the forum with topics including truancy, Violence Against Women and Girls (VAWG) campaign and the Children and Young People Mental Health Project.

## Selby

The Selby LSP has shaped an agenda to ensure that each meeting provides an overview of an ongoing partner initiative or upskilling on a specific subject. For example, we have had input from IDAS - a specialist charity in the North supporting people affected by domestic abuse and sexual violence - regarding their service.

Engagement from partners has generally been good. Some work is needed to develop membership. Healthwatch are invited to the meetings, and a Healthwatch volunteer attended a few meetings, but has since moved on.

Safeguarding Week remains a local priority. This year it was agreed that given the local case statistics, the focus topic would be domestic abuse. Partner engagement sessions in community centres were held, IDAS delivered online training sessions or local practitioners and referral pathways were promoted in the area.

As a local partnership we are regularly updating one another on referral pathways. We work to improve the quality of referrals and any knowledge or training gaps that have been identified.

Recent examples have been the sharing and training of the Police partner intelligence sharing form.

Each meeting we have a speaker from a local or county-wide service. We have

explored the topics of child exploitation, adult exploitation and domestic abuse.

Inputs have been received regarding county lines, child criminal exploitation, domestic abuse services (for both adults and children), and the VAWG strategy and action plan.

Horton Housing are regular attendees, and we have taken the opportunity to discuss, explore and try to understand the impact of these issues from the perspective of different communities, including the Gypsy, Roma and Traveller community.

As a partnership we have reviewed safeguarding referral data (trends and themes) to target our local discussions and work.

During every meeting, there is the opportunity for all partners to update on current service priorities, any local intelligence, and possible arising concerns across the community.

We have looked at the themes of safeguarding referrals for the area, in both children and adult services. We have shared information of relevant reviews, and the lessons that have come from them.

Through the sharing of service information and advising of the types of pressures each organisation is experiencing, we have been able to understand some of the wider context, sharing and developing knowledge with the aim of improving and linking practice.

The Board and Partnerships record quarterly updates to be presented at the LSPs on key topics and issues. These updates are published on the NYSAB website and are available to view here: [safeguardingadults.co.uk/lsp](https://safeguardingadults.co.uk/lsp)



## Safeguarding Week 2022

During the 20– 24 June, the North Yorkshire, City of York and East Riding Safeguarding Adults Boards, Safeguarding Children Partnerships and Community Safety Partnerships worked together to deliver an extensive programme of learning events, seminars and interactive sessions which all underpinned the theme - 'Safeguarding is everybody's business'.

Spurred on by the success of Safeguarding Week 2021 the safeguarding partners worked to extend the range of topics covered in the 2022 campaign. While a number of the sessions were open only to

professionals working in the safeguarding sector the majority of the sessions were also open to the public. The week-long programme of over 50 sessions catered for members of the public who wanted to learn more about safeguarding. Public-facing sessions raised awareness of key issues and provided insight into how every member of the public can play a key role in keeping themselves, their families and the wider community safe - reinforcing the message that

**Safeguarding is everybody's business.**



# NYSAB contribution



The NYSAB hosted three sessions during safeguarding week on key topics:

## Exploring multiple disadvantages: Homelessness, substance misuse and mental health (194 attendees)

Following the homelessness session hosted by the NYSAB in March 2022 - a panel of experts including Dr Joy Shacklock (Primary Care), Dr Stephen Findlay-Donaldson (TEWV), Dr Linda Harris (Spectrum CIC) and Joe Howard (National Probation Service) discussed the key points below in relation to exploring multiple disadvantages and the link between homelessness, substance misuse and mental health.

- **What is multiple disadvantage?**
- **Experiences of support services from the perspective of people with multiple disadvantage**
- **Principles of effective support for people experiencing multiple disadvantage**

In response to learning from recent safeguarding adult reviews, the panel were also asked to frame their session around the following - *What support is available for homeless people who transition from mental health and substance misuse services back into the community? How do we ensure that they are safeguarded?*

Speakers gave examples of services across the county including Community Accommodation Service (CAS3, the REACH project in Scarborough and the Harrogate Homeless project.

The panel also discussed stigma and the power of language.

**The session was the most attended across the campaign with 194 people in attendance.**

## Suicide Prevention and Mental Health – (169 attendees)

We hosted a session to focus on the link between suicide prevention and mental health in adults. The session also explored the different approaches in support from organisations and sectors particularly community support, holistic approaches and also more intensive / structured intervention & support.

A panel of experts presented on the following areas:

- Christina Cheney (Mental Health Team, Health & Adult Services, NYCC) - how we work towards suicide prevention at different parts of the spectrum – at the high risk and crisis end with the AMHP service, plus the full mental health teams work on supporting prevention, use of trauma-informed and holistic social approaches to support those at all stages of recovery and risk

- David Kerr (TEWV) – Community Mental Health Transformation (CMHT) Programme
- Liz Meade (Stronger Communities, NYCC) – CMHT and the role of the voluntary & community sector, co-production & prevention work
- Emma Cassie (TEWV) – suicide prevention strategy

**Recordings from the session can be found here: [safeguardingadults.co.uk/suicide-prevention](https://safeguardingadults.co.uk/suicide-prevention)**

## Suicide Prevention, Postvention & Bereavement Support – (105 attendees)

This session focused on suicide prevention, postvention and bereavement support. The aim of this session was to inform attendees about the support which is on offer and to have an honest conversation about the importance of bereavement support - where people can go for help.

A panel also discussed effective ways to build bereavement and postvention support into everyday practice, shared best practice and identified gaps. There was input from Public Health, commissioned services, statutory partners and community project leads.

Members of the panel delivered presentations on the following:

- Support After Suicide Partnership (National network)
- Major Incident Response Team (MIRT) and postvention,
- Herriot Hospice and Just B
- West Yorkshire Suicide Bereavement Service
- Yorkshire 'Speak Their Name' Quilt project

We were also joined by John who kindly shared with us his own experience of using the Just B service.

**Resources from the session can be found at [safeguardingadults.co.uk/suicide-prevention](https://safeguardingadults.co.uk/suicide-prevention)**

## Local activity

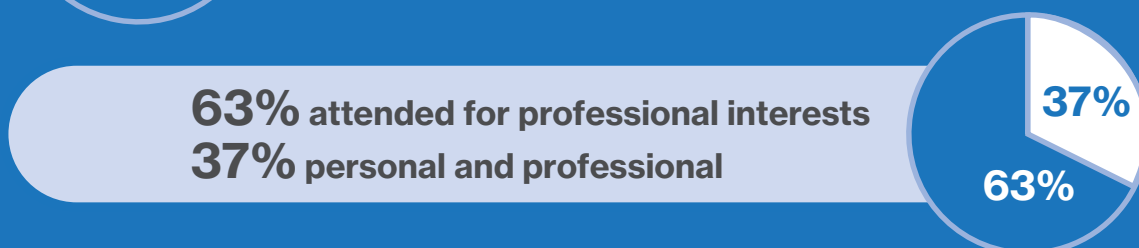
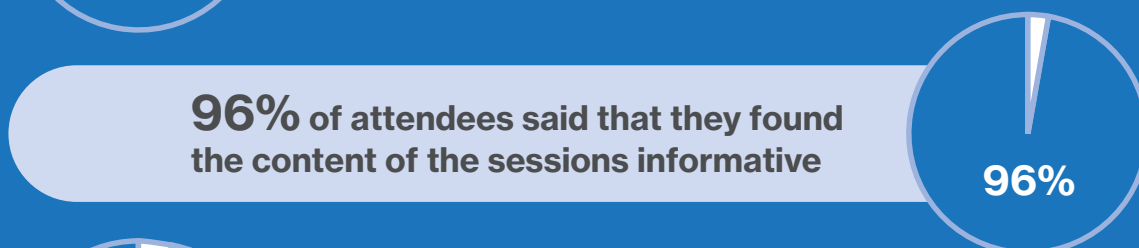
In addition to the online programme of events, lots of activity took place across the localities and within our partner organisations. You can read more about the Local Safeguarding Partnerships contribution in the report.

Safeguarding Week coincided with Learning Disability Week and as such the self-advocates from the North Yorkshire Learning Disability Partnership Board helped to raise awareness of the Keeping Safe guides, they co-produced with the NYSAB.





# Headlines



The Safeguarding Week campaign was a great success with many people getting involved with the activity and sharing the key messages and resources throughout the week

Thank you to all those who presented, organised and attended sessions and to all those who supported the campaign.



# Healthwatch – Update on Accessible Information Standard

## Making information more accessible

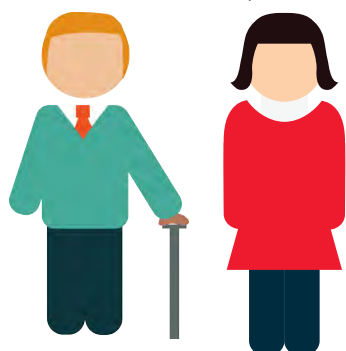
Sharing the views and experiences of people who need information in different formats.

Many people are not getting information from GPs, hospitals, dentists, care providers and others in formats that meet their needs.

Last year, Healthwatch North Yorkshire launched the accessible information report in partnership with Healthwatch York. The report shared the views and experiences of people who need information in different formats. It linked to the Accessible Information Standard ([explained by Mencap here](#)) – a legal requirement that health and care organisations ask people if they need information in a different format and then deliver on it.

### What did the report find?

It found that two thirds of our respondents had never been asked if they needed information in a different format. 59% had to rely on someone else to read information to them if it was sent in the wrong format. People said they were frustrated with the situation and felt their independence had been taken away.



### The impact of the report

- **York and Scarborough Teaching Hospitals NHS Trust** have undertaken work to implement improvements to its information provision. The Trust has put the implementation of the Accessible Information Standard as a key priority for the organisation over the next two years. The report is contributing to a project to update outpatient letters to produce letters in a person's preferred format automatically. For example, a new system for outpatient letters (**Synertec**) will automatically create large print, Easy Read and other versions based on a person's need.
- **Harrogate District NHS Foundation Trust** have agreed to put accessible information at the heart of their key priorities and confirmed that accessible information will be a priority in the Trust's new patient experience strategy.
- Healthwatch are working with the **Humber & North Yorkshire Health and Care Partnership** (the integrated care system) has committed to prioritising accessible information and we hope to work collaboratively together to make this happen. They have said their initial priority will be digital and website communication.

- 
- **Humber Teaching NHS Foundation Trust** has implemented a project to strengthen its support and guidance for teams on accessible information. The project brought together existing information with new resources to ensure teams have the best possible guidance when creating patient information and providing alternative formats and translation. There is also training on recording people's communications preferences and new information for staff on creating accessible information and material in other languages. At the June 2023 **Whitby and District Patient and Carer Experience Forum** the Trust gave a presentation updating on progress in regard to these actions.

## What are the next steps?

1. This work has brought together existing information with new resources to ensure NHS staff have the best possible guidance when creating patient information and providing alternative formats and translation. There is also training on recording people's communications preferences and new information for staff on creating accessible information and material in other languages.

2. The **North Yorkshire Safeguarding Adults Board** is challenging partners to improve provision of information in accessible formats, the **City of York Council's Health and Wellbeing Board** is doing the same and we are working with the integrated care system (**Humber & North Yorkshire Health and Care Partnership**) to ensure accessible information is a priority for them too.

- **The Director of Public Health Annual Report (2021 - 22)** for North Yorkshire included accessibility as a core feature of its communication recommendations.

In our commitment to accessibility and inclusion, the NYSAB supports the recommendations made in the report and will be working with Healthwatch to ensure that the recommendations in relation to accessibility inform and strengthen our engagement and communications strategy.

## Looking to the future and keeping you updated

Healthwatch want to work with GP practices So **let us know** if you are getting information from your GP practice in your preferred format, so we can work collaboratively with them to bring about progress.

**“The self-advocates at KeyRing North Yorkshire were really happy to see an easy read version of a hospital letter and were excited to know that Scarborough and York are keen to make these changes!”**

KeyRing North Yorkshire, an adult social care provider

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# Voluntary and Community Sector

## Community First Yorkshire – safeguarding communication and support



Community First Yorkshire is an independent charity, working to help improve the quality of life for people living and working in North Yorkshire by supporting VCSE organisations and community development and sustainability. The VCSE Support services are information and advice to voluntary and community groups, sustainable community development and community led planning, funded jointly by North Yorkshire Council and the NHS. This service provides advice and practical support, information, resources and training on good governance and safeguarding, support to recruit and manage volunteers and support for grant and other funding bids.

The number of VCSE organisations in North Yorkshire totals over 7,000, made up of around 3,500 charities and accredited organisations and over 4,000 informal groups.

***(Source: The Structure, Dynamics and Impact of the Voluntary, Community and Social Enterprise Sector – West Yorkshire and Humber Coast and Vale, 2021)***

To reach organisations across the county and cascade safeguarding policy and practice updates, share webinars and engagement in events and training, provided NYSAB, NYSCP and wider VCSE national providers, Community First Yorkshire uses a number of methods:

- a weekly VCSE e-news goes to around 4,000 contacts within voluntary and community groups and partner organisations, and each week safeguarding updates and links to new resources and documents are provided. This is an important vehicle for keeping the workforce informed
- a Facebook group for community building/village hall trustees providing opportunities to share advice and good practice on safeguarding and wider building safety
- Community Support Development Officers encourage groups to review their safeguarding policies and provide one-to-one support, including:
  - safeguarding policy advice, policy reviews and support to complete policy templates
  - talking through what safeguarding obligations an organisation has toward its services users, paid staff and volunteers, including facilitating training and awareness sessions for boards of trustees



- signposting to NYSAB and SCP, Community First Yorkshire resource and other resources and training
- advice and guidance on building hire agreements, inclusivity obligations on hirers and approaches the hirer takes to safeguarding, safeguarding and mental health awareness training

Peer-to-Peer Networks for Volunteer Managers and Village Hall Trustees are used to share safeguarding good practice, to discuss changes to be made and feed into the development of additional resources

Contact with organisations by Hambleton Community Action, which provides the VCSE voice at the NYSAB sub-groups and Community First Yorkshire, is part of the process for gathering views and issues to feed into the Board. Formal conversations take place at VCSE network meetings, and the quarterly North Yorkshire VCSE Leaders meeting is used to ask more detailed questions relevant to the work of the sub-groups and Board.

## Campaigns supported and delivered by the VCSE

Safeguarding Week (June 2022) activities included:

- the new VCSE checklist and resources guide
- launch of Be Aware – a knowledge hub designed to help prevent and tackle child exploitation in North Yorkshire
- Community Safety Partnerships with contact details to attend the extensive programme of learning events, seminars and interactive sessions – ‘Safeguarding is everybody’s business’
- a blog from one of our Community Support Service development officers, who takes you on a journey from strawberries to safeguarding. You can read ***'I'm Not Talking to you anymore Mr Blackbird'*** here: <https://www.communityfirstyorkshire.org.uk/blog/blackbirds-strawberries-and-safeguarding/>

Adult Safeguarding Week national theme of ***'Responding to Contemporary Safeguarding Challenges'***, was promoted in November, with links to resources and webinars. Community Building and Village Hall special network meeting with a focus on safeguarding was hosted as part of Village Halls Week

Post Covid-19 some volunteers stood down and there has been a change of paid staff and volunteers, requiring safeguarding inductions and refresher training, and Development Officers have signposted groups to the webinars as a core part of staff induction and training.



# Priority 2 – Best Practice

As part of the West Yorkshire, North Yorkshire and York consortium of Safeguarding Adults Boards the North Yorkshire Safeguarding Adults Board has agreed to purchase Tri-X which is an online platform for the Multi-Agency Safeguarding Adults Policy and Procedures.

There are a number of benefits to using Tri-X which include:

- automatic updates being applied as the law and practice changes; and
- the development of new guidance to support safeguarding people.

## SAR Policy

A core duty of safeguarding adult boards is to commission safeguarding adult reviews (SARs) for any cases which meet the criteria for these.

To ensure the NYSAB can conduct these SARs the process is underpinned by a SAR Policy.

The purpose of the policy is to outline the principles and definitions that support the commissioning and undertaking of SARs and to describe the statutory duties set out under Section 44 of the Care Act 2014.

To ensure the SAR policy is effective – it is routinely reviewed and recommendations for updates and amendments are informed by many areas such as:

- Feedback from family, relatives and carers
- Feedback from the individual
- Feedback from partner agencies and
- Learning from the SAR process

The documents will be hosted on Tri-X platform which is easy to use and will be accessible to everyone, including the members of the public and practitioners and it will be linked to the North Yorkshire Safeguarding Adults Board website.

There are links for professionals who are interested in continued professional development The launch is planned for May 2023.

You can access the Tri-X platform at <https://wynyy-northyorks.trixonline.co.uk>

An update on this will be provided in the next Annual Report.

In June 2022 the North Yorkshire Safeguarding Adults Board reviewed its Safeguarding Adults Review (SAR) policy to ensure it was in line with best practice.

The policy is available on the NYSAB website at <https://safeguardingadults.co.uk/sar-policy/> and is set out for ease of reading and reference. Over the next 12 months the learning and review group have identified the following areas for developing and strengthening:

- Further strengthen the guidance relating to engagement and involving families;
- Review and update the SAR procedure so that it reflects best practice for the SAR process;
- Develop a one-minute guide to SARs; and
- Implement the policy and procedure with colleagues and partners through engagement and learning sessions.





## Managing Allegations Against Staff and Persons in a Position of Trust: Podcast

The North Yorkshire Safeguarding Adults Board and North Yorkshire Safeguarding Children Partnership have joined forces to produce a podcast

In this episode – Allegations Against Staff and People in a Position of Trust (PiPoT) – we explore managing -allegations against staff and volunteers working with children and young people, the role of the Local Authority Designated Officer (LADO) and for those working within adult services we look at managing allegations against people in a position of trust

The podcast is available to listen to here:

[safeguardingadults.co.uk/pipot-podcast/](https://safeguardingadults.co.uk/pipot-podcast/)

A one-minute guide has also been produced, which is bite sized information:

[safeguardingadults.co.uk/pipot-omg/](https://safeguardingadults.co.uk/pipot-omg/)

## Self-neglect

The City of York and North Yorkshire Self Neglect Practice Guidance document has not been reviewed as scheduled and we have not managed to implement the use of Multi-Agency Self Neglect Meetings (MASM's) in North Yorkshire due to many changes and demands within different services.

In 2023/24 the self-neglect guidance will be updated jointly with the City of York, and we will be developing a self-neglect one minute guide.

There are further considerations and planning to be made before we can decide when and how MASM's will be implemented, but this is still on the NYSAB's work plan and progress will be regularly reviewed and monitored regularly.

## PERSON form

The new PERSON form jointly developed with City of York and North Yorkshire partners launched on 1 April 2023 and enables professionals visiting care homes to share good practice and raise concerns of quality if needed. It is hoped that this will have a positive impact by sharing information at a lower level of concern allowing earlier support to be offered to providers before harm has occurred - very much fitting with the prevention principle of adult safeguarding.

It encourages professionals to be reminded where opportunities may exist to challenge or celebrate the quality of care.

Once complete, the form can then be submitted to the North Yorkshire Council Quality & Service Continuity Team. Feedback will support the approach to early intervention and identify best practice across the provider market; this allows an integrated approach to prevention.

This form does not replace submitting a safeguarding form where there are safeguarding concerns.

The form is available here:

<https://online1.snapsurveys.com/interview/67a52844-872f-4838-9b27-80114c7164076>

and at Appendix A on page 45 of this report.



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## Quality, Service Development and Market Sustainability

**Quality** - Following the pilot of the integrated Quality Assurance and Improvement Team, bringing together staff from Health and Adult Services and York & North Yorkshire Health and Care Partnership, it has been agreed that this arrangement will continue. The Quality Team will be led by the Principal Nurse and Head of Quality & Service Continuity, at a strategic level, to ensure an integrated approach to supporting quality assurance and improvement is maintained. Reflecting the Quality Pathway, staff with appropriate and relevant skills and knowledge from the within the Quality Team will be deployed based on the level of risk identified, to support improvement activity. The pilot demonstrated the benefits of Health and Social Care staff working in an integrated way, which increased learning and knowledge across the staff team, provided a joined-up approach to support and training for providers and improved outcomes for the people in receipt of care and support.

The NYSAB continues to receive regular updates on the quality of the adult social care market including key themes from PAMMs assessments, Quality Visits and support interventions. Also, when provider failures have occurred rapid debriefs of lesson learned processes are completed and cross referenced with the Provider Closure Action Plan to ensure that we continue to improve our processes and support and training offers.

**Sustainability** - As is the case nationally, the social care sector in North Yorkshire is facing unprecedented challenge. In 2022/23, the ongoing impact of the pandemic; spiralling costs of living; major workforce challenges; pressures from the NHS; increased demand for services and reduced spending power for social care budgets all impacted adversely on market sustainability – and continue to do so. In North Yorkshire, these challenges are further exacerbated by the size and rurality of the county. Lower population density makes economies of scale difficult, resulting in higher per unit costs for service delivery. Furthermore, a high proportion of people self-fund their care, which makes it difficult for the Council to shape and influence the market

In 2022/23 we launched our new Approved Provider Lists (APL) for Residential and Nursing Care, Home Based Support, Community Based Support and Supported Living. This process updated the specification for care services and supported sustainability by involving providers submitting their rates up to October 2027. As a result of the new APL, and our targeted approach to growing the market, we have attracted a number of new domiciliary care providers into North Yorkshire which has helped to significantly reduce the number of unsourced packages of care. With regards to accommodation with care (residential or nursing care and supported living), there is a shortage of affordable placements for people with specialist or complex needs and the Council working closely with housing and care providers to co-design and develop services that meet the needs of people in North Yorkshire.





# Priority 3 – Working Together

## 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
- The Police, Fire & Crime Commissioner for North Yorkshire
- 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.

## Multi-agency audits

We have created and piloted a multi-agency audit tool and a range of different partner agencies meet as a working group to share information and review safeguarding cases and explore whether operational practice, procedures and case recording are in line with our Joint Multi-agency Policy and Procedures and the Care Act 2014. We identify strengths, best practice and innovative work, establish areas for improvement and learning and provide recommendations and agree actions to improve safeguarding practice.

The pilot was effective, so we are going to continue to meet and audit a range of different types of safeguarding concerns, so far, we have looked at domestic abuse and self-neglect cases.

The following agencies are core members of the audit working group:

- North Yorkshire Council Adult Social Care
- North Yorkshire Police
- South Tees Hospitals NHS Foundation Trust
- Humber and North Yorkshire Health and Care Partnership
- Tees Esk and Wear Valleys NHS Foundation Trust

Other partner agencies will be invited and contribute on a case-by-case basis depending on whether their services were involved in the selected case.



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## Performance and Quality Improvement

All partner agencies continue to provide data to the Performance and Quality Improvement (PQI) sub - group. The purpose of this group is to relevant key performance indicators. It ensures progress and seeks assurance of improvements in safeguarding practice or identifying areas for further exploration.

Each agency in attendance in responsible to co-ordinate their own single agency audits to feed into into the group for review; this ensures each agency is committed to monitoring their own performance in relation to safeguarding alongside contributing to a holistic picture in North Yorkshire that enables the group to identify themes and trends within the data.

Emerging themes or trends are duly examined and shared as appropriate to enable policy and practices to be reviewed and improved when necessary.

This year a multi - agency audit tool has been introduced, to support a more collaborative approach to audits.

## Learning and Improvement

The NYSAB is committed to a culture of continuous learning and improvement and aims to be proactive in seeking opportunities to review practice and outcomes.

The Learning and Review (LAR) sub- group monitors progress on a wide range of areas for learning and improvement.



## Drug and Alcohol Related Deaths (DARD)

The findings of the Drug and Alcohol Related Deaths (DARD) 5-year Review 2017 - 2021 were published and presented to the NYSAB this year.

The review looked at 472 deaths that occurred across the 5-year period where drugs and alcohol had been a factor in the person's life. The review cited alcohol as the most common drug in cause of deaths.

North Yorkshire Horizons continue to review deaths where the individual was known to the service in order to learn and develop the service. The service continues to develop its Naloxone offer, with a pilot amongst TEWW taking place as well as a peer to peer Naloxone scheme being co-produced with people with lived experience substance dependency. North Yorkshire Horizons have introduced the use of a Fibroscan which will assist with early detection of alcohol liver disease. They have also generated a health bulletin which is circulated with NYH which focusing on trends and issues identified through the DARD process. NYH have completed a focused piece of work looking at the barriers people face accessing and entering treatment as well as worked up a COPD focus group has been implemented to explore additional resources available for people with this illness.

The Health and Adult Services (HAS) Mortality Data sub-group was formed in early 2023 in order to bring together the drug and alcohol related deaths review process, adult social care deaths and those who are recorded as death by suicide to create an 'all deaths together' learning process.

The sub-group has already identified links between suicide and substance use, lack of access to Care Act assessments and support as well as the common theme of self-neglect. By completing deep dive reviews and analysis the group are forming recommendations to make system and service-wide changes to practice.

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## Section 44 Panel

The LAR is currently piloting a panel approach to assessing cases which may have multi agency learning, referred to as a Section 44 Panel Meeting. The panel is made up of representatives from relevant member agencies of NYSAB, who meet monthly. The aim is to provide a quick and easy referral route for professionals to refer cases which may need consideration for a safeguarding adult review (SAR) referral.

These can be discussed by members of the group who have access to each agencies' records and enables a quick recommendation to be made on whether a full SAR is required, or alternatively whether another form of single or multi agency review would be appropriate.

The panel enables to be tracked where it is felt more information will be required to make a full assessment. The LAR sub-group will decide in 2023-24 on the effectiveness of this pilot and whether it will become part of our ongoing safeguarding adult policy.

## Safeguarding Adult Reviews

The LAR sub-group continues to ensure that the Safeguarding Adult Review (SAR) policy remains fit for purpose and ensures any updates required are made in a timely manner.

It incorporates nationally recognised best practice, and facilitates an effective process for determining whether cases meet the criteria, and the selection of the most appropriate methodology to undertake the review.

The LAR sub-group continues to monitor progress against the implementation of recommendations from statutory SARs as well as monitoring single agency reviews and coordinating multi-agency learning from cases which did not meet formal SAR criteria.

## Provider Failure Action Plan

A provider failure action plan was developed by agencies to ensure the appropriate systems, processes and resources are in place to better support care homes when they are experiencing difficulties in providing safe care. It is the responsibility of the Learning and Review (LAR) sub-group to monitor the plan; seeking updates and assurances.

The approach aims to keep people safer and avoid care home closures where possible.

Significant progress has been made during 2022 - 23. A new closure policy has ensured smoother more coordinated closures for homes and an agreement on what "good" care looks like, alongside this there has been a significant advancement in monitoring for early signs of providers not meeting the threshold of what "good" looks like and this has led to improvements for residents.

New closures continue to be reviewed and monitored with a focus on group reflection and learning.

The published action plan is available at: [safeguardingadults.co.uk/review-lo-care-home](https://safeguardingadults.co.uk/review-lo-care-home)

## Continuous Learning

As part of the Board's ongoing commitment to continuous learning it has been identified that some themes of concern are emerging within the data which is shared with the NYSAB and its sub-groups and the analysis and findings from both statutory and non-mandatory reviews.

A mortality data group has been set up by Health and Adult Services (HAS) to analyse this and make recommendations.

The group looks at safeguarding cases where self-neglect has been an abuse type, and these cases will be thematically audited. The outcomes from these audits feed into the wider group with the aim of better understanding commonalities and potential causes. Through this analysis - recommendations can be made for innovative improvements to be developed to address how we work with this increasingly vulnerable group.

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## Violence Against Women and Girls (VAWG) Strategy



In June 2022 a new, overarching strategy to address violence against women and girls across North Yorkshire and York was published by the Police, Fire and Crime Commissioner Zoë Metcalfe.

It sets out a collective commitment from groups and organisations across the area, including North Yorkshire Police, North Yorkshire Fire and Rescue Service, North Yorkshire County Council and City of York Council, and has been written collaboratively and following extensive consultation with these bodies and, crucially, victims and survivors themselves.

The full strategy, along with a statement from the Commissioner and progress reports are available at <https://www.northyorkshire-pfcc.gov.uk/womenandgirls/>

The Chair of NYSAB sits on the Joint Violence Against Women & Girls Strategic Governance Board which is chaired by Commissioner Zoë Metcalfe and also

includes the respective chairs and representatives of the Community Safety Partnerships, Domestic Abuse Local Partnerships, Safeguarding Children's Partnerships and the York Safeguarding Adults Board. The Board meets twice a year to collectively monitor overall progress against the Strategic Objectives, reviewing outcomes achieved to date and agreeing what we plan to do next to provide greater transparency and accountability on how we are collectively improving the overall safety of woman and girls. Underpinning this is the Joint Violence Against Women & Girls Strategy Delivery Group which is made up of representatives from local statutory partners, including members of the NYSAB who have co-produced a detailed Delivery Plan and Action Tracker which sets out which organisations are leading on different workstreams, with SMART outcomes to demonstrate how we intend to achieve our strategic objectives.

# Priority 4 – Adapt and Respond

## Integrated Care Systems

The Health and Care Act of 2022 brought about substantial changes in the NHS in which Clinical Commissioning Groups (CCGs) were dissolved, and their responsibilities were transferred to NHS Integrated Care Boards (ICBs). North Yorkshire CCG is therefore now integrated into the NHS Humber and North Yorkshire ICB, which fulfils the statutory functions for adult safeguarding.

The delivery of safeguarding adult responsibilities continues at Place. In North Yorkshire, there is a team of Designated Safeguarding Adult Professionals under the leadership of a Place Director of Nursing and Quality. At ICB level there is also an Executive portfolio holder for safeguarding, and Executive Nurse with overarching responsibility for safeguarding.

The ICB safeguarding teamwork as a Hub and Spoke model, with a transitional lead in post. At place, the Designated Professionals for safeguarding adults have continued to attend NYSAB, with the North Yorkshire Place Director of Nursing and Quality.

## Local Government Re-organisation

On 1 April 2023, the County Council and seven district and borough councils in North Yorkshire went through a process of Local Government Re-organisation (LGR), merging to become one unitary authority, North Yorkshire Council. Work leading up to this period was intense and transformational, bringing new challenge but also opening up opportunities for improved joined up working. The new council aims to:

- Be a strong voice in the north speaking for rural and coastal communities
- Bring together the best services for residents and businesses

- Keep county and nationally acclaimed services together
- Unite North Yorkshire to operate at scale and sustainably
- Create a revolution in localism
- Build on the strong identity and global brand of North Yorkshire

There was concern that LGR would impact on the availability of representatives to attend safeguarding meetings, or that representation would undergo change. However, throughout the process, partners worked hard to ensure their focus on safeguarding was strong despite widespread organisational changes. Moving forward, it is hoped LGR will be beneficial to the Safeguarding Adults agenda, through benefits such as the move from seven Housing partners into one and the effect this will bring in increasing consistency.

## Liberty Protection Safeguards (LPS)

Although this update falls outside of the reporting period of the Annual Report, it is deemed significant information which should be included.

On the 4th April 2023, the government set out plans for Adult Social Care Reform - [Next steps to put People at the Heart of Care](#)

Due to the prioritisation of this work they have delayed the implementation of Liberty Protection Safeguards beyond the life of this parliament.

A summary of the feedback gathered during the consultation will be published in due course.

Providers are to continue to making applications as stated under the Mental Capacity Act 2005.

# Year in Numbers

The year at a glance 2022-23

**5224**  
(3645)

Safeguarding concerns received during 2022/23

**42%\***  
(6%)

The increase in safeguarding concerns received from the previous year

**1201**  
(860)

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

## Making Safeguarding Personal

We are now asking considerably more people about outcomes,

Of the **75%** of people that did express a desired outcome:

**25%** of people said their outcomes were partially achieved; and

**72%** of these people's outcomes were fully achieved (3% lower than last year);

**3%** of people, (38) said their outcomes were not achieved

In England in 2022-23, **72%** of people fully achieved their personal outcome meaning that **North Yorkshire is on par** with the national average.

**2704**  
(3179)

Number of safeguarding enquiries concluded

**28%**  
(26.8%)

Physical abuse is the highest abuse type recorded for completed enquiries in 2022/23

**4596**  
(3466)

Number of Deprivation of Liberty Safeguards (DoLS) applications received. 32.6% increase on last year

**5%**  
(5%)

The recordings of domestic abuse total 5% of abuse types

**5**  
(4)

Number of Safeguarding Adult Review referrals received

**3**  
(1)

Number of statutory Safeguarding Adult Reviews we have commissioned this year

**1**  
(1)

Number of non-mandatory Safeguarding Adult Reviews undertaken this year (i.e. Rapid Review)

**1**  
(1)

Number of Safeguarding Adult Reviews we have carried out this year

(#) 2021-2022 figures

\* Data analysis and case reviews have indicated that whilst referral numbers have increased the number of people with open safeguarding and the number of open enquiries within locality teams remains stable. This indicates the cause is likely duplicate referrals for the same individuals / incidents. This is largely due to changes in recording practice, with more reports of the same incidents being captured rather than an increase in the number of underlying incidents. Further follow up audits will be conducted to gain a deeper understanding of this.



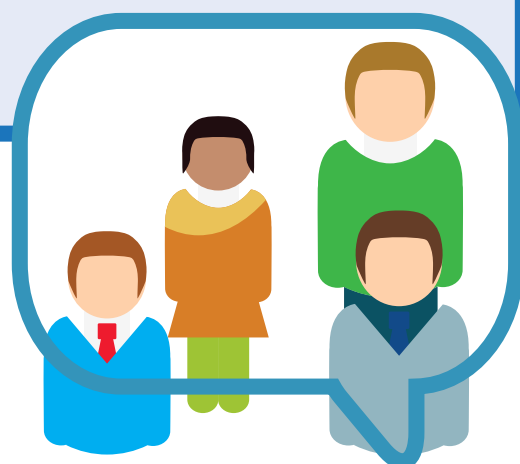
# Partner Contributions

## North Yorkshire Council Adult Social Care



### 1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

- The Care and Support Team received safeguarding concerns where the adults at risk had been financial abused by people who were pretending to be romantically interested in them. After gaining their affection by using lies, manipulation and exploiting their vulnerabilities, the perpetrators managed to take large sums of money. As the care and support team had not carried out many enquiries into this type of abuse before, they requested an awareness session on the subject. A senior practitioner for safeguarding facilitated a session on financial abuse / romance fraud.
- The session offered an opportunity for the team to discuss the different types of financial abuse and what the signs of romance fraud could be. They explored what the impact of these forms of abuse can be on the person and how we, as a local authority, can best support them and work collaboratively to produce a keeping safe plan.
- A senior practitioner for safeguarding and a senior social worker held a webinar on self-neglect and hoarding to adult social care colleagues, they discussed why people may self-neglect and hoard and when it becomes a safeguarding issue. They reflected on how important building a trusting relationship with the person is and how essential working in partnership with other agencies is and what legal powers of intervention there are to consider.



## **2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future**

- The Safeguarding Team have provided regular safeguarding updates in our Practice Bulletin and ensured safeguarding resources within our Practice Library are up to date for adult social care colleagues.
- Practice peer and support meetings continue to be held and provide an opportunity for adult social care colleagues to reflect and discuss practice queries they have, share knowledge, ideas, experiences, and learning.
- The safeguarding adults' team have undertaken a range of quality audits about safeguarding practice and feedback to the NYSAB and have been involved in multi-agency audits which enable us to identify both examples of good practice and areas where improvements in practice are required.

## **3. Ensure a stronger partnership approach and accountability for the prevention of abuse**

Adult Social Care are represented at a wide range of multi-agency forums to support partnership approaches to safeguarding adults, young people and children.

Quality and market support meetings continue to be held weekly where a range of North Yorkshire Council, Health and Care Quality Commission (CQC) colleagues collaboratively review and respond to any identified quality issues within the care market and assess risk and agree what support can be offered and intervention taken to reduce/ remove any risk and improve the experiences of people accessing services

The Adult Safeguarding Service Manager provided a webinar to the Disclosure and Barring Service (DBS) and covered the following areas:

- The role of the Local Authority for responding to adult safeguarding concerns
- Who co-ordinates and undertakes Section 42 enquiries
- Adult safeguarding procedures and types of meetings
- Making Safeguarding Personal
- The role of Adult Social Care, Police, Health and other agencies
- Managing concerns regards People in Position of Trust (PiPoT)
- How can DBS obtain information for their decision making
- Impact of Covid-19 / Safeguarding Data



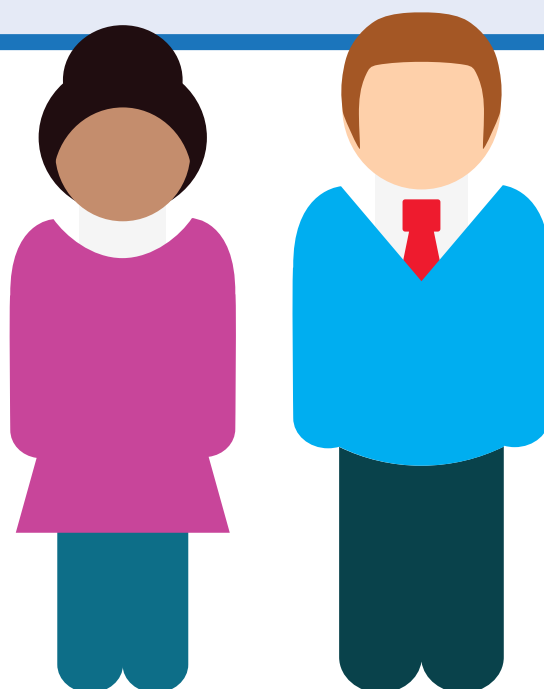


# NHS Humber and North Yorkshire Integrated Care Board (ICB)



## 1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

- The Health and Care Act 2022 placed the Integrated Care Board (ICB) and Integrated Care Systems (ICS) onto a statutory footing from 1 July 2022. The Humber and North Yorkshire ICB / ICS brings together six former Clinical Commissioning Groups (CCGs) from across the Humber and North Yorkshire region. The six former CCG teams now work at place in Health and Care Partnerships, the borders of which are the local authority areas .
- [www.humberandnorthyorkshire.org.uk](http://www.humberandnorthyorkshire.org.uk)
- The North Yorkshire Safeguarding Adult Board membership with the ICB as the statutory partner for health has remained consistent and continuous with both the place Director of Nursing and Designated Nurse Safeguarding Adults remaining as the representatives.
- Throughout 2022-2023 the ICB Safeguarding Designated Team have developed their Safeguarding Designated Professionals Network and now have an approved leadership structure in place from 1 April 2023 with a permanent Safeguarding Lead role to embed safeguarding as priority; maintain momentum and progression; and provide ongoing and future system assurance to partners.



## **2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future**

- All ICB policies relating to safeguarding have been updated to reflect the large-scale system change.
- The Safeguarding Adult policy for primary care has been updated with safeguarding information to support the safe implementation of the NHS programme for patient online access to health records. In addition, a new primary care safeguarding assurance self-assessment tool has been developed by the Safeguarding Team. Completion by practices has supported them to assure their own processes and the themes from the combined results has identified where improvements are needed and will form the workplan for the Safeguarding Team in 2023/24.
- The Mental Capacity (Amendment) Act 2019 introduced Liberty Protection Safeguards as a proposal to replace the current system in place for authorisation of Deprivation of Liberty. Work has continued over the last year across the health network to improve practical application of the Mental Capacity Act (MCA) through targeted training, whilst also assessing system preparedness pending implementation of a new approach across the system. In April 2023 we were informed of the Government decision to delay implementation of any new process beyond the life of the current Parliament. Whilst this was a disappointing development the work on supporting system partners with MCA will continue to be progressed in 2023 / 24.

## **3. Ensure a stronger partnership approach and accountability for the prevention of abuse**

- The revised Safeguarding Accountability and Assurance Framework was published in July 2022 and is embedded within safeguarding systems, structures and processes in the ICB:  
[https://www.england.nhs.uk/wp-content/uploads/2015/07/B0818\\_Safeguarding-children-young-people-and-adults-at-risk-in-the-NHS-Safeguarding-accountability-and-assuran.pdf](https://www.england.nhs.uk/wp-content/uploads/2015/07/B0818_Safeguarding-children-young-people-and-adults-at-risk-in-the-NHS-Safeguarding-accountability-and-assuran.pdf)
- In 2022/23 safeguarding training has been delivered to more than 1200 staff working in primary care settings across York and North Yorkshire which is an increase to the previous year (1000 staff 2021/22). Topics in the 2022/23 programme have included Domestic Abuse with a focus on coercive control; LeDeR – learning from the lives and deaths of people with a learning disability or autism; and safeguarding in care homes following the Learning Review published with recommendations for primary care in North Yorkshire and York:  
<https://safeguardingadults.co.uk/review-lo-care-home>
- Each GP practice has a named safeguarding lead in place. Support and supervision are offered to the leads by the Primary Care Safeguarding Team through a regular meeting forum in addition to individual practitioner contacts. Engagement in the last year at meetings has been consistently high with over 250 attendees, Specialist training and discussion topics have included Prevent/Channel processes, and Mental Capacity Act complex case management.

### 3. Ensure a stronger partnership approach and accountability for the prevention of abuse (continued)

- The Health Partnership Group has continued to meet on a quarterly basis providing an effective platform for discussion of local and national safeguarding issues and a mechanism for sharing best practice. The Health Partnership Group have an established safeguarding supervision forum which also meets quarterly providing a safe space for specialist practitioners to bring complex issues for discussion with their peers. A dedicated safeguarding training and peer support group for private providers of health care continues and connectivity is expanding year on year. Presentations to the group this year have included learning from Safeguarding Adult Reviews and the Mental Capacity Act. The regular Safeguarding Adults Bulletin continues to be positively received by safeguarding practitioners, bringing together key issues relevant to safeguarding, whilst reducing email traffic.
- Support provided to care homes and domiciliary care providers has continued as a significant feature of the work of the ICB in 2022/23 and the Partners in Care network and project pathways have expanded to include North Yorkshire providers.
- The Designated Professionals and Nursing and Quality Team have continued to work closely with partners to address safeguarding and quality concerns in several care homes whilst also working strategically to address risks and learn lessons from emerging themes and trends and safeguarding reviews. It has been a key priority in 2022/23 to implement the recommendations from the review completed into the learning from a care home closure in North Yorkshire which also impacted City of York.
- The ICB North Yorkshire and York Safeguarding Adults team, have been directly involved in section 42 enquiries. From the enquiries completed for North Yorkshire the main category of abuse in cases with health team involvement has been recorded as 'more than one type of abuse' which reflects the continuing complexity of cases post-pandemic.
- The wider team have been involved in multiple cases providing safeguarding advice and expertise by telephone and in complex case meetings. The critical nature of these cases has increased over the last year as the needs of the most vulnerable groups have increased and appropriate care provision has been further challenged. Of the calls for advice, 21% were regarding domestic abuse and a different 21% were converted to safeguarding concerns being raised with the local authority.



#### 4. Ensure NYSAB is able to effectively adapt and respond to wider contextual changes affecting adult safeguarding

- The ICB Designated Professionals for North Yorkshire and York are active members of the Integrated Designated Professionals network at ICB level and represent the ICB at specialist forum regionally. The ICB Designated Professionals for North Yorkshire and York are also active members of the SANN (Safeguarding Adults' National Network) meetings which are led by the NHS England national team and operate on a monthly basis providing an opportunity to engage and share safeguarding issues of both national and local significance and bring learning back to regional and local levels.
- In addition to being an active partner of the NYSAB the Designated Professionals actively represent the ICB in multiple partnership arenas including Prevent and Channel processes; Serious Organised Crime; MAPPA (multi-agency public protection); Domestic Abuse; Modern Slavery; Military Health; Community Safety/Safer York Partnership; and most recently the Serious Violence Duty working group. The ICB Designated Professionals are engaged with LeDeR, specifically where safeguarding is a feature within a review.
- The ICB Designated Professionals for North Yorkshire and York Chair several NYSAB subgroup meetings and are represented on all subgroup meetings, Executive Committee and Board.



# NHS West Yorkshire Integrated Care Board (ICB)



## **1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse**

- Representation and contribution at the Harrogate and Craven Local Safeguarding Partnership.
- Training and development opportunities have continued to be offered to Primary Care practitioners in Bradford District and Craven to strengthen safeguarding adults practice, including bitesize sessions focusing on documenting safeguarding concerns on SystemOne, carers in the context of safeguarding and a range of domestic abuse sessions.
- We regularly attend and contribute to the North Yorkshire Safeguarding Adult Board, Executive Group, Practice, Policy Development and Legislation (PPDL) subgroup and the Learning and Review (LAR) subgroup.
- Safeguarding training has been developed and delivered to GP Registrars at Airedale NHS Foundation Trust.
- We circulate newsletters to primary care, including information on the Role of the Independent Mental Capacity Advocate, patient access to online records – safeguarding considerations and safeguarding training requirements update.

## **2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future**

- The ICB Place based policies are currently informed by legislation and the Joint Multi-Agency Safeguarding Adult Policy and Procedures.
- The ICB (Bradford District and Craven Place) Safeguarding Team developed safeguarding related guidance, including about domestic abuse and this was rolled out and available to GP practices across Bradford District and Craven in 2022-23.



### 3. Ensure a stronger partnership approach and accountability for the prevention of abuse

- Our Health Safeguarding Adult Group provides leadership and the forum to disseminate learning from statutory reviews.
- Learning from statutory reviews informs and influences the development of training packages delivered to Primary Care Practitioners by the ICB (Bradford District and Craven Place) Safeguarding Team.
- The ICB Safeguarding Team actively work in collaboration with Designated colleagues across North Yorkshire.
- We seek and receive assurance against safeguarding standards from a range of providers.
- We contribute to a range of statutory reviews as required.

### 4. Ensure NYSAB is able to effectively adapt and respond to wider contextual changes affecting adult safeguarding

- The team are informed on local, regional and national learning and share with colleagues and partners.
- During this reporting period consideration has been given to safeguarding arrangements given the transition to the West Yorkshire Integrated Care Board and Place based arrangements continue to meet the statutory functions.
- We have continued to develop our Mental Capacity Act (MCA) strategy to support the confidence and competence of NHS practitioners and wider health and care workforce. This includes offering Mental Capacity Act training and case-law updates to all providers and primary care practitioners and working in collaboration with partners across the health economy to plan for implementation of the anticipated Liberty Protection Safeguards.





## 1. Reconnect with communities in North Yorkshire to raise awareness and develop strategies to address and reduce risk of abuse

- **Domestic Abuse Victims:** NYP's Domestic Abuse (DA) team engage with vulnerable victims of DA. Domestic Abuse Officers assess every referral submitted by our front-line officers, engage directly with victims and signpost to specialist services such as IDAS. Victims of sexual offences are referred to ISV. As can be seen from the figures below, demand has fluctuated over recent years. There has been a 43% increase in demand since 2019.

2019	2020	2021	2022
7776	11369	11181	13758

- **Domestic Violence Disclosure Scheme (DVDS):** NYP are proactive in considering disclosures to victims under the Domestic Violence Disclosure Scheme (DVDS), under both Right to Know and Right to Ask. There has been a significant increase in Right to Know applications in the last 12 months, (up 79% in the last quarter of 2023-23) with more victims being provided with information that allow them to make informed choices. A priority for the next 12 months is to finalise arrangements for a multi-agency DVDS Panel, which will consider the most complex disclosure applications, providing wider scrutiny of police disclosure decisions.
- **Victims Voice:** NYP's Safeguarding Manager for Adults has established links with the University of York, York St John and Survive, which allows victims of physical or sexual abuse who do not wish to engage with the criminal justice system, to provide anonymous information to the police that can help safeguard them and protect other potential victims.
- **North Yorkshire Police Stalking team:** NYP have a new dedicated team whose primary role is reviewing cases where stalking may or has been identified and provide advice to investigators. The team also has 2 dedicated safeguarding officers to support victims throughout the course of the investigation.
  - Since 2022 the team have reviewed 336 investigations
  - Since January 2023 48 cases have been adopted
  - From January 2023 96 stalking safeguarding reviews have been completed
  - The Stalking team also provide training to student officers, the force control room, detectives and the crime recording unit on harassment and stalking offences.

## 2. Ensure multi agency safeguarding policies and procedures are in line with best practice and meet the needs of older people and younger vulnerable people – now and in the future

- **Policy & Procedure:** NYP support a wide range of safeguarding policies in-house which comply with the College of Policing Approved Professional Practice such as Missing from Home Procedure. NYP also contributes to multi-agency procedures such as the Safeguarding Adult Procedure.
- **Multi Agency Tasking and Coordination Procedure (MATAC):** NYP has recently refreshed its Multi Agency Tasking and Coordination procedure (MATAC), MATAC focuses on identifying serial perpetrators of domestic abuse and challenging their offending behaviour to prevent further incidents of domestic abuse. The aim is to develop and strengthen partnership working and innovatively tackle domestic abuse. The intended overall outcome of MATAC is to reduce reoffending of the most harmful and serial domestic abuse perpetrators and to safeguard victims and their families. Since its introduction MATAC has adopted over 280 perpetrators, with 81% showing a lower RFGV (recency, frequency and gravity of incidents) score 12 months after adoption. Almost 40% of adopted perpetrators have been archived since the introduction of the MATAC process, indicating no new offences have come to light within 12 months of being archived.
- The **Unwanted Prisoner Contact Scheme**, first introduced by the North Yorkshire Police MATAC team, was adopted nationally in November 2022. The national rollout has shown a significant increase in applications by both police and victims to prisons, rising from just 11 applications in the first month's trial in July 2022 to over 400 applications in March 2023.
- MATAC reports into a joint Multi-Agency Risk Assessment Co-ordination (MARAC) / MATAC Steering Group, which is held quarterly and provides partnership scrutiny.

## 3. Ensure a stronger partnership approach and accountability for the prevention of abuse

- **MARAC:** The Multi Agency Risk Assessment Conference (MARAC) is now a recognised vital component and multi-agency process in keeping our high-risk domestic abuse victims within North Yorkshire safe. MARACs are convened weekly for Scarborough & Ryedale, Hambleton & Richmondshire, Harrogate and Craven and Selby. Meetings are held virtually and are chaired by NYP. Attendance across the County was mixed over the past year. The commitment from agencies involved in safeguarding the highest risk victims of domestic abuse, sharing information, and preventing further escalation requires professionals to engage proactively and with sustained effort, to make sure every opportunity to minimise harm is done with absolute accountability and confidence. All member agencies have been urged to commit to MARAC through the submission of position statements in 2022.



### 3. Ensure a stronger partnership approach and accountability for the prevention of abuse (continued)

- The data for MARAC below is evidence to the rising demand. As can be seen from the figures below, **MARAC cases have risen by 56% in the last 5 years.**
- MARAC is essential in ensuring that all agencies contribute to safeguarding victims that are not always known to the Police.

YEAR	2018	2019	2020	2021	2022
North Yorkshire	610	735	976	1230	1391

- **Adult Multi-Agency Safeguarding Hub (MASH):** NYP jointly screen adult safeguarding referrals with Adult Social Care and Mental Health Services. NYP's Adult Safeguarding Manager has been working with partnership colleagues from the Community Safety Partnership to finalise arrangements for an Adult MASH. NYP has committed additional resources to support the Adult MASH. An additional Police Sergeant and two Police Constables have been approved as part of a significant uplift of officers and staff into the safeguarding department and a recruitment process is underway.
- **Modern Slavery Partnership (MSP):** NYP chair the MSP and in the past year has worked with partners to review the terms of reference, review its membership and, with the agreement of the nYSAB, has brought the MSP under the governance of the Community Safety Partnership, thus providing accountability. The MSP will focus on raising awareness of modern slavery and human trafficking, share good practice and develop a communication plan for the next 12 months.
- **Safeguarding Adult Reviews (SARs):** NYP actively contributes to all North Yorkshire SARs, sharing information as appropriate, considering good practice and cascading lessons learnt to improve policies and practice as appropriate.

### 4. Ensure NYSAB is able to effectively adapt and respond to wider contextual changes affecting adult safeguarding

- **NYP Safeguarding Investment:** NYP has continued to provide additional investment to Safeguarding, recognising the demand increases, national drivers such as the VAWG Strategy (Violence Against Women and Girls) and NVAP (the National Vulnerability Action Plan). In 2022 North Yorkshire Police implemented its Vulnerability Board chaired by the Assistant Chief Constable (ACC) for local policing and attended by Heads of Department and aligned with the National Vulnerability Action Plan (NVAP). The NVAP is an evidence-based plan designed to improve policings response across public protection and vulnerability strands by:
  - Driving long-term change by targeting key practice gaps & following the evidence.
  - Reducing duplication of local and national action plans across policing.
  - Maximising learning opportunities across thematic areas and action plans.
  - Ensuring a whole-systems approach.

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# Safeguarding Adults Reviews and Non-mandatory Reviews

**Section 44 of the Care Act 2014 states that we must carry out a Safeguarding Adults Review (SAR) if certain criteria are met. The purpose of a SAR is not to apportion blame to any individual or organisation but to learn lessons where an adult with care and support needs dies or has been seriously injured as a result of abuse or neglect and there is a concern about how one (or more) of the members of the safeguarding adults board acted.**

During 2022 - 23 the North Yorkshire Safeguarding Adults Board received five SAR referrals. Following review and recommendation stage of the SAR process, the decision was made that one of these referrals met the criteria for a statutory SAR. Four referrals are currently going through the decision-making process and awaiting a decision to be made as to whether they meet the criteria for a statutory or non-mandatory review. Learning, actions and recommendations will be shared in next year's annual report. A further SAR commissioned in 2021 - 22 is nearing completion. A further update on learning and actions will be included in the annual report for 2023 - 24.

## Anne SAR

In 2022-2023 the findings from two commissioned reports from the Anne SAR (**[full report & recommendations available here](#)**) were reported to the Learning and Review sub-group and the Board. The first of these was ***an external review of the North Yorkshire supported housing portfolio in response to recommendation 1*** from the Anne SAR.

The aim of the review was to find out how supported housing is arranged in North Yorkshire and to make recommendations as to how this could develop, to obtain the best possible outcomes for people needing support.

The review generated several recommendations, all of which have been accepted by the NYSAB and shared with relevant partner agencies and teams such as North Yorkshire Council's Prevention and Service Development teams.

The second commissioned ***review was of the discharge process at North Yorkshire Drug and Alcohol Recovery Service - Horizons. This review was in response to recommendation 5*** from the Anne SAR. The review was undertaken by the Centre of Public Innovation. The report made three recommendations, all of which were accepted by the Learning and Review sub-group. Assurances have been received from NY Horizons regarding how these recommendations have been embedded into practice.

## James SAR

In March 2023 the North Yorkshire Safeguarding Adults Board accepted the findings and fifteen recommendations made by the independent author as part of the SAR in respect of 'James'.

The executive summary of the safeguarding adult review can be found at:

**<https://safeguardingadults.co.uk/sar-james>**

As James tragically died at the age of 18, he was predominantly known to children and young people's services during his life.

As such, this review was undertaken with the North Yorkshire Safeguarding Children Partnership (NYSCP) and their partners. An action plan is now being developed with the NYSCP in response to the recommendations. This will outline how learning from the 'James' SAR will be embedded within practice.

Progress on the actions will be presented to the Board and NYSCP Executive throughout the year, with a six-month delivery report to be published on the NYSAB website in autumn 2023

An update on the action plan will be shared in the annual report for 2023-24

All of the NYSAB's completed reviews can be read in full on our website:

**<https://safeguardingadults.co.uk/nysab-learning>**

## Non-mandatory reviews

Cases that do not meet the criteria for a statutory SAR will be considered for non-statutory review processes. This includes rapid reviews, table-top reviews and significant learning events (SLE). The LAR sub-group arrange and monitor these reviews ensuring a multi-agency approach to promote reflection, transparency and involvement of staff involved in the with the individual(s) who these reviews are in respect of.

## DW

In September 2021 a SAR referral was made to the NYSAB in respect of DW. Following the review and recommendation process undertaken by the LAR in March 2022 it was decided that although the threshold for a statutory SAR had not been met, specific aspects outlined in the SAR referral and subsequent chronologies from agencies who provided care and / or support to DW should be examined by a multi-agency review. This took place in June 2022.

## Background

DW had been living in extra care facility in North Yorkshire. He became unwell in August 2021 and was admitted to the Fririge Hospital in North Yorkshire but was transferred to James Cook Hospital in Middlesbrough shortly afterwards.

University Hospital, as he tested positive to Covid-19. He was unable to eat and drink enough orally to maintain nutrition so received food and fluids via a PEG feed (a flexible feeding tube placed through the abdominal wall into the stomach, allowing nutrition, fluids and medication to be put directly into the stomach, bypassing the mouth and oesophagus. Hospital staff found him to be uncooperative and aggressive. He also physically assaulted a member of staff. He had been issued with various warnings both from James Cook and on his return to the Friarage (in September 2021).

His PEG feed equipment did not go home with him on discharge. A care agency, which had been commissioned to look after him on his return, withdrew from the arrangement on learning of the PEG feed requirements, as they were not equipped to offer this support.

By mid-October, DW's health had declined considerably. His nutrition was of concern, but he also had pressure sores and the wound at the site of the PEG removal had not been tended to. A consultant took the view at this stage that DW's situation was terminal and conversations turned to palliative care at home. He died on 1st November 2021.

## Review

The review looked at three specific episodes in the case:

- discharge from hospital (29/09/2021)
- Initial response (first 24 hours 30/09/2021)
- Multi-agency response following the first 24 hours (01/10/2021-14/10/2021)

## And made the following recommendations:

- The report is shared with HAS and NHS Commissioners to highlight the need for care agencies to have a wide range of skills to meet the diverse needs of people living in the community, including PEG feed training.
- HAS Discharge Hub staff and NHS Trust discharge coordinators are briefed on the learning of this episode, including the need for a multi-agency discharge-planning meeting where there is a significant risk of harm to the person or others, including staff.
- Drawing on the learning from this case, and in particular the need to re-assess risk when the person's circumstances change, the LAR seeks assurances from partner agencies on their risk assessment protocols.
- The report is shared with HAS and NHS Commissioners of accommodation and provider services, to highlight the need for hospital passports from a wider selection of accommodation services.

- The LAR seeks assurances from partner agencies on the robustness of their policy on documenting and escalating episodes of violence and aggression against their staff
- The South Tees Significant Learning Event is shared with the LAR once complete

The report was initially shared with the Learning and Review group in July 2022 and South Tees staff attended in April 2023 to report on their internal Significant Learning Event.

## Findings

- Lack of knowledge on the part of staff in relation to policies and application thereof was evident.
- Lack of training/experience with regard to conflict resolution.
- Decision making with regard to red/yellow card policy should have been subject to MDT approach.
- Reduced staffing levels were noted, and recruitment had been undertaken to address this.
- Communication between health and social care groups was lacking.
- The patient was discharged with "PEG" in situ and a senior clinician attended the patient's home to remove the "PEG" due to concern with regard to possible infection. This could have been better communicated / documented better.

## This led to the following recommendations:

- HS21 policy to be re-written with the inclusion of the Safeguarding team, LSMS, QBP and lead investigators
- Conflict resolution training and MCA & DoLS training to be undertaken for relevant FHN staff
- Review the provision of security arrangements at FHN
- Review provision of therapeutic care support at FHN
- Duty of Candour to be completed

## Other activity:

- all actions to be monitored via Quality and Safety meetings
- an "Adverse Event Group" had been formed
- the investigation had been rigorous but fair
- sensitivity was applied with regard to dealing with all parties involved and individual feedback had been offered to all parties
- findings would be reported to relevant members of the Board
- learning would be shared across the organisation (for example a learning event took place in May 2023 at the Friarage to share these outcomes and learning with staff too)

# Looking Ahead to 2023 – 2024

We want to build on and update our current strategic priorities –

- build and strengthen connections;
- embed, and share best practice / and continual learning;
- strengthen partnerships, especially following ICB and LGR changes - at county and place levels; and
- adapt and respond to national policies and ongoing risks in communities and services - such as the cost-of-living crisis and public services pressures - which may have a detrimental effect on adult safeguarding.



# Attendance Record

Organisation	Designation	June 2022	September 2022	December 2022	March 2023
	Independent Chair	Y	Y	N*	N*
North Yorkshire County Council	Corporate Director of Health and Adult Services	N*	N*	N*	Y
	Assistant Director	Y	N*	N*	N*
	Director of Public Health	Y	Y	N*	Y
North Yorkshire Police	Assistant Chief Constable	N*	Y	N*	N*
	Detective Superintendent	N	N	N	N
NHS North Yorkshire Clinical Commissioning Group	Chief Nurse	N*	N*	Y	N*
	Designated Professional for Safeguarding	N*	N*	N*	Y
Bradford District and Craven Clinical Commissioning Group	Designated Professional for Safeguarding	Y	N*	N*	N*
North Yorkshire Safeguarding Children Partnership (NYS CP)	Partnership Manager	Y	Y	Y	Y
Harrogate District Foundation Trust (on behalf of Acute and Community Trusts)	Designated Professional for Safeguarding	Y	Y	Y	Y
Tees, Esk and Wear Valley NHS Foundation Trust		Y	N*	N*	Y
Richmondshire District Council (on behalf of Borough/District Councils)		N	Y	Y	Y
Community First Yorkshire		Y	N	Y	Y
Healthwatch		N	N	N	N
Independent Care Group		Y	N	N	N
Legal Advisor to the Board**		N	N	Y	N
Probation Service		Y	Y	N	N
Trading Standards		N	Y	Y	Y
North Yorkshire Fire and Rescue Service		N	Y	Y	Y

\* deputy present

\*\* Note that the legal advisor to the Board is only required to attend when legal input is required

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# Financial Record

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

Income 2022 - 23	
North Yorkshire County Council	£132,000
North Yorkshire Police	£30,000
North Yorkshire CCGs	£30,000
<b>Total</b>	<b>£192,000</b>

Expenditure 2022 - 23	
Independent Chair	£5,400
Staffing	£170,000
Supplies and Services	£1,944
Safeguarding Adults Review	£15,630
<b>Total</b>	<b>£192,974</b>

# PERSON Professional Feedback Form

## Person-centred

- Are peoples' clothes clean and comfortable and appropriate for the time of day/season?
- Are people treated in a dignified way?
- Are support plans accessible and up to date to reflect current needs and outcomes and is it clear that the person/their family are involved?
- Is appropriate equipment e.g. bed, mattress, chair, hoist and in good working order?
- Do staff know the residents or have easy access to information in relation to their care needs and outcomes?

## Environment

- Does the home feel welcoming, friendly, homely and calm?
- Is the home clean and tidy? Any unpleasant odours?
- Does the temperature in the home feel about right? Good ventilation?
- Is equipment stored appropriately?
- Is rubbish/waste items disposed of appropriately?

## Responsive

- Are call bells being answered in a timely manner?
- Are activities happening in the home, including residents in their rooms?
- Are staff responding to requests/recommendations made by you?
- Is the manager/deputy visible in the home?
- Does the home promote feedback?

## Safety

- Are there any noticeable safety issues? Trip hazards? Cluttered areas?
- Are there appropriate Infection Prevention and control practices in place?
- Are staff trained to deliver care required to people in accordance with their care needs and wishes/preferences?
- Are security and fire procedures evident?

## Opportunity

- Are medicines left unsupervised on tables or medication trolley left open?
- Are there inappropriate requests for cover administration?
- Are records/medication available when needed?
- Are staff interacting positively with residents?
- Are staff engaging with you as a visiting professional?

## Nutrition and Hydration

- Are drinks readily available? Can people reach their drinks?
- Are people being supported to have drinks/snacks/meals?
- Do the meals look appetising? Are people being offered choices?
- Is the dining area bright and welcoming and meal-times sociable and inviting?

It is requested in the first instance that you feedback to the care home manager /senior on duty, as it is important that the home the opportunity to remedy concerns immediately or provide further information relating to the concern.

Please ensure you also share your feedback/concerns, best practice and positive experiences from your visit to the Local Authority.

If you feel you cannot raise concerns/feedback directly with the home, then please let us know using the PERSON Feedback form or raise a Safeguarding Concern if in your professional opinion the situation warrants this.

See the [Safeguarding Adults Joint Multi-Agency Policy and Procedures webpage](#) for more information.

To raise a Safeguarding Concern for North Yorkshire visit the [North Yorkshire Council Safeguarding Vulnerable Adults webpage](#).

# North Yorkshire Safeguarding Adults Board

## Annual Report 2022-2023

### Contact details:

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*Making safeguarding everybody's  
business in North Yorkshire*

#### Contact us

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