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13 October 2020

**In accordance with the powers granted by the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 this will be a virtual meeting.**

**Adults and Community Wellbeing Scrutiny Committee**

A meeting of the **Adults and Community Wellbeing Scrutiny Committee** will be held on **Wednesday, 21 October 2020 at 10.00 am as a Virtual - Online Meeting via Microsoft Teams** for the transaction of the business set out on the attached Agenda.

Access to the meeting is as follows:

Members of the Adults and Community Wellbeing Scrutiny Committee and officers of the County Council supporting the meeting will access the meeting via Microsoft Teams.

Members of the public and the press may access the meeting via the following link: <https://lincolnshire.moderngov.co.uk/ieListDocuments.aspx?CId=550&MId=5485&Ver=4> where a live feed will be made available on the day of the meeting.

Yours sincerely

A handwritten signature in black ink that reads 'Debbie Barnes'.

Debbie Barnes OBE  
Chief Executive

**Membership of the Adults and Community Wellbeing Scrutiny Committee (11 Members of the Council)**

Councillors C E H Marfleet (Chairman), E J Sneath (Vice-Chairman), B Adams, Mrs P Cooper, R L Foulkes, R J Kendrick, Mrs J E Killey, Mrs C J Lawton, Mrs M J Overton MBE, C E Reid and M A Whittington



**ADULTS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE AGENDA  
WEDNESDAY, 21 OCTOBER 2020**

<b>Item</b>	<b>Title</b>	<b>Pages</b>
<b>1</b>	<b>Apologies for Absence/Replacement Members</b>	
<b>2</b>	<b>Declarations of Members' Interests</b>	
<b>3</b>	<b>Minutes of the meeting held on 1 September 2020</b>	5 - 12
<b>4</b>	<b>Announcements by the Chairman, Executive Councillor and Lead Officers</b>	
<b>5</b>	<b>Lincolnshire Safeguarding Adults Board (LSAB): Strategic Plan Update and Annual Report</b> <i>(To receive a report by David Culy, Lincolnshire Safeguarding Adults Business Manager, which presents the Lincolnshire Safeguarding Adults Board Strategic Plan, currently in its first year and updated for 2020/21, and its Annual Report for 2019/20)</i>	13 - 44
<b>6</b>	<b>Adult Care and Community Wellbeing Budget Monitoring 2020-21</b> <i>(To receive a report by Pam Clipson, Head of Finance Adult Care, which sets out the financial performance of Adult Care and Community Wellbeing for the financial year 1 April 2020 – 31 March 2021)</i>	45 - 50
<b>7</b>	<b>Digital Roadmap for Adult Care and Community Wellbeing</b> <i>(To receive a report by Emma Scarth, Head of Business Intelligence and Performance, which comprises of a presentation on key Adult Care and Community Wellbeing Digital Roadmap Projects)</i>	51 - 58
<b>8</b>	<b>Adults and Community Wellbeing Scrutiny Committee Work Programme</b> <i>(To receive a report by Simon Evans, Health Scrutiny Officer, which provides the Committee with an opportunity to consider its future work programme)</i>	59 - 68

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**Please note:** for more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting

- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details set out above.

All papers for council meetings are available on:

<https://www.lincolnshire.gov.uk/council-business/search-committee-records>



**ADULTS AND COMMUNITY  
WELLBEING SCRUTINY COMMITTEE  
1 SEPTEMBER 2020**

**PRESENT: COUNCILLOR C E H MARFLEET (CHAIRMAN)**

Councillors E J Sneath (Vice-Chairman), Mrs P Cooper, R L Foulkes, R J Kendrick, Mrs J E Killey, Mrs C J Lawton, Mrs M J Overton MBE, C E Reid and M A Whittington.

Councillor Mrs P A Bradwell OBE, (Executive Councillor for Adult Care, Health and Children's Services) attended the meeting as an observer.

Officers in attendance:-

Pam Clipson (Head of Finance, Adult Care and Community Wellbeing), Katrina Cope (Senior Democratic Services Officer), Andy Fox (Public Health Consultant), Glen Garrod (Executive Director - Adult Care and Community Wellbeing), Helen Glover (Principal Lawyer, Adult Care and Health Team), Michelle Howard (Assistant Director – People, East Lindsey District Council), Kevin Kendall (Assistant Director - Corporate Property), Samantha Neal (Assistant Director, Prevention and Early Intervention), Simon Evans (Health Scrutiny Officer) and Emma Rowitt (Senior Project Manager).

9 APOLOGIES FOR ABSENCE/REPLACEMENT MEMBERS

There were no apologies for absence received.

10 DECLARATIONS OF MEMBERS' INTERESTS

There were no declarations of interest made at this point in the meeting.

11 MINUTES OF THE MEETING HELD ON 1 JULY 2020

RESOLVED

That the minutes of the Adults and Community Wellbeing Scrutiny Committee meeting held on 1 July 2020, be agreed and signed by the Chairman as a correct record.

12 ANNOUNCEMENTS BY THE CHAIRMAN, EXECUTIVE COUNCILLOR AND LEAD OFFICERS

The Chairman advised that following his attendance at the Overview and Scrutiny Management Board meeting on the 27 August 2020, at which the Budget Monitoring Report for Quarter 1 was considered, it was evident that Adult Care and Community

**ADULTS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE  
1 SEPTEMBER 2020**

Wellbeing were performing well, despite the challenges faced so far during the year. The Chairman extended thanks on behalf of the Committee to Glen Garrod, Executive Director – Adult Care and Community Wellbeing and the team for all their hard work.

The Chairman on behalf of the Committee also extended thanks to Carolyn Nice, Assistant Director, Adult Frailty and Long Term Conditions, for all her support and contributions to Adult Social Care and to the Committee, and wished well in her new role.

**13 CENTRE FOR AGEING BETTER - RURAL STRATEGIC PARTNERSHIP**

The Chairman invited Glen Garrod, Executive Director – Adult Care and Community Wellbeing, Samantha Neal, Assistant Director, Prevention and Early Intervention, Andy Fox, Public Health Consultant and Michelle Howard, Assistant Director – People, East Lindsey District Council to present the report which was detailed on pages 13 to 43 of the agenda pack.

Sem Neal, Assistant Director, Prevention and Early Intervention, advised the Committee that the Centre for Ageing Better had conducted a national recruitment process to identify an appropriate rural strategic partner. It was noted that the selection process had concluded in March 2020 and Ageing Better had confirmed that Lincolnshire had been selected as its preferred rural strategic partner.

Detailed at Appendix A to the report was a copy of the Memorandum of Understanding between the Centre for Ageing Better, Lincolnshire County Council and East Lindsey District Council.

The Committee noted that Ageing Better also had strategic partnerships with Greater Manchester and Leeds.

The Committee was advised that Ageing Better's vision was for 'a society where everybody enjoys a good later life'. It was noted that the four areas of focus to support approaching later life were:

- Live healthier, more active lives, reducing the risk of poor health, delaying onset, progression and impact of disease and disability;
- Be in good quality work for longer, boosting savings and delaying drawing pensions;
- Live in a safe, accessible and adaptable homes, remaining independent and active for longer; and
- Live in communities where social relationships flourish, making it easier to build and maintain close connections as well as wider everyday contact.

It was reported that the partnership had enabled Lincolnshire to have funding for a dedicated Programme Manager. The partnership would be able to add value, and accelerate existing plans and ambitions and evaluate what works for Lincolnshire and what does not, and the reasons for this. The partnership would also give Lincolnshire the opportunity to engage and influence national policy and funding streams.

Appendix B to the report mapped out the Ageing Better goals, Lincolnshire's potential opportunities; and examples of work being undertaken in Greater Manchester and Leeds.

The report presented highlighted the two areas Lincolnshire would be focussing on initially as healthier ageing and safe and accessible homes.

Michelle Howard, Assistant Director – People, East Lindsey District Council advised the Committee that the programme was for five years and provided the opportunity for Lincolnshire to prepare its residents for later life and to keep them active for longer. The Committee was advised that the Housing Health and Care Delivery Group had expressed a commitment to take forward two work tasks within the safe and accessible homes theme, one in relation to adapting existing homes, and the other in relation to age friendly new builds.

The first of these was outlined at appendix C. It was noted that work had already been undertaken locally to improve Disabled Facilities Grant (DFG) and Occupational Therapy Services. Appendix C provided a programme which would re-think approaches to encouraging people approaching later life to plan ahead, and re-design and integrate relevant support services.

It was noted that an exercise would be undertaken to understand the problems to be resolved in relation to housing in Lincolnshire. Once the problems have been clearly identified, steps would be taken to identify feasible and scalable solutions. Full details of the process were contained in Appendix C to the report

Andy Fox, Public Health Consultant advised that in Lincolnshire there was a gap between life expectancy and disability-free life expectancy, which indicated that for the majority of people, their later years were spent in poor health. It was highlighted that the key causes of morbidity in older age were cardiovascular disease, dementia, musculoskeletal issues, cancers and social isolation linked to poor mental and emotional wellbeing. It was highlighted further that many of the causes had underlying linked determinants which could be addressed preventatively and that being unwell in older age was not inevitable.

The Committee was advised that the primary preventative approach was to target hypertension, inactivity, obesity and social isolation and that the target group would apparently be healthy older adults (aged 50 to 65) with a degree of underlying risk. It was noted that the secondary/tertiary prevention approach was to support those with identified health concerns and that the target group would be older adults with identified health concerns.

During discussion, the Committee raised the following points:

- Housing market – the need to encourage estate agents in promoting existing physical support facilities in properties better (i.e. walk-in wet room), which would then raise the profile of what was trying to be achieved;

**ADULTS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE  
1 SEPTEMBER 2020**

- The need to ensure that the views of local formal and informal groups were sought, as their local knowledge was invaluable. Reassurance was given that this would be undertaken;
- Praise and support were extended to the new Type Two Diabetes pilot being rolled out to change lifestyles;
- Support was also extended to the need to tackle self-isolation;
- A suggestion was made for employers to allow employees to have phased retirements, which would help older people adjust better in later life. It was confirmed that the fulfilling work themes would be looking at this;
- More co-ordinated approach with regard to Disabled Facilities Grants, particular reference was made to communication between the county council and district councils. The Committee was advised that this matter was already being addressed;
- The effect of fuel poverty. The Committee was advised that the council had undertaken a piece of work with North Lincolnshire and North East Lincolnshire councils and had been successful in securing external funding to help those in fuel poverty. It was also noted that the Clinical Commissioning Group was assisting in identifying people with health conditions;
- Good communication with Town and Parish Councils; and
- Outcomes from the programme. The Committee noted that formal reports were considered by the Lincolnshire Health and Wellbeing Board. It was felt that the Committee should have a further update report in 2021.

**AGREED**

1. That the relationship between the Centre for Ageing Better and Lincolnshire, including the proposed governance arrangements be noted.
2. That the vision and goals for the Partnership set out in the report be noted.
3. That a further report be received at a date to be agreed in 2021.

**14 EXTRA CARE HOUSING DEVELOPMENT AT THE LINELANDS, NETTLEHAM, WITH LACE HOUSING LIMITED**

The Chairman advised that this item was for pre-decision scrutiny, prior to a decision being taken by the Executive on 2 September 2020.

The Chairman invited Kevin Kendall, Assistant Director – Corporate Property and Emma Rowitt, Project Manager to present the report, which was detailed on pages 45 to 136 of the agenda pack.

Detailed at Appendix 1 to the report was a copy of the Executive report.

The Committee was advised that the Executive report recommended a further £1.99m of the designated capital programme budget to be released to enable The Linelands Extra Care Housing (ECH) Scheme, to commence development in the spring of 2021. The Committee noted that the project proposed a partnership

between Lincolnshire County Council and LACE Housing Limited to provide 43 units of ECH accommodation for the anticipated demand in the West Lindsey District. It was noted further that following the commencement of the De Wint Court Scheme, in partnership with the City of Lincoln Council, the remaining capital programme budget was £9.086m.

The Committee was advised that the council owned the freehold of the Linelands site which had been vacant since 2011/12, and had been earmarked for ECH, to aid the strategic need to support the development of ECH in the county to assist in offsetting medium and long term revenue cost increases, and facilitate Lincolnshire residents to live independently for as long as possible within their communities. It was reported that the Linelands scheme would deliver the initial need identified in the Housing LIN report 2018.

The Committee were requested to agree any comments to be passed to the Executive in relation to this item.

During discussion, the Committee raised the following points:

- The scheme was entirely appropriate for modern day needs and would be a huge benefit to Lincolnshire residents to enable them to live independently; and
- Support was extended for the scheme; and for the partnership with LACE Housing Ltd; and some enthusiasm was expressed for more such schemes and it was agreed that a request for the programme of other extra care housing schemes to be accelerated be passed to the Executive.

#### RESOLVED

1. That the Adults and Community Wellbeing Scrutiny Committee unanimously agreed to support the recommendations to the Executive as detailed in Appendix 1, on pages 47 and 48 of the report pack.
2. That given the benefits of this proposal, the Committee's request that the programme of other extra care housing schemes be accelerated throughout the county be forwarded to the Executive.

#### 15 PAYMENT ARRANGEMENTS FOR RESIDENTIAL CARE

The Chairman invited Pam Clipson, Head of Finance, Adult Care and Community Wellbeing, and Helen Glover, Principal Lawyer, to present the report, which was detailed on pages 137 to 160 of the report pack. The Committee was advised that this item was for pre-decision scrutiny, prior to a decision being taken by the Executive on 6 October 2020.

Detailed at Appendix 1 to the report was a copy of the Executive report.

The Committee was advised that the Executive on 6 October 2020 would be provided the latest report from the Local Government and Social Care Ombudsman (LGO)

relating to the Council's payment arrangements for residential care; the results of a review the payments arrangements; and how the council should respond to the LGO's latest report as to payment arrangements moving forward.

Appendix A to the report provided the Committee with a copy of the Local Government Ombudsman's report.

Pages 143 to 146 of the report provided the Committee with details of the review of the payments arrangements. It was highlighted that significant progress had been made in improving systems and processes across the Council since 2018, which had included the time taken to complete a financial assessments, it was highlighted that the time had been reduced from 17 weeks to 28 days. The Committee also noted that four separate systems were coming together into three systems which would now link; and an improvement programme had been introduced, which had generated a level of insight into the process for debt recovery, which had allowed officers to begin to prioritise improved systems and processes to enable better debt management going forward.

It was highlighted that the cost of the proposed rationalised system had reduced from £0.301m to £0.273m; and that non-recurrent set up costs had also reduced to £0.063m.

The Committee was advised of the legal implications of the LGO report details of which were shown on pages 147 and 148 of the report pack.

In conclusion, the Committee was advised of reasons for the recommendations, the change from the existing "net" payment arrangements for residential care to a "gross" payment arrangement, details of which were shown on page 140 of the report pack.

The Committee expressed their support for the change to "gross" payment arrangements and to the recommendations as detailed on pages 139 to 140 of the report pack.

Note: Councillor M A Whittington wished it to be noted that his mother was in residential care, which was partly funded by the council, and as a result he would be abstaining from voting on this item.

#### RESOLVED

That the Adults and Community Wellbeing Scrutiny Committee support the recommendations to the Executive as detailed on pages 139 to 140 of the report pack.

(Note: Councillor M A Whittington abstained from voting).

Consideration was given to a report from Simon Evans, Health Scrutiny Officer, which set out the Committee's work programme up to and including 14 April 2021.

The Committee was advised that for the 21 October 2020 meeting the item on Government Proposals for Future Funding of Adult Social Care was to be removed from the list, as it was unlikely that there would be anything to report on at this time.

During discussion, two potential agenda items were suggested, these were: Disabled Facilities Grants and Personal Health Budgets. The Committee was advised that progress was being made in relation to both these items; and it was suggested that the items should be considered by the Committee at a future meeting along with an update on Direct Payments.

**RESOLVED**

1. That the work programme presented be noted.
2. That an update on Disabled Facilities Grants, Personal Health Budgets and Direct Payments be received by the Committee at a future meeting.

The meeting closed at 3.24 pm

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**Open Report on behalf of Glen Garrod, Executive Director of Adult Care and Community Wellbeing**

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>21 October 2020</b>
Subject:	<b>Lincolnshire Safeguarding Adults Board (LSAB): Strategic Plan Update and Annual Report</b>

**Summary:**

The Lincolnshire Safeguarding Adults Board (LSAB) is presenting today its Strategic Plan, currently in its final year and updated for 2020/21, and its Annual Report for 2019/20.

**Actions Required:**

These documents are both for information only and are supported by a brief presentation facilitated by Heather Roach, the Independent Chair of the LSAB, and Justin Hackney, Assistant Director, Specialist Adult Services and Safeguarding, Adult Care and Community Wellbeing.

## **1. Background**

The Lincolnshire Safeguarding Adults Board (LSAB) has three core functions as defined in the Care Act 2014:

- a) It must publish a Strategic Plan for each financial year that sets how it will meet its main objective and what the members will do to achieve this;
- b) It must publish an Annual Report detailing what the SAB has done during the year to achieve its main objective and implement its strategic plan, and what each member has done to implement the strategy as well as detailing the findings of any Safeguarding Adults Reviews and subsequent action;
- c) It must conduct any Safeguarding Adults Reviews in accordance with Section 44 of the Act.

### Strategic Plan (Appendix A)

In 2018, the LSAB held a partnership workshop where all agency partners were invited to attend, submit safeguarding data from their agency to support future focus and present their own strategic plans if there were any key safeguarding areas.

This information in conjunction with local, regional and national data was reviewed and partners agreed on the three key strategic areas that the Board should focus on for the next three years.

Each year thereafter the Board has reviewed these three aims ensuring they are still a priority and adjusted its focus in line with current demand, specifically this year around Covid-19.

### Annual Report (Appendix B)

In conjunction with its strategic review looking forward, the Board looks at the work it has undertaken during the previous year in line with the set strategies and publishes an Annual Report defining work undertaken and how it has met its requirements.

Both the Annual Report and Strategic Plan are presented to the LSAB Executive Board for comment and sign off before publication.

### Safeguarding Adults Reviews

Within the Annual Report published each year the Board ensures it identifies any Safeguarding Adult Reviews it has published within the preceding year. There have been no reviews published during this year but the Annual Report identifies some import work undertaking in response to recommendations from previous reviews.

## **2. Appendices**

These are listed below and attached to this report:

Appendix A	Lincolnshire Safeguarding Adults Board – Strategic Plan 2018-2021 ( <i>Updated Summer 2020 and Approved by LSAB Executive Board Meeting 8 September 2020</i> )
Appendix B	Lincolnshire Safeguarding Adults Board – Annual Report 2019/20

## **3. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by David Culy, who can be contacted on 01522 555111 or [david.culy@lincolnshire.gov.uk](mailto:david.culy@lincolnshire.gov.uk)



# Lincolnshire Safeguarding Adults Board

## Strategic Plan 2018-2021

*Updated Summer 2020*

*Approved by LSAB Executive Board Meeting 8<sup>th</sup> September 2020*

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## 1. Foreword

The role of the Safeguarding Adult's Board and the collective work of both statutory and non-statutory organisations in keeping the most vulnerable people safe from harm and abuse in our communities has never been more important than in this current period of time.

The effects of the COVID 19 pandemic have been far reaching and whilst Lincolnshire has not been as badly affected as some other areas in the country, there have been many changes to how services have been delivered. As the new Independent chair for the LSAB, I am extremely grateful to our partners for the support they have provided in order to ensure all safeguarding arrangements remain as effective as possible.

The Care Act 2014 requires Safeguarding Adult's Boards to produce a safeguarding strategy, an annual report to identify the progress made against that strategy and to commission Safeguarding Adult Reviews where there is clear learning for organisations.

This is the third and final year of our current strategy and focus on our key priorities as follows –

- to develop and improve our early help and preventive practice;
- to develop effective community and service user engagement;
- to develop a quality and assurance framework and to measure and demonstrate policy success;
- to continue to develop the ethos and practice of Making Safeguarding Personal (MSP); and,
- to learn from reviews and put service improvements into practice.

Each year the strategy is reviewed to measure the delivery of our priorities, to ensure that the board has the most appropriate governance arrangements and that it is focused upon key priorities that add value, and are outcome and delivery focused. The challenges posed by the current pandemic have affected the delivery of some of our key priorities but in other areas new ways of working and opportunities have emerged.

Throughout the pandemic partners have regularly come together to provide assurance to the board around their delivery of services and the identification of key risks and issues. Together with the Lincolnshire Safeguarding Children's Partnership and the Safer Lincolnshire Partnership we have been able to develop an effective assurance process. The future focus for the board will be to deliver on our priorities in particular the Prevention Strategy incorporating a new model of working in Team Around the Adult working alongside district council partners providing a much needed model to assist complex adults at risk.

I look forward to the challenge of taking the board forward and working with colleagues to keep people safe.

Heather Roach, Independent Chair LSAB



## 2. Introduction

The Lincolnshire Safeguarding Adults Board (LSAB) is a statutory body established by the Care Act 2014. Its main objective is to protect all adults in its area who have needs for care and support and who are experiencing, or at risk of, abuse or neglect against which they are unable to protect themselves because of their needs. The LSAB aims to fulfil its purpose by:

- co-ordinating the work of its partner agencies to determine shared policy, facilitate joint training, raise public awareness and monitor and review the quality of services relating to safeguarding adults in Lincolnshire;
- ensuring that all agencies work together to minimise the risk of abuse to adults at risk of harm and to protect and empower those people effectively when abuse has occurred or may have occurred.

The LSAB supports the rights of all adults to equality of opportunity, to retain their independence, wellbeing and choice and to be able to live their lives free from abuse, neglect and discrimination. It values diversity and will seek to promote equal access and equal opportunities irrespective of race, culture, gender, sexual orientation, disability, age, religion or belief, marriage/civil partnership and pregnancy/maternity.

## 3. The Care Act 2014

The Care Act 2014 provides the legal framework for adult safeguarding, setting out the responsibilities of local authorities and their partners. It places a duty on Local Authorities to establish Safeguarding Adults Boards and also stipulates local authorities' responsibilities and those with whom they work, to protect adults at risk of abuse or neglect.

The Act details the statutory requirement to have a Safeguarding Adults Board and that the Board has three primary functions:

It must publish a strategic plan for each financial year that sets out how it will meet its main objectives, and what the members will do to achieve these objectives. The plan must be developed with local community involvement and the Safeguarding Adults Board must consult the Local HealthWatch organisation.

The Safeguarding Adults Board must publish an annual report detailing what it has done during the year to achieve its main objectives and to implement its strategic plan. The report should include what each member organisation has done to implement the strategy, as well as detailing the findings of any Safeguarding Adults Reviews, whether completed or on-going.

It must conduct Safeguarding Adult Reviews in line with Care Act criteria, examining interaction between partner agencies and identifying key learning and service improvements.

## 4. What is Safeguarding?

The Care Act Statutory Guidance published in October 2014 under Section 14.7 describes adult safeguarding as "protecting an adult's right to live in safety, free from abuse and neglect." It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time, making sure that the adult's wellbeing is promoted including where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances".

The categories and definitions of abuse can be found by following the link below.

[Categories and definitions of abuse](#)

## 5. The Vision and Mission for Lincolnshire



# LSAB 2018-2021 Strategic Plan



## 6. Key Strategic Aims

Prevention and Early Help	Community & Service User Engagement	Quality and Assurance	Review and Learning
<ul style="list-style-type: none"> <li>• The development of a prevention strategy detailing a range of options designed to keep people safe from abuse and harm.</li> <li>• The collection of Intelligence data across the Public Protection arena to identify the key issues for adults at risk in Lincolnshire.</li> <li>• The development and implementation of an early help model of team around the person, across the county.</li> </ul>	<ul style="list-style-type: none"> <li>• Development of feedback mechanisms for service users &amp; carers recognising the diversity of local communities and making relevant changes to service provision.</li> <li>• Promote safeguarding awareness &amp; helping people to keep themselves and others safe.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve services to users and carers through learning from SARs and LD Mortality Reviews, and ensuring we audit the impact of recommendations upon service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Commissioning and overseeing the successful completion of Safeguarding Adult Reviews</li> <li>• Monitor other reviews for the Learning or training needs, such as Disabilities Mortality Review Programme [LeDeR] in Lincolnshire.</li> </ul>

**Making Safeguarding Personal and Communication will be key themes that will be monitored and incorporated throughout all work streams**

### Expected Outcomes

<ul style="list-style-type: none"> <li>• Implementation of the Team Around the Adult (TAA) initiative and operating model.</li> <li>• Implementation of the TAA initiative and operating model which includes Vulnerable Adult Panels [VAPs]?</li> <li>• Production of one overarching contextual overview that provides relevant information around safeguarding and details our communities' needs.</li> <li>• Implementation of the LSAB Prevention strategy.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the use of advocates through the safeguarding process is appropriately utilised.</li> <li>• Establish and map current feedback arrangements across partners to develop a diverse range of opinions to shape safeguarding.</li> <li>• Report on the concerns raised by service users and carers and the subsequent learning and action taken.</li> <li>• Greater involvement of community &amp; voluntary groups to support the strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to develop an annual audit based upon key strategic priorities and recommendations made through SARs and other reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Identifying key learning points for safeguarding emerging from SARs and other reviews</li> <li>• Undertake an annual review of the Training &amp; Development Programme</li> </ul>
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# LSAB 2018-2021 Strategic Plan



The impact of COVID 19 upon the delivery of our key priorities has been significant during the first quarter of this financial year.

The table below shows what our expected outcomes were for each strategic area, what we were able to deliver, what impact COVID-19 had and our expected future delivery for the remainder of the life of this strategy.

Our ambition	What we delivered and effects of CV-19	Future delivery
<b>Prevention and Early Help</b>		
<ul style="list-style-type: none"> <li>The development of a prevention strategy detailing a range of options designed to keep people safe from abuse and harm.</li> </ul>	<ul style="list-style-type: none"> <li>Draft policy circulated to LSAB pre-lockdown and agreed</li> <li>CV19 has altered and potentially reduced the normal reporting routes for victims</li> <li>Greater support within communities through volunteers</li> <li>Potential changes to types of abuse/exploitation/harm evident with Isolation compounding behaviours</li> <li>Potential changes to victim profiles – those who live alone, not in need of care/support and have full capacity may be more at risk of being targeted.</li> </ul>	<ul style="list-style-type: none"> <li>Prevention strategy to consider and reflect the risks/implications associated with the pandemic.</li> <li>Promotion of the strategy through LSAB and alongside agency recovery plans</li> <li>Easy read version to be completed and also promoted</li> </ul>
<ul style="list-style-type: none"> <li>The collection of Intelligence data across the Public Protection arena to identify the key issues for adults at risk in Lincolnshire.</li> </ul>	<ul style="list-style-type: none"> <li>Terms of Reference drafted between board managers to reflect a broader remit of "exploitation"</li> <li>Government summit held to identify a response to "Hidden Harm"</li> <li>LGA request to local authorities for month on month data comparison</li> </ul>	<ul style="list-style-type: none"> <li>"Hidden Harm" action plan to be incorporated into future tri-board approach</li> <li>Use of LGA gathered data to provide a Lincolnshire context to understand the changes to reporting/trends and assist in future focus</li> </ul>
<ul style="list-style-type: none"> <li>The development and implementation of an early help model of team around the person, across the county.</li> </ul>	<ul style="list-style-type: none"> <li>TAA project was due to commence March 2020 but suspended as lockdown announced.</li> <li>Government focus upon homelessness - £1.6</li> </ul>	<ul style="list-style-type: none"> <li>TAA project re-start with the recruitment of the TAA co-ordinators</li> <li>Task &amp; Finish Group to work in partnership with</li> </ul>

billion to local authorities and £6 million to charities

Lincolnshire Homelessness Partnership to develop longer term plans for rough sleepers and in partnership with NPS to accommodate prison releases.

## Community and Service User Engagement

- Development of feedback mechanisms for service users & carers recognising the diversity of local communities and making relevant changes to service provision.

- Online survey utilised 2019
- Social media utilised throughout CV19 to share messages and raise awareness
- Disproportionate effect of CV19 on BAME staff and communities

- Task & Finish group to map current links to service users and carers
- Develop links into the community through new volunteer/support arrangements
- Use information from complaints to improve service provision

- Promote safeguarding awareness & helping people to keep themselves and others safe.

- Communications plan developed and used.

- Continue to develop the communications plan based upon safeguarding data and national campaigns.

## Quality and Assurance

- Improve services to users and carers through learning from SARs and LD Mortality Reviews, and ensuring we audit the impact of recommendations upon service delivery.
- Repeat Making Safeguarding Personal Audit after programme of promotion to ensure uptake
- Continue QA work around referrals including deep dives into specific area that may be of concern

- All learning from reviews is collated and actions/recommendations reviewed at SIRG(A) meetings and ratified through the Executive board.
- Audit programme documented and agreed.
- Quality and assurance mechanism introduced to monitor the effect of CV19 using a risk register/assurance approach

- Audit programme to continue in respect of safeguarding reporting/referral alongside making safeguarding personal and implementation of SAR recommendations

## 7. Business Plan

Previously it was agreed by our partners that the key strategic aims should be allocated to task and finish groups to ensure that the main focus is upon the delivery and outcome of a smaller number of achievable but crucial priorities. The delivery of each priority will be subject of a business plan and progress will be reported upon to the partnership board and ultimately the executive board.

## 8. Governance Arrangements: Overseeing Development and Delivery

A new governance structure was developed at the outset of this strategy in 2018 and has been reviewed each year to ensure support is received from the correct partners. In light of the impact COVID-19 has had on all agencies and their ability to support the Board it has been agreed that smaller task and finish groups will be created with a view to completing the expected outcomes wherever possible.

The current structure is based on an Executive Board, comprising Core Partners, with strategic focus; and a Partnership Delivery Board comprising Safeguarding Leads from partner agencies with a focus on development and delivering outcomes – translating strategy into action.

## 9. Measuring Success: Dashboard Data

A summary for 2019/20 is enclosed at Appendix 2. This indicates:

- There has been an increase in the reporting of concerns to the Local Authority. This reporting year has seen 3751 concerns reported;
- 55% of cases of concern progressed to a Section 42 Enquiry stage and 45% of cases no further action was taken or alternative support was provided;
- The number of DOLs (Deprivation of Liberty) applications continues to increase year on year and at the time of going to print there is no longer a backlog within the Local Authority. The new Liberty Protection Safeguards (LPS) is expected to be implemented in 2022 and the local authority is working hard to ensure a smooth transition.

The aim of Lincolnshire Safeguarding Adults Board (LSAB) is to assure itself that the local safeguarding arrangements and partners act to ensure the effective co-ordination of services to safeguard and promote the welfare of adults; in accordance with the Care Act 2014.

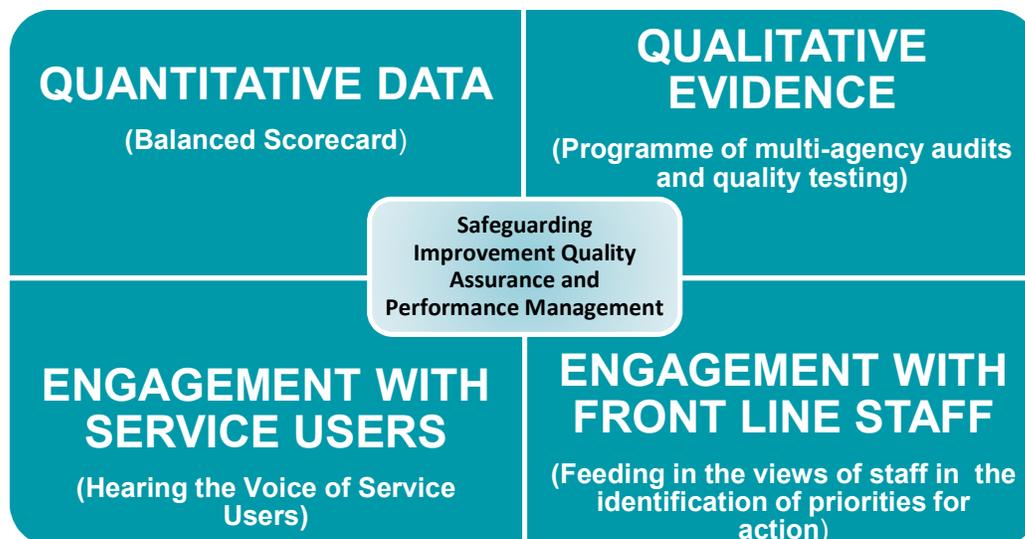
The Care and Support Statutory Guidance (October 2014) elaborates that the SAB should:

- establish ways of analysing and interrogating data on safeguarding notifications that increase the SAB's understanding of prevalence of abuse and neglect locally that builds up a picture over time;
- establish how it will hold partners to account and gain assurance of the effectiveness of its arrangements;
- determine its arrangements for peer review and self-audit;
- identify mechanisms for monitoring and reviewing the implementation and impact of policy and training.

The Board's Quality Assurance Programme sets out how the Board intends to meet these requirements and assure itself that the local safeguarding arrangements are effective. An Audit Programme runs alongside LSAB's strategy 2018/19–20/21; of which quality assurance forms one of the strategic objectives.

### Assurance Methods

LSAB will utilise a range of approaches, as shown in the quadrant below, to quality assure the effectiveness of partner agencies and answer the questions above.



## Quantitative

- The Performance Dashboard is a representation of statistical data which will assist the Board to understand the prevalence of abuse/neglect, highlight themes and trends in safeguarding activity, and identify issues that need addressing in safeguarding arrangements.
- Statistical Surveys

## Qualitative

- Audit: The Board will undertake a programme of audits throughout the life of this strategy to evaluate the effectiveness of safeguarding arrangements and to identify and prioritise any areas needing further development. The Lincolnshire Assurance and Assessment Framework (LAAF) is an on-going process and will form part of the developing strategy to identify areas of good practice and future development.
- Case-file audits/deep dive audits: LSAB will conduct and assist in case file reviews which will look in detail at specific cases/areas of safeguarding adults.

## Engagement with Service Users

- A multi-agency approach will be developed to enable organisations to seek the views of people using safeguarding services (users and carers), and to use this information to improve safeguarding responses. This approach supports the LSAB's priority of promoting personalised and inclusive safeguarding in which service users are supported to achieve the outcomes they want. It places the spotlight on outcomes achieved and making a difference rather than meeting targets. The board will also seek to involve the voluntary & community sectors in its work moving forward.

## Engagement with Front Line Staff

- Engagement with front line staff will be integrated by way of operational representatives of partner agencies engaging with audits, surveys, quality assurance findings and policy developments.

## 10. Making Safeguarding Personal

Establishing Making Safeguarding Personal (MSP) as a core theme running through the LSAB's strategic plan is a priority for the Board.

The Board will make sure that MSP is a thread across all Board's sub-group activity and will include areas such as communications, community engagement, quality assurance, learning and development, and workforce development.

We will work towards ensuring that people know what to expect from safeguarding support and how they can participate, that communication strategies convey that Making Safeguarding Personal is at the heart of the Board's strategy and supports people in participating and making choices.

We will seek assurance (through organisational self-assessments and multi-agency case file audits) that Safeguarding Adults Board commitment translates into frontline practice.

## 11. Communications

Each of the key strategic aims will have communication as a theme sitting within all work undertaken. These themes will be designed to increase and improve people’s understanding and awareness of the work in relation to Adult Safeguarding within Lincolnshire and to ensure effective reporting. We will provide direction and support to our partner organisations so that we can achieve effective, consistent, organised and targeted communication.

To support this overall aim, the themes can be broken down into three main areas:

- to promote public awareness; including how everybody can contribute to safeguarding and work towards the prevention of abuse;
- to promote awareness across partner agencies and other organisations within Lincolnshire; including statutory, independent and voluntary agencies, of how they should co-operate to safeguard and promote the welfare of adults at risk and ensure that developments in safeguarding practice are widely communicated;
- to ensure an effective process for communicating with the media, thereby promoting public confidence in the arrangements for safeguarding and promoting the prevention of abuse.

## 12. Resources

LSAB's current human and financial resource allocation and deployment for 2019/20 are set out below. These to be the subject to review with Core Partners for 2020/21 in the light of national and local policy developments.

### Human Resources

1 x	Independent Chair *
1 x	Deputy and Chair SIRG(A) *
1 x	Business Manager
1 x	Audit and Policy Officer
1 x	Administrator

\* Engaged under contract for employment for fixed terms as per Memorandum of Understanding (MOU)

### Finance

	£	£
<b>Income</b>		
LCC – ASC	40,000	
Lincolnshire Clinical Commissioning Groups	40,000	
Lincolnshire Police & Crime Commissioner	40,000	
		<u>120,000</u>
<b>Expenditure</b>		
Staff costs/fees	116,000	
Other costs – room hire and printing	4,000	
		<u>120,000</u>

## 13. Training Strategy

Supporting our safeguarding strategy is a training strategy which aims to raise awareness generally across partner agencies, as well as providing specialist multi-agency training for professionals which is evaluated to measure its impact.

LSAB has a 6-year Safeguarding Adult Training Pathway, which meets the requirements of the National Competencies Framework for Safeguarding Adult [NAF]. The training pathway takes support staff, front-line workers, managers and leaders through a range of generic and specialist training courses appropriate to their safeguarding responsibilities.

Learning from Safeguarding Adult Reviews forms a significant part of the training requirement and various methods of communication are utilised to ensure dissemination across the board partners ensuring that front line staff have appropriate knowledge and skills to perform their roles.

In line with Government guidance the LSAB training programme has been updated and is now a fully online programme.

## 14. Conclusion

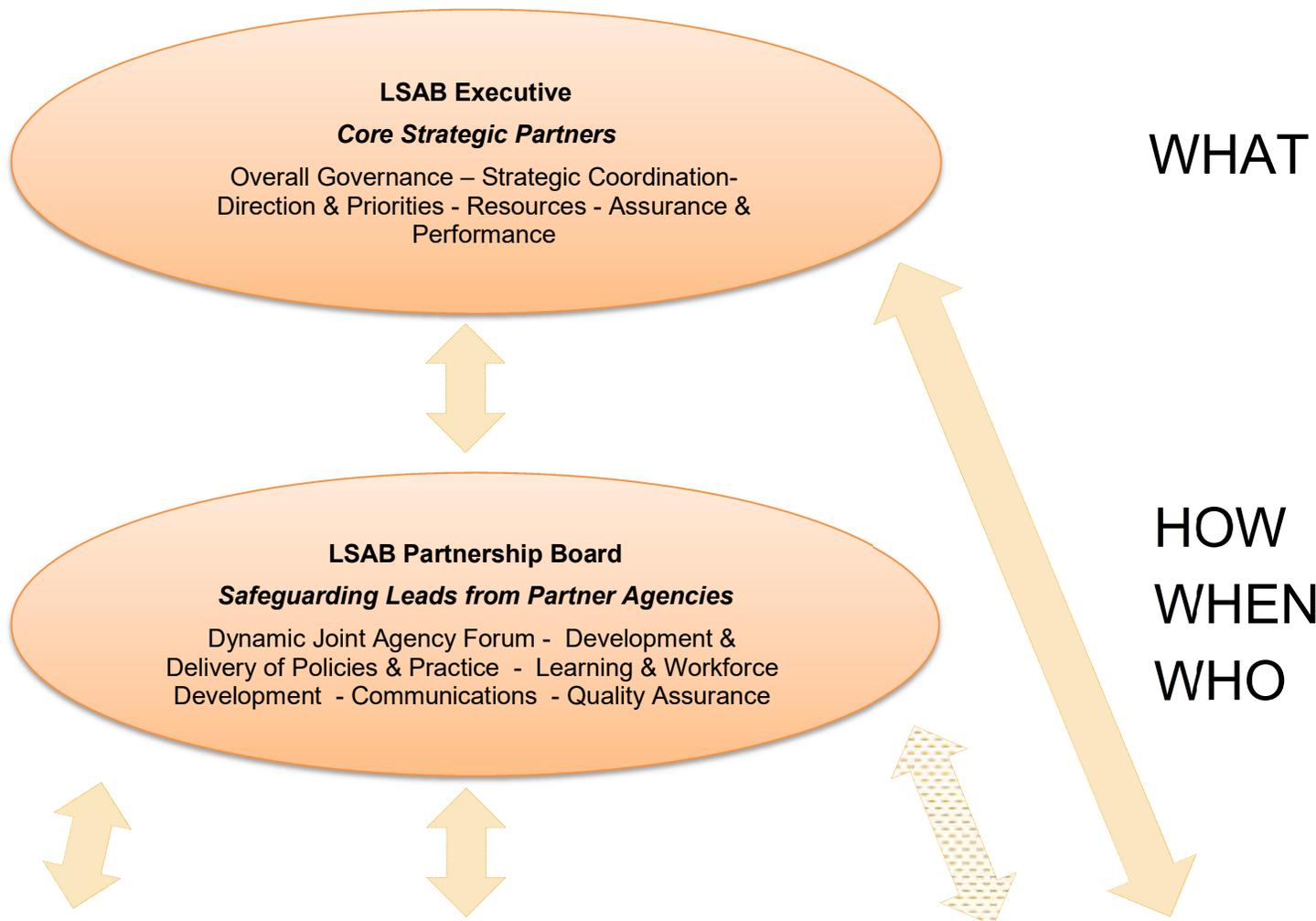
This is the final year of the three year strategic plan 2018-2021, and despite the additional complexity of CV19, shapes the direction and focus for the board and its partners.

The LSAB Strategic Plan 2018-2021 shapes the direction and focus of the Board for the next year with its priorities and governance arrangements having been refined following a development workshop in September 2019 and builds on the outcomes of the Annual Report 2018/19.

The focus is on continuing to improve safeguarding arrangements in the County based on and driven by good quality intelligence and collaboration with partner agencies, service users and carers.

The plan will be subject to regular review and all meeting agendas will reflect the key priorities we are aiming to deliver, requiring updates from task and finish groups as to progress throughout the year.

Appendix 1 - Governance Structure



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**Task & Finish Groups**  
Prevention & Early Help  
TAP - VAPs

**Task & Finish Groups**  
To cover areas within the strategy as  
and when required

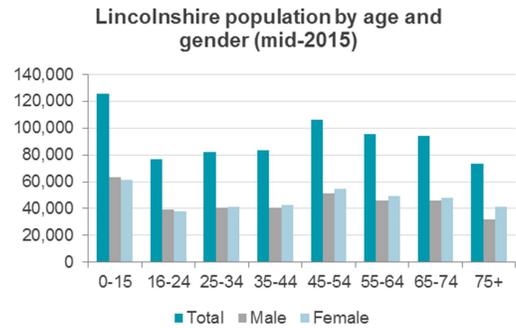
**Serious Incidents Review Group**  
Reviews - Learning & Development,  
including Learning Disability Mortality  
Review Group

## Appendix 2 – Summary Dashboard Data

Lincolnshire is a largely rural county with 95% of its land area classified as rural. In terms of resident population, 48% live in rural locations and 52% live in urban locations.



The total population of Lincolnshire is 743,400 with males making up 49% and females 51%. The proportion of people aged 65 and over residing in Lincolnshire is 5% higher than the England and Wales average. By 2021 the population aged 75 and over will be 21% higher than it is currently, by 2039 it will have almost doubled. This age group is growing much faster than any other.

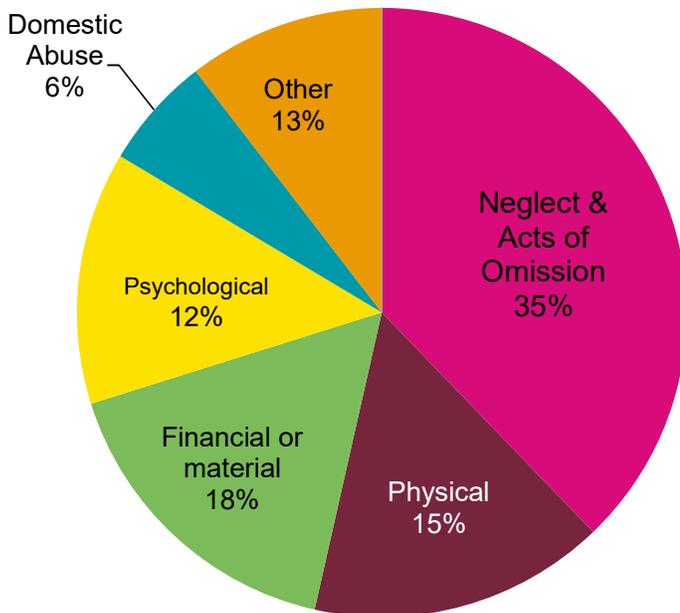


The residents of Lincolnshire are mainly UK born and, although diversity in Lincolnshire is ever changing, the non-white population remains small at 2.4% compared to a national non-white population of 14%.

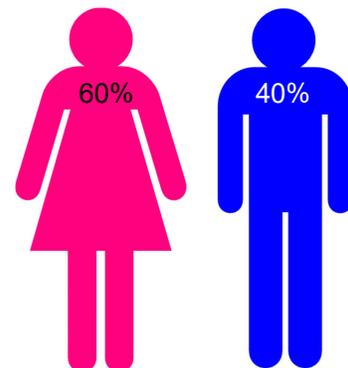
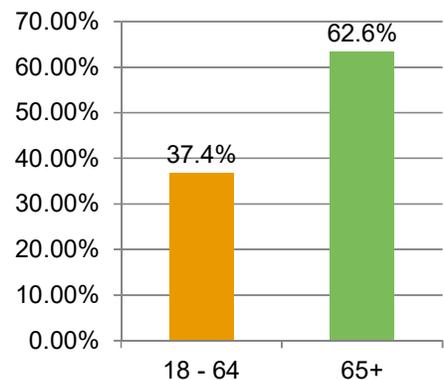
### Safeguarding adults in Lincolnshire...

In 2019/20, there were **3751** safeguarding concerns raised. On average, where gender is known, the majority of adults at risk are female (**60%**) and nearly **63%** of adults at risk are over the age of 65.

### Types of Abuse 2019/20



### Age of Adult at risk



% of adult at risk by gender

Circa **55%** of cases of concern were progressed to Section 42 enquiry stage. Approximately **45%** were closed at triage stage, with NFA or alternative community support services provided.

MSP – **99.3%** were asked about their desired outcomes. 98% expressed them; **66%** wholly achieved and **29%** partially achieved.

# Lincolnshire Safeguarding Adults Board Annual Report 2019/20

Page 29



# LSAB

*Making safeguarding personal*

# Foreword - Independent Chair

The overarching purpose of a safeguarding adults board is to help and safeguard adults with care and support needs. The Care Act 2014 requires the board to develop a strategy outlining how it will achieve this and directs that it produces an annual report to detail the work that it has undertaken to achieve the key priorities. This report covers Year 2 of the 3 year Strategic Plan 2018 – 2021.

The key priorities include:

- Prevention & Early Intervention;
- Service User and Carer Engagement;
- Quality & Assurance; and,
- Review & Learning.

Making Safeguarding Personal [MSP] and Communications remain as the golden threads which run through LSAB's work streams.

LSAB continues to meet quarterly as both Executive and Partnership boards and is supported by sub-groups whose focus is on development and delivery.

Towards the end of this second year the significant impact of the COVID-19 pandemic has meant that some progress against key priorities has been delayed but despite that, services have continued in different ways and LSAB has developed a comprehensive assurance system enabling us to be confident that safeguarding has remained an important focus.

Progress in the key priority areas, working in collaboration with partner agencies include -

1. The development and sign off of a Safeguarding Prevention Strategy
2. Further development of a new model of multi-agency working in Team Around the Adult.

3. Quality assurance audits have been conducted, in particular all agencies were included in the Lincolnshire Assurance & Assessment Framework (LAAF). Audits have also been conducted in respect of MSP compliance and safeguarding concerns reporting forms.
4. We have continued to be involved in the Safeguarding Ambassadors to Care Providers initiative; engaged with the Prison Service and Immigration Centre along with district councils and the homelessness project. We have also continued working with CCG, LinCA & LCC's Commercial Team to assure the board that robust mechanisms are in place to manage, monitor & support Care Providers and continued to support the Office of the Police and Crime Commissioner with raising awareness of financial exploitation.
5. The Review & Learning sub-group have continued to complete safeguarding adult review processes and monitor the implementation of the associated recommendations. In particular there has been significant work conducted in respect of the multi-agency response to modern day slavery.

The board has continued to work closely with the Public Protection Board working alongside LSCP and Safer Lincolnshire Partnership to identify the key areas for all three boards to focus upon together. Regionally being a member of the East Midlands Safeguarding Adults Board Chairs Network, and nationally being a representative on the National SAB Chairs Network provides an opportunity for shared experience and influence over future safeguarding focus .

In April this year Barry Earnshaw stepped down from the role of LSAB Independent Chair. My thanks and those of my board colleagues go to Barry for his leadership, commitment and dedication to the role over the last four years.

# Lincolnshire Safeguarding Adults Board - LSAB

The Lincolnshire Safeguarding Adults Board (LSAB) serves the County of Lincolnshire. The LSAB became a statutory body on the 1<sup>st</sup> of April 2015 as result of the Care Act 2014.

The Act requires that the SAB must lead adult safeguarding arrangements across its locality, and oversee and coordinate the effectiveness of the safeguarding work of its member and partner agencies.

It requires the LSAB to develop and actively promote a culture with its members, partners and the local community that recognises the values and principles contained in 'Making Safeguarding Personal'. It should also concern itself with a range of issues which can contribute to the wellbeing of its community and to the prevention of abuse and neglect, such as:

- Safety of people who use services in local health settings, including mental health;
- Safety of adults with care and support needs living in the community, in social housing and in care homes;
- Effective interventions with adults who self-neglect, for whatever reason;
- Quality of local care and support services;
- Effectiveness of prisons in safeguarding offenders;
- Making connections between adult safeguarding and domestic abuse.

Safeguarding Adults Boards have three core duties. They must:-

1. Develop and publish a strategic plan setting out how they will meet their objectives and how their member and partner agencies will contribute;
2. Publish an annual report detailing how effective their work has been;
3. Commission Safeguarding Adults Reviews (SARs) for any cases which meet the criteria for these.

LSAB is a partnership body and has over 20 partner agencies as members. The Board sets direction and priorities, develops partnership working and holds partner agencies to account for the effective delivery of safeguarding arrangements across the County. The core partners are Lincolnshire County Council, the Clinical Commissioning Group in Lincolnshire and Lincolnshire Police.

A number of Boards and sub-groups ran throughout the year looking at Strategic and Operational areas of safeguarding as well as specific issues such as Safeguarding Adult Reviews. Going forward the Boards will create less sub-groups and more task and finish groups to support its work

Locally, the Board has close working relationships with: Public Protection Board – a strategic coordinating group; Lincolnshire Safeguarding Children Partnership; and the Safer Lincolnshire Partnership.

Regionally and nationally the Board has strong working arrangements with the East Midlands Safeguarding Adults Network, the East Midlands Safeguarding Adults Board [SAB] Chairs Network and the National SAB Chairs Network.

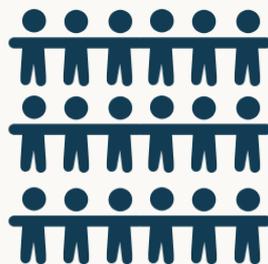
# Lincolnshire - Local Context

95% of land is classified as rural

**48%**  
live in rural locations



**52%**  
live in urban locations



**736,665**

Total population



**49%**  
male



**51%**  
female

The proportion of residents aged 65 and over is higher than the England and Wales average

**5%**



By 2021 the population of people over 75 will be

**21%**

higher than now and by 2039 it will be almost doubled



**20%** of Lincolnshire residents have a long term health problem or disability

Residents of Lincolnshire are mainly UK born

Non white population is small at **5%**

Compared to national population of **14%**



# Lincolnshire Safeguarding Adults Board - LSAB

## Local Demographics

Lincolnshire is a largely rural County and this poses challenges for the effective and efficient delivery of services, with poor communication links both East/West and North/South. The population is 736,665, with a rapidly aging population in comparison to the national average. In addition about 20% of Lincolnshire's inhabitants have long-term health problems or disabilities, limiting their day to day activities.

## Vulnerable Groups

It is not possible to present a complete and definitive picture of the number of adults that may be at risk in Lincolnshire because some abuse or neglect may be hidden, despite the best efforts of local services to identify, assess, step-in and support adults who are being harmed or are at risk of being harmed.

Additionally COVID19 has added to the difficulties around identification of abuse due to lockdown, isolation and shielding.

However, the LSAB annually reviews data (both quantitative and qualitative) and other information such as the Joint Strategic Needs Assessments (JSNAs) carried out by the Health and Well-Being Board to gauge those specific groups deemed more vulnerable that need protection, such as:

- Adults with physical and sensory disabilities;
- Adults with Learning Disabilities and/or Autism;
- Adults experiencing Mental Ill-health;

- Adults frail due to age.

As in previous years the data has shown that risk settings are in a person's own home or care home/hospital setting, that the source of risk is mainly from family and care workers and that the majority of adults at risk are female and almost three-quarters of people at risk are over 65.

## Background to Board Development

In Lincolnshire the Safeguarding Adults Board was established in 2010 in recognition of the need for all partner agencies to work together effectively to safeguard people that were at risk of harm, abuse and neglect.

The Care Act 2014 put this on a formal footing from the 1<sup>st</sup> of April 2015 and governance structures were put in place together with support arrangements.

The governance structure was reviewed as part of the Peer Review in November 2017 and the support arrangements strengthened with the appointment of a Policy & Audit Officer.

An on-going review of its arrangements by the Board identified key areas that needed strengthening during the 2019/20 year and subsequently the arrangements for both the Strategic and Partnership Boards were amended giving better clarity to their roles and responsibilities.

The Strategic Board normally meets on a quarterly basis, but due to the impact of COVID19 bi-weekly meetings were held to monitor adult safeguarding during CV19 with the Partnership Board continuing to meet quarterly.

# LSAB Priorities 2019/20 - Ambitions & Achievements

## 2018/21 Strategic Plan

The LSAB three year strategy sets out a number of key priorities for the board with the themes of Making Safeguarding Personal and Communication as key strands.

The formation of sub-groups around each priority has been reviewed and for 2020, priorities will be taken forward by specific task and finish groups to ensure effective delivery of a smaller number of key issues.

The three main areas of our strategy are:-

### 1. Prevention and Early Help

- To develop a Tri-board approach to a prevention strategy. This includes Children's and Adults Safeguarding Boards together with Safer Lincolnshire Partnership.
- An Intelligence collection plan to identify the key issues for Lincolnshire.
- Education, awareness-raising and self-help. The empowerment of professionals and the community.
- Early help development through the review of current multi-agency arrangements.

### 2. Service User and Carer Engagement

- Development of a communications strategy to personalise the LSAB, and promote the strategy.
- Engagement in specific awareness raising campaigns to target areas of concern.
- Development of feedback mechanisms for service users & carers recognising the diversity of local communities.

### 3. Quality and Assurance

- Development of an assurance framework for the LSAB.
- Develop an annual audit programme.
- Improve services through learning from Safeguarding Adult Reviews and Learning Disability Mortality Reviews, and audit the impact of recommendations.
- Ensuring that basic practice standards are effective e.g., Section 42 safeguarding meetings.



# LSAB Priorities 2019/20 - Ambitions & Achievements

## 1. Prevention and early help

### What we said we would do:-

Develop a safeguarding prevention strategy detailing a range of options designed to keep people safe from abuse and harm.

Collect Intelligence data across the Public Protection arena to identify the key issues for adults at risk in Lincolnshire.

Develop and implement a safeguarding early help model of team around the adult, across the county.

### What we achieved in our second year:-

Our long term ambition is to develop a tri-board prevention strategy with LSCP and SLP however this year we have compiled a LSAB safeguarding prevention strategy which has been agreed and will be promoted throughout the next year. Work towards a tri-board co-ordinated approach will continue.

A new early help model, "Team around the Adult" has been developed and was about to be piloted when CV-19 changed service delivery. The recruitment of TAA Co-ordinators will take place over coming months and the programme recommenced, linking in with district councils across Lincolnshire to provide an alternative preventative route for complex adults at risk.

Working with the Lincolnshire Safeguarding Children's Partnership and Safer Lincolnshire Partnership terms of reference have been agreed to develop a co-ordinated tri-board approach to identify the key issues relevant to safeguarding across the county under the broad term of

## 2. Service User and Carer Engagement

### What we said we would do:-

Audit the use of advocates through safeguarding processes and include a representative on the LSAB partnership board.

Improve information flow to the public and our partners by detailing the safeguarding events, conferences, social media outputs, website and newsletters published by LSAB.

Report on the concerns raised by service users and carers and the subsequent learning and action taken.

Greater involvement of community & voluntary groups to support the strategy

### What we achieved in our second year :-

Although an audit has been planned for 2020, joint work with the Advocacy service (VoiceAbility) and LCC safeguarding has seen a significant increase in the number of advocacy referrals with an increase in awareness around when advocacy is required and at what point in the enquiries it should be requested, in light of this an audit may not be required.

Newsletters, factsheets and attendance at conferences has increased over 2019/20 and relevant information cascaded.

Concerns raised by service users and carers is an area to be developed during the next business year along with building upon the opportunity to engage our communities through the volunteer network.

# LSAB Priorities 2019/20 - Ambitions & Achievements

## 3. Quality and Assurance

### What we said we would do:-

Determine the quality and quantity audit of Section 42 investigations and non-Section 42 cases.

Conduct auditing around the Mental Capacity Act decisions - to identify that there is supported decision-making and best interest decisions.

### What we achieved in our second year:-

A multi-agency case file audit has been carried out to review the quality of safeguarding concern referrals, along with a Making Safeguarding Personal (MSP) audit to examine the content and quality of the reporting mechanism and whether the wishes of the adult have been properly considered throughout.

The MCA audit will be part of an on-going audit programme.

The LSAB Assurance and Assessment Framework has been developed and completed by partners. The results were made available in late 2019 to inform our on-going work.

### Additional achievements

The board and its partners have continued to deliver several initiatives throughout the year and provided training, audit and advice.

The Safeguarding ambassadors developed by the Clinical Commissioning Groups and Care Providers to develop staff within these settings to have a better understanding and application of safeguarding has continued. The number of safeguarding ambassadors is now 239 across 98 providers.

The CQC state of care report and the joint working of LCC and CCGs in managing care providers within the county provided assurance to the LSAB that there are robust mechanisms in place to manage, monitor and support care providers. These arrangements have been pivotal in providing support to the care home sector during the recent pandemic.

LSAB has worked closely with the new Modern Day Slavery Co-ordinator and the SLP to implement the recommendations from the MDS Safeguarding adult review to develop an effective pathway and support to victims.

LSAB working with LSCP and SLP have developed an assurance framework in relation to CV-19 and its impact upon safeguarding to ensure that services and partners continue to maintain the focus and keep people safe from abuse and harm.

LSAB have continued to support the Diocese of Lincoln and Cathedral in establishing the effectiveness of their safeguarding arrangements through a specific audit.

# Team Around the Person Early Help and Intervention Model

A substantial focus of the LSAB has been to develop an early help model to reduce the number of individuals who require formal safeguarding intervention. By developing an early intervention model in conjunction with the district council Vulnerable Adults Panels, individuals with potentially complex issues related to housing could receive a more holistic approach to prevent their issues escalating.

A programme board has been in operation to oversee the development of this exciting new model which should have commenced its pilot in March 2020, however this had to be deferred due to the pandemic. Two co-ordinators for the programme are however being actively recruited as the programme re-starts.

## The overall aim of this programme is to: –

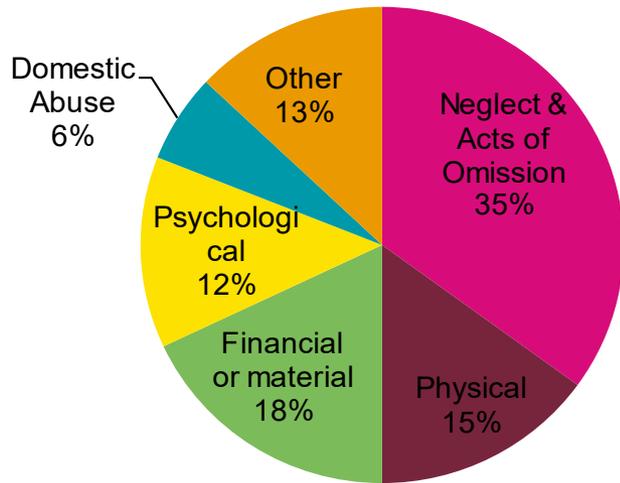
- ✓ Develop and deliver a multi-agency early intervention model that fulfils the needs of individuals that require some form of intervention or planning to reduce the risk of them being exposed to harm or abuse.
- ✓ Improve communications between partner agencies enabling effective information sharing, joint decision making and co-ordinated interventions.

- ✓ Develop a process that can engage with individuals who are not eligible for or do not want to engage in formal Section 42 enquiries.
- ✓ Adopt a multi-agency approach to safeguarding which is strengths based focusing clearly on what matters to the individual throughout the process.
- ✓ Support the programme through the use of a shared IT system that provides agreed minimum standards for case management, along with guidance to support users with case work.

# Facts & Figures – 2019/20

In 2019/20, there were **3751** safeguarding concerns raised. On average, where gender is known, the majority of adults at risk are female (**60%**) and nearly **63%** of adults at risk are over the age of 65.

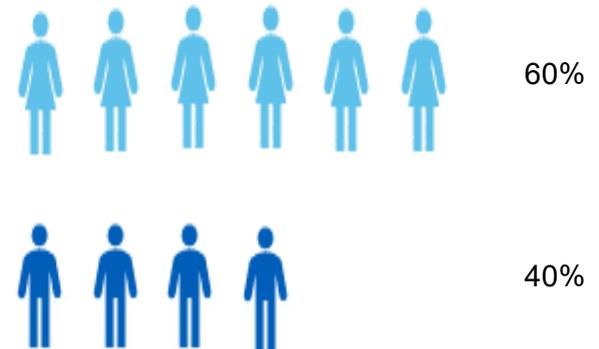
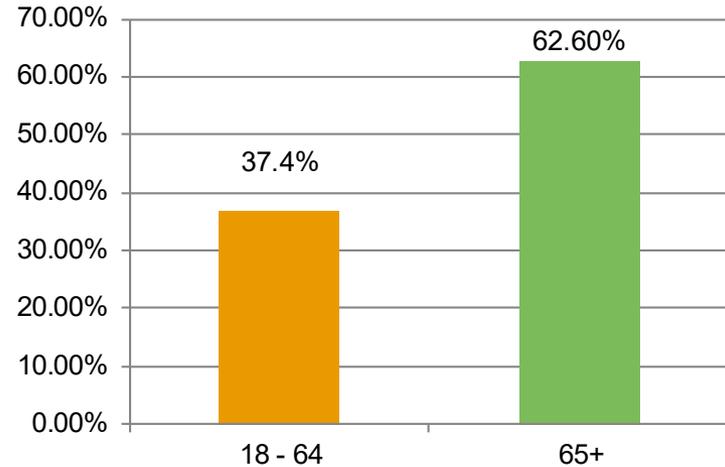
**Types of Abuse 2019/20**



Circa **55%** of cases of concern were progressed to Section 42 enquiry stage. Approximately **45%** were closed at triage stage, with NFA or alternative community support services provided.

MSP – **99.3%** were asked about their desired outcomes. **98%** expressed them; **66%** wholly achieved and **29%** partially achieved.

**Age of Adult at risk**



**Adults at risk by gender**

# Reviews & Learning – 2019/20

The Safeguarding Adults Board, under the Care Act 2014, is required to commission a Serious Adult Review (SAR) when a person with needs for care and support (regardless whether the Local Authority has been meeting any of those needs or not) has died, and it is suspected that the death is a result of abuse or neglect, and there are concerns around how partner agencies worked together to safeguard that person.

The focus of an SAR is upon learning, highlighting both where changes need to be made but also demonstrating areas of good practice in multi-agency working and the disseminating the learning to all professionals is key to making a difference to service users.

Throughout 2019/20 work continued on the 4 SARs previously commissioned and no new SAR's were commissioned by the Board.

No SARs were published during 2109/20 SARs but the Board continued to focus on the recommendations from previously published SARs.

One joint SAR/Domestic Homicide Review has been returned from the Home Office which will be re-submitted prior to publication.

An area of notable work from the recommendations of published SARs include:

- the Safer Lincolnshire Partnership have appointed a lead for Modern Day Slavery (MDS) giving is much more focus and bringing to fruition some key pieces of work including;
  - temporary accommodation now available for victims of (MDS) during the initial National Referral Mechanism review process;
  - a new referral pathway is being created for those removed from MDS to ensure the correct and adequate support services are in in place as quickly as is feasible;
  - a new MDS charter has been signed by all agencies across the county ensuring MDS is embedded within all safeguarding training.

## SIGNS OF EXPLOITATION



# Resources – 2019/2020

## Human Resources



- Independent Chair \*
- Deputy and Chair SIRG(A) \*
- Business Manager
- Audit and Policy Officer
- Administrator

\* Engaged under contract for employment for fixed terms as per Memorandum of Understanding (MOU)

## Finance



### Income

£40,000	LCC - ASC
£40,000	Lincolnshire Clinical Commissioning Groups
£40,000	Lincolnshire Police & Crime Commissioner
<hr/>	
<b>£120,000</b>	

### Expenditure

£116,000	Staff costs/fees
£4,000	Other costs – room hire and printing
<hr/>	
<b>£120,000</b>	

# Moving Forward - 2020/21

## 2018/21 Strategic Plan

The Care Act 2014 has reinforced the importance of adult safeguarding as a crucially important area of public policy, and has introduced statutory responsibilities for adult safeguarding boards. It requires us to work together to help make sure that some of the most vulnerable in our communities are protected from abuse and neglect. Equally importantly, it requires us to give people choice and control when agencies with safeguarding responsibility intervene in their lives.

The development of this strategy has been informed by the requirements of legislation, consultation with stakeholders and the outcome of a Peer Review. The strategic objectives are:

- To develop and improve our early help and preventive practice;
- To develop effective service user and carer engagement;
- To continue to work within the guide of the Boards quality and assurance framework;
- To continue to develop the ethos and practice of 'Making Safeguarding Personal (MSP)';
- To measure and demonstrate the success of our policies and practice.

This strategy will be supported by SMART (Specific, Measurable, Achievable, Relevant, Time-Limited) delivery plans and an annual Business Planning process, to ensure the effective delivery of priorities. The delivery plans and annual Business Plan will be drawn up by the LSAB Partnership Delivery Board with oversight exercised by the LSAB Executive.

There will be a regular monitoring and review process to ensure the delivery of priorities is timely and outcome focused.

Throughout this year and beyond LSAB will seek assurance that safeguarding arrangements in Lincolnshire are effective in protecting adults who, as a result of their care and support needs, experience, or are at risk of, abuse or neglect. LSAB has a responsibility for holding partner agencies to account, and for creating an environment where joint working and supportive challenge thrive. Together, LSAB must ensure that the Board adds value, is outcome and delivery focused, and adopts best practice informed by learning and service improvements from reviews.

These are significant responsibilities, particularly bearing in mind the contemporary challenges faced by Safeguarding, including but not exclusively, modern day slavery and human trafficking, internet crime, domestic abuse and the impact of loneliness and social isolation.

Prevention and Early Help	Community & Service User Engagement	Quality and Assurance	Review and Learning
<ul style="list-style-type: none"> <li>The development of a prevention strategy detailing a range of options designed to keep people safe from abuse and harm.</li> <li>The collection of Intelligence data across the Public Protection arena to identify the key issues for adults at risk in Lincolnshire.</li> <li>The development and implementation of an early help model of team around the person, across the county.</li> </ul>	<ul style="list-style-type: none"> <li>Development of feedback mechanisms for service users &amp; carers recognising the diversity of local communities and making relevant changes to service provision.</li> <li>Promote safeguarding awareness &amp; helping people to keep themselves and others safe.</li> </ul>	<ul style="list-style-type: none"> <li>Improve services to users and carers through learning from SARs and LD Mortality Reviews, and ensuring we audit the impact of recommendations upon service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>Commissioning and overseeing the successful completion of Safeguarding Adult Reviews</li> <li>Monitor other reviews for the Learning or training needs, such as Disabilities Mortality Review Programme [LeDeR] in Lincolnshire.</li> </ul>

**Making Safeguarding Personal and Communication will be key themes that will be monitored and incorporated throughout all workstreams**

#### Expected Outcomes

<ul style="list-style-type: none"> <li>Implementation of the Team Around the Adult (TAA) strategy and operating model.</li> <li>Implementation of the TAA strategy and operating model which includes Vulnerable Adult Panels [VAPs]</li> <li>Production of one overarching contextual overview that provides relevant information around safeguarding and details our communities' needs.</li> <li>Implementation of the LSAB Prevention strategy.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the use of advocates through the safeguarding process is appropriately utilised.</li> <li>Establish and map current feedback arrangements across partners to develop a diverse range of opinions to shape safeguarding.</li> <li>Report on the concerns raised by service users and carers and the subsequent learning and action taken.</li> <li>Greater involvement of community &amp; voluntary groups to support the strategy</li> </ul>	<ul style="list-style-type: none"> <li>Continue to develop an annual audit based upon key strategic priorities and recommendations made through SARs and other reviews.</li> </ul>	<ul style="list-style-type: none"> <li>Identifying key learning points for safeguarding emerging from SARs and other reviews</li> <li>Undertake an annual review of the Training &amp; Development Programme</li> </ul>
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# Moving Forward - 2019/21

The new LSAB Governance arrangements includes an Executive Board, comprising core partners, focusing on strategic direction, partnership development, resource allocation and performance monitoring and a Partnership Board, comprising partner agencies, focusing on delivering outcomes, are considered to be more relevant to meeting contemporary challenges as well as focusing on the Board's key objectives and priorities. These are set out in more detail below:



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# CONCLUSIONS

This is my first annual report and as such I am grateful for the leadership and direction provided by Barry Earnshaw in the previous four years. Having worked alongside him as the deputy chair it is obvious that the board has flourished and achieved positive outcomes and service improvements for service users and carers, partner agencies and LSAB under his watch.

We will continue to build on this in the future and as we go into the final year of this three year strategy the impact of COVID-19 has meant that some services are being delivered differently and that there are opportunities to take from the response that will strengthen our ability to safeguarding vulnerable people.

The development of our preventative approach in Team Around the Adult is a real breakthrough in terms of engaging and diverting individuals with complex issues, before they reach a point where statutory safeguarding has to become involved. I am positive that this will make a huge difference to our communities.

Working with regional and national partners are important aspects of LSAB's work as it provides an opportunity to be involved in shaping and developing safeguarding policy and I am immensely grateful to regional colleagues for their support.

Finally I would like to thank all the partners of the board who have ensured throughout this year and in particular during these challenging times that safeguarding remains at the top of their agenda.

## Heather Roach, Independent Chair- LSAB



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**Open Report on behalf of Glen Garrod, Executive Director of Adult Care and Community Wellbeing**

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>21 October 2020</b>
Subject:	<b>Adult Care and Community Wellbeing Budget Monitoring 2020-21</b>

**Summary:**

The Adult Care and Community Wellbeing (ACCW) budget is £230.453m net. For the financial year 1 April 2020 – 31 March 2021, ACCW is forecasting an under spend of £0.437m.

**Actions Required:**

The Adult Care and Community Wellbeing Scrutiny Committee is asked to note financial performance to date and the resulting year end forecast.

## 1. Financial Position

Adult Care and Community Wellbeing (ACCW) is organised into the following three delivery strategies;

- Adult Frailty and Long Term Conditions
- Specialist Adult Services and Safeguarding
- Public Health and Community Wellbeing (including Carers)

The table below highlights the outturn position for each of the above delivery strategies prior to transformation programme support.

<b>Delivery Strategy</b>	<b>Annual Budget (£m)</b>	<b>Projected Outturn (£m)</b>	<b>Over/(Under) Spend (£m)</b>
Adult Frailty & Long Term Conditions	119.011	118.376	(0.635)
Specialist Adult Services & Safeguarding	81.732	81.972	0.240
Public Health & Community Wellbeing	29.710	29.668	(0.042)
<b>Total</b>	<b>230.453</b>	<b>230.016</b>	<b>(0.437)</b>

## 1.1 Adult Frailty and Long Term Conditions (AF&LTC)

The Adult Frailty and Long Term Conditions strategy brings together older people and physical disability services as well as hosting the Directorate budgets for back office functions in infrastructure budgets. The financial allocation of this delivery strategy aims to support eligible individuals to receive appropriate care and support.

The current budget for this strategy is £119.011m. The forecast outturn against the AF&LTC budget is an under spend of £0.635m for the 2020-21 financial year.

This strategy includes budgets for community based care including home support, re-ablement, day care and direct payments. The table below indicates the projected spend against each care budget.

Budget Description	Annual Budget (£m)	Projected Outturn (£m)	Over/(Under) Spend (£m)
Staffing	15.970	15.970	0.000
Day Care	0.525	0.525	0.000
Direct Payments	17.589	17.589	0.000
Home Base	33.851	33.851	0.000
Residential	84.453	84.452	0.000
Transport & Telecare & Workforce Dev	2.961	2.961	0.000
Income from services	-41.760	-42.435	(0.675)
<b>AF&amp;LTC Care Costs</b>	<b>113.589</b>	<b>112.913</b>	<b>(0.675)</b>
<b>Total Infrastructure costs</b>	<b>5.422</b>	<b>5.462</b>	<b>0.040</b>
<b>Total AF&amp;LTC</b>	<b>119.011</b>	<b>118.376</b>	<b>0.635</b>

The above care budgets are delivering within the allocated budget due to service users volumes being in line with the levels forecast and accelerated direct payment (DP) income. Direct payment (DP) refunds continue to recoup income higher than the planned 2020-21 levels. The remaining 371 audits to be completed during 2020-21 are forecast to bring in approximately £0.300m above plan. ACCW also expected to see a reduction in other grant income during 2020-21. Confirmation has now been received that historic income levels will continue for 2020-21. It is important to note that this underspend is non-recurrent.

## 1.2 Specialist Adult Services & Safeguarding

The financial allocation of this delivery strategy supports delivery of services for eligible adults with learning disabilities, autism and/or mental health needs.

The current budget for this delivery strategy is £81.732m. The forecast outturn against this budget is an over spend of £0.240m for the 2020-21 financial year.

The table below indicates the projected spend against each care budget.

Budget Description	Annual Budget (£m)	Projected Outturn (£m)	Over/(Under) Spend (£m)
Staffing	3.125	3.125	0.000
Day Care	2.463	2.463	0.000
Direct Payments	11.642	12.077	0.435
Home Base	32.049	32.577	0.528
Residential	32.999	33.560	0.561
In House Team	2.546	2.414	(0.132)
Transport & Admin	1.077	1.077	0.000
Income from services	21.307	22.669	(1.362)
<b>Learning Disabilities Care Costs</b>	<b>64.594</b>	<b>64.624</b>	<b>0.030</b>
Staffing	2.524	2.264	(0.260)
Community Care	8.201	9.243	1.042
Income from services	1.145	1.614	(0.470)
<b>Mental Health Care Costs</b>	<b>9.581</b>	<b>9.893</b>	<b>0.312</b>
EDT Team	0.600	0.600	0.000
Deprivation of Liberty Standards (DoLS)	2.390	2.390	0.000
Safeguarding Infrastructure	1.010	1.130	0.120
<b>Total Safeguarding</b>	<b>4.000</b>	<b>4.120</b>	<b>0.120</b>
<b>Total Infrastructure costs</b>	<b>3.557</b>	<b>3.335</b>	<b>(0.222)</b>
<b>Total Adult Specialties</b>	<b>81.732</b>	<b>81.972</b>	<b>0.240</b>

The above care budgets are delivering in excess of the allocated budget due to pressures within mental health community packages. 1 April saw the transfer of financial monitoring from Lincolnshire Partnership Foundation Trust (LPFT) to the County Council. Based upon the current service users, forecast forward for the full year, the forecast spend is £9.893m against an allocation of £9.581m. The strengthened mental health governance structure is in place providing increased confirm and challenge by the County Council and LPFT for each package of care.

### 1.3 Public Health & Community Wellbeing

Budget Description	Annual Budget (£m)	Projected Outturn (£m)	Over/(Under) Spend (£m)
Public Health & Wellbeing	27.290	27.281	(0.009)
Carers	2.420	2.387	(0.033)
<b>Total Public Health &amp; Wellbeing</b>	<b>29.710</b>	<b>29.668</b>	<b>0.042</b>

The above excludes children's public health as this is reported within the Children's Directorate.

The financial position is driven by a carer contract delivering a lower than planned level of activity. This is not material enough to impact on service delivery for users.

#### **1.4 Better Care Fund**

The Lincolnshire Better Care Fund (BCF) is an agreement between the Council and the Lincolnshire CCG and is overseen by the Health and Wellbeing Board. The BCF pools funds from the organisations to aid the objective of integrated service provision. 2020-21 will, in the main, see a roll-over of the current programme in line with national guidance. We are expecting further guidance September/October 2020.

## **2. Covid-19**

The Council has received financial support from the government as a result of the Covid-19 pandemic. ACCW forecast spend against the relevant grants is as follows:

- £14.880m forecast against the national £3.2billion Covid-19 monies. This forecast includes costs incurred supporting social care providers and service users with the additional financial burden they have and continue to experience as a result of Covid-19.
- £10.458m received as part of the national £600m adult social care infection control fund ring-fenced grant announced in May 2020. 76% has been paid to residential providers in line with the terms of the grant and 24% to domiciliary care providers. The government has announced an extension to this fund through to March 2021 and an additional £546m nationally. We await both confirmation of the County Council's share and the grant criteria.
- £3.069m against the national £300m test and trace service support grant announced in May 2020. The County Council is holding the test and trace monies on behalf of Lincolnshire and is working with the district councils to strengthen test and trace infrastructure for the county.

## **3. Capital**

Included within ACCW transformation programme is the extra care housing (ECH) agenda. ACCW are investing £12.7m in ECH and maximising independence. With work started on the DeWint development and recent Executive agreement to progress with the Linelands development, ACCW are forecasting to spend £3.795m through to 31 March 2021 on these first phase developments.

#### **4. Medium Term Financial Plan**

With growing demand for working age adult social care and the need to reflect the market conditions within the rates paid to commissioned providers, the medium term financial plan is indicating financial pressure within the next 18 months.

With the 2020 Autumn Budget cancelled, the longer term funding structure of adult social care needs to be more certain to ensure continued strong financial performance. In the absence of this, ACCW will need to widen its existing transformation programme.

#### **5. Conclusion**

For the ninth consecutive year, Adult Care and Community Wellbeing are forecasting a delivery within the financial allocation. This is based on the first five months of 2020-21 only and the forecast needs to be taken in the context of the current changing environment.

#### **6. Consultation**

##### **a) Policy Proofing Actions Required**

n/a

#### **7. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Pam Clipson, Head of Finance Adult Care, who can be contacted on 07775 003614 or [pam.clipson@lincolnshire.gov.uk](mailto:pam.clipson@lincolnshire.gov.uk).

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**Open Report on behalf of Glen Garrod, Executive Director of Adult Care and Community Wellbeing**

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>21 October 2020</b>
Subject:	<b>Adult Care and Community Wellbeing Digital Roadmap</b>

**Summary:**

This item comprises a presentation on key Adult Care and Community Wellbeing Digital Roadmap Projects.

**Actions Required:**

The Adult Care and Community Wellbeing Scrutiny Committee is requested to receive the presentation and consider progress to date.

## 1. Background

The Digital Roadmap sets out for Adult Care and Community Wellbeing (ACCW) the vision for harnessing new ways of working and digital technology innovation over the next five years. Digital innovations will be considered in conjunction with budget planning and workforce planning. The Council has already benefited from an opportunistic approach to identifying external funding to support this work, and we will continue this approach.

The roadmap has been produced with input from ACCW senior management, Council members, and Information Management & Technology (IMT). It takes into consideration a number of central and local government and independent health and social care publications, and their key themes or recommendations:

The roadmap focuses on three key themes:

- **Digital Citizen**
- **Digital Workforce**
- **Digital Community**

Our aim is to help transform the provision of care and support in Lincolnshire by:

- **Empowering the person** and, where appropriate, their families and carers to maintain their own independence, manage their care and support needs, and interact with the council and care services in a way that is convenient and effective for them.
- **Supporting the care workforce** in delivering high quality care at all times, as part of a network of professionals who can communicate easily with each other, with access to people's records and care plans at the right time, supported by the best decision support and monitoring tools.
- **Integrating services across health and care** so that people receive support and care in the place that is most convenient to them, whilst using health and care resources in the most effective way.

The attached presentation (Appendix A) provides an update on each of the current projects within Adult Care.

## 2. Consultation

### a) Policy Proofing Actions Required

N/A

## 3. Background Papers

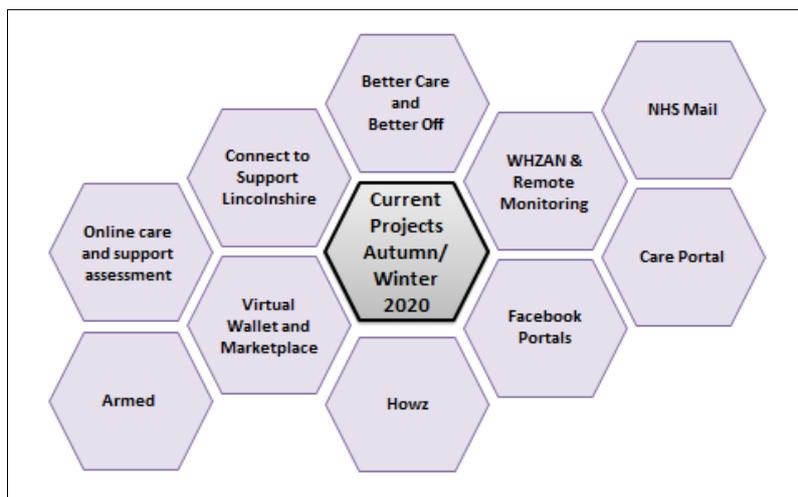
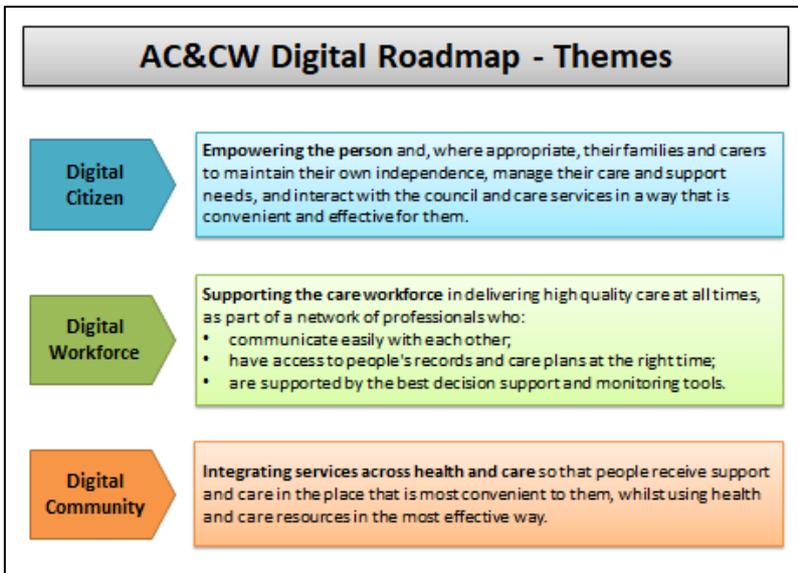
No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

## 4. Appendices

These are listed below and attached to this report	
Appendix A	Presentation – Adult Care and Community Wellbeing Digital Roadmap projects

This report was written by Emma Scarth, who can be contacted on 01522 554224 or [Emma.Scarth@lincolnshire.gov.uk](mailto:Emma.Scarth@lincolnshire.gov.uk)

PRESENTATION



## Virtual Wallet and Marketplace

- Enables customers to manage own budgets with Amazon type experience for social care
- Encourages innovation in market
- Pilot went live with 3 users shortly before coronavirus lockdown



The Virtual Wallet will give service users the opportunity to manage their own budgets/Direct Payments, and arrange services to support and address their needs.

The Marketplace will enable them to search for and purchase the services they want.

The use of Virtual Wallet will reduce the time between assessment, confirmation of funding, provision of services, and payments to providers. It will also improve monitoring of in year spend, and enable earlier intervention.

## Better Care and Better Off



- Online Financial Assessment tool



- Online benefits and claim advice platform

BetterCare will give service users in receipt of a financial assessment:

- An upfront indication of the cost of care
- Improved accuracy of the financial assessment
- Improved timeliness of the financial assessment

BetterOff gives members of the public:

- General information and advice about financial matters
- A personalised indication of the benefits they may be entitled to claim
- Direct signposting to relevant DWP and district council application forms to allow a claim to be made
- Job search and the tools to support JSA

## Connect to Support Lincolnshire (CTSL)

### Website and Lincs2Advice (L2A) support service

- Coronavirus information and advice page
- Twitter account @CtSLincs
- Tile in Vitrucare app
- 'Digital Resource for Carers' and 'Employers for Carers' platforms
- Homepage redesign and map search development
- Mobile app
- PDF Booklet development

Staff are encouraged to use the website and L2A support service themselves, as well as directing colleagues, external partners, service users, carers and families to access the site for information about care and support in Lincolnshire.

Use the My Favourites and Print booklet functions to create printable versions of the information you have found.

## NHSMail for Care Providers

- Project with LinCA (Lincolnshire Care Association)
- 241 care providers with NHSMail
- 63 are in process of applying/set up
- Care homes and care providers have been given access to NHSMail during the pandemic, without needing to complete the DSP toolkit.
- Microsoft Teams also included for free for all providers



NHSMail enables secure and efficient information sharing across the multiple organisations involved in a person's care and support.

NHSMail and completing the DSP tool gives care providers:

- improved data security
- ability to value data as an asset
- improved IT literacy
- access to the NHS directory, allowing providers to search for specific professionals within job roles
- ability to transfer information between care homes and health services

## WHZAN

- Telehealth early warning detection and monitoring kit, with pulseoximeter, blood pressure monitor, thermometer and tablet
- LCC working with LinCA to identify care homes that would benefit
- Kits rolled out to 178 care homes, with QDoctor video consultation software installed



Whzan is being used within care homes across Lincolnshire and aims to:

- Improve patient experience through the right care at the right time
- Reduce A&E admissions from Care Homes
- Reduce 999 call-outs to Care Homes
- Reduce unnecessary GP visits to Care Homes
- Improve the confidence and ownership of carers when dealing with health professionals
- Improve recognition and quick referrals to members of the Multi-Disciplinary Team
- Improve patient data flow between care providers and NHS
- Reduce unnecessary early admissions to residential care homes

## Whzan Digital Health - technology support in care homes

Working in partnership



## Clinical Care Portal

- LCC staff will access health information via a person's Mosaic record, and Health colleagues will access social care information via the Care Portal
- Testing was temporarily put on hold due to redeployment of supplier resource to coronavirus response
- NHS and LCC/NHTs are currently looking at the use of shared care planning via the Portal



Health & Care  
#Lincstogether

The Portal will enable secure, efficient and accurate information sharing across multiple health and care organisations. This will facilitate better coordination of care and support for patients and service users.

## Facebook Portals



- NHSX pilot – LCC working with LinCA
- 30 devices for residential care homes
- 5 devices for CSL locations

Use of the Portals is intended to improve the communication between residents/service users and their relatives, especially at a time when they cannot see each other face to face.

## Howz (pilot)

howz



- Smart home monitoring kits for carers, with a hub, door sensor, motion sensor, and smart plug, connected to a mobile app

First test cohort live - LCC employees with caring responsibilities, who may be at risk of leaving employment

New device installation on hold due to pandemic, currently reviewing potential to support in the event of a second wave of Coronavirus

Howz supports people with caring responsibilities to stay in employment, by giving them peace of mind and enabling them to check on their loved ones remotely.

Howz aims to give LCC staff, and the people they care for:

- An improved quality of life
- A reduction in anxiety and stress
- A reduction in sick leave because of a caring role
- Support to maintain employment

## Armed (pilot)



- Uses innovative wearable technologies
- Allows Service Users to better self-manage their health
- Allows intervention before a decline takes place
- Keeps Service Users living independently in their homes for longer.
- 25:1 save to spend ratio predicted benefits
- Falls predicted up to 32 days in advance

## Online Care and Support Assessment (Discovery Project)

- LCC collaborating with Looking Local and six other local authorities to develop and co-produce an approach to online care and support (self) assessments
- To include video animation guides to assist the user with filling out the form
- Will need to integrate with ASC systems such as Mosaic

lookinglocal

Anticipated benefits/outcomes of this product are that it will:

- Ensure compliance with the Care Act
- Reduce demand on social workers
- Give people an understanding of whether or not they meet the criteria for social care services
- Provide information and advice tailored to the person's needs
- Reduce the time it takes for an assessment to take place

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**Open Report on behalf of Andrew Crookham,  
Executive Director - Resources**

Report to:	<b>Adults and Community Wellbeing Scrutiny Committee</b>
Date:	<b>21 October 2020</b>
Subject:	<b>Adults and Community Wellbeing Scrutiny Committee Work Programme</b>

**Summary:**

The Committee is also requested to consider its future work programme, which includes a list of items, which are planned up to and including 14 April 2021. The report also includes a schedule of previous activity by the Committee since June 2017.

The Committee is requested to note the recent decisions made by the Executive, at its last two meetings, on *Extra Care Housing Development at the Linelands, Nettleham, with LACE Housing Limited* and *Payment Arrangements for Residential Care*. The Executive approved the recommendations set out in the report. These two items were considered by this Committee on 1 September 2020.

**Actions Required:**

- (1) To review the Committee's future work programme, highlighting any activity for possible inclusion in the work programme.
- (2) To note the following two decisions made by the Executive:
  - Extra Care Housing Development at the Linelands, Nettleham, with LACE Housing Limited (on 2 September 2020); and
  - Payment Arrangements for Residential Care (on 6 October 2020).

## 1. Current Items

The Committee is due to consider the following items at this meeting: -

<b>21 October 2020 – 10.00am</b>		
<i>Item</i>	<i>Contributor(s)</i>	<i>Notes</i>
Lincolnshire Safeguarding Adults Board – Annual Report and Plan	Justin Hackney, Assistant Director of Specialist Services  Heather Roach, Chair of Lincolnshire Safeguarding Adults Business Manager  David Culy, Lincolnshire Safeguarding Adults Business Manager	The Committee's terms of reference were enhanced in June 2020 to provide more focus on the activities of the Lincolnshire Safeguarding Adults Board.
Adult Care and Community Wellbeing Budget Monitoring 2020-21	Pam Clipson, Head of Finance, Adult Care and Community Wellbeing	The Committee receives regular budget monitoring reports.
Digital Road Map for Adult Care and Community Wellbeing	Emma Scarth, Head of Business Intelligence and Performance	In November 2018, the Committee considered a presentation on the Digital Road Map for Adult Care and Community Wellbeing. This item is an update.

## 2. Future Items

Set out below are the meeting dates up to 14 April 2021, with a list of items allocated or provisionally allocated to a particular date. There are currently no items in the published forward plan of executive decisions within the remit of this Committee.

<b>25 November 2020 – 10.00am</b>		
<i>Item</i>	<i>Contributor(s)</i>	<i>Notes</i>
Day Centre Opportunities	Justin Hackney, Assistant Director of Specialist Services	The Council operates twelve day centres for people with learning disabilities and complex needs. This item provides an update.

<b>25 November 2020 – 10.00am</b>		
<i>Item</i>	<i>Contributor(s)</i>	<i>Notes</i>
Transforming Care	Justin Hackney, Assistant Director of Specialist Services	<i>Transforming Care</i> - a national programme, which followed the publication of <i>Building the Right Support</i> in 2015, aims to support people in the community. This is an update on <i>Transforming Care</i> .
Adult Care and Community Wellbeing Performance Report – Quarters 1 and 2 2020/21	Caroline Jackson, Performance Manager, Adult Care and Community Wellbeing	This will be the first performance report, using the Council's new performance framework, which will cover Quarters 1 and 2.
Covid-19 Update	Derek Ward, Director of Public Health	This is a verbal update on the latest position with Covid-19.

<b>13 January 2021 – 10.00am</b>		
<i>Item</i>	<i>Contributor(s)</i>	<i>Notes</i>
Adult Care and Community Wellbeing Budget Proposals 2021/22	Pam Clipson, Head of Finance, Adult Care and Community Wellbeing	This item will set out the budget proposals for adult care and community wellbeing for 2021/22, on which the Committee's comments will be reported to the Executive.
Mental Health Universal Offer and Community Based Model	Justin Hackney, Assistant Director of Specialist Services	This item provides an update on the mental health community based model and the Universal Offer for Lincolnshire
Hoplands Extra Care Housing Scheme, Sleaford	Kevin Kendall, Assistant Director, Property Services	To consider a report on the proposed Hoplands Extra Care Housing Scheme, Sleaford, on which a decision will be made by the Executive on 2 February 2021.

<b>24 February 2021 – 10.00am</b>		
<i>Item</i>	<i>Contributor(s)</i>	<i>Notes</i>
Impacts and Lessons Learned from Covid-19 Pandemic	Glen Garrod, Executive Director – Adult Care and Community Wellbeing	To consider the impacts and lessons from the Covid-19 pandemic.
Team Around the Adult	Justin Hackney, Assistant Director of Specialist Services	In October 2019, 'Team Around the Adult', which aims to improve outcomes for vulnerable or 'hard to reach' adults with complex needs, was considered. This is an update on this initiative.
Adult Care and Community Wellbeing Performance Report - Quarter 3 2020/21	Caroline Jackson, Performance Manager, Adult Care and Community Wellbeing	This is the standard quarterly performance report.
Disabled Facilities Grants / Transformation of Occupational Therapy Service	Lead officer to be confirmed.	This item was requested on 1 September 2020, to explore the way the County Council works with district councils on this.
Boston Extra Care Housing Scheme	Kevin Kendall, Assistant Director, Property Services	To consider a report on the proposed Boston Extra Care Housing Scheme, on which a decision will be made by the Executive on 2 February 2021.

<b>14 April 2021 – 10.00am</b>		
<i>Item</i>	<i>Contributor(s)</i>	<i>Notes</i>
Personal Health Budgets / Direct Payments	Lead officer to be confirmed.	This item was requested on 1 September 2020, to explore the background to personal health budgets and their link to direct payments

### Possible Additions to the Programme

<b>Item</b>	<b>Notes</b>
Better Care Fund	These two items are dependent on Government timetables.
Adult Social Care - Long Term Funding	
Lincolnshire NHS Long Term Plan	Publication of the Lincolnshire Long Term Plan depends on Lincolnshire CCG receiving permission from NHS England / NHS Improvement.

#### **3. Previous Items**

All items previously considered by the Committee since June 2017 are listed in Appendix A.

#### **4. Conclusion**

Members of the Committee are invited to review, consider and comment on the work programme and highlight for discussion any additional scrutiny activity which could be included for consideration in the work programme.

**5. Consultation** – Not applicable

**6. Appendices** – These are listed below and set out at the conclusion of this report.

Appendix A	Adults and Community Wellbeing Scrutiny Committee – Previously Considered Items
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**7. Background Papers** - No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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ADULTS AND COMMUNITY WELLBEING SCRUTINY COMMITTEE  
ITEMS PREVIOUSLY CONSIDERED

	2017			2018					2019					2020				2021													
KEY	15 June	26 July	6 Sept	29 Nov	10 Jan	14 Feb	11 Apr	30 May	4 July	5 Sept	10 Oct	28 Nov	16 Jan	27 Feb	10 Apr	22 May	3 July	4 Sept	9 Oct	27 Nov	15 Jan	26 Feb	1 July	1 Sept	21 Oct	25 Nov	13 Jan	24 Feb	14 Apr		
<i>Meeting Length - Minutes</i>	135	170	146	150	245	120	200	185	135	135	210	185	130	170	190	135	194	150	140	132	185	183	127	84							
<b>Corporate Items</b>																															
Advocacy Services																				✓											
Better Care Fund		✓																													
Budget Items			✓		✓				✓		✓			✓	✓					✓	✓	✓	✓								
Care Quality Commission				✓																		✓									
Commercial and Contract Management					✓										✓																
Covid-19 Response																						✓									
Digital and IT Updates					✓							✓																			
Integrated Community Care															✓																
Introduction to Services	✓																														
Joint Strategic Needs Assessment	✓																														
Local Account				✓																											
Multi-Purpose Block Beds																					✓										
Personal Health Budgets																															
Social Care Working																							✓								
NHS Long Term Plan															✓																
Quarterly Performance		✓	✓	✓			✓		✓	✓		✓		✓			✓	✓		✓		✓	✓								
Strategic Market Support Partner			✓																												
Winter Planning									✓						✓				✓												

	2017			2018					2019					2020				2021											
KEY	15 June	26 July	6 Sept	29 Nov	10 Jan	14 Feb	11 Apr	30 May	4 July	5 Sept	10 Oct	28 Nov	16 Jan	27 Feb	10 Apr	22 May	3 July	4 Sept	9 Oct	27 Nov	15 Jan	26 Feb	1 July	1 Sept	21 Oct	25 Nov	13 Jan	24 Feb	14 Apr
<b>Adult Frailty, Long Term Conditions and Physical Disability</b>																													
Activity Data 2018/19																		✓											
Ageing Better – Rural Partner																								✓					
Assessment and Re-ablement															✓							✓							
Care and Support for Older People – Green Paper											✓					✓													
Commissioning Strategy										✓																			
Dementia										✓					✓														
Direct Payments Support Service																					✓								
Home Care Service																						✓							
Homecare Customer Survey									✓																				
Residential Care / Residential Care with Nursing - Fees						✓			✓															✓					
Review Performance									✓																				

	2017		2018					2019					2020				2021														
KEY	15 June	26 July	6 Sept	29 Nov	10 Jan	14 Feb	11 Apr	30 May	4 July	5 Sept	10 Oct	28 Nov	16 Jan	27 Feb	10 Apr	22 May	3 July	4 Sept	9 Oct	27 Nov	15 Jan	26 Feb	1 July	1 Sept	21 Oct	25 Nov	13 Jan	24 Feb	14 Apr		
<b>Community Wellbeing</b>																															
Carers Commissioning Strategy										✓																					
Director of Public Health Report								✓													✓										
Director of Public Health Role								✓																							
Domestic Abuse Services		✓																													
Healthwatch Procurement								✓																							
Integrated Lifestyle / One You										✓										✓											
NHS Health Check Programme								✓																							
Sexual Health Services													✓																		
Stop Smoking Service					✓																										
Wellbeing Commissioning Strategy										✓																					
Wellbeing Service											✓										✓										
<b>Housing Related Activities</b>																															
Disabled Facilities Grants																															
Extra Care Housing						✓											✓							✓							
Housing Related Support																															
Memorandum of Understanding															✓																
Supported Housing						✓																									

	2017		2018					2019					2020				2021													
KEY	15 June	26 July	6 Sept	29 Nov	10 Jan	14 Feb	11 Apr	30 May	4 July	5 Sept	10 Oct	28 Nov	16 Jan	27 Feb	10 Apr	22 May	3 July	4 Sept	9 Oct	27 Nov	15 Jan	26 Feb	1 July	1 Sept	21 Oct	25 Nov	13 Jan	24 Feb	14 Apr	
<b>Specialist Adult Services</b>																														
Adult Safeguarding Commissioning Strategy									✓																					
Autism Strategy														✓																
Community Supported Living																					✓									
Day Opportunities																														
Learning Disability – Short Breaks																	✓													
Lincolnshire Safeguarding Adults Board – Annual Plan																														
Managed Care Network Mental Health							✓																							
Safeguarding Board Scrutiny Sub Group			✓			✓		✓	✓																					
Section 75 Agreement – Mental Health				✓																		✓								
Section 117 Mental Health Act Policy																	✓													
Shared Lives							✓																							
Specialised Services Commissioning Strategy									✓																					
Team Around the Adult																			✓											
Transforming Care																														
Universal Offer for Mental Health																														

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