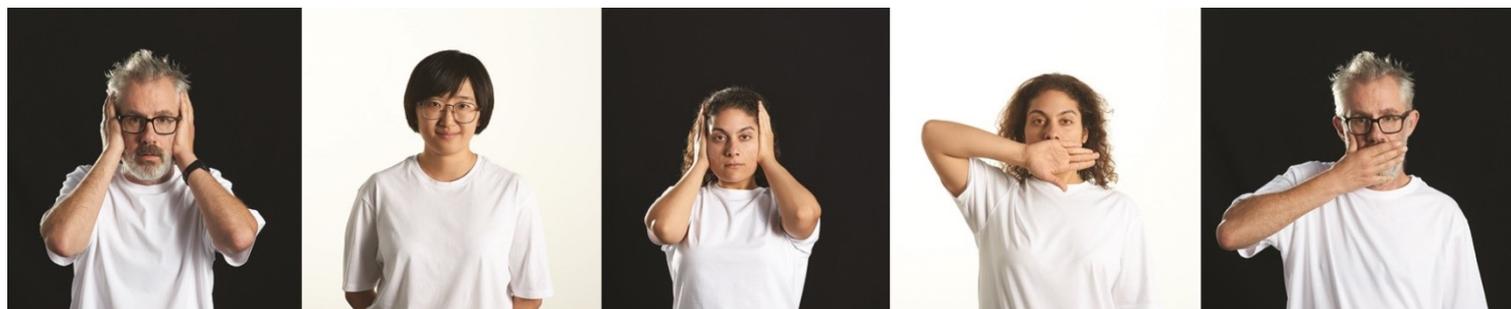


Lincolnshire Safeguarding Adults Board Annual Report 2019/20

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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 1st 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.

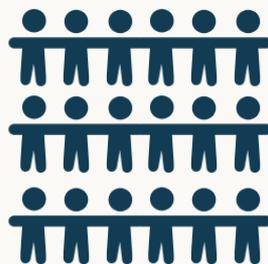
Lincolnshire - Local Context

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 1st 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: –

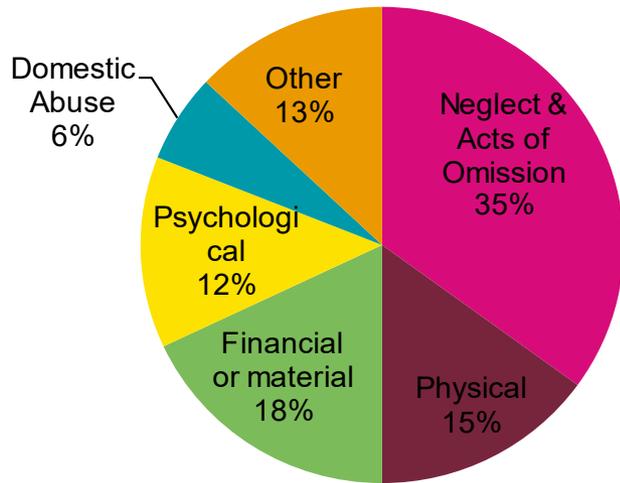
- ✓ Develop and deliver a multi-agency early intervention model that fulfils the needs of individuals that require some form of intervention or planning to reduce the risk of them being exposed to harm or abuse.
- ✓ Improve communications between partner agencies enabling effective information sharing,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

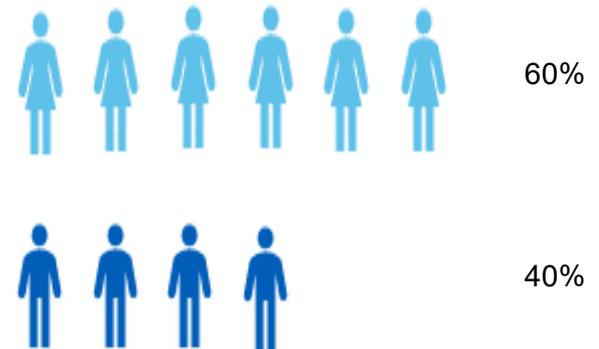
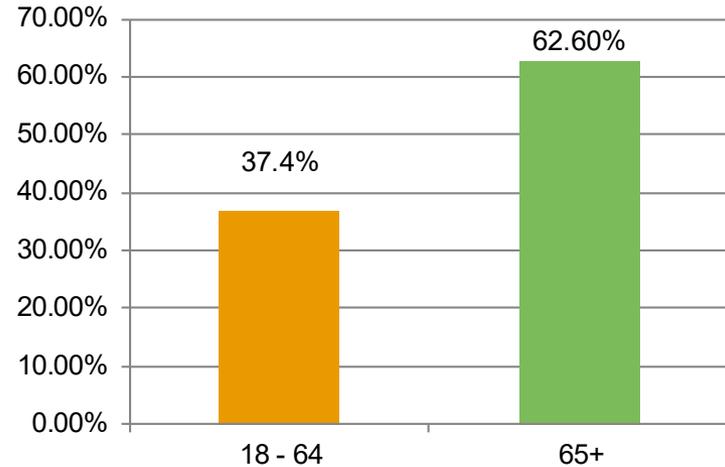
Types of Abuse 2019/20



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/>	
£120,000	

Expenditure

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

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"> The development of a prevention strategy detailing a range of options designed to keep people safe from abuse and harm. The collection of Intelligence data across the Public Protection arena to identify the key issues for adults at risk in Lincolnshire. The development and implementation of an early help model of team around the person, across the county. 	<ul style="list-style-type: none"> Development of feedback mechanisms for service users & carers recognising the diversity of local communities and making relevant changes to service provision. Promote safeguarding awareness & helping people to keep themselves and others safe. 	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Commissioning and overseeing the successful completion of Safeguarding Adult Reviews Monitor other reviews for the Learning or training needs, such as Disabilities Mortality Review Programme [LeDeR] in Lincolnshire.

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"> Implementation of the Team Around the Adult (TAA) strategy and operating model. Implementation of the TAA strategy and operating model which includes Vulnerable Adult Panels [VAPs] Production of one overarching contextual overview that provides relevant information around safeguarding and details our communities' needs. Implementation of the LSAB Prevention strategy. 	<ul style="list-style-type: none"> Ensure the use of advocates through the safeguarding process is appropriately utilised. Establish and map current feedback arrangements across partners to develop a diverse range of opinions to shape safeguarding. 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 	<ul style="list-style-type: none"> Continue to develop an annual audit based upon key strategic priorities and recommendations made through SARs and other reviews. 	<ul style="list-style-type: none"> Identifying key learning points for safeguarding emerging from SARs and other reviews Undertake an annual review of the Training & Development Programme
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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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