



Nottinghamshire Safeguarding Adults Board

**Help
Stop.**
abuse &
neglect



Annual Report 2019/20

Our Vision for Safeguarding Adults:
**'A county where all adults can live a life
free from abuse or neglect.'**



Contents

Message from the Chair	3
Safeguarding Adults Referrals and Enquiries	6
Achievements	7
Assurance	8
Prevention	10
Making Safeguarding Personal	12
Safeguarding Adults Reviews	14
How to Report Abuse	15

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Message from the Independent Chair



Welcome to the 2019/20 Annual Report of the Nottinghamshire Safeguarding Adults Board (NSAB).

This annual report, written in line with Care Act requirements, details the work that NSAB has undertaken to carry out and achieve the objectives of year two (2019/20) of its three-year (2018-2021) strategic plan, as well as highlighting contributions from our partner agencies.

NSAB continues to focus its work towards the three key aims identified within the three-year strategic plan, namely:

- Prevention
- Assurance
- Making Safeguarding Personal (MSP)

NSAB meets quarterly, also hosting six-monthly partnership events for the wider networks. The work undertaken by the Board is supported by Learning and Development, Quality Assurance, Safeguarding Adults Review, and Communication Sub-Groups.

These are challenging times for the public and voluntary sector alike. Organisations are having to manage the ongoing impact of financial austerity alongside not only rising demand for care and support, but also the increasing complexity of needs being presented to the Local Authority, Police and Health. Despite these challenges we continue to work in partnership across Nottinghamshire, to join up approaches to Safeguarding and assure ourselves the partnership is doing everything within its remit to reduce and prevent instances of abuse and neglect towards adults at risk.

This year the Board has been proactive in providing learning offers, ensuring that those involved in adult Safeguarding have the best possible foundations for their practice. I have been delighted with the take-up of the workshops on self-neglect, the participation in the Trainer's Forum as well as the support and contributions from partners and service users in making our six-monthly partnership events a success.

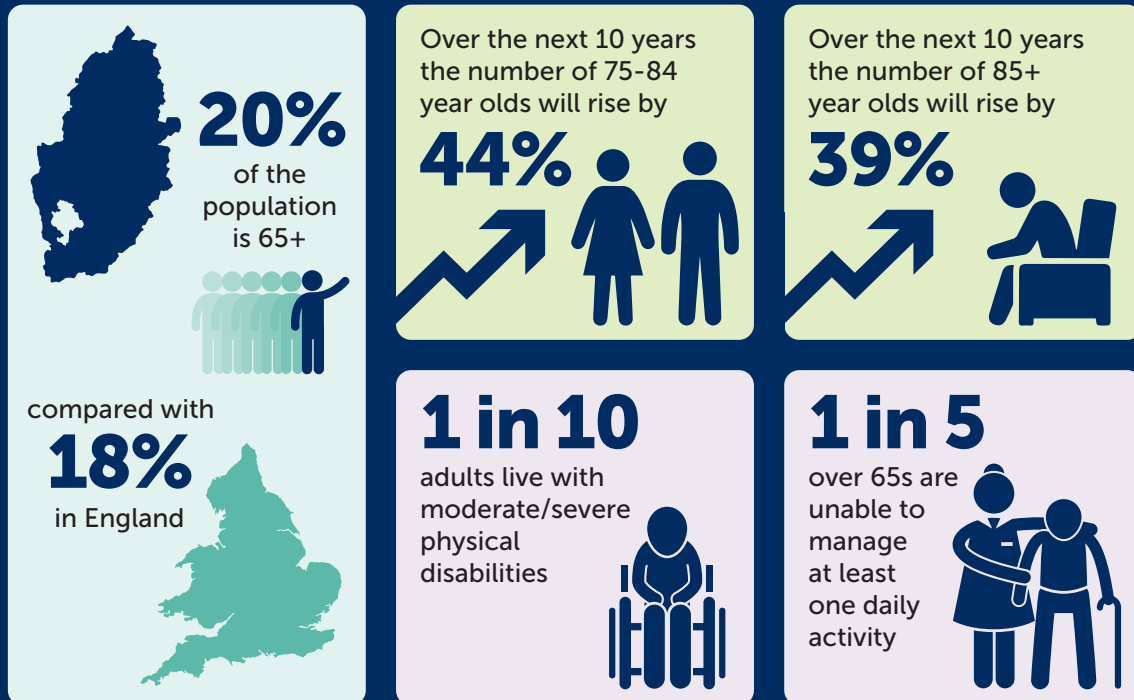
I would like to extend my thanks to all of our partners for their continued assistance and the positive partnership working that is taking place all over Nottinghamshire.

If you do not have internet access or require this information in an alternative format or language, please phone **0115 977 3911** for copies of these extra materials.

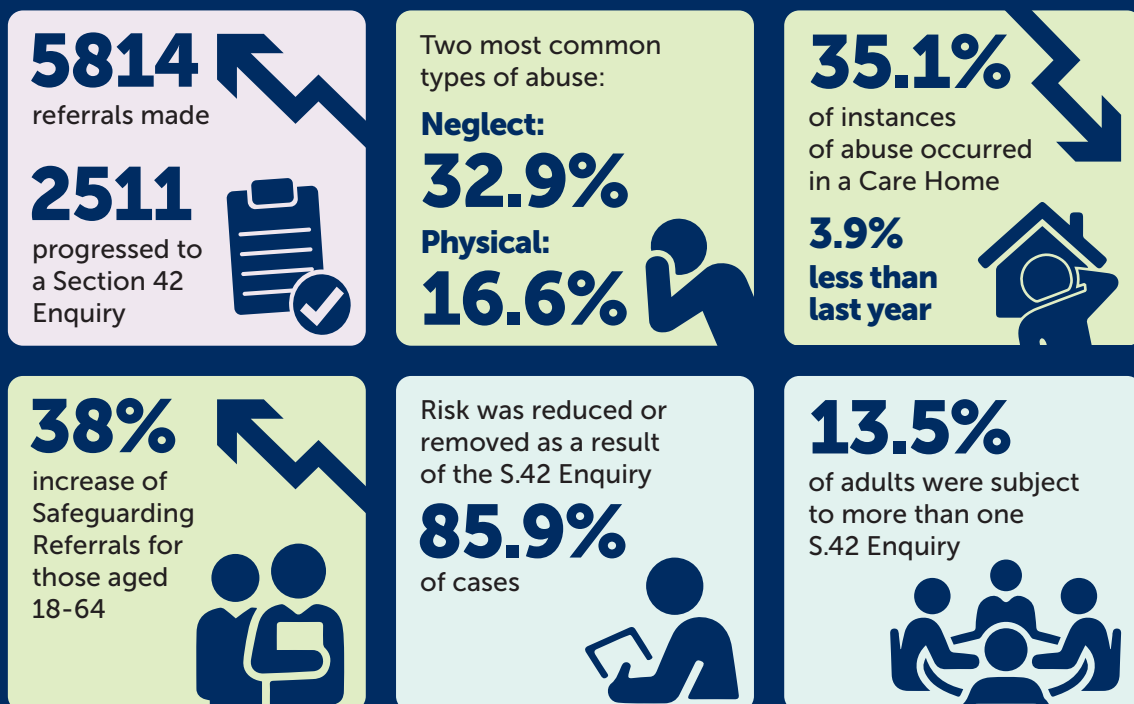
A handwritten signature in black ink, appearing to read 'Allan Breeton'.

Allan Breeton, Independent Chair
Nottinghamshire Safeguarding Adults Board

Our Population in Nottinghamshire



Safeguarding Adults Referrals and Enquiries



Snapshot of Nottinghamshire in 2019/20

Overall the age structure of Nottinghamshire is slightly older than the national average, with 20% of the population aged 65+ compared with 18% in England. Our population is predicted to continue to age over the next ten years with the number of 75-84 year olds increasing by 44% and 85+ year olds by 39%. Older people are more likely to experience disability and limiting long-term illnesses. The majority of carers who provide 50 or more hours of care per week are aged 65+, often caring for a partner. Those carers themselves are more likely to experience poorer health than those of a similar age who do not provide care.

It is anticipated that increasingly, older people in Nottinghamshire will live alone (an additional 21% between 2017 and 2026). Older people living alone and without access to a car in the more rural areas of Nottinghamshire, which also have poorer access to public transport (notably Newark and Sherwood and Bassetlaw), are particularly vulnerable. Our aging and increasingly isolated population has implications for future planning and delivery of services in order to meet their health and wellbeing needs.

Disability affects a large proportion of our population. Approximately one in ten adults in Nottinghamshire aged 18-64 live with moderate/severe physical disabilities and approximately one in five people aged 65+ in Nottinghamshire are unable to manage at least one daily activity. For older people the numbers are expected to increase from 29,000 in 2015 to 43,000 by 2030.

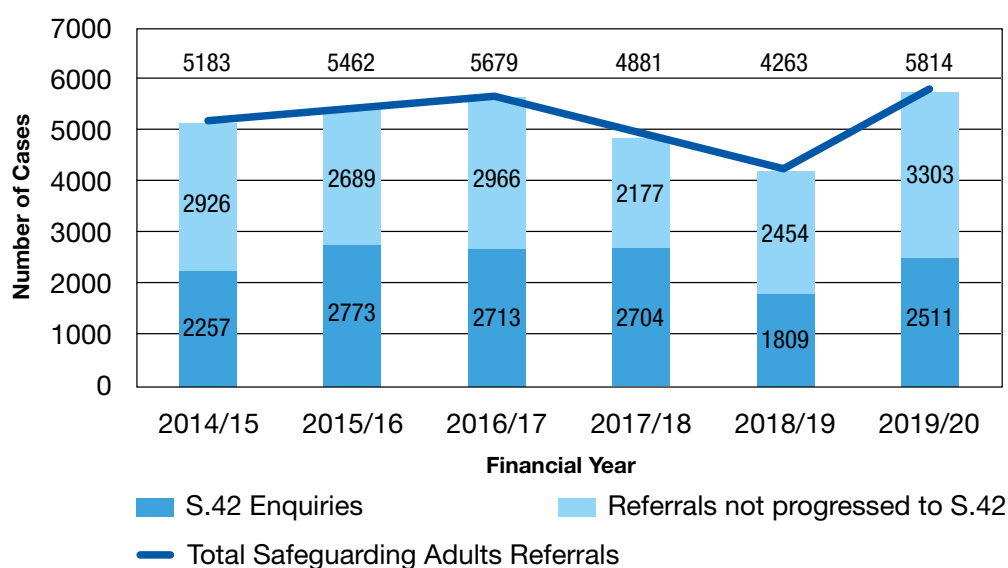
Source: People of Nottinghamshire, JSNA steering group



Safeguarding Adults Referrals and Enquiries

In total 5814 Safeguarding Adults Referrals were received by the Multi-agency Safeguarding Hub and 2511 of these progressed to a S.42 Enquiry. This is the highest number of Safeguarding Referrals recorded by the Local Authority.

Safeguarding Referrals and Section 42 Enquiries by financial year



2062 adults were involved in Section 42 Enquiries which is an increase of 455 people from 2018/19. The increase is highest in relation to those in the age bands 18-64 and 85+.

82.5% of adults were asked what outcomes they wanted to achieve as a result of the Section 42 Enquiry in 2019/20 which is an increase from 81.7% in 2018/19.

The proportion of adults who lacked mental capacity in relation to the Section 42 Enquiry and were supported to give their view by an Independent Mental Capacity Advocate (IMCA), Advocate, family member or friend has increased from 84.8% in 2018/19 to 86.9% in 2019/20.

The two most significant types of abuse continue to be neglect with 32.9% of all abuse types recorded and physical abuse at 16.6% but both have decreased in comparison to 2018/19. All other types of abuse have increased apart from financial, sexual and psychological abuse which have decreased this financial year.

35.1% of instances of abuse and neglect occurred in a Care Home which is a reduction of 3.9% from last year.

The proportion of Section 42 Enquiries completed in which the risk has been reduced or removed is 85.9%.

The proportion of adults who have been subject to two or more Section 42 Enquiries in a year is 13.5% in 2019/20 compared to 9.9% in 2018/19.

Achievements

82.5% of adults were asked what outcome they wanted to achieve as a result of the Safeguarding Adults Enquiry which is an increase of 2.1%.

There was an increase in the proportion of people who lacked mental capacity in relation to the Section 42 Enquiry and were supported to give their view by an IMCA, Advocate, family member or friend to 86.9% in 2019/20 from 84.8% in 2018/19.

Healthwatch undertook surveys with people who have lived experience of Safeguarding in Nottinghamshire. The recommendations of these surveys are being used to develop a robust plan with measurable objectives and improvement standards to ensure significant and embedded change in order to improve practise.

The Nottingham City and Nottinghamshire Safeguarding Adults Boards developed the Nottingham and Nottinghamshire Safeguarding Adults at Risk Self-Neglect Advice and Toolkit which was successfully launched with a Self-Neglect Workshop.

We delivered our Safeguarding Adults Referrer Training to over 400 people this year which has resulted an increase in people who may be subject to abuse and neglect receiving a timely and appropriate response.

Delivered
training to over
500 people.



We delivered our Trainer's Forum which included an emphasis on the prevention of neglect and abuse and supported Trainers from a range of partner agencies to deliver key messages and promote learning in this area.

We ran a reflective learning session in relation to 'complex cases' and explored the reasons that people may be resistant to accepting care and how we can learn lessons from examples and adapt our approach to provide effective support.

The proportion of people who felt that their outcomes were fully or partially met was **95.1% in 2019/20.**

91.7% in 2018/19

Following an idea from a patient to create accessible badges, the team at Nottingham University Hospitals has worked with the Head of Safeguarding to develop the idea into reality. The team has gathered feedback from patient groups to ensure that the symbols are meaningful and include a symbol to illustrate job title for example nurse, doctor, porter etc. Funding has been secured for a pilot across three wards at NUH.



Assurance

What we said we would do	What NSAB did to achieve it	Complete
We will oversee the development of multi-agency guidance in conjunction with Nottingham City Safeguarding Adults Board to support partners who are working with adults who are self-neglecting in Nottingham and Nottinghamshire.	The Self-Neglect Advice and Toolkit has been agreed by the respective Safeguarding Adults Boards and launched across Nottinghamshire. To mark the launch the Board hosted a seminar, guiding practitioners on how to use the toolkit and included speakers from other agencies who specialise in this area. This event received extremely positive feedback and further seminars are planned.	✓
Ensure that our service user feedback is analysed, and systems created based upon this feedback to implement changes to improve practice in relation to 'Making Safeguarding Personal'.	Last year the Board funded a pilot project commissioning Healthwatch to seek the views of service users about their experiences of the safeguarding process. The feedback from the study has helped shape an action plan detailing how the Local Authority will implement changes to improve the process. These included keeping the person updated and involved, providing accessible information in relation to the Safeguarding Enquiry and supporting the person to identify realistic and achievable outcomes.	✓
We will develop and review management information which allows us to measure the impact of the Board's Prevention Strategy.	Following a review of the Safeguarding Adults Referral Form we will be able to collect data relating to key areas of the Board's Prevention Strategy.	✗
Develop new 'Making Safeguarding Personal' performance indicators.	MSP indicators reflecting national and regional data were discussed at the Board's development day. A decision was made to benchmark these during 2019/20 with a view to implementing indicators the following year.	✓
Strengthen 'Making Safeguarding Personal' during the review of the 'Following a Referral' procedures and accompanying guidance.	Making Safeguarding Personal has been the greatest consideration within this piece of work and is embedded throughout the process.	✓

What we said we would do	What NSAB did to achieve it	Complete
Ensure that Partner's approaches to Making Safeguarding Personal are robust.	The Board seeks assurance in respect of MSP in a number of ways; the Partner Assurance Tool, the regular multi-agency audits as well as exploring new ways in which safeguarding data is collected to ensure all practitioners are prompted to include the individual in all aspects of the enquiry. This helps us to understand partner's approach to MSP as well as guide them in strengthening practice in this area.	✓
We will review and develop the Partner Assurance Tool, which is combined with the Annual Report return and all partners will be expected to complete.	Last year's trial of the new tool received positive feedback from contributing partners. The tool will now be reviewed to incorporate user feedback in anticipation of the next year's return.	✓
We will create and implement a multi-agency audit process, building on the Local Authority's Quality Assurance Framework.	The first multi-agency audit focussing on Domestic Abuse was completed. A number of recommendations have been put forward to individual agencies and the MASH in order to strengthen Safeguarding arrangements and practice. Further multi-agency audits are planned.	✓



Prevention 2019/20

“It is better to take action before harm occurs.”

Prevention of abuse has been an important part of the ongoing work of the NSAB. Building on the development of the three-year Prevention Strategy, in 2019/20 the Board began implementing with it's Prevention Action Plan; the aim being to make early, positive interventions with individuals, families and carers that can make a huge difference to people's wellbeing and resilience.

The initial focuses of the strategy were agreed to be

- fraud against the vulnerable
- social isolation
- support for carers
- self-neglect

35.1%

of instances of abuse and neglect in a Care Home

3.9% reduction
from 2018/19

1.9%

of Safeguarding enquiries involved self-neglect in 2019/20



The Communication Sub-Group carried out an audit of information materials and distributed more posters and leaflets about adult abuse, with a particular focus on libraries, GP surgeries and hospitals, as these were the places people fed back in a survey they were most likely to want the information. Publicity campaigns were carried out for Elder Abuse Awareness Day and National Safeguarding Adults Week. A dedicated web landing page was also set up to encourage people to find information about how to stay connected and active in their local community to help prevent them from becoming socially isolated.

32.9%

of Safeguarding enquiries involved neglect

1.8% reduction
from 2018/19

12.5%
of Safeguarding enquiries involved financial abuse

1.1% reduction
from 2018/19



National Safeguarding Adults Awareness Week provided an ideal opportunity for the Board to pursue their Prevention agenda. Highlights of the week included a practitioner event focusing on the recently developed NSAB Self-Neglect Advice and Toolkit, a well-attended Partnership Event exploring how sport and social networks are crucial as a means of staying connected and developing personal resilience.



We also worked in conjunction with the Safer Nottinghamshire Board to increase awareness of fraud prevention amongst 'vulnerable' groups and the people that support them. Media campaigns were promoted via social media and our e-bulletin including 'Friends Against Scams' campaign which aims to empower professionals and the public to prevent people from becoming victims of scams within their communities.

Making Safeguarding Personal 2019/20

The Making Safeguarding Personal (MSP) approach to safeguarding adults means that the work we undertake with adults, from first becoming aware of a concern of abuse or neglect through to closing a Section 42 Safeguarding Adults Enquiry includes the adult at each stage. It means working in a person-centred way, developing meaningful engagement with the adult, capturing what the adult wants to happen as a result of a concern of abuse or neglect being raised, and shaping the Safeguarding Enquiry around those desired outcomes. Research suggests that this approach leads to more adults being satisfied at the conclusion of any safeguarding intervention, as well as there being less likelihood of a repeat concern for the same adult within a 12-month period.

We appreciate that adopting the MSP approach can pose new challenges for practitioners, not least because not all adults at risk have the capacity to make decisions regarding a safeguarding concern. As a result, this year has seen a renewed focus on increasing the knowledge and understanding of Mental Capacity Assessments and

subsequent Best Interests decisions (still taking into account the adult's opinion and stated desired outcomes where appropriate) in relation to Safeguarding Adults Referrals and what the adult wants to happen as a result of a concern being raised.

As ever MSP is at the heart of all Board learning opportunities. During 2019/2020 Nottinghamshire Safeguarding Adults Board continued with the successful Trainers' Forum launched in 2016. These events are aimed at those responsible for delivering safeguarding adults training within their organisation, providing informative and relevant presentations enabling attendees to adopt relevant parts of the information presented to use within their own organisation's internal training. During 2019/20, the Forum provided professionals with a place to share best practice, and network with peers from other organisations whom they otherwise may not usually meet. The main event during this period was a session on the developing a basic level 1 Safeguarding

Awareness Trainers' Pack, covering types and indicators of abuse, responsibilities when you become aware of a concern, and who to pass your concern onto. This package filled a gap in our training offer, and whilst we do not directly deliver this course, we aim to equip those responsible for training within their organisation with the tools to deliver this level 1 session to appropriate staff in their team.

Extract from Nottinghamshire Police - Working alongside our Health colleagues, the Mental Health Triage car has increased its use and, from October 2019, now provides daytime as well as evening time provision. This service is designed to provide immediate support to people suffering from mental health who are subject to calls to the Police, whilst eradicating the use of police custody suites for people requiring a place of safety. Over 1,922 incidents were resourced by this team in the first three months of 2020.

86.9%
of adults were
supported to give their
view in **2019/20**

84.8% in 2018/19

Building on this, we have had conversations with safeguarding leads in various organisations who feel they would benefit from a Safeguarding Lead Peer Support Network which we will progress during the next year 2020/21.

Nottinghamshire Safeguarding Adults Board has delivered this course alongside other training opportunities to over 400 individuals representing over 100 independent and statutory organisations, across all service user groups in Nottinghamshire.

We continue to publish our regular, quarterly e-bulletin sharing relevant information, good practice and learning relating to Safeguarding Adults. These e-bulletins include summaries of recent Board meetings, details of relevant, current training offers from Nottinghamshire Safeguarding Adults Board and its partners, individual case studies which demonstrate best practice, including an emphasis on MSP, or where this is not the case, what lessons can be learned to improve practice across all organisations. The e-bulletin also includes relevant safeguarding adults articles on topics such as financial abuse, the Disclosure and Barring Service and consent in relation to Safeguarding Adults Referrals, as well as findings and case studies from Nottinghamshire County Council's Safeguarding Adults Peer Audits.



82.5%

were asked about
their desired outcomes
in **2019/20**

81.7% in 2018/19



Safeguarding Adults Reviews



Section 44 of the Care Act 2014 places a duty on Safeguarding Adults Boards to arrange a Safeguarding Adults Review (SAR), in cases where an adult has died or experienced significant harm or neglect.

The purpose of a SAR is to:

- Establish what lessons are to be learnt from a case in which professionals and organisations worked together to safeguard and promote the welfare of adults at risk.
- Identify what is expected to change and improve as a result, to improve practice.
- Review the effectiveness of local procedures, both multi-agency and those of individual organisations.

On completion of the SAR, organisational action plans are developed to ensure the recommendations from the findings are implemented, practise is changed and ultimately prevent situations occurring again.

The executive summary of each SAR undertaken by the NSAB is available on our website.

The NSAB completed a review of Adult NG in November 2019. The review explored the circumstances and events which led to this young adult with autism sadly taking their own life in December 2018.

Prior to NG's death the family were trying to manage the crisis and asking for help, but there was no single point of access and the family was signposted to different agencies for support.

It was found that a 'diagnostic lens' was, at times, applied to NG. They were 'labelled' as having autism but not mental health problems, meaning that some crisis services were potentially overlooked or deemed unavailable and some of the individual agencies did not appear to have the resources to offer appropriate support.

The SAR found that there could have been better sharing, coordination and escalation of information at key points, as well as a more rapid response from key agencies in response to the young adult's deteriorating mental health. The need to increase awareness across the partnership of autism and how people with the condition may respond differently to a Mental Health crisis, was also widely acknowledged by the review.

Twelve recommendations were given to Nottinghamshire Safeguarding Adults Board by the Independent Author as a result of the findings. A copy of the Executive Summary of the report including these recommendations can be found at www.nottinghamshire.gov.uk/media/2888603/adult-ng-november-2019.pdf

These recommendations will be monitored by Nottinghamshire's Safeguarding Adults Review Sub-Group who will seek assurances from the agencies named in the above report that these recommendations are being acted upon and will inform and improve practise for the future.

This year also saw the Board commission a second SAR which will be published next year and will be looking at themes such as coercion and control, professional curiosity and domestic abuse.

How Can I Report Abuse?

If you have been abused, or know someone who has, please report this to Nottinghamshire County Council online at nottinghamshire.gov.uk/abuse or call 0300 500 80 80.

You could also report this to someone you trust e.g. police, doctor, family member, social worker.

In an emergency, you should contact the relevant emergency service (police, ambulance, and fire and rescue service) by dialling 999.

What will happen next?

We may need to inform other people or organisations, such as the person's doctor, but we will ask permission before we do this.

We will work with the person affected to find out what they want to happen following a report of abuse and keep the person involved throughout the process. People have the right to change their minds about what they want to happen during the process.

Report in confidence:

Online at nottinghamshire.gov.uk/abuse
or call 0300 500 80 80

Our partners

