



Safeguarding Adults
in North Yorkshire

North Yorkshire Safeguarding Adults Board

Annual Report
2017-18

Enter



*Making safeguarding everybody's
business in North Yorkshire*

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Foreword

It gives me great pleasure as the new Independent Chair to introduce the Annual Report for North Yorkshire Safeguarding Adults Board for the year 2017/2018.

This year has been one of great change for the Board. I must first express the Board's gratitude to my predecessor, Colin Morris, who sadly passed away in January. Colin was a strong and passionate Chair of the Board, whose dedication and commitment to making safeguarding personal was the driving force behind the many improvements and new areas of work for the Board over the last couple of years. He will be greatly missed by all those who worked with him.

I would also like to thank Lisa Winward of North Yorkshire Police, who acted as Board Chair until I was appointed in June.

This year saw an independent review of Safeguarding in North Yorkshire, with input from all Board partners. This provided an opportunity to reflect on current processes and practice and look at

where improvements can be made across all partners. The key findings and recommendations are set out later in this report. They will be considered further by the Board at its development day in November this year and inform the Board's strategic priorities for the next three years.

In addition, March 2018 saw the publication of the Board's first Safeguarding Adults Review (SAR), a multi-agency review process that seeks to determine what the agencies involved could have done by working more closely together to prevent harm or death from taking place. The SAR looked at where there were lessons to be learned and how to promote effective learning and improvement to prevent similar situations in the future. A SAR should reflect the six safeguarding principles of empowerment, prevention, proportionality, protection,

partnership and accountability.

We have seen a reduction in the number of safeguarding concerns raised over the last year which is partly due to improved processes, in particular by North Yorkshire Police and Yorkshire Ambulance Service, as well as the continued dedication of the NYCC Care and support teams.

We once again saw a successful Safeguarding Week across North Yorkshire, with a conference in Harrogate being attended by 343 health and social care professionals from across the County. Public events were also held in each local area to raise awareness on keeping yourself safe.

Going forward, the next year will see further changes for safeguarding in North Yorkshire, with the introduction of new multi-agency safeguarding policy and procedures for West Yorkshire, North Yorkshire and

City of York, which will ensure consistency in safeguarding practice, and encourage stronger partnership working and a more person centred approach to keeping adults at risk safe. Nationally, upcoming changes to the Mental Capacity Act and Deprivation of Liberty Safeguards will see major changes to current process and legal responsibilities and the Board will be working to ensure that all partners are ready for this change.

Over the coming year the Board will continue to foster a culture of continuous learning and improvement, ensuring that it is open and transparent and able to demonstrate that it has listened and taken action. Closer ties with our Children's Safeguarding Board and Community Safety Partnerships over the next year will ensure that we strengthen governance and accountability around keeping people safe in the County.

The Board remains wholly committed to hearing the voices of those it serves and being as inclusive and accessible and, building on the Healthwatch survey and work with user groups and Boards, will continue to consult and engage with people as much as possible to shape and inform the future work of the Board.

In ending I would like to give my thanks to the continued commitment of those who are involved in this most challenging yet highly rewarding area of work of "Making Safeguarding Everybody's Business".



**Independent Chair NYSAB,
Dr Sue Proctor**



Safeguarding Adults
in North Yorkshire

Demographic of North Yorkshire

North Yorkshire Overview

North Yorkshire is the biggest geographical county in England at 803,761 hectares (approximately 3,100 square miles). Although the county is large, it is sparsely populated with approximately 602,700 residents based in a variety of urban and rural communities. North Yorkshire stretches across the country from the North Sea coast to within 12 miles of Morecambe Bay, and from south of the M62 to the edge of Teesside.

Due to the sparse nature of most of the county, many adults, particularly older adults and those who require support, can feel isolated due to the long distances they have to travel to meet friends or use amenities, and are also at a higher risk of abuse.

23.3%
of the population over 65

3.1%
of the population are over 85

7

main NHS Providers of acute hospital services,
community services and mental health services



215
Care Homes

112
Domiciliary care providers

England's Largest County

803,761

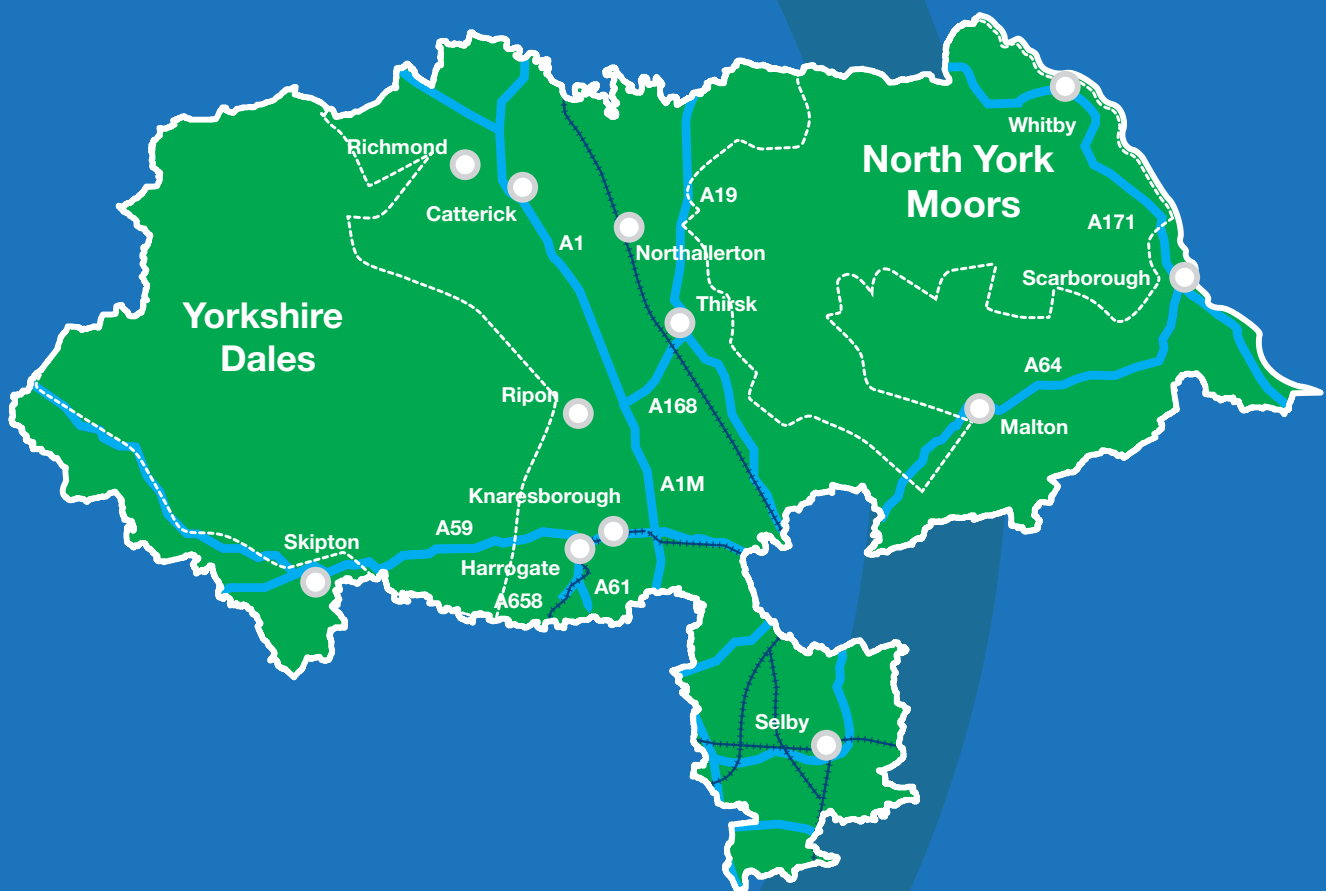
Hectares

3,103²

Miles

602,700

Residents



2

National Parks

6

Clinical Commissioning Groups

7

District Councils

7

main NHS providers of acute hospital services, community services and mental health services

Chapter 1: Strategic Vision, Structure of the Board

Vision

“We will provide leadership, challenge and direction to ensure that the partner agencies improve outcomes for adults at risk of harm or abuse. We will promote values of openness, trust, respect and learning.

Our strategic outcomes:

- **Awareness and Empowerment** – people feeling safe and in control, being more able to share concerns and manage risk of harm either to themselves or others.
- **Prevention** – working on the basis that it is better to take action before harm happens.
- **Protection and proportionality** – support and help for those adults who are vulnerable and most at risk of harm. Responding in line with the risks and the minimum necessary to protect from harm or manage risks.
- **Partnership and accountability** – working for local solutions in response to local needs and expectations. Focusing on outcomes for people and communities and being open about their delivery.

Our Priorities 2015 – 2018

Awareness and empowerment

Local people, staff, volunteers and people with care and support needs

- know what abuse is and how to protect themselves
- know how to raise safeguarding concerns
- are confident that they will get an appropriate response that takes account of their wishes
- influence the Board's priorities and can see a difference ('you said, we did')

Protection and proportionality

People with care and support needs or their representative are involved in deciding the right level of protection for them.

The Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards are implemented in such a way that people are safeguarded from abuse and neglect.

Any intervention is proportionate to a person's situation and their ability to make appropriate decisions to keep themselves safe.

Concerns about risks of abuse posed by staff, volunteers and students are co-ordinated by Designated Adult Safeguarding Managers (DASMs) and inform the work of the Board.

Making Safeguarding Personal, the MCA and safeguarding policy and procedures are high priorities for training staff and volunteers. Staff feel confident of their roles and responsibilities.

Prevention

Care and support is safe personalised and of high quality, where people are treated with dignity and respect so that the likelihood of abuse occurring is minimised.

As a partnership we make communities safe and take actions to reduce risk and prevent further abuse occurring.

Carers understand safeguarding, how to get help and information, and are supported to enable them to continue caring and minimise the likelihood of causing intentional or unintentional harm or neglect to the person they support

Partnership effectiveness and accountability

People of North Yorkshire have told us that they see GPs as a first point of call, so we will strengthen their contribution to safeguarding adults.

Information is shared appropriately across agencies and is effectively acted upon.

The Board will have a shared approach to challenges such as domestic abuse, self-neglect, modern slavery, exploitation, hate crime, mate crime and radicalisation.

We will put in place a systematic approach to learning from experiences in North Yorkshire and in other areas, and ensure this learning is embedded in practice.

We will strengthen the contribution of District Councils, in particular in developing a shared safeguarding response to self-neglect.

Continue to improve the Board's understanding of how safe North Yorkshire is for people with care and support needs, and if safeguarding reflects people's views and needs.

The Board will show how well it is doing by benchmarking itself against national improvement tools.

Chapter 2: The role of the Board and its sub-groups

North Yorkshire Safeguarding Adults Board (NYSAB) works to protect adults who may be at risk from abuse by promoting co-operation and effective working practices between different agencies. NYSAB brings together a combination of NHS, police, local government, independent and voluntary sector and community partners seeking to ensure that adults who may be at risk of abuse are safe and well. The board has a number of sub groups to assist in its role, each with their own responsible area.

Executive Group

The Executive Group, is responsible for overseeing the strategic management of safeguarding adults work in North Yorkshire by monitoring the work of the Sub Groups, and the Delivery Plan. This group is also responsible for ensuring processes carried out by the Board are done so effectively. Key recommendations are made by this Group for consideration by the Board.

Learning and Improvement Group (LIG)

The role of this group is to promote a culture of continuous learning across the Board and the wider partnership, ensuring that there are lasting improvements to services. The role of the group includes overseeing the Safeguarding Adults Review (SAR) function on behalf of the Board and carrying out lessons learned reviews so that the Board can learn lessons when things may not have worked well. The group is also an opportunity for Board partners to notify each other of serious incidents and investigations which may be taking place within their own organisations and may be brought to the Board for consideration.

Work this year:

The main focus of the group this year has been commissioning and reviewing the findings of the Safeguarding Adults Review of

Mrs A. The group has considered how the recommendations in the report can be implemented across all Board partners, and has drafted an Action Plan which includes actions for all partners and will enable the Board to measure the improvements made. In line with the recommendations and the learning from the Board's first SAR, the group will be working on a SAR Framework over the next year to ensure that SAR's are well conducted and that Board partners are accountable for the recommendations and learning that come out of reports.

Practice Development and Training Group (PDTG)

The Practice Development and Training Group ensures the development of safeguarding practice and promotes improvements to practice across all partner organisations in North Yorkshire. The group ensures that each organisation is completing the right training, which in turn ensures the right outcome for adults at risk and disseminates good practice examples.

Work this year:

The group has focused on the implementation of the multi-agency safeguarding policies and procedures, with additional meetings taking place across the year to monitor and steer the implementation to ensure that all partners are ready for its introduction in April 2019.

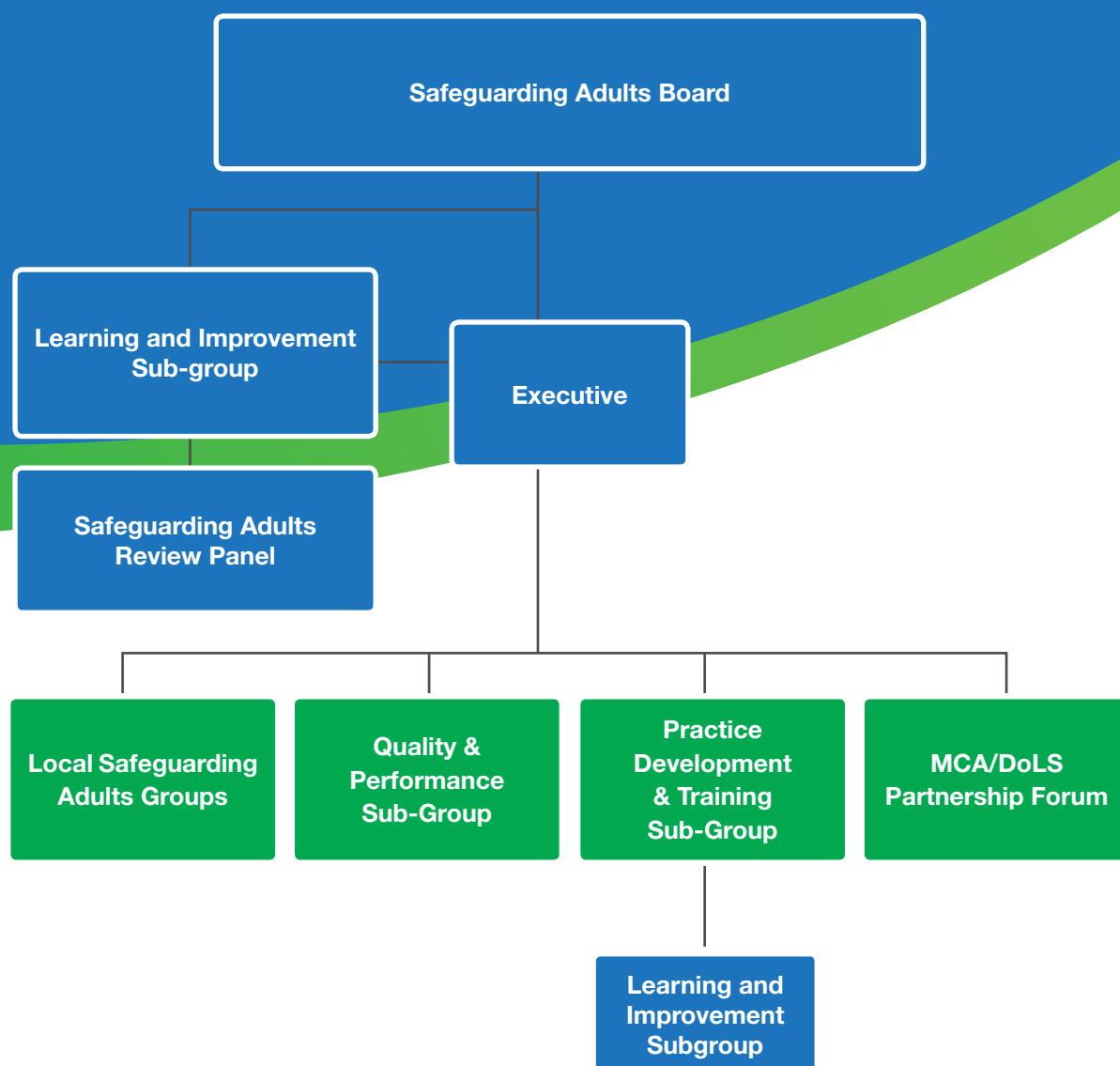
The group has also started work on the development of a Pressure Ulcer Decision Support tool in line with the Department of Health's updated guidance on when to raise a safeguarding concern. The group has also contributed to the updating of the safeguarding training for NYCC staff and care providers.

Quality and Performance Group (QAP)

The Quality and Performance Group, develops safeguarding data for presentation at the Board. The group considers the data and how this can be used to support the Board in making improvements. A summary of some of the data is set out later in this report.

Work this year:

The group has continued to analyse cases which are No Further Action under safeguarding to understand if any appropriate action could have been taken, and continue to analyse and monitor all safeguarding data to identify trends and areas for improvement. The focus of the group over the coming year will be to improve data recording and collection around whether individuals' outcomes have been met, and to identify those people who are regularly the subject of safeguarding concerns and how their needs could be met in a better way to prevent future safeguarding concerns being raised.



Mental Capacity Act Forum

The role of the Forum has been reviewed, and new Terms of Reference agreed, taking account of feedback from a survey for Forum members. Changes agreed include themed meetings with all members being involved in the choice of themes and agenda items. At each meeting one or two partners will share recent experiences or cases that they have come across, enabling other views and expertise to be shared.

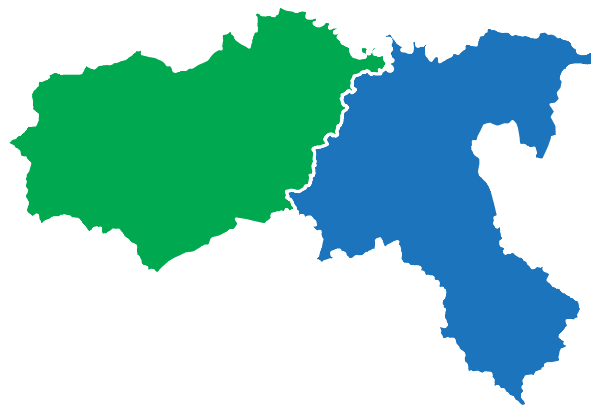
Work this year:

A work plan for the Forum has been developed to enable the Forum to work collectively to achieve its strategic outcomes. A key priority for the Forum is to raise awareness and understanding across the partnership of issues around the Mental Capacity Act (MCA).

The group has undertaken a large piece of engagement work across North Yorkshire to ensure the MCA is embedded across the county, with practitioners having a clear understanding of the key principles and the two stage test for capacity.

Local Safeguarding Adults Groups (LSAGs)

At a local level across the County, the lead safeguarding representative for each partner agency and within each organisation meets quarterly to ensure information is received from the Board on practice, delivery, lessons learned and active discussion takes place to resolve local issues and informs the Board of progress made locally to meet the strategic objectives. LSAG meetings cover the four locality areas as follows; Craven and Harrogate; Hambleton and Richmondshire; Scarborough, Whitby Ryedale; Selby.



Work this year:

Hambleton & Richmondshire

1 Awareness and empowerment

Key Achievements

Focus on making safeguarding personal in case studies.

Presentations/agenda items at meetings raising awareness on issues e.g. financial abuse, trading standards/scams, serious case reviews.

Public engagement for safeguarding week to empower and inform

Areas for development

To keep Making Safeguarding Personal a focus in safeguarding cases.

2 Prevention

Key Achievements

Partners are empowered to look for signs of abuse and take action.

Training is a focus and partners are aware of the NYCC training available to them.

Pledges are made during safeguarding week

Areas for development

To keep up to date with training and to keep aware of signs of abuse.

3 Protection and proportionality

Key Achievements

Changes to Policies and Procedures and Reports from SAB discussed at every meeting. Partners review their own policies and procedures and share changes at LSAGs.

Areas for development

To look at the categories for data in the performance report by: splitting data for Mental Health Trust from other Health categories and merging Housing and Housing Association for concerns by source; having a breakdown of what concerns were; to include data for no further actions.

Data for concerns for 85+ are disproportionately high to other age groups.

4 Partnership effectiveness and accountability

Key Achievements

Involvement of Partners in Safeguarding cases. CCG and GPs representation at every meeting

Good joint working to plan and hold Safeguarding Week events

Development and upkeep of LSAG Work Plan

Partners share ongoing work/good practice at each LSAG meeting.

Areas for development

Sharing of outcomes for safeguarding alerts.

Link with primary care e.g. dentists, opticians

Engagement from Children's Safeguarding with Safeguarding Week



Work this year:

Selby District Council

1

Awareness and empowerment

Key Achievements

Safeguarding training has been provided for licensed taxi drivers in the area.

As part of the local partnership, Selby District Council took part in the Safeguarding Awareness Week activities. Our social media channels were also used to share key messages.

Awareness sessions linked to the PREVENT agenda have been held, with good attendance from local professionals.

2

Prevention

Key Achievements

The Safer Selby Hub is a multi-agency model enabling local agencies to work together to identify and support those vulnerable people in our community who may be victims or perpetrators of ASB.

A Notice, Check and Share event was co-ordinated by Selby District Council, North Yorkshire Police and North Yorkshire County Council

3

Protection and proportionality

Key Achievements

Selby District Council chairs the Safer Selby Hub meeting weekly. As a part of this role we work to identify where vulnerable adults may require additional support.

Areas for development

We are working to refresh the training and development of our staff.

4

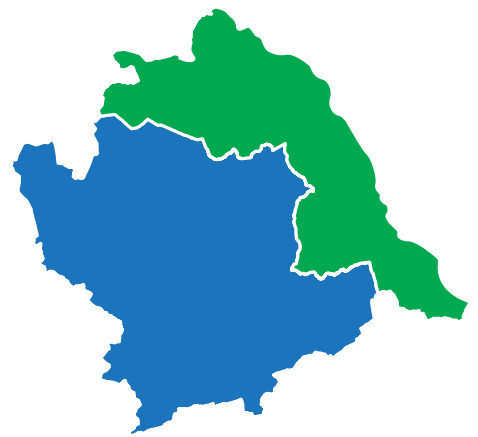
Partnership effectiveness and accountability

Key Achievements

Selby District Council is an active member of a number of partnership groups with a focus on protecting and supporting vulnerable members of our community.

There has been a cross-promotion of safeguarding campaigns with community safety work locally. The aim is to establish into everyday attitudes that safeguarding is everybody's business.

A review of Selby District Council's safeguarding policy and procedures has been undertaken.



Work this year:

Scarborough, Whitby, Ryedale

1 Awareness and empowerment

Key Achievements

Targeting an understanding of MCA.

Each member of LSAG to ensure their organisation Make Safeguarding Personal.

NYP have completed training on Domestic Abuse and also Safeguarding Referral Training to Job Centre Work Coaches.

Presentations – have included Financial Abuse & Mental Capacity, Healthwatch Survey, Financial Exploitation, County Lines.

Areas of development

Making safeguarding personal continues to be an area of development for all agencies.

2 Prevention

Key Achievements

Event organised targeting clubs and voluntary agencies.

Training provided to tradesmen to raise awareness

“Something’s Just Not Right”.

Safeguarding week 2018 very well supported by all partners every day during the week. Opportunity to speak to the public on a wide range of topics.

Areas of development

Using the data to enable us to respond to our local communities. Identifying high risk areas.

3 Protection and proportionality

Key Achievements

Information about new policy shared with partners

LSAG offers opportunity to highlight issues to the board.

Areas of development

Improve communication; keep safeguarding personal providing a proportionate response.

4 Partnership effectiveness and accountability

Key Achievements

Mental Health Team and TEVV developing a shared understanding of rota’s and responsibilities.

Attendance at LSAG has improved.

Safeguarding Data – shown at each LSAG meeting and this shows trends for the County and areas within the County to compare.

LSAG offers opportunity to understand each others role and build relationships

Areas of development

Acknowledgement of alerts when received into teams.



Work this year:

Harrogate and Craven

1 Awareness and empowerment

Key Achievements

Targeting an understanding of MCA.

Each member of LSAG to ensure their organisation Make Safeguarding Personal.

NYP have completed training on Domestic Abuse and also Safeguarding Referral Training to Job Centre Work Coaches.

Presentations – have included Financial Abuse & Mental Capacity, Healthwatch Survey, Financial Exploitation, County Lines.

Areas of development

To progress action to promote awareness of safeguarding to isolated individuals.

2 Prevention

Key Achievements

Ongoing analysis and understanding of the performance data.

Identification of low referrals from self/friends and group to explore how this can be targeted for future.

High level of training reported by all partner

Areas of development

To commence earlier planning for safeguarding week and encourage partners to contribute.

3 Protection and proportionality

Key Achievements

Information/Leaflets frequently shared between partners for latest scams or pertinent issues.

Safeguarding app promoted

SAB report is presented at each meeting and actions reviewed.

4 Partnership effectiveness and accountability

Key Achievements

Partners sharing good practice and learning with peers from their organisations.

Request for individual case studies to be shared at LSAG.

Areas of development

Attendance at LSAG

Participation in safeguarding week

Nomination of co-chair

Chapter 3: What we have achieved this year

The past year has been a busy year for the Board. With the introduction of a new Learning and Improvement Group and the completion of the first Safeguarding Adults Review, the Board's continued focus has been to promote a culture of continuous learning across all partners and to act upon lessons learned, creating a framework for accountability and demonstrating what actions have been taken as a result of the learning.

As in previous years, the Board has worked to meet four main outcomes of its strategic plan which are based on the six principles of safeguarding:

Awareness and Empowerment

– people feeling safe and in control, being more able to share concerns and manage risk of harm either to themselves or others

Prevention – working on the basis that it is better to take action before harm happens

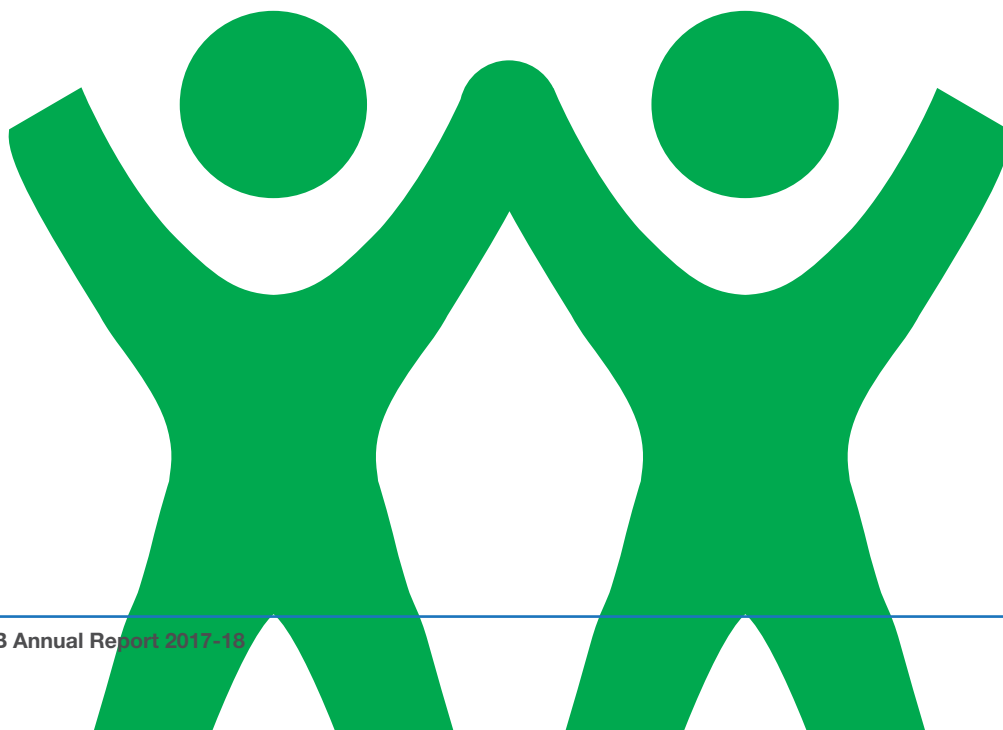
Protection and proportionality

– support and help those adults who are vulnerable and most at risk of harm

Partnership effectiveness and accountability

– working for local solutions in response to local needs and expectations, focusing on outcomes for people and communities and being open about their delivery.

The following pieces of work have been the key areas of focus for the Board over the last year:



1. Review of Safeguarding

In 2017 an independent consultant, Richard Burrows, was commissioned to undertake a review of adult safeguarding in North Yorkshire, working with NYSAB partners to reflect on practice and where possible improvements could be made.

The report identified the following key messages and areas of learning for NYSAB:

- A clearer vision and stronger arrangements for how we learn lessons and coordinate change.
- Being open and transparent about our strengths and weaknesses and the challenges we face.
- We have focused on the development of monitoring, measuring and understanding information around safeguarding to make sure our processes reflect what is important to those who use our services, our staff and partners. The report recommended that we continue to do this and use evidence to continually learn and improve.
- Going forward NYSAB need to focus on evidence gathered from people's experience and learning from things that have happened, as well as looking at data to make sure that we make safeguarding personal for everyone.
- NYSAB and partners were praised for the commitment to, and investment in training and activities to promote awareness of safeguarding. It was recommended that NYSAB look at how partners can work more closely together to develop their workforces.
- It was noted in the report that being inclusive is at the heart of everything we do. Safeguarding can be a difficult process to understand, and NYSAB should continue to adopt a personalised approach to safeguarding.
- NYSAB should get better at talking to each other and sharing information and learning.
- Although North Yorkshire County Council provides social care, the NYSAB is a partnership of organisations who all take responsibility for safeguarding in North Yorkshire. NYSAB need to improve the understanding across all partners of this joint responsibility and how it sits alongside the provision of social care services.
- NYSAB focus on local areas to make sure that safeguarding is personal. It was recommended that SAB Partners could have a better understanding of how things work locally to give NYSAB a clear direction of priorities going forward.

What happens next?

NYSAB have considered the recommendations in the report and will be using these to help to shape its priorities for the next three years.

2. Safeguarding Adults Review: Mrs A

In 2017 the Board undertook its first Safeguarding Adults Review (SAR). Below is a quick guide to the SAR and the key areas of learning for the Board.

7 Minute Briefing Safeguarding Adult Review: Mrs A

1

What is a Safeguarding Adults Review (SAR)?

A SAR is a multi-agency review process, which seeks to determine what relevant agencies and individuals involved could have done to have prevented harm or death from taking place. It will establish whether there are lessons to be learned and promote effective learning and improvement to prevent future deaths or serious harm happening again. A SAR should reflect the six safeguarding principles of empowerment, prevention, proportionality, protection, partnership and accountability.

7

Key Learning: Person Centred Working

“Making Safeguarding Personal” guidance should be embedded in all practice, including Social Work Practice – we need to ensure that the person is at the ‘heart’ of the process.

We must promote a holistic approach to patient assessment and care planning to ensure it is personalised to the individual.

Care plans should be personalised to reflect decisions of the patient – even if contrary to medical advice.

6

Key learning: Training

All practitioners across all SAB Partners should undergo a rolling programme of Safeguarding Training that is relevant and appropriate to their job role and function.

1

7

6

5

2

Background

Mrs A was an 88 year old lady who died in June 2015 of septicaemia. She had received care at home four times a day since 2010 and despite some physical frailty, socialised regularly with friends and was described as having an 'iron constitution, sharp views and a strong mind' by her family. In March 2015 she broke her femur while being assisted with personal care. Due to a breakdown in communication between professionals they weren't aware of this. Complications lead to septicaemia and Mrs A refused treatment. Following two hospital admissions she died in June 2015.

2

3

4

3

Key Learning: Information Sharing and Communication

A review of systems and processes is required to facilitate multi-disciplinary working. This includes a system which enables agencies to 'talk to each other' with a system for checking that urgent tasks have been received and there is confirmation of actions taken so each agency knows who has done what and if they have any outstanding actions so that things don't get missed.

Each organisation must have an appropriate mechanism for escalating concerns.

4

Key Learning: Mental Capacity and Unwise Decisions

Everyone has the right to make unwise decisions. Mental Capacity Assessments must be time and decision specific. Any capacity decision must be recorded accurately: it is not enough to record that a person has, or may have previously 'had capacity'.

A person's right to decline assessments under the Care Act must be weighed sufficiently, fully and carefully against professional standards in Health and Social Care.

5

Key Learning: Support and Guidance

All agencies should provide support and guidance to staff around safeguarding, the role of their organisation and make any support offered to staff easily accessible.

Consideration should be given to the level of support offered to smaller agencies to enable them to engage more effectively with future SAR's.

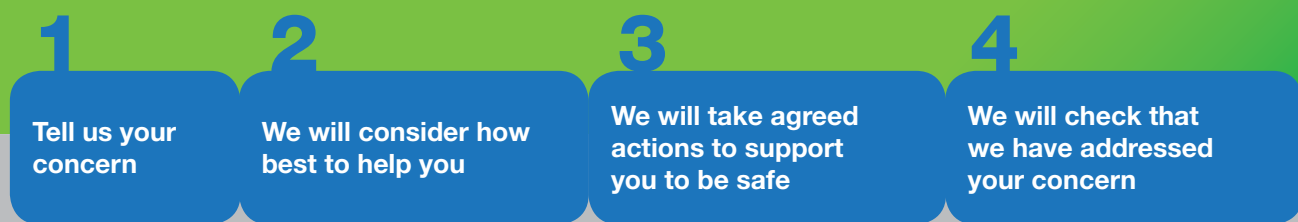
New multi-agency Safeguarding Policies and Procedures

North Yorkshire SAB and Boards from West Yorkshire and City of York have agreed joint safeguarding policy and procedures so that there is consistency across the combined area in the way in which adults are safeguarded from neglect or abuse. The policy and procedures will be supplemented by local operational practice guidance/protocols, and used in conjunction with

partnership and individual organisations' procedures on related issues including: fraud, disciplinary procedures, whistleblowing procedures and health and safety.

At the moment the safeguarding journey has six steps from start to finish. Under the new policy and procedures this will be reduced to four:

The experience of the adult at risk



North Yorkshire are currently getting everything in place to implement the new policy and procedures from April 2019. The Board is committed to make sure the process is as inclusive as possible, and as well as providing staff with operational guidance, a group of self-advocates will be supporting the Board to create easy read information to understand the safeguarding process, rights and how to keep safe.

3. Safeguarding Week

North Yorkshire and City of York Adults and Children Safeguarding Boards, together with the Community Safety Partnerships and IDAS, held a series of events across North Yorkshire and the City of York between 9-13th October 2017 on the theme of "Safeguarding is Everybody's Business".

The week consisted of locally organised public-facing events throughout the week and a countywide Conference for health and social care professionals in Harrogate on 9th October. The conference brought together 343 professionals from across the County to take part in a number of workshops covering the following areas:

- Prevent;
- Modern Slavery;
- Suicide Prevention;
- Hate Crime;

- Financial Abuse/Exploitation; and
- Safeguarding in Sport

There were also two keynote speakers:

- Jamie Bartlett - Direct of the Centre of the Analysis of Social Media whose principle areas of interest include social media monitoring, internet culture, the Dark Net and hidden internet subcultures. www.demos.co.uk/people/jamie-bartlett/
- Lorin LaFave - Lorin's son, Breck, was groomed online and killed by his groomer. She founded the Breck Foundation www.breckfoundation.org which aims to build awareness of the dangers young people face online every day and promoting prevention through education and empowerment. Lorin campaigns to promote awareness for keeping safe online and using the internet responsibly.



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

- Staff signing up to a “Safeguarding pledge” within Extra Care schemes
- Roadshows for the public organised by staff from across several agencies with videos, leaflets and quizzes on different topics;
- Keeping safe online workshop for key stage 2 children and their parents;
- Discussions with Youth clubs and Colleges on how young people can keep themselves safe;
- Scam awareness session with Ageing Well Group;
- Session on e-safety for businesses;
- Market stalls at local supermarket on scamming, cyber-crime and e-safety;
- Session on safeguarding in sport;
- Stall to raise awareness raising of domestic abuse within shopping centre;
- Workshops on e-safety organised by the Adult learning service;
- Sessions/coffee mornings with community groups.



- Stalls within York Hospital
- A variety of events in community locations

Across the two areas it is estimated that these events reached well over 1000 members of the public, ranging from schoolchildren and their parents, to people over 85.



4. Healthwatch Survey

Healthwatch North Yorkshire is an organisation dedicated to representing patient voice in matters of health and social care across North Yorkshire.

Working with NYSAB, Healthwatch North Yorkshire created three surveys to explore people’s levels of safeguarding awareness. Each survey was intended for a specific audience, as it was considered that a different level of base knowledge could be inferred for each group: the general public, individuals working in the care sector, and managers of care homes.

Data collection was carried out between September and December of 2017. Survey links were distributed through mailing lists and the Healthwatch Newsletter, along with Healthwatch social media. Surveys were also carried out in person at various locations throughout the County. Respondents were assured that the process was entirely anonymous. 309 surveys were collected overall.

[The full report is available to read here.](#)

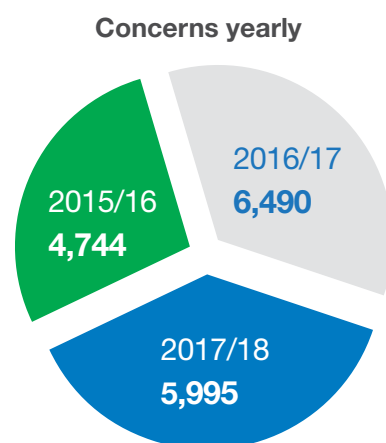
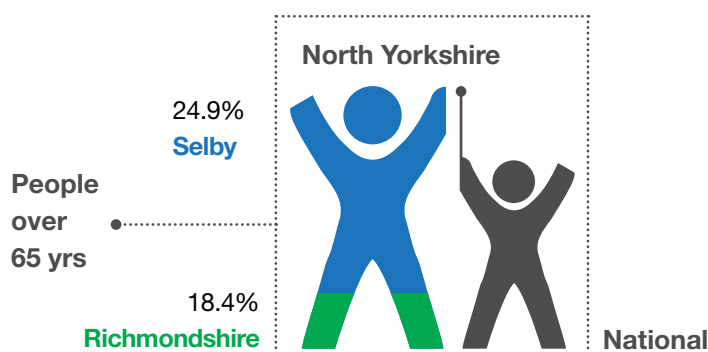
Chapter 4: Safeguarding data

The Board receives data via the Quality and Performance Sub-Group (QAP) which produces a quarterly report. The Board then identifies key issues and any actions required by Board members and feeds back to the QAP group.

The proportion of people aged 65 or over is higher than the national average in all North Yorkshire districts and is highest in Ryedale (24.9%) and lowest in Selby and Richmondshire (18.4%). (ONS 2015 mid-year population estimates).

25% of people aged 64-75 live alone which rises to 50% of those aged 75 and over. (Data taken from the ONS 2011 census).

The following is a summary of some of the data collected in 2017/18.



7.6%

The number of concerns for 2017/18 has reduced by 7.6% compared to the previous year. The reductions largely relate to improved reporting practice by the Police and Ambulance Service

7%

of all concluded Enquiries did not require any safeguarding action.

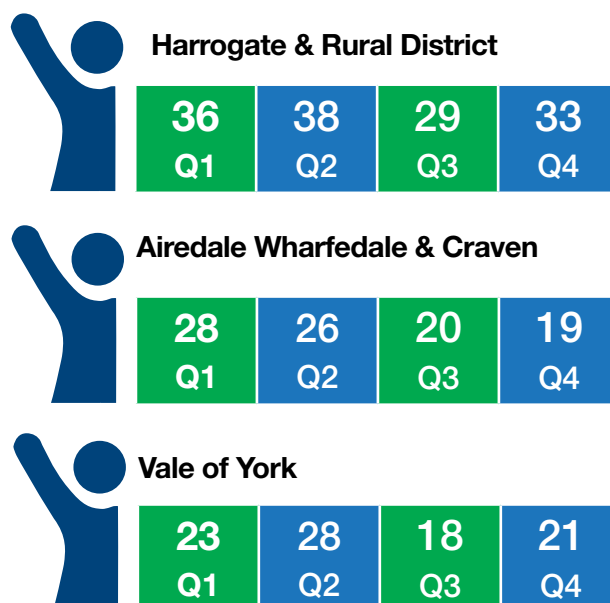
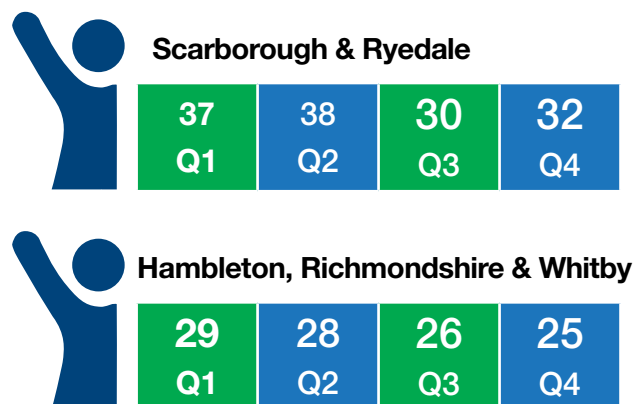
Concerns raised by quarter 2017/18



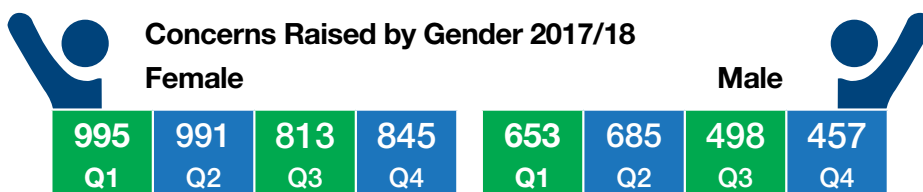
16% of all Safeguarding concerns progress into safeguarding or are linked to existing safeguarding enquiries. 51% are resolved at the initial enquiry and 28% of people are supported through care management.

The Care & Support (CRC) Team reduce the number of safeguarding concerns going through to other HAS Teams. Out of the 2,144 concerns, they have dealt with and completed 1,093, 52%, reducing pressures on Area Teams.

% Rate of Concerns by CCG Area (per 10,000)



These figures show the concerns rate per 10,000 of the population that have been raised for individuals to NYCC based on CCG areas. These include concerns that have been made for people who may already be involved in a safeguarding enquiry.



Concerns Raised by Age Group (Count of individuals only) 2017/18

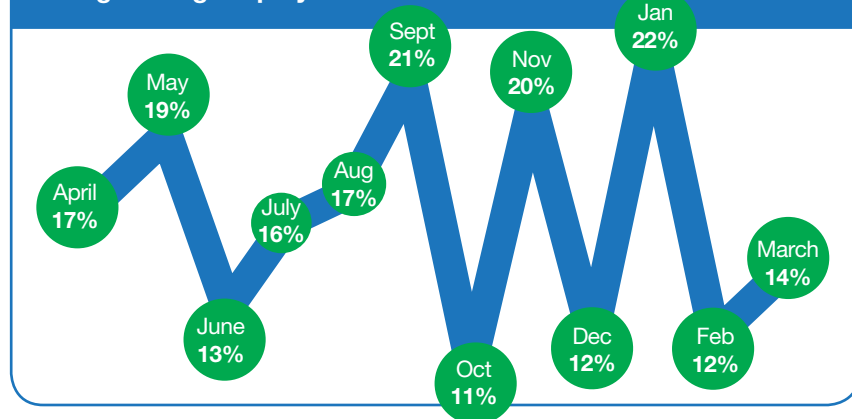
272	144	140	264	280	Q1
237	138	145	247	278	Q2
298	190	164	313	340	Q3
297	181	143	290	325	Q4
18-49	50-64	65-74	75-84	85-94	

The largest number of concerns received remains in the 85-94 age range. This is closely followed by people in the age range of 75-84. 95+ remains the category with the lowest number of concerns at 4%.

Females continue to have more concerns raised than males, which is a similar pattern to last year, and reflects the national position.

89% of people who received a concern during the year were White British. 0.7% of concerns are from people who are from Black & Minority Ethnic Communities.

Monthly percentage of concerns that progressed to a safeguarding enquiry



Safeguarding Concern Outcome



Chapter 5: Overview of Safeguarding Training in North Yorkshire - Summary of Activity (2017/18)

Awareness and Empowerment



- NYCC offers safeguarding training both internally and to the wider sector on a free of charge basis.
- In 2017/18 we ran 140 classroom courses, covering 1788 delegates at an average course capacity rate of 72%. 77% of these were NYCC staff and 23% were from the wider sector.
- In addition 3095 people completed one of our online courses. 25% of these were NYCC staff and 75% from the wider sector

Areas for development

- A full evaluation of all safeguarding, MCA and DoLS courses took place in 2017/18. This will inform further course revisions.

Protection and Proportionality



- Making Safeguarding Personal is embedded within all NYCC safeguarding training courses.

Areas for development

- Further work is needed to strengthen the concept and culture of Making Safeguarding Personal in practice. As part of upcoming updates to training we will explore what more can be done within courses to assist with this.

Prevention

- Prevention is embedded within all NYCC safeguarding training courses.
- We also have specific online and classroom courses covering the Prevent agenda for NYCC staff. 281 NYCC staff attended the Prevent (WRAP) classroom course in 2017/18.

Areas for development

We will continue to review course content to ensure it is up to date and promotes prevention at all times



Partnership Effectiveness and Accountability

- The Alerter Champions programme allows organisations to cascade our Level 1 Alerter training. Following ongoing promotion, 1433 delegates have been trained using this method in 2017/18, a 140% increase from last year.
- The multi-agency SAB Training Task and Finish Group continue to meet twice a year to discuss training related issues
- New tools have been created to assist staff, including revised competency frameworks and practice guidance to embed safeguarding culture following training. These have been shared with partners and local providers.

Areas for development

- Further promotion of multi-agency training.



Chapter 6: Community Safety Partnership

North Yorkshire Safeguarding Adults Board (NYSAB) works to protect adults who may be at risk from abuse by promoting co-operation and effective working practices between different agencies. NYSAB brings together a combination of NHS, police, local government, independent and voluntary sector and community partners seeking to ensure that adults who may be at risk of abuse are safe and well. The board has a number of sub groups to assist in its role, each with their own responsible area.



Awareness and Empowerment

Community Safety Hubs

Evaluation of the hubs (June 2018) has been undertaken. Findings will have a positive impact on the development of the CSP arrangements and strategy. It highlights the importance of multi-agency activity in each local area, allowing people to feel safe, but also a means for sharing community intelligence and concerns and responding appropriately. Hubs exist in each district area, and are different in size and structure depending on local need. The evaluation states "Hubs are effective multi-agency partnerships dealing with complex individuals with a high number of social risk factors."



Protection and Proportionality

Commissioning of DA Services

A range of services of services for victims and perpetrators have been offered historically by a range of different partners. Under the governance of DA partnership arrangements a commissioning sub group has been established, looking at the potential of pooling budgets across organisations to ensure there are consistent services offered, that are linked with the objectives of the multi-agency DA stagey. This will ensure a wider range of services can be offered, both preventative and reactive, allowing people to get the right service at the right time. partnerships dealing with complex individuals with a high number of social risk factors."

Prevention

Notice, Check and Share (Prevent)

During 2017/18 Notice, Check and Share workshops have taken place across the County. Highlighting the Prevent duty and responsibilities we all have in identifying individuals vulnerable to extremism in North Yorkshire. Ongoing events will continue to take place; a key priority for 2018/19 is to develop a multi-agency workforce development and training plan.



Hurt by Hate (Prevent Graphic Novel)

A graphic novel with accompanying films has been developed, and is ready to be used across North Yorkshire. It depicts two locally based storylines, which depict issues we have seen in the Channel arena, rural isolation, use of modern technology, including the use of the dark web. The resources were initially aimed for settings with young people, but it has been recognised that they would be useful within multi-agency training, including GP

reactive, allowing people to get the right service at the right time. partnerships dealing with complex individuals with a high number of social risk factors.”

Partnership Effectiveness and Accountability

Inter Board Network

The Community Safety Partnership has a wide brief and needs to be horizon scanning for the issues that will affect communities. North Yorkshire is not immune to issues like Modern Slavery, Human Trafficking, Counter Terrorism and County Lines. The inter board network that crosses the CSP, SAB and LSCB is essential to ensure those key messages and areas for action are consistent and effective. It also allows officers to share knowledge, experience and resources, across things that can impact on all partnerships and organisations e.g. case reviews.



Appendix 1: What we have achieved – Partner Statements:

1. NYCC Health and Adult Services

Awareness and Empowerment

Leading role in the organisation and delivery of Safeguarding Week, improving awareness of safeguarding within local communities

Engagement with staff and the public around the Mental Capacity Act and what it means to them

Review and relaunch of elearning for Mental Capacity Act and Deprivation of Liberty Safeguards

Delivered training and awareness sessions to a range of staff and volunteers

Attendance at User Forums and Partnership Boards

Strengthened the requirement for, and monitoring of, staff to ask and record the persons' wishes and goals at the start of safeguarding, and at the end check if the support provided has met their goals.

Prevention

Development of Serious Incidents Log to provide scrutiny of significant events

Targeted advice, information and guidance to individuals and providers through Care and Support and Living Well Teams

Work with City Of York Council to develop guidance and procedures to Self-Neglect

Presentations to LSAGs on how to recognise and prevent financial abuse



Protection and Proportionality

Development and piloting of tools to ensure that service quality and safeguarding issues are raised through the appropriate route

Audits and peer supervisions with practitioners to embed the principles of Making Safeguarding Personal to ensure an individual's outcomes are at the centre of any response

Introduction of early triage and decision making by the Care and Support Team around safeguarding concerns raised on behalf of individuals not known to services. This enables a timely and proportionate response, and that appropriate support/signposting is available.

Partnership Effectiveness and Accountability

Joint working with safeguarding and Community Safety Partnership staff within North Yorkshire County Council, City of York and the Yorkshire and Humber Region, to share and implement good practice

Ongoing work to develop a multi-agency quality assurance tool that enables all partners to audit their practice within safeguarding and highlight any themes/share good practice.

2. Clinical Commissioning Groups

- NHS Hambleton, Richmondshire and Whitby CCG
- NHS Harrogate and Rural District CCG
- NHS Scarborough and Ryedale CCG
- NHS Vale of York CCG

Awareness and Empowerment

The safeguarding team has provided safeguarding training to 881 CCG and Primary Care staff in 2017/18. 468 Primary Care staff attended training including:

- learning from local and national reviews; Prevent;
- neglect and self-neglect,
- Multi Agency Public Protection Arrangements; homelessness;
- allegations against persons in a position of Trust;
- the Herbert Protocol;
- and updates on local and national guidance.

The safeguarding team actively contributed to arrangements for Safeguarding Week in October 2017 and manned a table-top information-sharing space at the North Yorkshire and York Safeguarding Conference in Harrogate.

Safeguarding adult information, including summary cards produced by NHS England, has been distributed across the region to NHS and Independent providers of health care and GP Practices.

Publication of guidance on expected levels of training and competencies for health staff is expected in 2018.

Prevention

Alongside multi-agency partners the CCG safeguarding team has begun or increased work in the following areas in 2017/18:

- improved information-sharing for individuals who may pose a serious risk of harm on release from custody
- improved information-sharing to support the serious risk posed in situations of domestic violence and abuse
- improved information-sharing and training in relation to preventing terrorism.
- systems to review of the deaths of people with a learning disability
- increased awareness and engagement with Serious & Organised Crime
- increase awareness and engagement with Modern Slavery & Human Trafficking

The CCG will continue to play a significant role in these developing areas.

NHS
Vale of York
Clinical Commissioning Group

NHS
Harrogate and Rural District
Clinical Commissioning Group



Protection and Proportionality

The safeguarding team has made a considerable contribution to safeguarding enquiry work in 2017/18 and have had involvement with over a hundred and twenty safeguarding cases. The involvement ranges from sharing information; providing health advice; and undertaking joint investigations with the local authority safeguarding teams.

Working in collaboration with partners in NYCC the safeguarding team has completed over thirty assurance and support visits in 2017/18 to independent care providers across the North Yorkshire region. A key part of this role is identifying and responding to concerns which may give early indications of poor standards and the need for increased support to return to a safe level of care.

The CCG safeguarding team will continue to work with partners in 2018/19 to ensure consistent and best use of its resources.

Partnership Effectiveness and Accountability

In 2017 following the realignment of services previously managed by the Partnership Commissioning Unit, Scarborough & Ryedale CCG became host for adult safeguarding on behalf of the four North Yorkshire CCGs. The new model has established: two Designated Professionals; two Safeguarding Officers, alongside the Nurse Consultant for Safeguarding in Primary Care and Named GPs, increasing the skills and experience of the team; and enabling a strengthened strategic and operational contribution to the work of the Safeguarding Board.

Key achievements include the increased engagement from GP Practices in all aspects of safeguarding activity. All GP practices completed the NHSE safeguarding audit which provides assurance that GP's are compliant with safeguarding arrangements within their individual practices.

Each CCG works in partnership with its Provider Organisations regarding the effectiveness of their safeguarding arrangements.



Scarborough and Ryedale
Clinical Commissioning Group



**Hambleton, Richmondshire
and Whitby**
Clinical Commissioning Group

Airedale, Wharfedale, Craven CCG

1 Awareness and Empowerment

The safeguarding team works across three CCGs including NHS Airedale, Wharfedale and Craven CCG and it has worked hard to get the message of 'Making Safeguarding Personal' into everything it does. The team's training and specialist safeguarding advice to staff and partners reinforces principles of empowerment, proportionality and the importance of working with people to achieve the outcomes they want.

The CCGs' personalised commissioning team has supported more people with complex health needs to use Personal Health Budget (PHB) and take charge of arranging their own healthcare. These budgets help people to stay in their own homes and communities, maximising their existing support networks with care packages tailored to meet their particular needs and wishes. .

During safeguarding week, we ran a safeguarding quiz with our Executive Management team, We also ran a safeguarding shots session with attendees from across health, social care and education. This involved a series of 10 minute presentations, covering a wide range of topics including modern day slavery, sexual exploitation, domestic and sexual violence, cybercrime and preventing people from being drawn into terrorism.

2 Prevention

the CCG launched its strategy for mental wellbeing in Bradford and Craven Districts. The strategy has a clear focus on recovery and tackling the things that we know can cause mental ill-health, including trauma as a result of abuse.

Our safeguarding training to CCG staff helps them to recognise and respond to abuse at the earliest opportunity. All staff are expected to undertake training and over 80% have attended face to face training with the safeguarding team in the last three years.

As part of a new initiative managers are now required to routinely ask about domestic abuse as part of return to work interviews following staff sickness. To support managers, the safeguarding team have delivered five training sessions around domestic abuse and how to ask the question in a sensitive and supportive way.

As part of a new initiative to support our workforce around domestic abuse, we have delivered training to line managers on our revised sickness policy which now requires managers to routinely ask about domestic abuse as part of return to work interviews following staff sick leave.

Our named GP for safeguarding adults has continued to lead the development of safeguarding practice in primary care services by providing expert advice, training and updates for GP safeguarding leads and practitioners.



3 Protection and Proportionality

As leaders for safeguarding across the health system, we regularly provide supervision and expert advice to our partners, including GPs, especially in relation to complex cases. These often need careful exploration of issues such as mental capacity and coercion and control, in order to balance choice and risks, within the context of 'Making Safeguarding Personal'. We participated in a Safeguarding Adults Review which was published in March 2018. Learning from the review was shared across the health community and highlighted how difficult getting a balance can be for health and social care practitioners.

The CCG safeguarding and quality teams regularly contribute to safeguarding enquiries in care settings, advising on standards of care and liaising with our providers to arrange specialist health support to reduce the risk of abuse.

4 Partnership Effectiveness and Accountability

As a committed and active member of the Safeguarding Adults Board (SAB) and its sub-groups, we support a wide range of initiatives including safeguarding adult reviews and planning for the implementation of the revised multiagency safeguarding procedures.

As commissioners of health services, safeguarding is embedded in our contracts with health providers. We regularly receive and review performance reports and declarations against safeguarding contract standards. The safeguarding team has also reported the CCGs' own safeguarding compliance to the CCGs' directors and governing body, as well as submitting a self-assessment to the SAB.

3. Tees Esk and Wear Valley NHS Foundation Trust (TEWV)

1 Awareness and Empowerment

Key Achievements

Making Safeguarding Personal (MSP) questionnaires were offered to all patients willing to feedback their experience of safeguarding adult procedures. The results from 2017/18 MSP survey work demonstrated that service users felt informed and involved, and that safeguarding support and outcomes were appropriate.

The Trusts public facing website now includes a safeguarding section that is open to the public for reference and supports the work of the board through ongoing campaigns.

Areas for development

Continue to further embed MSP into practice and provide assurance through the audit processes.

2 Prevention

Key Achievements

2017/18 training compliance: Safeguarding Adults Level 1 = 90.2% and Level 2 = 92.98%.

Level 1 training package has been revised and now incorporates both adult and children material to embed the Think Family approach.

Level 2 refresher training programme has been developed.

Compliant with NHS England requirement for Basic Prevent Awareness training = 96% and WRAP = 93%.

Basic Domestic Abuse Awareness training is now available for Trust staff.

Mental Capacity Act (MCA) training is now mandatory for Trust staff.

MCA champions are now in place across the Trust who have been trained at a higher level on MCA/DoLS, (Deprivation of Liberty Safeguards) and attend regular MCA forums.

Areas for development

The impact on the current Trust resources from the publication of the Safeguarding Adults intercollegiate guidelines.



3 Protection and Proportionality

Key Achievements

The Trust has carried out a service evaluation of the internal safeguarding adults procedure. This highlighted areas of good practice which included: all concerns were discussed with a clinician trained at the appropriate level, immediate safety needs and capacity was considered, clear rationale was provided for not referring on.

There has been a Rapid Process Improvement Workshop carried out in relation to the MAPPA process which has contributed to positive changes in the Trusts procedure and standard work used by the safeguarding team.

The Prevent procedure has been reviewed and now reflects the guidance for mental health services produced by NHS England.

There has been a review of associated policies which has had safeguarding input such as the Blanket Restrictions in inpatient units policy and Did Not Attend policy.

Areas for development

Further embed 'Think Family' into all aspects of safeguarding work including training, support and advice and when working with vulnerable adults.

4 Partnership Effectiveness and Accountability

Key Achievements

The Trust has attended and actively participated in the work of the Safeguarding Adults Board and associated sub groups.

The Trust has supported campaigns and events throughout the year and actively promoted safeguarding adults alongside the Local Authority.

Trust safeguarding activity is monitored internally by the Safeguarding and Public Protection Sub group of the Quality Assurance Committee which reports to the Trust Board.

The Trust is also monitored by the Clinical Commissioning Groups via the Contract Monitoring Board in relation to safeguarding.

Areas for development

Further embed specialist safeguarding supervision into the Trusts clinical supervision compliance monitoring system.

Modern Slavery Partnership group - participate alongside partner agencies in implementing national initiatives to identify and report and manage Modern Day Slavery cases.

4. NHS England

Introduction

NHS England is the policy lead for NHS safeguarding, working across health and social care and leading and defining improvement in safeguarding practice and outcomes. It is the responsibility of NHS England to ensure that the health commissioning system as a whole is working effectively to safeguard children and adults. Key roles are outlined in the Safeguarding Vulnerable People Accountability and Assurance Framework 2015.

NHS England Yorkshire and the Humber has an established Safeguarding Network that promotes shared learning across the safeguarding system. Representatives from this network attend the national Sub Groups, which have included priorities around Female Genital Mutilation (FGM), Child Sexual Exploitation, Children Looked After, Mental Capacity Act (MCA), Modern Slavery and Trafficking and Prevent. NHS England Yorkshire and the Humber works in collaboration with colleagues across the North region on the safeguarding agenda. A review of the Yorkshire and the Humber safeguarding network has established local safeguarding network meetings bi-annually in the 3 Sustainability and Transformation Partnerships areas (some now named Accountable Care Partnerships) in addition to a bi-annual safeguarding commissioners and providers network event.

Sharing learning from safeguarding reviews

In order to continuously improve local health services, NHS England has responsibility for sharing pertinent learning from safeguarding serious incidents across Yorkshire and the Humber and more widely. A North region newsletter is now circulated weekly to safeguarding professionals. Learning is also shared with GP practices via quarterly Safeguarding Newsletters, and annually safeguarding newsletters for pharmacists, optometrists and dental practices across Yorkshire and the Humber are produced.

An annual North region safeguarding conference is hosted by NHS England North for all health safeguarding professionals, this year's event included learning on neglect, hoarding and asylum seekers. Due to the success of last years named GP conference in Yorkshire and the Humber NHS England North also held a conference for named GPs to share good practice and learning; topics included homelessness, domestic violence, travelling families and safeguarding

Safeguarding Serious Incidents

All safeguarding serious incidents and domestic homicide's requiring a review are reported onto the national serious incident management system – Strategic Executive Information System (STEIS). NHS England works in collaboration with CCG designated professionals to ensure a robust oversight of all incidents, recommendations and actions from reviews. Prior to publication of any reviews NHS England communication team liaise with the relevant local authority communications team regarding the findings, recommendations and publication.

Training & Development

Designated safeguarding professionals are jointly accountable to CCGs and NHS England and oversee the provision of safeguarding training for primary care medical services. The main source of training for other primary care independent contractors is via e-learning training packages.

NHS England, in 2017/18, updated and circulated to health colleagues the Safeguarding Adults pocket book which is very popular amongst health professionals and has launched the NHS Safeguarding Guide App and a North region safeguarding repository for health professionals. A training needs analysis has also been undertaken to ensure all NHS England employees receive appropriate levels of safeguarding training.

A number of leadership programmes for designated safeguarding professionals have been commissioned by NHS England in addition to a 2 day resilience course. The CSE training provided by BLAST 'Not Just Our Daughters' has also been provided for front line health professionals.

Link below to the safeguarding app:-

http://www.myguideapps.com/nhs_safeguarding/default/

Assurance of safeguarding practice

NHS England North developed a Safeguarding Assurance Tool for use with CCGs across the North Region, which was implemented in 2016/2017. An online version has been piloted in 2017/18 by NHS England in order to develop a national assurance tool for CCG's. A primary care version of the online assurance is also being piloted by a couple of CCGs in Yorkshire and the Humber.

Specialised Commissioning

NHS England North Specialised Commissioning service providers are, via the contracting process, required to demonstrate compliance with all relevant safeguarding policies and legislation and work in partnership with other agencies regarding all aspects of safeguarding.

Within Specialised Commissioning the Heads of Quality review all serious incidents and liaise with the appropriate CCG to review all incidents and work through actions with the provider. Where NHS England North Specialised Commissioning is the lead or sole commissioner they work directly with the provider, monitor actions and share outcomes with other commissioners.

Health and Justice

NHS England North Health and Justice service providers are, via the contracting process, required to demonstrate compliance with all relevant safeguarding policies and legislation and work in partnership with other agencies e.g. Prison, Police regarding all aspects of safeguarding.

In addition, there is a Quality Framework in place which requires all providers to report on a quarterly basis regarding any safeguarding concerns, incidents, reviews (including themes and trends). An annual audit of Combined Adults and Children's Safeguarding Standards and an annual safeguarding report are also submitted for review to the NHS England local office Quality Surveillance Group.

Care Homes

NHS England Yorkshire and the Humber have appointed an Independent Care Sector (ICS) Lead to support organisations in the delivery of the Enhanced Health in Care Homes framework. The key work streams in this programme for the ICS leads are the delivery of the red bag scheme and the roll out of an electronic bed state tool.

Complaints and Concerns

NHS England Customer Contact Centre review all complaints and concerns received and identify those containing a safeguarding element for appropriate action. Following receipt of complaints and concerns at NHS England North local offices these are reviewed again and any safeguarding concerns identified are referred to the safeguarding lead for review and appropriate action.

Priorities in 2017/18 around complaints were:-

- NHS England North regional safeguarding team in partnership with NHS England local offices reviewed and agreed a standard process for the management of safeguarding concerns within complaints.
- NHS England North regional safeguarding team has delivered safeguarding training to the required standard and level to all complaints staff in accordance with relevant national guidance.

Prevent

NHS England North have two Regional Prevent coordinators who work across the North region to support Prevent implementation, they are part of the National and regional safeguarding and Quality team. This year has seen an increased focus and scrutiny on Prevent implementation within health and safeguarding.

A national Task and finish group has been established chaired by the Director of Nursing for NHS England to oversee the progress that is being made with Prevent implementation, particular focus has been on training with an expectation that all organisations will be able to demonstrate 85% compliance by the end of March 2018.

We are working closely with providers, commissioners and regulators to support and monitor the work being undertaken to ensure that all health care organisations can meet their statutory duty for Prevent.

Across the Yorkshire & the Humber we have funded a number of projects to enhance understanding of Prevent and to support staff including work with partners in North Yorkshire in the development of a graphic novel titled 'Hurt by Hate' an interactive training package designed to raise awareness of a variety of issues surrounding Prevent and safeguarding.

Following a regional research project to scope the current, attitudes, awareness and practice amongst GP colleagues we are now working with the Home Office to extend the research nationally.

We have worked to develop a Prevent training framework and e learning packages specifically for health and have shared guidance across the network for mental health practitioners.

LeDeR

The Learning Disabilities Mortality Review (LeDeR) Programme aims to guide improvements in the quality of health and social care service delivery for people with learning disabilities. The programme activities include supporting local reviews of deaths of people with learning disabilities and undertaking a number of associated projects.

The LeDeR programme's first phase of roll-out successfully finished at the end of December 2017. The LeDeR programme now has forty Steering Groups established, with trained reviewers and Local Area Contacts, actively reviewing deaths of people with learning disabilities. In effect all areas in England, can now make notifications and review deaths of people with learning disabilities.

NHS England is currently working with other organisations, to address the main identified causes of mortality identified through the learning disability premature mortality programme (LeDeR). Specific work on early detection of symptoms of sepsis pneumonia, constipation, epilepsy and the effective use of Mental Capacity Act in urgent care settings is underway. A "learning into action" group has been set up, which is looking to develop a package of best practice measures and urgent health interventions across health and social care for people with a learning disability, autism or both.

This group includes NHS provider organisations; and ALB's such as NHS Improvement Health Education England and NHS Resolution. We're also working with the Royal College of Nurses, urgent care forum and learning disability hospital liaisons nursing networks.

There is also a focus on preventative action with a body of work underway aimed at improving uptake of flu vaccine for people of all ages with a learning disability. As a result of the completed reviews, discharge planning has been improved, and reasonable adjustments provided for people with a learning disability. Some specific examples of where change is happening in the regions are:

- improving the uptake and attendance and quality of annual health checks
- learning disability awareness training for staff groups
- promoting a wide range of health and wellbeing resources for people with a learning disability, for example stop smoking services
- wider awareness of the benefits of health screening programmes by people with a learning disability, their family and carers
- examples of good practice in end of life care of people with dementia and a learning disability.
- involvement of criminal justice system – for example police force awareness
- events with providers, self-advocates and families to discuss the findings so far.

Improvements in health pathways are also being undertaken. These are refreshed co-produced best practice pathways for professionals that stress the importance of effective reasonable adjustments for people with a learning disability. Last year we published the guidance on reasonable adjustments and diabetes, available [here](#).

We are soon to publish the Dysphagia pathway which seeks to reduce causation of aspiration pneumonia. Following this we have pathways for sepsis and constipation on the way this year (2018). The learning from the premature mortality review programme is very much informing where we focus this work.

Until the beginning of 2018 our focus has been on establishing the programme of reviews of deaths across England. Now our focus is on ensuring that the learning and recommendations coming from completed reviews are translated into service improvements, and examples of best practice are shared; alongside completing reviews efficiently without undue delay.

5. North Yorkshire Police (NYP)

North Yorkshire Police (NYP) complies with Authorised Professional Practice (APP) which contains information to assist policing, and has established a local policy procedure to provide clear standards and guidelines on how the Force will identify and protect the most vulnerable in our society and ensure that they are allowed to live free from abuse and neglect.

NYP need to ensure that our officers are competent and confident in the following areas:

- prevent and protect a vulnerable adult from harm or exploitation;
- reduce risks to a vulnerable adult, either to themselves or others;
- empower vulnerable adults to make decisions and enable them to protect themselves; and
- ensure criminal offences are properly investigated and offenders brought to justice.

The latter part of 2017 fiscal year (Q4) North Yorkshire Police Training department recorded the following officers as receiving safeguarding training:

- Student Officer Initial Course 48 delegates.
- PCSO Initial Course 38 delegates
- Initial Learning 4 Special Constables Foundation Course 32 delegate

In 2017/18 North Yorkshire Police Training department recording the following officers as receiving safeguarding training:

591 Police officers were recorded as receiving safeguarding training.

North Yorkshire Police use an e-learning programme called NCALT provided by the College of Policing where safeguarding packages/

Packages which are covered by e learning include the following:

- Mental Health and vulnerability - explores Section 136 of the Mental Health Act
- Stalking and Harassment
- Human Trafficking and Modern day Slavery
- Dealing with people with Autistic Spectrum Disorder.
- Coercive and Controlling behaviour
- Cyber Crime
- DASH – Domestic Abuse Stalking and Harassment

Supervisors & Specialist officers also have the opportunity to attend external training, which include regional Police training, College of Police training, subject specific conferences to ensure best practice is shared in relation to Investigative standards.

Safeguarding Adults and Safeguarding in general remains a priority for North Yorkshire Police and the Police and Crime Commissioner.

During 2017 the Police have been looking at what data they collect, the usability of the data, whether the data influences, informs and provides evidence to improve, change and celebrate services. The analysis of the data does not meet the above criteria in its current format.

North Yorkshire Police are committed to providing information to partners where it can be of real benefit and a first draft has been produced this year. Further work is required with help from our partners to look at our draft model which will incorporate strategic analysis of specific safeguarding Adult areas.

A snapshot of what North Yorkshire Police have dealt with in 2017/18 **noting these are reports only (PSW Missing) and where a Police officer has been assigned, it does not give detail of an investigation or specific crime type .**

- 436 Adults were reported missing during 2017/18

Hate Crimes Recorded.

- 258 Hate Crimes were recorded on Police systems the breakdown of Hate type :
- 23 Homophobic
- 14 Disability
- 15 Religious
- 196 Racial
- 10 recorded as Other

S136 detentions (Police Custody only)

4 Patients were detained in Police Custody for 2017/18

Making safeguarding personal

North Yorkshire Police support the local authority led initiative “Making Safeguarding Personal”

North Yorkshire Police take into account a victims views in relation to reports and prosecutions respecting the decision made by victims who decide not to support the criminal justice process. (This is done with a review of risk) We will only pursue a victimless prosecution if we feel the risk is high or the victim is being controlled or intimidated in some way. This still involves the victim being informed throughout.

For those victims supporting a criminal complaint and where the victim has care and support needs or has limited /no capacity we will involve advocates and intermediaries, being guided by our Social Care partners.

North Yorkshire Police involve victims by taking Victim Personal Statements or Impact statements this records and communicates what impact the incident has had on their day to day life and can assist in providing victims with the correct ongoing support once the legal process has ended.

North Yorkshire Police often attend incidents where engagement and decision making with the victim or alleged offender is not always possible. North Yorkshire Police deal with those where engagement hasn't been possible with dignity and respect and will share information with our partners to ensure the ongoing support is provided or addressed.

North Yorkshire Police have contributed examples this year of cases of MSP where a multi-agency approach has been provided.

2017/18 has been a significant year for Safeguarding in NYP and with our Partners.

- Leadership changes in NYP
- Police and Partners development of the Joint Adult Safeguarding Procedures which will be implemented across North Yorkshire in April 2019.
- Safeguarding referral form amended for Adults showing an improved referral process from the Police with further work planned for 2018
- The Police VAT(Vulnerable Assessment Team) working collaboratively with City of York and North Yorkshire Health and Adult services.
- Newly formed Vulnerability Board for NYP internal partners, ensuring we are complying, completing and achieving against expectation.
- Continuation of the NYP message internally and externally our commitment to protecting the most vulnerable people in the City of York and North Yorkshire .

6. National Probation Service

Awareness and Empowerment

Key Achievements:

Safeguarding Adults (SA) remains a priority for the National Probation Service (NPS), reflected in our 2017-18 Divisional Business Delivery Plans. In carrying out its functions, the NPS is committed to Making Every Adult Matter (MEAM), protecting adults right to live in safety, free from abuse and neglect. In recognition of this the NPS has issued a revised Policy statement in 2017 setting out NPS responsibilities for promoting the welfare of adults at risk in line with current statutory responsibilities. The NPS North East has appointed in 2017-18 a new NPS North East Divisional lead for Safeguarding Adults, who is represented on the national NPS SA Board, and works with all the local SA lead Managers, including the York & North Yorkshire lead, on awareness and promoting best practice. NPS has continued to prioritise Safeguarding Adult Elearning training for all staff including new starters as part of induction and mandatory training requirements. NPS Safeguarding Adults at Risk - Offenders in the Community with Care and Support Needs – Practice Guidance is available & accessible to all staff through EQUIP, a NPS National electronic process mapping system, which is now being extended to HM Prisons. Specific awareness raising briefings in relation to Modern slavery & Human trafficking have taken place during 2017-18.

Areas For Improvement:

Awareness raising & meeting the needs, of an ageing offender population which can often involve multi agency challenges and complexities around management of risk of harm, alongside health, accommodation, social care needs, and vulnerabilities.

Improving awareness, assessment, and interventions in relation to offenders with learning disabilities and mental health needs.

Prevention

Key Achievements:

Through their work NPS staff come into contact with offenders who pose a risk to known adults at risk; pose a risk of harm to adults at risk in general; are adults at risk; have care and support needs and/or are carers in need of support. A national SA Business plan is in place which sets out key organisations priorities and monitors progress against these. Work has commenced on the development of a Toolkit for Offender Managers working with offenders with learning disabilities, as well as a Practice Improvement Tool in relation to SA Referral made by NPS. During 2017-18 the NPS Learning & Development Platform has been developed and launched which brings together in one place details of role based professional training to support risk assessments and risk management. This helps to strengthen practice and reinforce the key role of NPS staff in relation to prevention. The current NPS training in relation to SA's is being refreshed to ensure it is line with the most up to date legislation, guidance, & research. A NPS Suicide Prevention plan is in place and NPS YNY are involved in local multi agency work in relation to this.

Areas For Improvement:

Work is ongoing by the national team in relation to recording practices to improve & standardise the flagging on the NPS database of relevant cases who are considered a vulnerable adult, as well as those at risk to others. This will also support monitoring and analysis going forward. Completion and launch during 2018-19 of the Toolkit for Offender Managers working with offenders with learning disabilities.

Completion & launch of the Practice Improvement Tool in relation to NPS SA Referral's



Protection and Proportionality

Key Achievements:

NPS is a responsible authority under MAPPA (Multi Agency Public Protection Procedures) and continues to work to safeguard adults and victims through our multi agency risk assessments and risk management plans. An HMIP Quality & Impact Inspection completed in NPS York & North Yorkshire 2016 evidenced strong practice in relation to assessment and MAPPA/public protection. NPS staff are engaged with Domestic Abuse Partnerships as well as Serious Organised Crime and Prevent and Extremism Boards. Regular supervision and management oversight is provided to all staff which provides opportunities to discuss and review adult safeguarding cases and the actions required to manage the risk posed by or to an offender. A new NPS Supervision Policy has recently been launched which builds in observational practice for all staff. The Safeguarding Adults Partnership Framework and Policy and guidance issued to staff sets out clear roles and responsibilities in relation to safeguarding adults, including routes for escalation.

Information has been cascaded to staff regarding the role of Designated SA Manager.

Areas For Improvement: Further Quality Assurance Audit work required to evidence the effectiveness of NPS work in relation to our SA responsibilities and areas where further improvement is required to practice & policy.

Partnership Effectiveness and Accountability

Key Achievements:

NPS Safeguarding Adults Partnership Framework in place.

NPS has continued to support the work of and contribute to, the work of the NY Safeguarding Adult Board.

YNY Middle Manager SA lead in place who links in with NPS Divisional lead Manager

NPS continues to be actively engaged with a range of related partnerships across North Yorkshire including Safeguarding Children, Community Safety Partnership, LCJB; and MAPPA Senior Management Board.

NPS has continued to support multi agency training through MAPPA and the expansion of the YNY MAPPA elearning for Duty to cooperate agencies across areas outside of YNY.

Working alongside North Yorkshire Police and Children's Social Care improvements have been achieved in relation to processes supporting timely 'on the day checks' for cases appearing in court where there may be domestic abuse and safeguarding concerns to consider.

Areas For Improvement:

Opportunities to further promote work and role of NPS in relation SA's and working together with key Strategic partnerships and SAB's across NY & York.

Improved data recording & access to performance data to inform analysis and review.

7. Healthwatch

Awareness and Empowerment

Key Achievements

For Safeguarding Week, HWNY joined colleagues from the Police, Fire, Community and Voluntary services at events in Malton and Whitby. By speaking to members of the public, we promoted awareness and learned about experiences in the following areas:

Staying safe online - adults & children

Doorstep calling and scams

Telephone scams

Domestic Violence

Any other issues that the public wanted to share with us.

We heard about about scams around holiday bookings for a caravan that didn't exist; doorstep callers offering to do gardening and then returning frequently to try and get more work; cold calls via telephone that were hard to stop.

Prevention

Key Achievements

Volunteer coordinator completed Safeguarding Responder Champion Training

Protection and Proportionality

Key Achievements

Appointment of Safeguarding Lead on the Board

Partnership Effectiveness and Accountability

Key Achievements

Volunteer representation at all local safeguarding boards across Vale of York, Hambleton/Richmondshire, Harrogate, Scarborough & Ryedale.

8. Provider Trusts: Airedale NHS Foundation Trust

Awareness and Empowerment

Key Achievements

There has been continued commitment to all the agendas of the Safeguarding Adults Board

We have built upon lessons learned from Safeguarding Adults Review (SAR). We work within an annual audit programme related to safeguarding adults in 2017/18. Findings are received at the Trust's Strategic Safeguarding Group.

Improved patient facing information on the Trust website

Trust held combined Safeguarding adults and children conference during safeguarding week.

Areas for development

Increased knowledge by staff of MSP

Prevention

Key Achievements

The Safeguarding Team are highly visible within the Trust and they work closely with clinical and non-clinical teams to ensure that staff support the patient in making decisions.

Bespoke training sessions take place within clinical teams to increase knowledge and awareness related to recognising and responding to abuse. This supplements formal teaching and learning which is provided at the Trusts mandatory training sessions. We are currently implementing a new Clinical Supervision framework for Safeguarding Adults

There is a bi-annual audit related to DoLS within clinical settings together with a review of the assessment of Mental Capacity and best interests'



decision-making tool that is used. A focus for the coming year is to audit the refusal of care pathway linked to best interest decision making. The findings are received by the MCA Working Group.

-Introduction of E-learning for level 3 Preventing Radicalisation with a strong focus on meeting the national Required % of staff trained.

Areas for development

Update safeguarding workbook for staff and volunteers to access.

Protection and Proportionality

Key Achievement

We have embedded Making Safeguarding Personal into our Trusts mandatory training sessions. We are also in the process of reviewing our training needs analysis for safeguarding adults training.

Evaluation of our processes against the Safeguarding Adults Protocol for Pressure Ulcers and the interface with Safeguarding processes

Areas for development

Review training needs analysis for safeguarding adults

Partnership Effectiveness and Accountability

Key Achievements

We have reviewed the Terms of reference for our safeguarding governance structures:

Strategic Safeguarding Group (Adults and Children) is chaired by the Director of Nursing. The purpose of this group is to oversee and monitor the trust statutory responsibilities in relation to the safeguarding agenda. Membership of this group includes the Designated Professional Safeguarding Adults Airedale Wharfedale and Craven CCG.

The Operational Group for Safeguarding Adults is chaired by the Consultant Geriatrician and co-chaired by Senior Nurse Safeguarding Adults and reports to the Strategic Group. The purpose of this group is to oversee and monitor operational safeguarding practice across the trust with senior colleague representation from each clinical group. We also have a Domestic abuse and sexual violence group and an emergency department safeguarding group.

Safeguarding Adults Training is currently being reviewed to reflect contemporaneous practice. However mandatory training continues to be provided and:

At the end of 2017/18, Trust staff were compliant with;

- Dementia Awareness 91.94% (target 90%)
- Safeguarding Adults 90.33% (target 90%)



Harrogate District Foundation Trust

Awareness and Empowerment

Key Achievements:

Improved patient facing information on the Trust website

Focus on 'Reaching out to people at risk' during SG week, which included an information stand with DA information in Polish (these were taken).

Audit on knowledge of MCA and Preventing Radicalisation awareness resulting in a review of training

Increased provision of MCA training

Areas for development

Increased knowledge by staff of MSP

Prevention

Key Achievements

Introduction of revised training program for Supporting Vulnerable People including monthly 'Responder' training for a significantly increased number of staff

Introduction of E-learning for level 3 Preventing Radicalisation with a strong focus on meeting the national Required % of staff trained.

Regular Face to face training for volunteers and handbook

All clinical staff now have the NHS England SG booklets, and the app is available to download for PC's and mobiles

Areas for development

Increase % staff trained at 'Responder' level

Protection and Proportionality

Key Achievements

Introduction of the LD passport and the Enhanced Admission Proforma

Ongoing work across the Trust to develop a process for flagging and managing MAPPA individuals

Evaluation of our processes against the Safeguarding Adults Protocol for Pressure Ulcers and the interface with Safeguarding processes

Areas for development

Further MCA and LD training at level 2

Partnership Effectiveness and Accountability

Key Achievements

Introduction of a system for emailing SG concerns to a generic HDFT address so they can be monitored and sent on securely

Ongoing attendance at multi agency SG meetings, including the Channel panel development day

Areas for development

Involvement in the development and introduction of the revised multi agency policy and procedures in North Yorkshire.

South Tees Hospitals NHS Foundation Trust

Awareness and Empowerment

Key Achievements

Safeguarding mandatory training programme 96% compliance

Safeguarding quarterly audit: consent criteria 89% compliance

Assurance Rounds increased to weekly

Learning Disability & Autism Advisor new post developed

Areas for development

Mandatory MCA training programme compliance 72%

Safeguarding quarterly audit: MSP compliance 20%

Safeguarding quarterly audit: IMCA referral compliance 12.5%

Prevention

Key Achievements

271 DOLS applications submitted Trust wide

Weekly DOLS audit – attendance on 164 wards

Increased training resources for WRAP within Team

Clinical Ward Round attendance for ad-hoc development

Areas for development

DOLS Audit compliance 62.5%

Training strategy to include specific modules for MSP, Covert Medication, Advocacy, s.44 Wilful Neglect

Protection and Proportionality

Key Achievements

282 Concerns raised Trust Wide

Safeguarding quarterly audit: s.42 criteria 85% compliance

Development of Professional Visit Procedures SOP

Annual Audit of self-discharge: 100% compliance as to risk assessment completed and actioned for missing patients

Areas for development

Review of Consent Form 4

Safeguarding information available within services

Partnership Effectiveness and Accountability

Key Achievements

Preparation and Engagement in Safeguarding Adults week

Participation in MCA Engagement Strategy

Engagement in supporting the work of the Board within subgroups

Safeguarding quarterly audit: raising concern within 1 working day 90% compliance

Areas for development

Annual Audit of self-discharge: 23% compliance with capacity assessment for decision

MCA quarterly audit programme

York Teaching Hospital Foundation Trust

Awareness and Empowerment

Key Achievements

Major Trust Wide Drive in raising Safeguarding Awareness to Staff in the Trust BITESIZE ROLLING PROGRAMME

Trust Leaflets give guidance to patients involved in the safeguarding adults process.

Areas for development

Audit programme to commence to monitored continued awareness raising and target areas

Identify ways of enhancing Making Safeguarding Personal beyond the in-patient concern. Prevention

Key Achievements

Community Teams are supported to support patients who decline treatment and potentially pose a risk to themselves in doing so.

PREVENT Training Needs Analysis reviewed to include WRAP training to be delivered to key areas.

Areas for development

Continue to develop the VARM process (Vulnerable Adult Risk Management) process within Community Teams

Development of signposting system where safeguarding not desired or appropriate.

Protection and Proportionality

Key Achievements

Trust Safeguarding Adults processes are in line with Local Authority Guidelines and Thresholds.

Trust Safeguarding Adults Processes link with other key policies within the Trust that manage concerns. (Serious Incident, Complaints, Root Cause Analysis, Pressure Ulcer Prevention).

Areas for development

Development of combined consistent Threshold Tool for decision making.

Identify ways of enhancing Making Safeguarding Personal beyond the in-patient concern.

Partnership Effectiveness and Accountability

Key Achievements

Ongoing commitment to Safeguarding Adults Board sub groups

Commitment and representation at Local Authority Lessons Learned Processes

Identified gaps have accompanying regularly monitored action plans

Strategic links with Quality Safety Committee

Commitment to LeDer programme

Continued assurance to Clinical Commissioning Groups via self declaration tools.

Areas for development

More involvement at Strategic level with NYCC

9. North Yorkshire Borough/District Councils Craven District Council

Awareness and Empowerment

Safeguarding Week Public Awareness Sessions help people recognise abuse and know what to do if they or someone they know needs safeguarding.

Safeguarding is part of councils induction programme

CDC Staff & Councillor training sessions and information leaflet identify how to recognise abuse

Work with taxi drivers to educate them on Safeguarding, CSE and Prevent so they are aware of what signs to look out for.

Prevention

CDC Staff & Councillor training sessions and information leaflet identify what to do if abuse is disclosed or suspected.

Revising taxi licensing policy, which will set higher standard for licensed taxi drivers in Craven code of conduct when dealing with vulnerable persons.

All staff asked if safeguarding training is adequate and up to in annual review, identified needs passed to HR to be incorporated into the Annual Training Plan.

Protection and Proportionality

The Craven Community Safety Hub consists of a Council officer and an officer from North Yorkshire Police.

Officers from CDC and the hub participate in MAPS and VEMT meetings.

Where needed there is capacity to bring in the county council, fire service, social landlords, probation services, youth services, voluntary services and other local agencies to respond to safeguarding issues to manage risk and protect people from harm.

Partnership Effectiveness and Accountability

CDC participates in Local Safeguarding Adults, MAPS, VEMT and the NY District Safeguarding Lead Officers Groups.

Craven DC, NY Police, NY Fire & Rescue Service, Carers Resource and NYCC worked together to co-ordinate Safeguarding Week.

Information about Safeguarding Week circulated to local community groups, District Councillors, Parish and Town Councils.

Key safeguarding issues are reported to the CDC Corporate Leadership Team and appropriate action plans agreed.

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Hambleton District Council

Awareness and Empowerment

Key Achievements

- Safeguarding has been added to the corporate induction and quarterly training sessions are provided to staff who may come into contact with children or adults at risk as part of their role.
- Hambleton District Council has continued to promote safeguarding and community safety campaigns to raise awareness of abuse and how to report it.
- Hambleton District Council was actively involved in Safeguarding Week 2017 taking part in a market place event in Northallerton which focused on cyber-crime and e-safety.

Areas for development

- Hambleton District Council will improve safeguarding information on the council's website and social media.

Prevention

Key Achievements

- The Safer Hambleton Hub structure is bringing partners together to take joint action and reduce risks
- A new safeguarding operating procedure has been developed for all the council's leisure centres and training is being rolled out to all staff.
- Designated zones have been created in leisure centre changing villages when school swimming programmes overlap with public swim programmes.

Areas for development

- Continued roll out safeguarding training to all staff who may have contact with children or adults at risk as part of their role.

Protection and Proportionality

- Key Achievements
- Hambleton District Council has implemented a new booking system that has improved the safeguarding quality checks of clubs and organisations that use our leisure centres.
- The Safer Hambleton Hub continues to facilitate the Tactical Group to consider anti-social behaviour and safeguarding concerns – this is improving safeguarding systems and communication across services.

Areas for development

- To deliver a Project Griffin event for businesses in Hambleton.
- To set up a Community Forum for Prevent

Partnership Effectiveness and Accountability

Key Achievements

- Hambleton District Council is actively engaged in all NY multi-agency safeguarding partnerships including the county, local and district groups.
- The Safer Hambleton Hub has created a space and structure for a range of partners to meet and discuss individual cases and issues improving partnership working across the district and beyond through sharing of good practice with other North Yorkshire Hubs.

Areas for development

- Update and review the Council's Safeguarding Policy and Procedures in line with the Joint Multi-Agency Policy
- Assist in the development of a shared safeguarding response to self-neglect

Harrogate Borough Council

Awareness and Empowerment

Key Achievements

We have developed a new Safeguarding Internal Liaison Group to ensure a proactive lead for safeguarding adults (and children) exists within the district. This includes helping to identify when a concern is not a safeguarding issue but still requires social care or possible (mental) health interventions or support.

We have reviewed and updated the Council's safeguarding policy, providing details of emergency contacts for information and referrals.

Areas for development

We are developing our own internal E- training offer for safeguarding, as well as actively promoting the use of NYCC's training resources.

Prevention

Key Achievements

We have developed a system of awareness-raising through our liaison group, which has representative of services throughout the council, making use of information and intelligence provided by NYCC and other partners.

We have identified potential issues and submitted referrals to the safeguarding team to consider.

We have commissioned external trainers to provide bespoke training to key officer groups such as leisure staff, safer communities' team and housing team.

Both of these activities will ensure heightened awareness and consequently reduce risk with in the Harrogate area.

Our comms team have also used our media channels to raise awareness of possible scams operating in the area to help reduce the risk to vulnerable adults.

Areas for development

We are working to develop more proactive relationships with NYCC colleagues on emerging issues.

Protection and Proportionality

Key Achievements

We have developed a proactive community hub with partners including the police and health colleagues, where we actively discuss a range of issues including safeguarding matters. We have followed up on referrals to ensure matters have been addressed.

Partnership Effectiveness and Accountability

Key Achievements

The Director of Community is the designated safeguarding officer for the council and there is also a named deputy in place.

We have an internal Safeguarding Liaison group which is used to emphasize the importance of safeguarding and that it is everyone's business/responsibility.

We are developing a bespoke mandatory training programme designed to provide key information to different job groups, depending on their (work related) exposure to possible issues.

Areas for development

We are working with colleagues across the districts and with NYCC to improve communications on safeguarding and other social care matters, to ensure we provide a joint response to service needs, and that appropriate referrals are being made and followed up.

For example, we have recently suggested hosting promotional activities by partners in our civic centre reception area where there is a steady throughput of residents (e.g. during safeguarding week) to develop joint working.

We also look to share good practices with colleagues to help improve our response to incidents, as well as improving our preventative support services.

Richmondshire District Council

Awareness and Empowerment

Key Achievements

- Appropriate training has been provided to staff
- Safeguarding information shared with staff via email, intranet, staff leaflets and training
- Awareness session delivered to Members
- Awareness provided for local businesses and community sector partners
- Effective range of partnerships and cooperation with other agencies
- Continue to monitor and update staff training matrix including updating where necessary
- Prevent duties addressed
- Continue to work with NYCC Safeguarding staff and relevant Boards
- Continue with commitment to attend e.g. LSAG and other relevant meetings and have representation on relevant group

Areas for development

- Information about services and safeguarding adults is provided in accessible formats and different languages
- Adult safeguarding is clearly integrated across the commissioning cycle

Prevention

Key Achievements

- Training has equipped staff and Members to recognise and effectively raise concerns and make reports
- Awareness raising campaigns for staff and customers
- Safer recruitment policy and process in place including DBS prior to appointment and every 3 years
- We continue to raise awareness with employees
- We continue to deliver staff training
- With NYP, introduced Taxi Watch scheme
- Safeguarding training matrix in place
- Delivered awareness sessions to local attractions
- WRAP training delivered for Council staff, Members and the local community

Areas for development

- Information about services and safeguarding adults is provided in accessible formats and different languages
- Adult safeguarding is clearly integrated across the commissioning cycle

Protection and Proportionality

Key Achievements

- Designated Officers in place for staff to refer to and deal with staff issues
- Up to date staff training including TMCA, DoL, CSE and Dementia
- Revise policy and processes are reviewed annually

Partnership Effectiveness and Accountability

Key Achievements

We are active members of local safeguarding groups including: -

- Hambleton/Richmondshire Local Safeguarding Adults Group
- North Yorkshire Safeguarding Adults Board
- North Yorkshire Community Safety Partnership
- York and North Yorkshire Prevent Strategic Board
- Safer Richmondshire sub groups including: Domestic Abuse forum, VPI, VEMT, Local Prevent Group and MAPS

Ryedale District Council

Awareness and Empowerment

- Safeguarding week- event, Safeguarding in Sport, press release and social media coverage
- Safeguarding training for taxi drivers completed, compulsory every 3 years for all licensed drivers
- Community Safety day at Ryedale House covering, Modern Slavery, Deprivation of Liberties (DOLs), Mental Capacity Act (MCA), Hate and Mate Crime, Making Safeguarding personal, also explained multi-agency work and referral processes re marac maps (tasking) VAT police screening MAST, police intelligence
- Staff intranet updated to include procedures relating to DOLs and MCA

Prevention

- Safeguarding agenda items at all team meetings and at weekly leadership team meetings
- Quarterly Corporate Safeguarding Panels, chaired by CE.
- Updated website relating to safeguarding policies and procedures
- 6 fully trained Community officers in place from April 2017, ensuring intelligence is fed into the police and referrals made and issues with vulnerability identified earlier.
- 2 officers trained to deliver WRAP training

Protection and Proportionality

- staff trained to ensure appropriate referrals are made
- weekly meetings with North Yorkshire Police (NYP) neighbourhood team
- Increased use of information sharing and intel forms with NYP
- Engagement with NYCC and monitoring of referrals to ensure they are appropriate and action taken proportionate
- Ryecare Lifeline service enables evidence to be gathered by way of recording verbal abuse in the homes of adults at risk when they activate their lifeline

Partnership Effectiveness and Accountability

- Joint visits with NYP regarding modern slavery issues
- 100% attendance at Local adults Safeguarding meetings
- Developed North Yorkshire and York housing referral procedure in relation to the Modern Slavery national referral mechanism
- Fortnightly Local Multi Agency Problem Solving meetings integrated across the organisation with key stakeholders in attendance
- Attendance at Multi Agency Risk Assessment Conferences
- Updated local Prevent Delivery group action plan
- Attendance at Ryedale and Scarborough DA forum, North Yorkshire Housing lead at the NY Domestic Abuse Operation group

Scarborough Borough Council

Awareness and Empowerment

Key Achievements

- Delivery of public facing sessions raising awareness safeguarding Week across the Borough of Scarborough
- Delivery of awareness raising to staff and volunteers on Safeguarding Adults ,Modern Slavery and Human Trafficking , Exploitation, County Lines including cuckooing, Counter Terrorism to Hotels, Guest Houses, Taxi Drivers, Holiday Parks, staff at the Open Air Theatre and crowded places across the Borough.
- Continued delivery of safeguarding to staff within Scarborough Borough Council from Chief Executive to front line service delivery.
- Project Kraken signage along the coast line with helpline numbers for people in distress.

Prevention

Key Achievements

- Disruption and enforcement by the Community Impact Team of those causing ASB and targeting vulnerable adults within our community
- Identification of adults at risk through the joint multi agency patrols Operation Ambience in the community, some of those at risk which would otherwise go unreported and unsupported.

Protection and Proportionality

Key Achievements

- Multi agency Joint visits by the Community Impact Team undertaken in the community with adult social care to get the best outcome for the adult at risk.
- Target hardening for adults at risk including regular visits to those that are vulnerable from the multi-agency team.

Partnership Effectiveness and Accountability

Key Achievements

- Multi agency tasking meetings addressing the risk posed by and to adults at risk to keep the individual safe and get them the support they need.
- Highlighted with Public Health the need to address the number of adults who have dual diagnosis and at risk in the community from themselves or from being targeted by others. Public Health has agreed to work with SBC and agencies to develop or change practice to support the work of the team.

Areas for development

- Regular attendance at tasking by Adult Social Care

Selby District Council

Awareness and Empowerment

Key Achievements

- Safeguarding training has been provided for licensed taxi drivers in the area.
- As part of the local partnership, Selby District Council took part in the Safeguarding Awareness Week activities. Our social media channels were also used to share key messages.
- Awareness sessions linked to the PREVENT agenda have been held, with good attendance from local professionals.

Prevention

Key Achievements

- The Safer Selby Hub is a multi-agency model enabling local agencies to work together to identify and support those vulnerable people in our community who may be victims or perpetrators of ASB.
- A Notice, Check and Share event was co-ordinated by Selby District Council, North Yorkshire Police and North Yorkshire County Council

Protection and Proportionality

Key Achievements

- Selby District Council chairs the Safer Selby Hub meeting weekly. As a part of this role we work to identify where vulnerable adults may require additional support.

Areas for development

- We are working to refresh the training and development of our staff.

Partnership Effectiveness and Accountability

Achievements

- Selby District Council is an active member of a number of partnership groups with a focus on protecting and supporting vulnerable members of our community.
- There has been a cross-promotion of safeguarding campaigns with community safety work locally. The aim is to establish into everyday attitudes that safeguarding is everybody's business.
- A review of Selby District Council's safeguarding policy and procedures has been undertaken.

10. Independent Care Group (ICG)

Awareness and Empowerment

We promote the importance of Safeguarding and putting the individual at the centre of an enquiry, in line with the Care Act.

We make our members aware changes to policy and procedures.

We promote Safeguarding Training from NYCC through direct communications and on our website.

Prevention

We promote Safeguarding Training through direct communications and on our website.

We send out information on Scams and ask home care agencies to help to keep an eye on their clients to prevent them becoming victims.

We promote the Herbert Protocol to care homes and encourage them to use it.

Protection and Proportionality

[No information supplied]

Partnership Effectiveness and Accountability

We raise awareness of Safeguarding Week and we participate actively in the Safeguarding Adults Board

11. Community First Yorkshire

Awareness and Empowerment

Community First Yorkshire has continued to be active in cascading information to voluntary and community sector organisations. Information provided has covered changes to safeguarding requirements, strategy reviews and updates and in particular training opportunities. Information is communicated through the weekly e-news update.

Planned developments include:

- representation and input into the Learning and Improvement sub-group, making reference to the VCS Workforce Development Strategy
- increasing two-way communication with the sector by circulating links to Board agendas and minutes and increasingly promoting communication with the sector representative.

Prevention

Prevention is part of our message cascaded to the sector. In addition prevention updates from the SAB and Prevent Strategic Board are fed into the York, North Yorkshire and East Riding VCS Strategic Leaders Group for awareness and reminders of support.

Community First Yorkshire team of VCS Development Officers are briefed on the case studies presented at the Board to add to their own knowledge of safeguarding matters which delivery organisations are challenged with. Development Officers are briefed on where to signpost organisations for training and expert support. Officers include safeguarding as part of the working practices and development plans they discuss with clients.

A Trustee of Community First Yorkshire, Gary Craig, is an active member of local and national groups seeking to tackle the issue of Modern Slavery and contributes to shaping anti-slavery plans and policies.

Developments in 2018 include more website linkages to SAB resources and all staff Safeguarding training to ensure a base of knowledge across the organisation.

Protection and Proportionality

Promoting and providing an efficient Disclosure and Barring (DBS) checking service to organisations especially those within the VCS community. Over the year the number of organisations using the service has continued to increase.

The service provides training on DBS, these sessions cover the legislation which underpins DBS, outlines when it is applicable for someone to have a DBS check before taking up a role and how to complete forms for employees and volunteers.

GDPR training got underway in the latter part of the year, aiming to ensure VCS organisations are fully informed about the data they can hold and processes to ensure its security. More sessions are planned for early 2018 and Factsheets drafted to support the sector, to respond to the increased demand for information and advice as the May drew nearer.

Partnership Effectiveness and Accountability

Community First Yorkshire is accountability for our effectiveness of representation to NYCC and CCGs which fund this activity and support for others providing representation. We also provide feedback and evidence to Defra about safeguarding and other rural related matters. Over the year we have advised on the ability of VCS organisations to have the resources and time to fulfil safeguarding awareness and update training. The concerns have been noted by service commissioners and grant funders, and is reflected in the approaches to funding they provide.

Representation will continue as part of the Capacity Building and Support to Voluntary and Community Sector Organisations and Volunteering Grant Agreement. In 2018 we will be seeking feedback from the sector and key stakeholders on the effectiveness and extent to which differences for the sector have been brought about from the representational role.

Voice and Echo approach developed by Changes UK, for measuring influence is to be adopted in collaboration with public sector partners. The two frameworks are designed to develop closer working by identify how best the influence of VCS groups can be increased to have an impact on the statutory sector and improve working relationships between the two, in the best interest of service users. The model has been used with a number of local authorities around the country. A facilitated workshop is planned for 2018, to bring together public sector partners and VCS representatives to share views of what can be influenced, how best representation and influence can be made and what two-way processes and tools can help collaborative working. Following that a pilot approach will be discussed to take this forward.

Appendix 2: Case Studies

The following case studies provide examples of some of the safeguarding work which has been undertaken in North Yorkshire over the last year

Case Study 1: Mr Smith

Mr Smith had been evicted from his previous council property and was at risk of unintentional self-neglect and homelessness as his mental health was being negatively affected by the sudden change in his personal circumstances. Attempts were made by social care, housing and medical staff to provide Mr Smith with support to address his situation and Mr Smith was not engaging with the support offered.

The initial response was to support assessments and assessment of mental capacity. Due to the complex nature of Mr Smith's presenting mental health this was challenging to identify if he was making informed choices or making decisions based on fixed belief systems which were not accurate. It was some time before it was evidenced that he lacked capacity with finances and support was put in place for this. Various assessments were attempted and people turned away by Mr Smith as he did not wish to engage. The only identified support that Mr Smith requested and was willing to have was support with shopping and this was provided initially by a worker who had known him previously and who he was willing to engage with. Other needs were evident and Mr Smith continued to decline support.

Mr Smith was very clear that he would like to continue to live independently in the community and to live his life the way he chose. Options were explored with a range of housing providers to support this to occur. He had belongings from his previous property that had been put into storage and he was supported to access some of the items

with the intention of him sorting through these for his new property. He was routinely offered access to health services and advocacy for support and he continued to make informed choices not to engage, his wishes were respected. Housing reconsidered his homelessness application and continued to work with him to understand his views and support he needed.

Mr Smith was aware of most of the Mental Health staff and refused to engage with anyone from this service as he did not believe that he had a mental health condition. Since the raising of the safeguarding concern he constantly resisted any attempts to assess his mental wellbeing and the process to complete the mental capacity assessment in relation to his finances was difficult to complete because of this lack of engagement.

Mr Smith had a provider working with him and this was successful in obtaining more engagement and support than previously; Mr Smith requested and accepted additional support such as supporting to remove rubbish and clean the kitchen which supported him in maintaining his environment.

Organisations continue to meet regularly and to work together to share information, and consider available options and do all that is reasonably possible to prevent Mr Smith becoming permanently without fixed abode.

The names shown are not real to protect the identity of the people taken place in the studies.

Case study 2: John and Julie

John and Julie had been in a relationship for approximately 7 months and were both homeless, living in Julie's car. Previous referrals had been made following concerns raised by Julie's parents in relation to Julie being at risk from John's controlling and abusive behaviour towards him. John stated that she was around 12 weeks pregnant.

Julie's mum had made several phone calls to the Police asking for welfare checks to be made on Julie which were carried out, usually in the early hours of the morning when Julie had been spoken to (away from John) and had said that everything was fine.

The event which led to the Safeguarding concern being made to HAS was when Julie attended the Police Station and has asked to speak to the Police Officer who had been making checks on the couple's welfare; he became extremely distressed and disclosed that he was very unhappy and had been experiencing domestic abuse at the hands of John including being bitten, punched, pinched, head-butted including one incident resulting in him having an injury glued at minor injuries. Julie was visibly upset throughout the conversation. Although he cared for John, he was deeply unhappy and in fear of further violence, he realised that he had to return to the care of his family with a view to regaining employment as an engineer.

The dilemma that Julie faced was that as well as him being upset about having to end the relationship, he was terrified about the effect this would have on John as she had previously expressed suicidal thoughts and recently self-harmed several times by cutting her forearms. Julie made his decision that he wished the relationship to come to an end and wanted the Police to be present when he told John.

The Police and the prevention team (Children and Young People's Service) stayed with Julie after John had told her the relationship had ended; she was offered 14 nights housing, through a local scheme with the view to them finding her permanent housing.

Several Safeguarding meetings took place with the agreement and attendance of Julie, CYPS, Police also attended and support was offered to Julie in terms of Independent Domestic Abuse Service, Counselling and Protection/Safety Planning. Support was provided to John around her mental health and pregnancy as she was identified as a vulnerable young person. Julie was supported via a safeguarding protection plan and although he did not want to make a formal complaint to the Police about the assaults from John he felt able to become more independent and not resume the relationship with John. Julie returned to live with his parents and is now in employment and feels that he is in control of his life again.

The names shown are not real to protect the identity of the people taken place in the studies.

Appendix 3:

North Yorkshire Safeguarding Adults Board Membership and Attendance 2017/18

Organisation	Designation	June 2017	September 2017	December 2017	March 2018	Nominated representative or substitute
	Independent Chair	Y	Y	Y	N	
North Yorkshire County Council	Corporate Director of Health and	Y	N	Y	Y	
	Assistant Director, Care and Support	Y	Y	N	N	
	Director of	Y	Y	Y	Y	
North Yorkshire Police	Deputy Chief Constable	Y	Y	Y	Y	
Former PCU/CCG	Designated Professional for	Y	Y	Y	Y	
Airedale, Wharfedale, Craven CCG		N	Y	Y	Y	
NHS England		N	Y	Y	Y	
Tees, Esk and Wear Valley NHS FT		Y	Y	Y	Y	
Harrogate District Foundation Trust (on behalf of Foundations Trusts)		Y	Y	Y	Y	
Richmondshire District Council (on behalf of Borough/District Councils)		Y	N	Y	Y	
Independent Care Group		Y	Y	Y	Y	
Healthwatch		Y	Y	Y	Y	
Community First Yorkshire		Y	Y	Y	Y	
Legal Advisor to the Board		Y	Y	Y	Y	

Appendix 4:

Contact Details of partner organisations in North Yorkshire

Organisation	Telephone	Email or Website
Airedale Wharfedale and Craven Safeguarding Team and wider CCG	01274 237324	Awccg.quality@nhs.net
Care Quality Commission General enquiries	616 161 03000	www.cqc.org.uk/content/contact-us
Craven District Council Customer services	01756 700 600	contactus@cravencd.gov.uk
Hambleton District Council Customer Services	01609 779977	info@hambleton.gov.uk
Hambleton Richmondshire and Whitby CCG General Enquiries	01609 767 600	Hrwccg.hrwccgenquiries@nhs.net
Harrogate Borough Council Customer Services	01423 500 600	CustomerServices@harrogate.gov.uk
Healthwatch North Yorkshire General enquiries	01904 621 631	healthwatchny@nbforum.org.uk
Independent Care Group Information Line	01423 816582	Keren.wilson@indcaregroup.plus.com
NHS England North Yorkshire and Humber Office	0113 825 1986	www.england.nhs.uk/north/contact-us
Community First Yorkshire	01904 704177	info@nyforum.org.uk
North Yorkshire County Council Customer Service Centre	01609 780 780	info@communityfirstyorkshire.org.uk
North Yorkshire Police Enquiry Line	101 or 999 in emergencies	General.enquiries@northyorkshire.pnn.police.uk
Richmondshire CCG Customer Services	020 8734 3000	RIccg.richmond pals@nhs.net
Richmondshire District Council Customer Enquiries	01748 829 100	enquiries@richmondshire.gov.uk
Ryedale District Council Customer Enquiries	01653 600 666	enquiries@ryedale.gov.uk
Scarborough & Ryedale CCG General Enquiries	01723 343 660	SCRCCG.enquiries@nhs.net
Scarborough Borough Council Customer First Centre	01723 232 323	www.scarborough.gov.uk
Selby District Council Customer Contact Centre	01757705 101	info@selby.gov.uk
Tees, Esk & Wear Valley NHS Foundation Trust – involvement and engagement team	01325 552 314	Tewv.ftmembership@nhs.net
Vale of York, CCG General enquiries	01904 555 870	Valeofyork.contactus@nhs.net

Contact details:

North Yorkshire Safeguarding Adults Board

North Yorkshire County Council

County Hall,

Northallerton

DL7 8DD

Email: nysab@northyorks.gov.uk

Secure email: nysab@northyorks.gcsx.gov.uk

Website: <http://www.nypartnerships.org.uk/sab>

Contact us

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

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm

(closed weekends and bank holidays). Tel: **01609 780 780**

email: **customer.services@northyorks.gov.uk** web: **www.northyorks.gov.uk**

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

Tel: **01609 780 780** email: **customer.services@northyorks.gov.uk**