

Norfolk Safeguarding Adults Board

Annual Report 1 April 2018 – 31 March 2019

norfolksafeguardingadultsboard.info

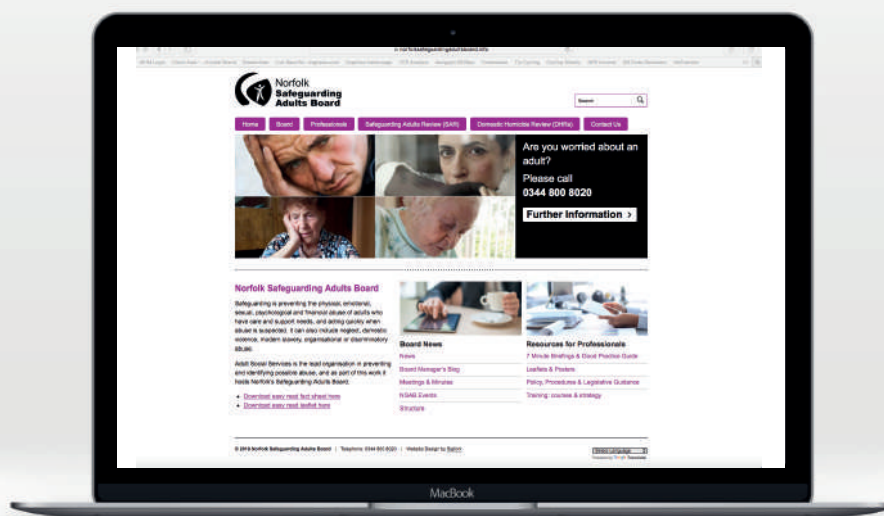
 @NorfolkSAB



Speaking up to safeguard adults at risk of abuse in our community



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“ Our vision is for everyone to work together effectively to enable the people of Norfolk to live **free from abuse and neglect**, and to promote widely the message that safeguarding is everybody’s responsibility. ”

Our aim is for people to live safely in communities that:

- have a culture that does not tolerate abuse
- work together to prevent harm
- know what to do when abuse happens

To achieve this vision, the board will:

- actively promote collaboration and commitment
- work together on prevention strategies
- listen to the voice of clients and carers to deliver positive outcomes

NSAB will actively collaborate and develop partnerships that expand the capacity of the board to ensure the people of Norfolk remain safe and the board achieves its outcomes.

- ✦ We will not accept abusive behaviour in any environment
- ✦ We will promote information collection, analysis and sharing because we believe this is an important protective measure
- ✦ Norfolk's diverse communities will be recognised in everything we do



The Care Act 2014 makes the board a statutory requirement. The purpose of the Norfolk Safeguarding Adults Board is to help safeguard people who have care and support needs. We want to ensure that the person is at the centre of our attention, as well as focusing on the outcome of investigations. We need to make sure that any agencies or individuals respond quickly when abuse and neglect have happened and we need to ensure that safeguarding practice continues to improve the quality of life of adults in Norfolk.

The main objectives of adult safeguarding are set out in section 43 of the Care Act 2014.

By law, the board must have three members. These are Norfolk County Council, Norfolk Constabulary and the Norfolk NHS Clinical Commissioning Groups, but Norfolk has chosen to have a much wider board membership. The success of adult safeguarding for our county is built on the widest possible partnership. See page 9 which shows the board membership for 2018/2019.

The board has three core duties:

- Develop and publish a strategic plan setting out how we will meet our objectives and how our member and partner agencies will contribute
- Publish an annual report detailing how effective our work has been
- Commission Safeguarding Adult Reviews (SARs) for any cases which meet the criteria for these



Message from Joan Maughan, independent chair

Dear colleagues

Welcome to the annual report for the Norfolk Safeguarding Adults Board (NSAB) for 2018/19. Our board members know only too well just what a busy year it has been and are grateful for the hard work of Walter Lloyd-Smith, the board manager and Andrea Smith, board coordinator. NSAB could not carry out the work it has without the support of Locality Safeguarding Adults Partnerships (LSAPs), the subgroups and our network of partners.



During the year NSAB has facilitated a range of in depth learning events, including a seminar with Kenny Gibson, Head of NHS Safeguarding; a moving partnership event with colleagues from housing services where we heard the personal stories of people living with domestic violence; and a series of seminars on coercion and control. In addition, we worked in partnership with police colleagues to re-launch the Herbert Protocol, a 'tool' developed by the police to support their search for people with dementia who go missing.

Undertaking Safeguarding Adult Reviews (SARs) are a statutory requirement of SABs under the Care Act 2014. The SAR group, a subgroup of the board, have considered almost 50 referrals for reviews over the last four years. To date, seven have met the criteria within the Act for fully independent reviews. SARs lead to the bulk of work for NSAB - from initial commissioning, to

facilitating the process of reviews; acceptance of recommendations or otherwise; action planning to achieve the lessons learned and securing the service improvements needed. In addition, the board is required to follow up on the strategic issues emerging from SARs and the trends in referrals.

The particular safeguarding challenges for Norfolk include the quality of care for the elderly, especially those with dementia, the quality and scope of mental health services, the lack of an effective eating disorder service for adults, and the impact of self-neglect and hoarding and of domestic violence.

The capacity to fulfil the growing demands within adult safeguarding has been, and continues to be, a major issue for NSAB. With very limited resources it has proved impossible to deliver on all the strategic intentions of the 2018/19 business plan and endeavouring to address this issue is a priority moving forward. The body of this report will also reflect the wide ranging achievements throughout the year, and as the independent chair of NSAB it has been a privilege to be part of the growing local, regional and national profile for safeguarding adults in Norfolk.

Joan Maughan
Independent chair
NSAB

Safeguarding Adult Reviews published

Section 44 of the Care Act states that we must carry out a Safeguarding Adult Review (SAR) if certain criteria are met.

The purpose is not to apportion blame to any individual or organisation, but to ensure that we can learn lessons and make improvements where an adult, in vulnerable circumstances, has died or been seriously injured, and abuse or neglect is suspected.

In the past 12 months, the board has published two Safeguarding Adult Reviews. The first, SAR C, refers to a young female who died from anorexia nervosa. This was a literature review using previous investigations and reports to identify gaps and seek assurance that services have changed. The report was published in June 2018.

The second review was published in **December 2018** and concerned an elderly resident in a Norfolk care home. She was generally well, a wheelchair user and had full capacity. She was taken to hospital, found to be suffering from hypothermia and pneumonia and passed away later that day.

Both reviews can be found on the Norfolk Safeguarding Adults Board website.

There have been eight referrals to the Safeguarding Adults Review group within the past year. One of the eight referrals does meet the criteria for a SAR, while the group are awaiting further evidence and reports about two of the referrals before making a decision. Having reviewed and discussed evidence received from agencies concerning the remaining five, the group agreed that there was no suggestion of agencies failing to work together to protect the vulnerable adult. The referrals received in the past 12 months show a worrying theme of self-neglect; although low in number they represent high risk cases.

Two new reviews commenced in January 2019. They concern a male and a female who were both residents at the same care home in Norfolk; this was the only connection between them. The female was pushed over by another male resident, resulting in her fracturing her hip.

She was taken to hospital for treatment and returned to the same care home after a period of time. She died approximately three weeks later. The male subject of the SAR previously had frequent admissions to both acute hospitals and a psychiatric hospital. He was discharged from a psychiatric hospital and went to live at the care home, where he spent 11 days before being admitted to hospital due to ill health. He died in hospital the following day.

Recommendations from all reviews commissioned by the Safeguarding Adults Review group are collated on a composite action plan and monitored during meetings held three times a year. During each meeting, the group and a representative from the Learning, Improvement and Policy subgroup discuss the actions to see where progress has been made. Where appropriate, recommendations are allocated to subgroup chairs and work is coordinated to ensure that learning is disseminated across the county to all relevant parties.

We are progressing with recommendations from the two reviews that we have published. Here is how we're doing:

Recommendation: ensure that our Multi-Agency Safeguarding Hub (MASH) IT systems can link lower level concerns about health and social care or safeguarding in care homes

✔ **What we have done:** information is fed to Norfolk County Council's quality assurance team; the data is cleansed and a fortnightly report returned to the MASH

Recommendation: ensure that all IT systems used in MASH can log concerns about care standards in a particular home where not related to a specific individual

✔ **What we have done:** the police can use search tools within their database to find all incidents relating to a particular care home (or group of homes)

Recommendation: Norfolk County Council to consider setting a threshold for the number of safeguarding referrals relating to a care home that would trigger a review of that home

✔ **What we have done:** reports are received on a monthly basis by Norfolk County Council's safeguarding team and a process is in place for reviewing providers with more than five safeguarding referrals within a six month period.



Some of the work of Norfolk Safeguarding Adults Board and its subgroups

The membership of the board is made up of the following organisations/agencies:

Acute hospitals
 Adult social services
 Association Representing Mental health Care (ARMC)
 BUILD
 Clinical Commissioning Groups (CCGs)
 Healthwatch
 Local councillor
 Norfolk & Suffolk NHS Foundation Trust
 Norfolk Community Health & Care Trust
 Norfolk Constabulary
 Norfolk Fire & Rescue
 Norwich City Council
 Police & Crime Commissioner's Office
 Probation service
 Public health
 University of East Anglia

Key activity during the year has included:

- For the first time, all subgroup members and Locality Safeguarding Adults Partnership (LSAP) chairs were invited to a half day development workshop. This was a positive opportunity to share the work that the board had been involved in, such as the introduction of version two of the 'Self-neglect and hoarding strategy'.
- NSAB had a presence at the carers information day in **June** at the Forum, Norwich. The event was attended by many other agencies and drew in a lot of members of the public.

- We had a presence at Norwich Pride in **July 2018**, promoting the safeguarding message to the LGBT+ community and members of the public.
- Research in Practice for Adults (RiPFA) ran five seminars around the county for the board on coercion and control. They were attended by **88 people**.
- Dr Adi Cooper joined us in the autumn to run a workshop on '*Partnership working and effectiveness*' which was very popular.
- **Over 130 GPs and primary care staff** attended workshops on the Mental Capacity Act, hosted by the board and facilitated by Rachel Griffiths.
- There were **95 attendees** at a joint NSAB and Chartered Institute of Housing domestic abuse conference in October.
- In **November 2018** the board held a joint relaunch of the Herbert Protocol with Norfolk Constabulary. The event was very successful, bringing together attendees from the police, fire service, local charities, housing organisations, acute hospitals and the CCGs, amongst others.
- Along with Suffolk Safeguarding Adults Board, we brought together **50 plus** health and social care professionals from around the eastern region to hear Kenny Gibson, Head of Safeguarding for NHS England, talk passionately about safeguarding adults.
- **42 agencies** have attended the safeguarding awareness 'train the trainer' workshops delivered by KP Training during the year.

Locality Safeguarding Adults Partnerships (LSAPs)

NSAB is supported in its work by five LSAPs.

The western LSAP meets six times a year. The chairperson for the past two years, Jerry Green, has now retired from the NHS and a new chair and vice chair have been secured. The board would formally like to thank Jerry for his commitment and enthusiasm in this post and wish him well on his retirement.

We welcome Paula Hall from the Purfleet Trust and Roy Crane, a local modern matron, who are both highly experienced in their fields. The western LSAP is made up of a wide range of people from areas such as the library services, charitable organisations, the police, hospices as well as council and social services. In the past year, they have enjoyed presentations from the Samaritans, LILY, equality and diversity specialists, the banks' role with victims of scams and the impact of bariatric patients on local services. They also widely use Twitter @WLSAPKL to promote safeguarding.

The **central LSAP**, based in Norwich, has been busy inviting guests to their meetings and they have secured a guest speaker at all upcoming meetings. A new chairperson has been appointed, Laura Coote, and Stewart Taylor has taken on the administrative role for the partnership. With these changes, there is a proposal to 'reintroduce' the central LSAP to members to help reenergise and strengthen their relationship as a group. It is hoped that this will increase attendance at their LSAP meetings. The group have been busy supporting community events and one highlight was supporting the board at Norwich Pride in July 2018.



Northern LSAP has had many presentations at their meetings including one from Change Grow Live on their new service (their expertise includes substance misuse, homelessness, domestic abuse and criminal justice), Norfolk & Suffolk Victim Care, and CAN Connect on their initiative to combat loneliness and social isolation. They have also received updates on Prevent from Dr Mark Osborn, who is a preventing radicalisation coordinator, and on Stop Hate in Norfolk (SHiN) from Norfolk County Council's Neil Howard.

The **northern LSAP** held a successful public event as part of the safeguarding adults week (September 2018). Members of the public were able to have tea, coffee and cake donated by local businesses and talk to a wide range of organisations, collect literature and obtain helpful information. Representatives at the event included Age Concern North Norfolk, Alzheimer's Society, Broadland District Council, Carers Matter Norfolk, Norfolk and Suffolk NHS Foundation Trust, Trading Standards as well as the police, NSAB, Living Well officers from North Norfolk District Council, Norfolk County Council's development workers, and integrated care coordinators and assistive technology representatives.





In the last 12 months, the **eastern LSAP** has continued to develop its membership to ensure the partnership is representative of the local population and areas of concern. In addition to promoting the work of the Norfolk Safeguarding Adults Board, stakeholders are determined that the LSAP retains a strong identity of local collaboration to implement the three pillars of the safeguarding adults board's strategy. Local priorities for the eastern LSAP in 2019/20 are likely to include a focus on engaging with faith groups and travelling communities, as well as looking at support for victims and perpetrators of domestic abuse.

The **southern LSAP** has continued to meet on a quarterly basis and meetings are usually attended by between eight and 12 local agencies. Agenda items have included: county lines, modern day slavery, hate crime, scams, hoarding and Prevent. Partners are encouraged to bring case studies for debate by the wider group and planning is under way for a multi-agency safeguarding event in September.

Norfolk Safeguarding Adults Board partners' contributions

Norfolk County Council, Adult Social Services

Safeguarding services sit within the adult social services department (ASSD), which is led strategically by James Bullion, Executive Director of Adult Social Services. James also sits on the Norfolk Safeguarding Adults Board. This year, ASSD strengthened its commitment to safeguarding and social work, by appointing a director of social work, Craig Chalmers, who leads operational safeguarding via Helen Thacker, Head of Service, Safeguarding.

Safeguarding adults remains a high priority for ASSD, with 'increased focus on quality and safeguarding' identified as a key priority in the 2018/19 departmental service plan. The executive director takes a keen interest and safeguarding is one of the items discussed at monthly locality accountability meetings.

This year, the ASSD carried out a review of its safeguarding service. It was concluded that our model remains fit for purpose and is in line with other local authorities both regionally and nationally, but that owing to the increase in complexity and breadth of safeguarding since the Care Act was implemented in 2015, additional resourcing was required. As a result, two extra practice consultant posts have been funded.

Helen Thacker continues to represent ASSD at the Safeguarding Adults Review group and the department is fully involved in gathering and analysing information when SAR referrals are made.

Work continues to improve safeguarding recording on our computer system, LAS, which includes the development reports for the NSAB to inform the work of the board.

Self-neglect cases in the county continue to pose challenges to the ASSD. This is an aspect of work which we recognise can only be taken forward in partnership and it will continue to be developed into 2019/20. We are fully engaged with the county's self-neglect strategy and will be supporting the chair of the NSAB to run a series of themed workshops on working with people who do not engage.

Significant work has been done this year to raise the level of 'professional curiosity' demonstrated by ASSD's staff. Professional curiosity has been identified as a key theme in learning from SARs, and an organisation wide learning briefing paper has been well-received by ASSD staff, and learning incorporated into safeguarding training courses.

The ASSD fully supports the proposed restructure of the NSAB's subgroups and will ensure we are represented in the new subgroup structure to support the ongoing work of the board.

Clinical Commissioning Groups

Clinical Commissioning Groups (CCGs) were established in April 2013 to ensure clinical involvement at all levels of healthcare commissioning. All GP practices are members of their local CCG, allowing them to better influence how local healthcare is commissioned for their patients. The five Norfolk and Waveney CCGs commission most of the hospital and community health services within Norfolk and have been fully commissioning GP services since April 2017.

This coordinated approach supports the future commissioning of services through a planned programme of transformation known as the Sustainability and Transformation Partnerships (STPs). In line with the requirements of the Care Act 2014, CCGs act as commissioners of local health services and need to assure themselves that the organisations from which they commission services have effective safeguarding arrangements in place. This process is supported by the safeguarding adults team, which ensures that compliance and quality are closely scrutinised and where appropriate, challenged. The team also supports the safeguarding response and recovery plans for those organisations falling short of these essential standards.

As statutory partners of the Norfolk Safeguarding Adults Board, the CCGs have maintained a presence at board meetings and appropriate subgroups, significantly contributing to the work these groups plan and deliver. The duty to participate in and oversee the health contributions to Safeguarding Adult Reviews and Domestic Homicide Reviews has been fully met.

The CCGs have reviewed their safeguarding adult resource. In line with recommendations outlined in the intercollegiate document 'Safeguarding Adults: Roles and Competencies for Health Care Staff', they have increased staffing levels to allow better delivery of safeguarding requirements and duties.

The CCGs' adult safeguarding team continues to work cohesively and in collaboration with other partner agencies and has a shared commitment to safeguard those at risk of harm and abuse in Norfolk.



Norfolk Constabulary

Norfolk Constabulary is committed to the services delivered to vulnerable adults in Norfolk and continues to invest in its resourcing capacity in this area. The force provides an integrated service with other partners in the county via the Multi Agency Safeguarding Hub (MASH), where it commits resources to review and discuss referrals with partners. Norfolk Constabulary's role is not purely focused on the identification of criminal offences, but also identifies risk, vulnerability and safeguarding opportunities. This work is undertaken with colleagues in adult social care and a range of health representatives to offer support to those adults who find themselves in need across the county.

Once a referral has been reviewed by the MASH, it may be allocated for further investigation by the Adult Abuse Investigation Unit (AAIU). The co-location of Norfolk's AAIU with colleagues from adult social care enables improved levels of partnership working and secures the best service for the individual concerned. The AAIU investigates all manner of offences, but primarily focuses on the abuse of vulnerable adults in relation to ill treatment, physical abuse, financial abuse and neglect. Other criminal offences against vulnerable adults may be investigated by CID or locally-based teams but still benefit from the advice and support of the MASH in relation to available support services.

Safeguarding adults continues to be a key priority for Norfolk Constabulary and was recognised as such in the Force Management Statement published during 2018/19. Strategic leadership is provided by Assistant Chief Constable (ACC) Nick Davison, Head of Local Policing for the county, Detective Chief Superintendent Chris Balmer, Head of Safeguarding and Investigations, and Detective Superintendent Andy Coller, Head of Safeguarding and Harm Reduction. Chris and Andy represent the constabulary at board meetings and Andy is an active member of several board subgroups.





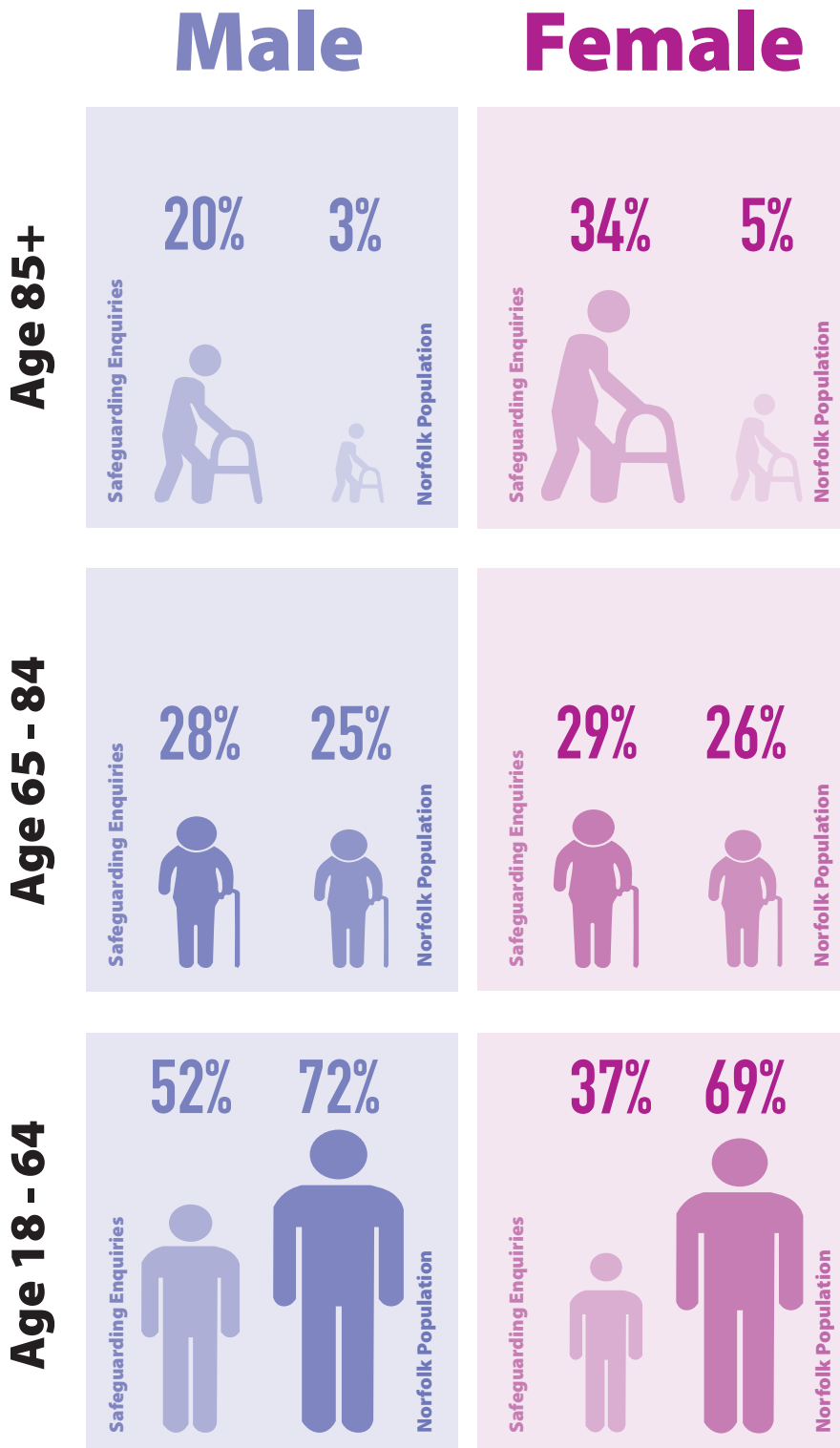
Attendance at all Local Safeguarding Adults Partnership meetings remains a challenge for the constabulary at times, but closer liaison with operational partnership teams in localities continues to take place at the operational level. Representatives of the force's Citizens in Policing and Community Safety teams also operate at a tactical level to provide join up in key services of which the care of adults suffering with poor mental health is the most obvious.

Alongside working with partners to secure the most appropriate interventions for individuals, the force leads on the enforcement of criminal offences and taking positive action to prosecute offenders. The AAIU is led by a detective inspector to ensure that investigations are conducted to a consistently high standard.

It remains the case that many of these investigations relate to financial offences, where people seek to exploit vulnerable adults through both theft and fraud. Working with the Police and Crime Commissioner, the force recently appointed a scams prevention projects officer to expand countywide, a pilot project which saw agencies and volunteers support victims of fraud in safeguarding their finances against repeat offences.

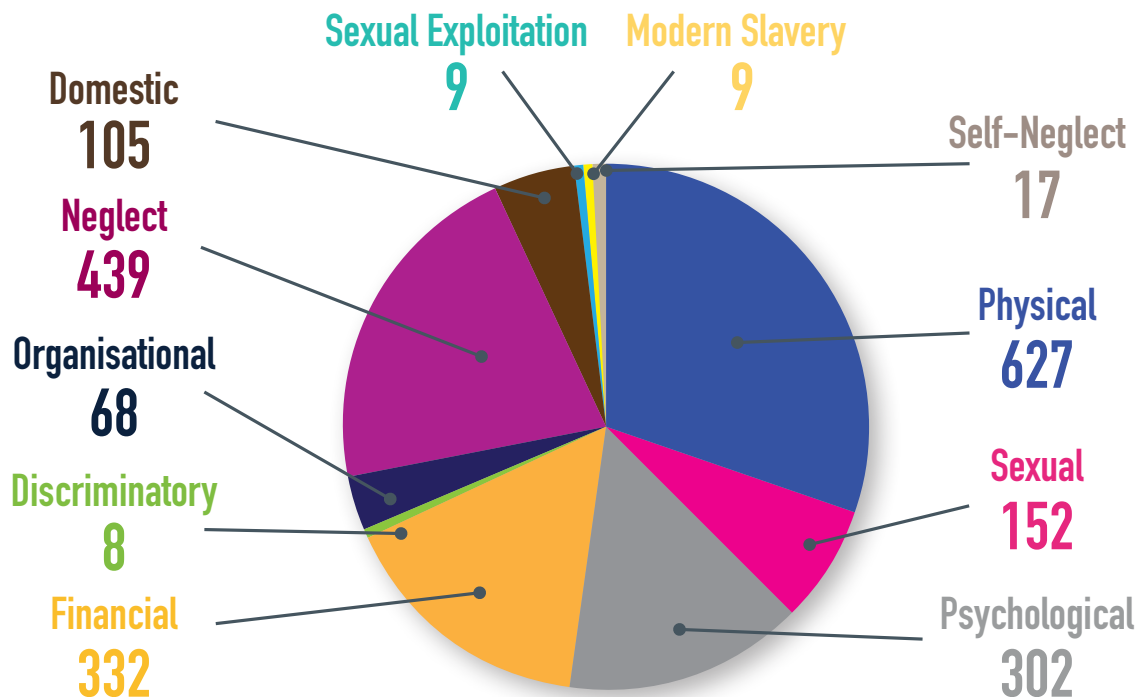
Safeguarding Adults Collection (SAC) Return 2018/19

Safeguarding Enquiries completed by age group and gender, compared with relative proportions of the Norfolk population

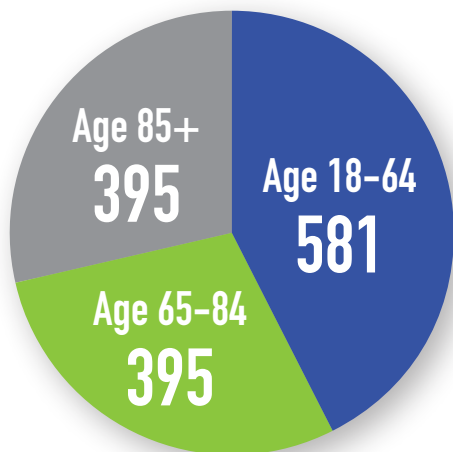


In the older age groups for both males and females, a higher percentage of the population is subject to Safeguarding Enquiries. This is disproportionate to the percentage of men and women in Norfolk within those age groups.

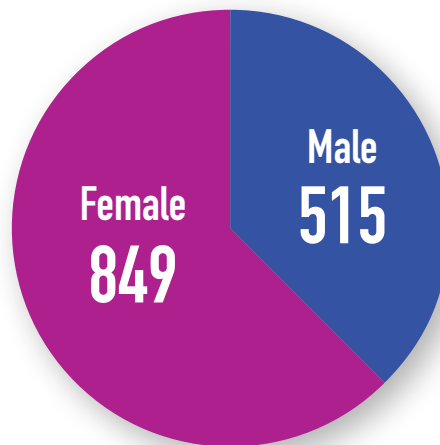
While men aged 85+ make up only 3% of the male population of Norfolk, they make up 20% of male Safeguarding Enquiries. The difference is even greater for women, where those aged 85+ make up only 5% of the female population but make up 34% of female Safeguarding Enquiries. This suggests that in the 85+ age group, women are more likely to be the subject of a Safeguarding Enquiry.



Completed Safeguarding Enquiries by age



Completed Safeguarding Enquiries by gender



New safeguarding concerns and Safeguarding Enquiries 2018/19

Number of safeguarding concerns raised	Resulting in number of Safeguarding Enquiries	Conversion rate
2,825	1,654	59%

During the year, 59% of safeguarding concerns resulted in a Section 42 Safeguarding Enquiry

Our social media presence

Twitter

Twitter has become an important and increasingly popular method of communication for NSAB.

Between 1 April 2018 and 31 March 2019, NSAB tweeted **1,063 times** with **638,831 tweet impressions**.

Twitter followers seemed to 'like' or respond to our tweets more between October and April.

Our profile was clicked on **751 times** and, again, more often between October and April.

The tweet which had the highest number of impressions and highest number of engagements was in May 2018 and concerned a webinar on learning disabilities.

We are always keen to increase our number of followers on Twitter to get messages of adult safeguarding out there. Please follow us **@NorfolkSAB**

	Dates	Tweets	Impressions	Engagements	Retweets	Replies	Likes	Profile clicks	Link clicks
2018	April - July	234	164,976	1,873	406	11	411	110	432
	July - Oct	254	161,216	2,165	392	25	512	151	489
	Oct - Jan	285	157,103	3,022	432	59	617	223	545
2019	Jan - April	290	155,536	3,204	431	51	719	267	565
	Totals	1,063	638,831	10,264	1,661	146	2,259	751	2,031

NSAB website

Over the year we had **16,024 users** visit the website. Of these **15,706** were new users (meaning they had not visited the website over the past three years).

We had a monthly average of **1,335 users**. There are some monthly differences. March had the highest number – 2,498 and August the lowest with 1,155.

8,122 users found our site from search engines; 5,771 found it directly by typing our domain name in; 2,380 came from referral websites (other websites with links to our site, eg Norfolk County Council) and 399 from social media (Twitter & Facebook)

The top three pages were:

- Home page
- Professional news page
- Professional training page

The average time spent on the site was 2 mins 37 seconds.

The most popular news story was the publication of the revised self-neglect & hoarding strategy, which has had 605 page views.

In the year **321 news stories** were posted on the newspaper.



Norfolk
**Safeguarding
Adults Board**

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Original Document Name:

Norfolk Safeguarding Adults Board
Annual Report 2018-19

Version Control: 1

Date of publication: November 2019

Availability: Hard copy on request please email
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norfolksafeguardingadultsboard.info



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