



Annual Report

2018—2019



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Chair's Introduction, Vida Morris



I am delighted to introduce the 2018-2019 Newcastle Safeguarding Adults Board (NSAB) Annual Report.

In my sixth year as Chair, I continue to be impressed by the commitment and passion Board members and practitioners continue to have to ensure Newcastle is a safer city for adults at risk.

At the heart of what the Board does is trying to achieve the best outcomes for the victims of abuse and neglect. This has to start with being clear about the outcome that the person wants from a safeguarding adults enquiry. I am delighted, therefore, to see continued buy-in to Making Safeguarding Personal. This has been supported by an update to multi-agency training and people being able to give their feedback on their experience of the safeguarding adults process.

Safeguarding adults at risk would not happen without the dedication and professionalism of our front-line staff. Newcastle continues to have a high rate of reported safeguarding concerns. We view this positively, as it demonstrates that messages about safeguarding adults are being heard, particularly amongst professionals.

The launch and ongoing development of the Multi Agency Safeguarding Hub (MASH), which co-locates different agencies in one team, will assist in providing a more effective and coordinated response to safeguarding adults concerns. You can find out more about the MASH on page 16.

The Board continues to keep abreast of emerging risk areas and identify work which might prevent abuse or neglect. In the last year we have explored loneliness, social isolation and criminal exploitation.

In November 2018, the NSAB and the Newcastle Safeguarding Children Board (NSCB) jointly hosted a conference attended by over 200 people about sexual exploitation. It was a privilege to hear Dame Louise Casey talk about Newcastle's response in such a positive light. As a Board we are aware that we must not become complacent about our duty to continue to protect and support victims of sexual exploitation. Board members continue to be in dialogue with representatives from governmental departments to ensure that learning from Newcastle is acted upon, particularly the message that sexual exploitation can and does happen to adults.

The demands and pressures on public services continue as a back drop to the work of the NSAB and the agencies represented on it. The Board is mindful of these difficulties when identifying its annual priorities. Despite this, partners continue to contribute to achieving the objectives of our strategic annual plan. I am grateful for their ongoing support in this respect.

As we head into my seventh year, the NSAB would like to further increase public awareness of safeguarding adults and the NSAB itself. We are looking forward to a new website joint with our colleagues on the NSCB and an online reporting form. It is our aim that the online reporting form will make it easier for the public and professionals alike to raise concerns about an adult at risk.

Vida Morris

Foreword, Councillor Karen Kilgour, Cabinet Member for Health and Social Care

One of Newcastle City Council's priorities is to ensure that people have the right health and care support when they need it so that our residents are able to live healthy, fulfilling lives. An important aspect of this ambition is to ensure that we protect the vulnerable in our communities and respond appropriately to their needs.

As a relatively new member of Newcastle Safeguarding Adults Board (NSAB), I continue to be impressed by the willingness of partners to work together, focused on meeting the individual needs of victims of abuse or neglect.

Numbers of safeguarding referrals remain high and despite 9 years of austerity measures felt across the public and community and voluntary sectors, the NSAB and its individual members have achieved a great deal, some of which is described in this report.



We know that the numbers of older people in Newcastle continue to grow, that we have more people living with complex needs and greater numbers of people living with learning and physical disabilities in our city. It is vital then that we continue to work together, to innovate and transform services and in doing so ensure that Newcastle is a healthy, caring City.



Who we are and what we do

The **Newcastle Safeguarding Adults Board (NSAB)** is a statutory multi-agency partnership responsible for safeguarding adults from abuse and neglect. There are a number of agencies represented on the Board, including the Council, Health Services and the Police (see page 34 for membership).

Our Vision

“To ensure Newcastle is a safer city for adults at risk of abuse & neglect”

Our purpose is to help and protect adults with care and support needs.

To do this we have to make sure that:

Local safeguarding arrangements are in place.



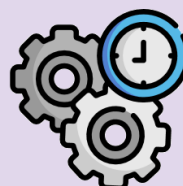
Our safeguarding practice is person centred and outcome focused.



We work together to prevent abuse and neglect.



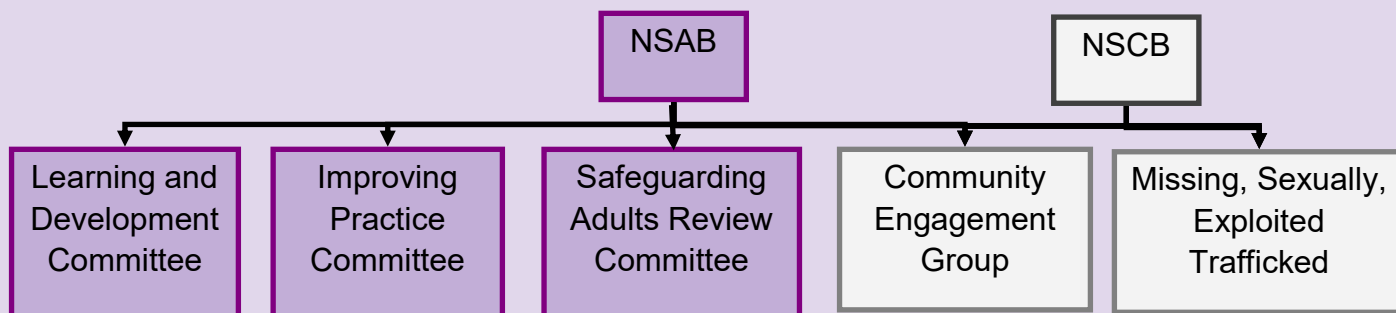
Agencies and individuals give timely and proportionate responses when abuse or neglect have occurred.



Our safeguarding practice is continuously improving and enhancing the quality of life for adults in our area.



The NSAB is supported by a number of sub committees, two of which are jointly overseen by the Newcastle Safeguarding Children Board (NSCB).



You can find out more about the work of the sub committees at pages 20-23.

Our Principles

Empowerment Proportionality Protection Partnership Prevention Accountability

What is safeguarding

Safeguarding adults is about protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop abuse and neglect happening, while at the same time making sure that the adult's wellbeing is promoted. This includes, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. If a person working with an adult at risk is worried about abuse or neglect, they have a duty to take action.

Who is an adult at risk?

An 'adult at risk' is defined in the Care Act 2014 as any adult who:

- Has needs for care and support; and
- Is experiencing or is at risk of abuse and neglect; and
- As a result of those needs is unable to protect himself or herself from the abuse or neglect.

Safeguarding adults therefore applies to adults who are particularly vulnerable, who can't defend themselves or ask for help. This might include people who may have disabilities, mental health problems or conditions such as dementia. It could include older people or people who misuse drugs or alcohol.

What is abuse or neglect?

Abuse or neglect can happen to anyone, anywhere. It can take place in a person's own home, in a residential or nursing home, a hospital, a day centre or in the street. It can be a single act, or repeated acts over a period of time. Most abusers are known to the adult at risk. Abusers can be family members, friends, neighbours, paid carers, health or care professionals, strangers or



There are different forms of abuse or neglect

Physical abuse—being hit or slapped, being given the wrong medication on purpose, being locked in somewhere, tied up or force fed.

Sexual abuse—being touched or kissed when it is not wanted, being made to touch or kiss someone else, being made to watch pornography, being raped, getting something (e.g. gifts or money) as a result of performing sexual acts which a person could not or did not consent to.

Emotional abuse—being threatened, not being given choices, being bullied, being deliberately left alone for a long time, being tormented.

Financial abuse—having money or personal property stolen, being tricked out of benefits, someone borrowing money and not paying it back, being bullied into letting other peoples use credit cards or cheques.

Neglect—not being given enough to eat or drink, being left in dirty or wet clothes, being given the wrong medication or not being given medication at all, someone not calling a doctor or nurse when help is needed.

Discriminatory abuse—ignoring religious beliefs, making comments or jokes about a person's disability, race or sexuality, not providing food to meet dietary requirements.

Organisational abuse—repeated instances of poor care or treatment in a service.

Domestic abuse—abuse perpetrated by someone who is, or has been, a family member or intimate partner.

Self neglect—when a person is unable to look after themselves meaning that their health, wellbeing or safety is affected.

Modern slavery—when a person is forced to work for no money, they may be owned or controlled by an employer or moved from different areas or abroad.

2018-19—Our Highlights



April 2018

NSAB Strategic Annual Plan 2018-19

April 2018

Relaunched NSAB Newsletters

May 2018

GDPR Mythbuster developed

August 2018

Local Skin Damage Protocol



September 2018

Launch of the Adult Multi Agency Safeguarding Hub

September 2018

Risk Management training for Direct Access Hostel Staff



October 2018

2017-18 Annual Report published

November 2018

Sexual Exploitation Conference (see pages 18-19)

December 2018

NSAB Self Assessment Session, evaluating the work of the Board and partner agencies

February 2019

Joint Board with Safe Newcastle and Newcastle Safeguarding Children's Board about Criminal Exploitation (page 17)



March 2019

Evaluation of Making Safeguarding Personal Project to hear feedback from adults and their representatives about the

March 2019

3037 people trained in multi-agency safeguarding in last 12 months



Visit the [NSAB webpages](#) to find out more...



Achievements in 2018-19

Our Principles

Achievements

Empowerment:

Individuals will be asked what they want as the outcome from the safeguarding process and these outcomes will directly inform what happens wherever possible

50% increase in the number of referrals going through the Making Safeguarding Personal project



8 people agreed to take part in the project, providing a **valuable account** of how safeguarding is perceived from the adult or their representative's point of view.

Champions Group established within Adult Social Care to encourage more referrals into the project



Multi-agency safeguarding training updated to raise awareness amongst practitioners of the importance of ensuring adults at risk and their representatives can express their **choices, wishes, feelings and desired outcomes.**

Protection:

Individuals will get help and support to report abuse and neglect and get help to take part in the safeguarding process

Adult Social Care received and responded to over **7600** concerns from the public and professionals



Our Safeguarding Advice Line responded to **5403** enquiries; over **100** per week.



Used **Let's Talk Newcastle** Consultation to increase the **visibility** of the Board and raise **public awareness** of safeguarding adults. More work planned in 2019-20.



Proportionality:

Individuals will be confident that professionals will work for their best interests and that professionals will only get involved as much as is needed

Received assurance from partner agencies about how they ensure adults at risk are asked what **outcomes** they want from a safeguarding adults referral



Reviewed effectiveness of external training to ensure it reflects multi-agency training

Delivered training to increase awareness of the **Mental Capacity Act (2005)** and understanding of how and when the Act needs implemented in order to safeguard adults at risk



Achievements in 2018-19

Our Principles

Achievements

Prevention:

Individuals will receive clear information about what abuse and neglect is, how to recognise the signs and what they can do to seek help and support

Explored opportunities for the Board to contribute to lowering the risks associated with **social isolation and loneliness**.

Produced a multi-agency briefing for professionals that raises awareness around issues of **criminal exploitation** relating to county lines, gang activity and cuckooing

Developed **training package for front line workers** within drug and alcohol services, with specific risk management training delivered to front line staff working with "complex cases" within drug and alcohol services.

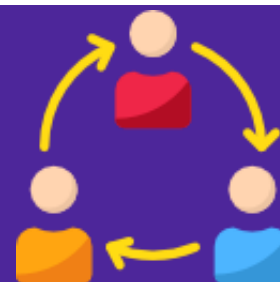
Over **3000** staff and volunteers trained in multi agency safeguarding adults procedures



Partnership:

Individuals will be confident that professionals will work together to get the best outcomes for them

Implemented an **Adult Multi-Agency Safeguarding Hub (MASH)** to provide a more co-ordinated and effective response to safeguarding adults referrals.



The Board updated its Information Sharing Agreement to reflect the **General Data Protection Regulations (GDPR)** for safeguarding adults' policies and procedures.

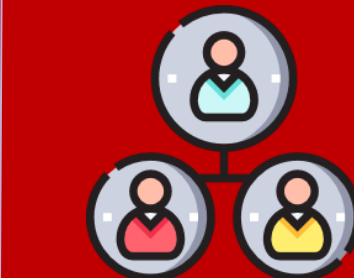
Briefing for front line workers produced to 'myth bust' concerns about GDPR and information sharing.



Accountability:

Individuals will receive timely help they need from the person or agency best placed to provide it

Reviewed and re-launched the local multi-agency Skin Damage Protocol and Decision Making Tool, which helps professionals to determine whether the development of skin damage should lead to a referral through the Newcastle Safeguarding Adults Policy and Procedures



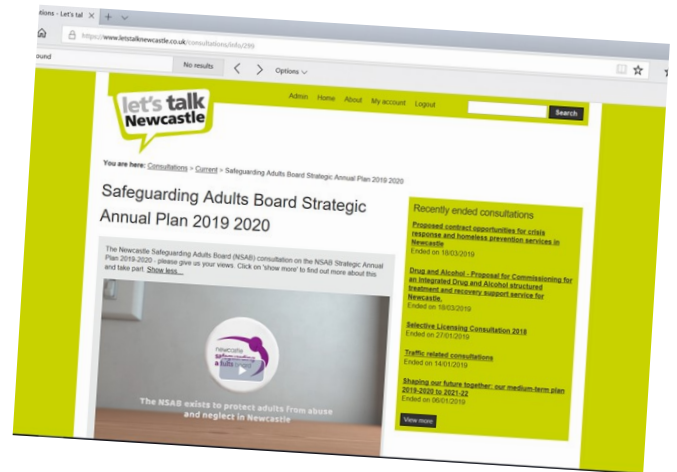
Reviewed the Board's governance arrangements and those of its sub committees to ensure they remain appropriate and fit for purpose

You Said, We Did — consultation on our priorities

The Board wanted to understand what areas people thought we should focus on when developing our 2019-20 Strategic Annual Plan.

We asked:

- What are the top three priorities you think the Newcastle Safeguarding Adults Board should be concentrating on next year?
- What are your main concerns about safeguarding adults in Newcastle?
- How effective do you think agencies are at keeping adults at risk safe in Newcastle?
- Is there anything else you would like to tell us about keeping adults at risk safe in Newcastle?



You said:

People at risk of becoming homeless as a result of complex or multiple factors

I would like more information about what you do

People do not always recognise what constitutes abuse, are unaware that they can report it and do not know how to report it

To me from personal experience there isn't enough feedback to parents of vulnerable adults. Families are not involved enough in the process so how can you know if it's effective. Maybe you should allow parents of vulnerable adults to access training on what to do how to report if they have concerns about the care provider their young person is with.

Good inter-agency working and strong commitment to safeguarding. Clear threshold guidance and referral pathways.

I feel that where information is brought to a manager's attention then the agencies are effective at reporting

Being able to live a good life is an important part of safeguarding

People not being known to services and "slipping through the net" which can increase their vulnerability

Focus on prevention before crisis

Above is a sample of the comments and suggestions received via various different consultation exercises.

Looking ahead to next

The Board began to think about their priorities for 2019-20 in December 2018 at their annual self-assessment session. Each partner agency completed a self-assessment of their safeguarding adults arrangements to measure the effectiveness of what we do and identify areas for improvement.

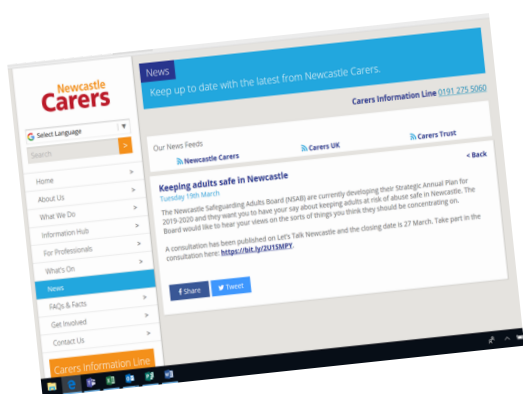
A draft strategic annual plan was developed in January 2019, based on:

- Findings from the self-assessment session;
- Local data about safeguarding adults; and
- Learning from cases.

We wanted to make sure that our priorities reflected the views and aspirations of residents, service users, carers and professionals. During January 2019 to April 2019, consultation on the strategic annual plan commenced. This included:

- An online survey;
- Social media posts;
- Consultation with service user groups, such as Newcastle Advisory Group;
- Direct consultation with Healthwatch Newcastle.

We listened to what local people and professionals had to say and these responses were carefully analysed and used to inform the NSAB's Strategic Annual Plan for 2019-20. Some of the feedback we received can be found on page X.



The NSAB Strategic Annual Plan 2019-20 includes the following priorities:

- Monitor the ongoing expansion of the Adult Multi-Agency Safeguarding Adults Hub (Adult MASH) and evaluate its effectiveness;
- Work together to raise awareness of adult abuse and the safeguarding process amongst members of the public;
- Improve mechanisms by which safeguarding alerts can be raised;
- Continue to embed Making Safeguarding Personal principles within partner organisations' ethos;
- Review Inter-Collegiate guidance alongside NSAB/NSCB Capability Framework to ensure workforce competencies are aligned as far as possible;
- Promote opportunities for the NSAB to contribute to lowering the risks associated with social isolation/loneliness;
- Work together with the Newcastle Safeguarding Children Board, Safe Newcastle and Youth Offending Board to identify what actions can be taken to prevent the abuse or neglect of adults with care and support needs as a result of criminal exploitation;
- Explore best practice around adults who go missing;
- Continue to progress the national recommendations from the Joint Serious Case Review into Sexual Exploitation;
- Work together to ensure the smooth transition from Deprivation of Liberty Safeguards processes to the new Liberty Protection Safeguards.

Making Safeguarding Personal in action...

Brenda is a 23 year old with a diagnosed learning disability. She is supported on a daily basis by a Personal Assistant (PA) employed via a Direct Payment. Brenda lacks capacity in relation to her finances and as a result her aunt manages the Direct Payment.

Brenda works at a local café, supported by her PA. The café report concerns into safeguarding adults about how she is spoken to by her PA. Other staff feel her PA is aggressive and demeaning towards her.

In line with Making Safeguarding Personal principles the café staff share their concerns with Brenda and ask her if she is ok. Brenda is not upset and is not concerned herself.

The café manager makes a safeguarding adults referral to Brenda's Social Worker and notifies her aunt of their concerns.

Brenda is assessed as lacking capacity in relation to the safeguarding adults concerns, however it is still important that her views are represented and she has the chance to have her say.

As Brenda's aunt employs the PA, consideration is given to appointing an independent advocate due to a possible conflict of interest. However, it is felt that Brenda's aunt has her best interests as a priority and Brenda would be able to participate more fully with her aunt than someone else.

Brenda is asked specifically about the allegations and what she would like to happen as a result. Brenda did not corroborate the allegations and requested that her PA return to work as she values and benefits their support. The allegations could not be substantiated further and it was agreed that Brenda's wishes should be followed.

Brenda's PA returned to work immediately with additional supervision sessions from her aunt and

the completion of some multi-agency safeguarding adults training.

The NSAB have been getting feedback from people who have experienced the safeguarding adults process. This is what Brenda's aunt had to say about her experience:

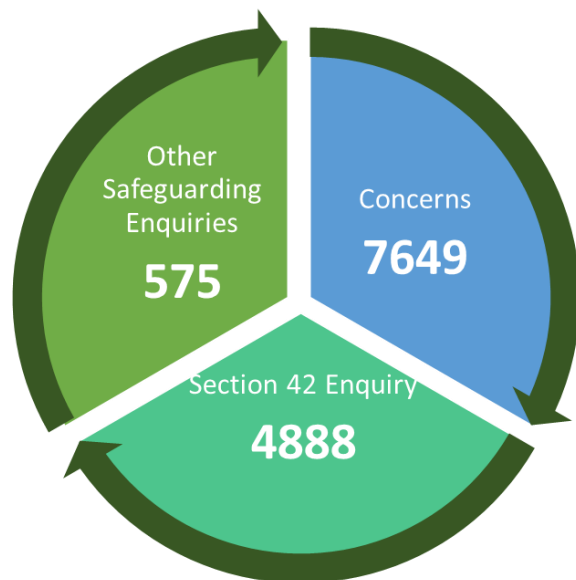
- ☞ I felt that Brenda and I were listened to.
- ☞ I was really happy that concerns were raised by other people, this fills me with confidence.
- ☞ I was happy for the concerns to be investigated even though in the end they were not upheld.
- ☞ Everyone was clear in what information they shared, and supported me with dealing with a really complicated situation.
- ☞ It's a difficult thing to do, especially as Brenda really enjoys her company. I'm just glad others reported the incidents.

Making Safeguarding Personal Checklist

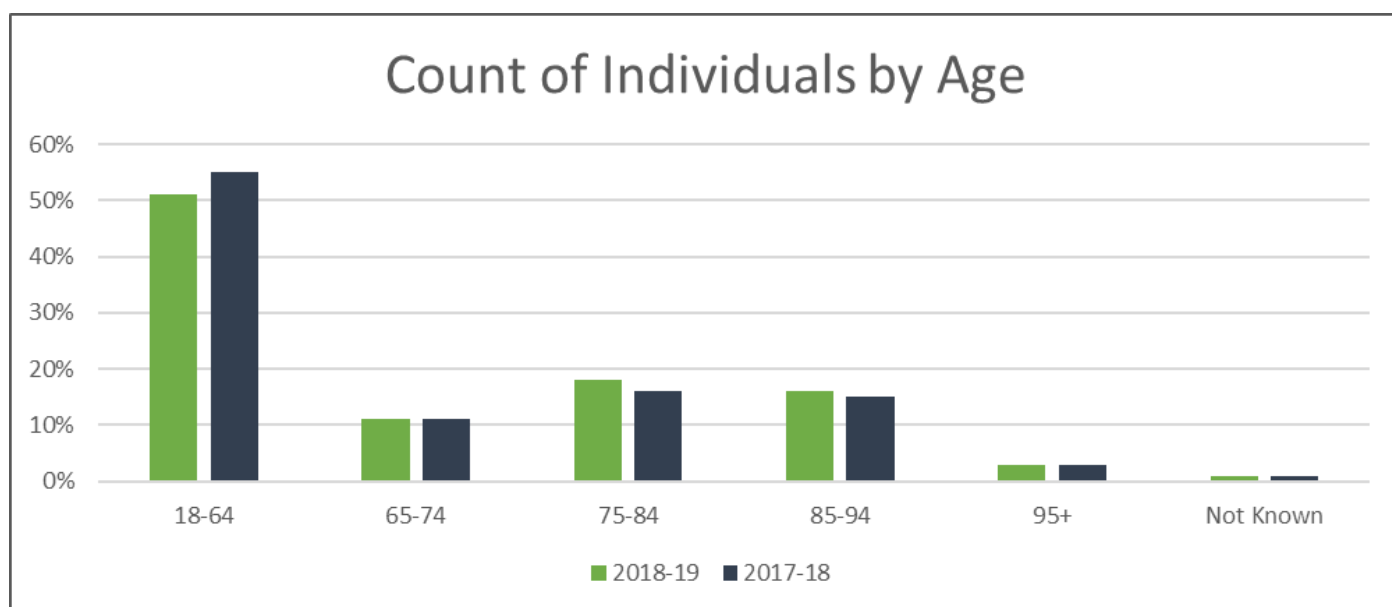
- ✓ Alerter spoke to the adult at risk about their concerns;
- ✓ Adult at risk's capacity in relation to the safeguarding concerns was assessed.
- ✓ Consideration given to suitability of family member representing the adult at risk in the safeguarding adults process.
- ✓ Adult at risk asked about the allegations and their desired outcomes as a result of the safeguarding adults enquiry.
- ✓ Adult at risk and family member provided with information about the safeguarding adults process.
- ✓ Feedback on the safeguarding adults process given.

What our local data tells

- **“Concern”** relates to all reports to the local authority of suspected abuse or neglect in relation to an adult.
- **“Section 42 enquiry”** refers to statutory enquiries made by the local authority when it is confirmed that the “concern” relates to the abuse or neglect of an adult with care and support needs, who as a result of those needs is unable to protect themselves.
- **“Other Safeguarding Enquiries”** refers to enquiries where the “concern” related to abuse or neglect but the adult did not have care and support needs.

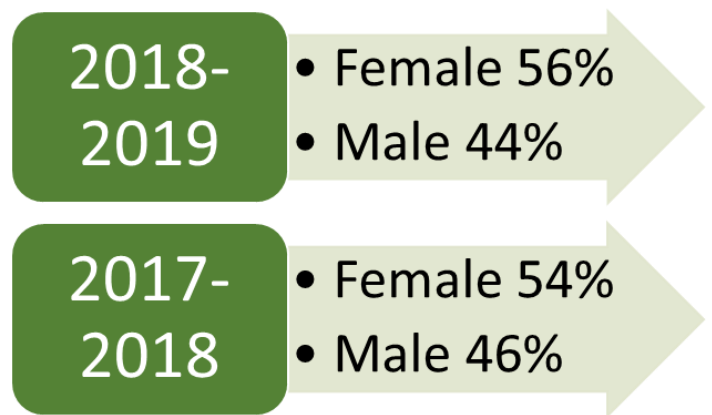
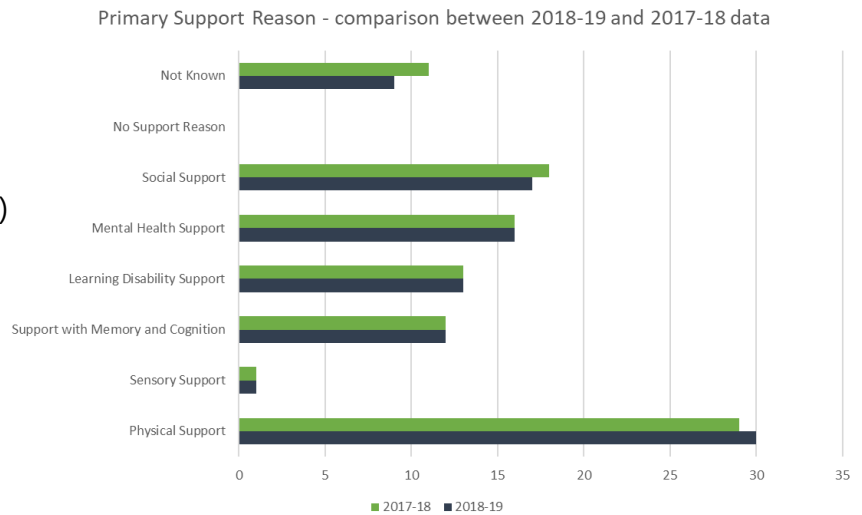


- The total number of concerns received has reduced by over 10% between 2017/18 and 2018/19. It is anticipated that the reduction in number of concerns is a direct result of the triaging of cases by the MASH (see page 16) since it’s implementation in September 2018.
- Whilst the number of concerns received has reduced, the number of concerns which led to safeguarding procedures (i.e. a Section 42 enquiry) has increased by 17%, illustrating an increased number of concerns being raised where safeguarding criteria have been met;
- Newcastle remains in the upper 10th percentile for the number of concerns raised per 100,000. This is likely related to the criteria used in Newcastle for recording concerns, rather than being indicative that more abuse is occurring.
- Whilst the highest number of referrals were about people aged 18-64, when this data is compared to population totals for each age group, the prevalence of abuse/neglect increases the older a person is. This reflects national trends and previous years’ trends in Newcastle.

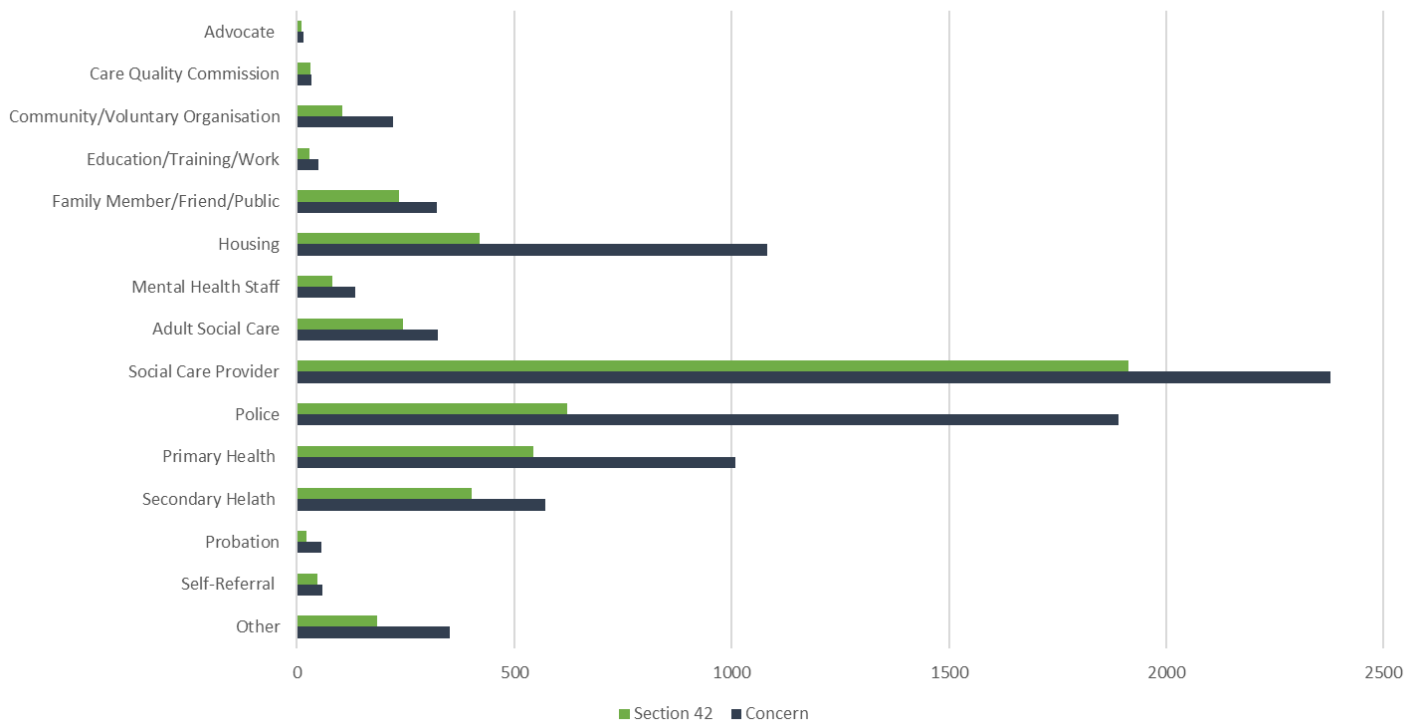


What our local data tells us...

- The Primary Support Reason (PSR) describes what type of support it is believed that the Adult at Risk requires.
- The most common PSR overall (all ages) is Physical Support (30%) followed by Social Support (17%).
- Physical support includes age related frailty.
- Social support includes areas such as support as an informal carer, substance misuse, social isolation and support as an asylum seeker.
- There is a slightly higher proportion of safeguarding concerns raised about women than men. This is reflected nationally.



Source of concern

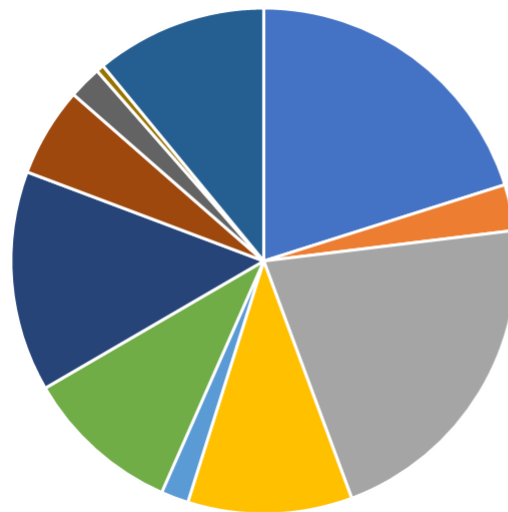


- The source is the name of the organisation who raised the safeguarding concern.
- Social Care providers raised 39% of the total number of concerns.
- In 2017-2018 25% of concerns raised by Northumbria Police met the criteria for a Section 42 Enquiry, in 2018-2019 this figure rose to 32%.

What our local data tells us...

- Multiple forms of abuse are often reported with each safeguarding concern. It is unsurprising, therefore, that psychological (emotional) abuse continues to be the most commonly reported form of abuse.
- Reports of self-neglect have increased by 3% of the overall proportion of concerns compared to the previous year.
- There were 37 concerns relating to Modern Slavery and 158 reports of sexual exploitation.
- The most common location of alleged abuse is the person's own home. In 77% of cases where the location of abuse was the person's own home, the source of risk was either the person themselves (self-neglect) or a family member or friend. The next most common location is a care home.

2018-2019



- Physical Abuse (20%)
- Sexual Abuse (3%)
- Psychological Abuse (21%)
- Financial or Material Abuse (11%)
- Discriminatory Abuse (2%)
- Organisational Abuse (10%)
- Neglect and Acts of Omission (14%)
- Domestic Abuse (6%)
- Sexual Exploitation (2%)
- Modern Slavery (0%)
- Self-Neglect (11%)

In **77%** of cases the abuse occurred in a **person's own home**

Making safeguarding personal



62%

Adults or their representatives asked what their desired outcomes were.



91%

Cases where desired outcomes were fully or partially achieved.



85%

Cases where risk was either removed or reduced.

- It would never be possible to always fully achieve desired outcomes or totally remove risk in all cases. There might not be a legal basis to take action or the person might not want a particular course of action taken.
- In 2019-2020, the NSAB will develop a Making Safeguarding Personal Scorecard that will look at performance in more detail. It is hoped that this will help identify where there might be any problems or issues, with the ultimate aim of improving practice in this area.

Launch of the MASH (Multi-agency Safeguarding Hub)

A Multi-Agency Safeguarding Hub (MASH) for adults has been set up in Newcastle to deal with safeguarding concerns about adults at risk.

Multi-agency safeguarding hubs are structures designed to facilitate information-sharing and decision-making on a multi-agency basis often, though not always, through co-locating staff from different agencies.

It is hoped that the MASH will deliver the following benefits:

- Faster, more coordinated and consistent responses to safeguarding concerns about adults at risk
- Greater ability to identify potential risk factors and vulnerabilities, enabling more preventative action to be taken, dealing with cases before risks escalate
- Enhance partnership working resulting in less duplication of effort
- An improved journey for the adult at risk with a greater emphasis on early intervention and Making Safeguarding Personal

At present the MASH team includes professionals from Newcastle City Council and Northumbria Police. The MASH also works closely with the National Probation Service, Your Homes Newcastle, Newcastle Gateshead Clinical Commissioning Group, Northumberland Tyne and Wear NHS Foundation Trust, Northumbria Community Rehabilitation Company, Northumberland Fire and Rescue Service and Newcastle upon Tyne NHS Hospitals Foundation Trust and organisations from across both the independent and community and voluntary sector.

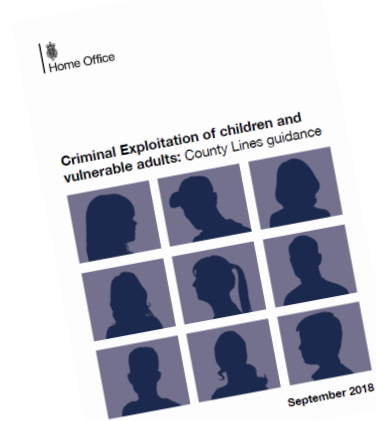
The co-location of the MASH team has meant that agencies can quickly work together to assess risk using the NSAB Threshold Guidance, based on the fullest information known across all agencies, and determine if the adult is suffering or likely to suffer significant harm.

Responses from the MASH can include the provision of advice and information to the referrer, assessment of care and support needs or progression to safeguarding adults procedures.

The MASH builds on the effectiveness of existing multi-agency safeguarding adults procedures to deliver improved outcomes to adults at risk of abuse or neglect.



Tri-Board: Criminal Exploitation



In February, the NSAB joined together with the Newcastle Safeguarding Children Board (NSCB) and the Safe Newcastle Board to discuss criminal exploitation.

The Boards were particularly interested in this topic following a case review involving a young man with a learning disability who identified himself as being a member of a gang.

Newcastle does not have a long standing association with gang culture or a gang violence problem. However, there have been instances of gang-related violence including concerns relating to county lines and cuckooing.

The case review had highlighted limited awareness amongst professionals of these issues and who they should go to for help if they had a case involving criminal exploitation.

Prior to the Tri-Board some work had already been undertaken. This included: a multi-agency briefing for professionals which included intelligence on county lines, cuckooing and gang activity in Newcastle. Information was also provided on what steps to take should practitioners come across concerns in this area. Awareness raising around criminal exploitation has also been added as a priority within the M-SET strategy.

Some of the key points that were discussed were:

- A recognition of the potential for increased community tensions post-Brexit. This may lead to people feeling excluded from society and wanting to identify with a group/gang.
- The importance of intelligence sharing on a multi-agency basis.
- Due to its nature, victims of criminal exploitation could easily be mistaken as perpetrators and their vulnerability missed. Victims should not be criminalised.
- The need to work with schools, transport networks, the community and voluntary sector and neighbourhoods.

The three Boards will continue to work together on criminal exploitation, with specialist input from Northumbria Police who have ongoing work in this area. The Boards hope to develop local training and information resources to assist practitioners.

Cuckooing is a form of crime in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing.

County Lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move and store the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Sexual Exploitation Conference

In November 2018, over 200 people from all over the country attended the Sexual Exploitation Conference held at the Crowne Plaza Hotel Newcastle. This included victims of sexual exploitation who also chose a playlist of music to accompany the day. The day was based around Newcastle's experiences of responding to sexual exploitation and the learning from the Joint Serious Case Review.



The Joint Serious Case Review (JSCR) highlighted a lot of excellent work happening in Newcastle to identify and respond to sexual exploitation of adults, including the multi-agency Sexual Exploitation Hub. The Conference was an opportunity for Newcastle to share their experiences and celebrate some of the best practice.

Dame Louise Casey was the key note speaker at the conference and she praised the approach taken in Newcastle to tackling sexual exploitation in Newcastle. There were various speakers who highlighted that: a victim-first approach was key; sexual exploitation happens to both adults and children; sexual exploitation has a life-long impact on victims.



NewcastleCityCouncil
@NewcastleCC

Dame Louise Casey on sexual exploitation of women and girls in Newcastle following the success of Operation Sanctuary which put perpetrators behind bars for over 300 years



The bravery of the victims has always been at the forefront of our minds in Newcastle, as well as ensuring that their voices continue to be heard. As well as putting together the playlist for the conference, some of the victims created graffiti art in the city.

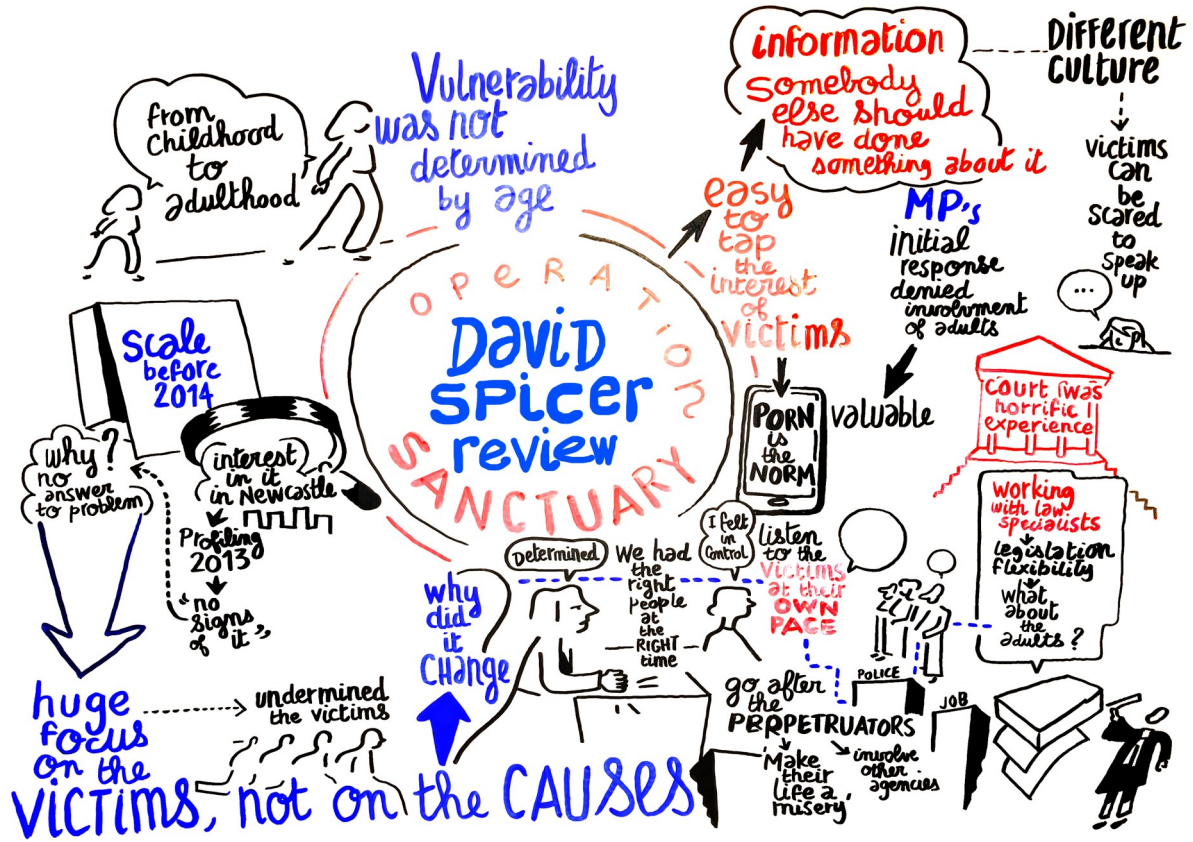
The NSAB and NSCB continue to implement national and local recommendations from the JSCR Review into sexual exploitation. Any outstanding or ongoing actions will be included within the NSAB and NSCB workplans for 2019-2020.

As well as ensuring the progression of each of the individual actions, the JSCR Panel have collated a portfolio of documents and resources which can evidence how each of the individual actions have been implemented in full.

Moving forward, a key consideration of the Boards will be to assess the impact that the actions have made, and in doing so, provide assurance that the necessary steps have been undertaken and identify any areas which may require further consideration.

Artist's impression of the Sexual Exploitation Conference

Throughout the conference, an artist depicted discussions and presentations. Below are some of the drawings taken whilst the conference was ongoing.



Safeguarding Adults Review Committee Report

The Safeguarding Adults Review (SAR) Committee plays an important role in making sure that we reflect on cases, identify relevant learning and translate learning into practice improvements. The SAR Committee co-ordinates Safeguarding Adults Reviews on behalf of the board and monitors multi-agency action plans which ensure that learning from reviews are acted upon.

In May 2018 the SAR Committee completed the action plan for the Lee Irving Safeguarding Adults Review which was subsequently presented to the NSAB for sign-off. Whilst we continue to use the learning from Lee's case, completion of the action plan means that all of the recommendations made within the report have now been actioned across the multi-agency partnership.

Whilst it is important to identify areas of learning, in 2019-2020 we have been adopting an Appreciative Inquiry style methodology for undertaking case reviews. When undertaking case reviews it can be easy to fall into a habit of looking for the things which might not have gone as well as they could have done, or to focus on what should have been done differently. By constantly focussing on looking at what did not go well there is a danger that we create a negative spiral centred around fault finding.

The Appreciative Inquiry methodology places an emphasis on highlighting areas of good practice. Safeguarding adults is a challenging environment, but we want to celebrate when agencies have been able to work together to protect adults who might be at risk of abuse or neglect. By identifying and promoting good practice approaches with regards to safeguarding, we hope to create a culture wherein improvements are built around what works well. In April 2018 twelve members of staff from across the multi-agency partnership received training (from Appreciating People) in the Appreciative Inquiry methodology so that we can continue to embed this method of learning.

Moving forward into 2019 -2020 a key priority for the SAR Committee will be to continue work which started in 2018 to identify cross cutting learning themes from across the region. We know that all too often the learning from Safeguarding Adults Reviews across the country identify similar and re-occurring themes. The SAR Committee are committed to ensuring that we learn from cases across the country as well as those which may have taken place in Newcastle. In 2019 - 2020 the SAR Committee will be working with neighbouring Safeguarding Adults Boards to identify patterns of learning and work together to continue to build upon multi-agency safeguarding arrangements.

A strengths-based approach to learning from practice used on the Appreciative Inquiry training.



Improving Practice Committee Report

2018/19 has been another successful year for the Improving Practice Committee with the completion of some distinct projects including the update of the Newcastle Safeguarding Adults & Skin Damage Protocol.

There has been considerable ongoing work which aims to improve on safeguarding practice across the city. The Improving Practice Committee has overseen an audit of safeguarding adults meeting attendance, a sub-group undertaking themed audits of safeguarding practice and a review of the NSAB Performance Scorecard to understand any patterns or trends in the data relating to safeguarding concerns and enquiries.

Due to staff changes we have welcomed a number of new members. Their contributions have been extremely valuable to the work of the group, adding to its diversity and helping to maintain motivation and commitment of all members.

Particular highlights of this year have been:

- Update of the Safeguarding Adults and Skin Damage Protocol by a task and finish group;
- Completion of several well-received audits by the Multi-Agency Audit Sub-Group on consent, desired outcomes and North East Ambulance Service referrals;
- Opportunities to discuss and learn from multi-agency adult safeguarding case studies.
- Hearing from local providers about their work to combat social isolation and subsequent identification of a number of key priorities to be taken forward in partnership with Newcastle City Council colleagues and the Wellbeing for Life Board;

- Monitoring progress with the development of the Making Safeguarding Personal project, overseeing a gradual growth in the number of people providing feedback of their experience of the safeguarding adults process.

Although meeting attendance and representation from all partners remains a challenge at times, the group remains committed and has achieved the actions identified in its 2018/19 work plan.

Priorities for April 2019 - March 2020

The Committee has recently written its action plan for 2019/20 which outlines plans for the coming year. Priorities include:

- development of a Making Safeguarding Personal scorecard to better evaluate practice in this area;
- continuing to lead themed audits and monitor emerging themes, including identifying actions required by front line services and practitioners;
- development of local guidance on falls and safeguarding;
- update of existing guidance and toolkits e.g. the transition (safeguarding) protocol;
- planning a 'sharing best practice' event to be held in December 2019, involving all safeguarding partner organisations.
- continuing to improve practice in relation to adults who go missing, in line with national policy.



Learning and Development Committee Report

During 2018/19 the Newcastle Safeguarding Adults Board Learning and Development Committee has continued its role coordinating and delivering training to partners in all aspects of adult safeguarding.

The Committee works hard to ensure it embraces new issues that have emerged in our communities and respond to the new demands for training that these create. Year-on-year we appear to face a wider and more complex range of challenges that requires training to be either available for all partners or targeted to particular staff or groups. Our overall aim is to ensure that everyone receives the training they need.

To achieve this, the Learning and Development Committee has continued to work in partnership with Newcastle Safeguarding Children's Board. Joint Training has been regularly reviewed and new training opportunities incorporated as the need has been identified. Content of existing courses has been updated in response to new policy, organisational developments and learning from enquiry reports at a national and local level.

As part of the annual plan for this year the committee has maintained its focus on the Making Safeguarding Personal agenda; which is designed to enhance the participation of the individual in the safeguarding process, maximise their choices and allow them to maintain control over their lives. This theme runs through all training delivered and is central to effective safeguarding in all areas.

The Committee has continued to build links with private and voluntary sector organisations who commission their own safeguarding training outside of the multi- agency programme. Support sessions have been delivered to help agencies quality assure any training they provide or purchase to ensure it meets standards set by the Board.

These sessions proved very popular and this success will be built on throughout the year to come.

In recent months, new guidance which outlines levels of safeguarding training for different groups of health care staff has been published. The Committee will look to align this guidance with our own competency framework to ensure there is a consistent approach about what levels of training different staff should be undertaking.



The Committee continues to recognise the need for staff to understand the law in relation to adult safeguarding in particular the relevance of the Mental Capacity Act (2005) and its application. The provision of training in this area has been provided and will continue throughout 2019/20.

One of the NSAB priorities for 2019/20 is to raise awareness of adult safeguarding. In order to assist with this aim, training sessions are planned to support families and carers. The purpose is to help people develop their knowledge about the safeguarding process and what they can expect from it.

With a further focus on the experience of the individual and enhancing protection, other Committee work for 2019/20 will include developing Level 4 training to provide additional guidance on formulating safeguarding adults plans. This will be targeted at adult social workers, senior practitioners and team managers.

In addition, a task and finish group is to be established to explore and develop training about staying safe online. It is clear we have another busy

Community Engagement Group

The Community Engagement Group (CEG) sits as a sub-committee of the Newcastle Safeguarding Adults Board (NSAB), the Newcastle Safeguarding Children Board (NSCB) and Safe Newcastle. The role of the CEG is to strengthen relationships with organisations from the independent, community and voluntary sector and raise awareness in relation to key messages on behalf of the three strategic boards.

2018-2019 saw the committee lead on an important recommendation from the Joint Serious Case Review concerning sexual exploitation. The recommendation asked the NSAB and NSCB to develop some practice guidance for staff relating to cultural awareness within safeguarding. The CEG established a task and finish group which used

some practice guidance originally developed by the pan-London safeguarding boards as a basis for the development of some localised resources for staff.



The guidance is designed to provide practitioners from all agencies with a framework of best practice which can be deployed when working in circumstances where there are concerns that cultural factors may be impacting on patterns of risk. The guidance pulls together best practice principles for assessment and includes a directory of organisations who can be called upon for further advice and support.

M-SET

The joint Missing, Slavery, Exploitation and Trafficking Group is known as the M-SET Group and is a sub group of the Newcastle Safeguarding Children Board and the Newcastle Safeguarding Adults Board. Its main purpose is to implement and monitor the joint multi-agency sexual exploitation strategy and action plan.

M-SET's Strategy and Plan runs from 2018-2020 and has been revised this year to strengthen work around criminal exploitation. The strategy identifies the outcomes the group wants to see:

- Reduction in safeguarding referrals about sexual exploitation.
- Timely and effective response to sexual exploitation.
- People tell us they feel safe in Newcastle.
- Sustained therapeutic services.
- More perpetrators brought to justice.

Achievements in the last year:

- Practitioner brief disseminated on County Lines, as well as multi-agency practitioner briefings held.
- Children's return home interviews and partner data and intelligence used to strengthen arrangements in Newcastle.
- Training delivered to practitioners who work with parents/carers affected by child sexual exploitation.
- Northumbria Police adopted a new definition for 'missing' young people.
- Four question screening tool introduced for GPs, Accident and Emergency department and Walk in Centres.
- Safeguarding sexual exploitation officer recruited by NHS Newcastle Gateshead CCG to support the Newcastle Gateshead Sexual Exploitation Hubs.

Pat's Story—a multi-agency response to domestic abuse

Pat (an 83-year-old woman) presented to one of the Your Homes Newcastle (YHN) Housing Hubs and told staff that after over 50 years of marriage to her husband he had suddenly become violent towards her.

Pat said that he had started to push her around the family home and punch her regularly to her body. She also disclosed that this happened when her husband became frustrated about doing daily tasks around the home.

Pat was also concerned that he was becoming more and more forgetful, to the point he would stand at the front door and forget why he was leaving the home. Pat said that her husband used to be loving and caring and his behaviour had changed considerably over the last six months.

Pat was asking to be rehoused by YHN (she wasn't currently a tenant) as she wanted to be housed elsewhere, stating she could no longer live with her husband. The couple did not have any close family, and this was the first time she had disclosed her husband's escalating violence towards her.

The case had already been discussed in the Multi-Agency Risk Assessment Conference (MARAC) forum on 2 previous occasions following Police referrals. MARAC forums are held fortnightly to discuss high-risk domestic abuse cases.

Unfortunately, Pat did not want to accept support from agencies, stating that she only contacted the police to calm her husband down.

Following the MARAC referral, Pat presented to the Housing Office with her arm in a plaster cast. She had informed staff that this was due to falling down the back steps at her home and was adamant that her husband had not caused the injuries.

YHN staff were asked to complete a safeguarding adults referral for her.

When the case was heard at MARAC it was evident from the health information that Pat's husband had missed appointments with his GP, who suspected that her husband was showing signs of dementia.

YHN then liaised with Pat and the case was brought into safeguarding adults procedures. It was obviously very important for Pat to try and restore the loving and caring relationship with her husband.

The care and support needs of both Pat and her husband formed a key part of the risk assessment and development of the safeguarding adults plan. As part of the discussions, it was clear that Pat's husband was suffering with dementia and needed some additional services and support. His behaviour was as a result of a deterioration in his health rather than being intentional abuse. He was placed into respite care, for a short period of time. He was given the appropriate support and returned to his home. Pat had a Carers Assessment from Adult Social Care, she decided to stay at home and her housing application was closed.

Adult Social Care also arranged for some adaptations to the property including handrails to the outside of the property, to reduce the risk of falling down the stairs and Pat's husband was allocated a support worker to enable him to live independently at home and better manage his dementia.

Partner agency updates



Northumberland, Tyne and Wear NHS Foundation Trust

The Safeguarding and Public Protection (SAPP) Team aims to support all Trust staff to keep children, young people and adults at risk safe, and to meet statutory obligations. We promote collective accountability in all that we do, working together to prevent and stop all forms of abuse or neglect happening wherever possible. The Trust is highly committed to safeguarding and this is evident from 'ward to board' with a strong culture of safeguarding individuals of any age that have contact with our services – either as patients, carers or members of the public. The team work across boundaries with organisations and local authorities outside of the geographical area due to the high volume of service users from other areas

The SAPP Team practitioners provide a "triage" service to all safeguarding and public protection concerns raised within the Trust to ensure that the person is wherever possible safeguarded and effective safety plans put in place. Daily advice, supervision and support is provided to trust services.

SAPP Practitioners on behalf of the trust attend all MARAC (Domestic Abuse high risk incidents), MAPPA and Prevent (public protection) multi-agency meetings.

Internal Trust assurance is provided by a number of reviewing and reporting mechanisms including:

- Business Development Group Safety weekly meetings for significant/complex safeguarding concerns

- Corporate Decisions Team Quality Monthly Safer Care reports
- Bi-monthly Trust Board reports for Case reviews and Safeguarding Board updates
- Quality and Performance Committee four monthly report
- Locality Care Groups individual Quality and Performance SAPP activity report
- CCG quarterly Safeguarding Dashboard reports.

There is the ongoing development of 7-minute briefings to cascade learning trust-wide.

NTW attended self-assessment assurance sessions as part of the SAB's annual cycle of audit, reflection and improvement.

The SAPP Team will continue to contribute to Multi Agency Safeguarding Hubs (MASH) for multi-agency safeguarding decision making at the point of referral. NTW are providing virtual support/information to assist decision making/outcomes required to safeguard.

The Patient Safety trust 'Clinical Police Liaison Lead' nurse is now part of the SAPP team, which further enhances multi-agency working with Police colleagues/partners. This has allowed SAPP Practitioners and the Police Liaison Lead to share knowledge, skills and experience to further enhance and strengthen public protection arrangements both internally and externally.



Tyne and Wear Fire and Rescue Service (TWFRS)

During 2018/19 TWFRS have become a virtual partner within the Newcastle MASH. This will ensure that when cases are discussed within the MASH consideration is taken on how TWFRS can help support the intervention required. To ensure the exchange of information is reciprocated, TWFRS refer safeguarding matters back to the Newcastle MASH.

There has been collaboration between TWFRS, Northumbria Police and Northumberland Fire and Rescue Service where a common definition of vulnerability has been agreed. As part of this work key messages that a partner is sharing to the public will also be shared by the others e.g. bogus caller in a specific area of Newcastle. The warning will be delivered by TWFRS in support of Northumbria Police. This sharing of messages also applies to social media campaigns.



Search Project

Search Deputy Chief Officer, Simon Luddington, joined the NSAB as a voluntary and community sector representative in 2018. He also sits on the Improving Practice Committee. Search contributed to the Self-Assessment Learning day on 5th December 2018. This highlighted some of the best practice improvements made by Search to their safeguarding practice over the past year. This includes setting up their own internal Safeguarding

Review panel, which meets twice a year, to review incidents and identify any trends, share learning and implement any practice improvements required as a result of safeguarding incidents that have occurred.

Search have contributed to the NSAB priorities through their general day to day practice to reduce social isolation and loneliness often experienced by people aged over 50 years of age, through a range of extensive community activities delivered in the inner and outer west of Newcastle.

Search's Chain Reaction service has focussed on more one-to-one work to integrate and network more vulnerable people aged over 50 into their community, whilst Lunch Links have provided an increased offer of social opportunities with food and nutrition as a focus.

The Advice and Information service at Search assists people aged over 50 to ensure they have maximised their income and considered their financial health and life choices for the future, including investigating housing options, health considerations and safety aspects associated with older age being a potential factor for increased vulnerability.

Simon Luddington presented some of the opportunities offered by Search and the wider voluntary and community sector that reduce social isolation, to the Improving Practice Committee. All Search staff involved in safeguarding reviews have been focussed on "making safeguarding personal" ensuring that the person they are supporting has an opportunity to contribute to the process.



Northumbria Community Rehabilitation Company (CRC)

Northumbria CRC has established a quarterly interface with the CPS and Northumbria Police to focus on Hate Crime and improve the response of all three agencies to these cases. The CRC has identified hate crime champions in each team to lead on developing staff awareness, make sure that cases are effectively flagged on case management systems and support the delivery of effective, targeted interventions.

Northumbria CRC collates information on our service users where there is a death during the period of supervision. We review all such cases, particularly where there is a drug-related death or an adult whose death is related to misuse of substances, in order to share good practice and learn lessons about any areas for improvement.

CRC staff have attended events on "county lines" and its relevance to the safeguarding adults agenda and information on the topic has been disseminated amongst practitioners.

The CRC contributes to the Prevent agenda. The Reviewing and Quality Assurance Manager is a regular attendee at the cross-local authority Northumbria Prevent Meetings and the CRC Director attends the Contest Board. We have a quarterly review meeting with colleagues from the National Probation Service Counter Terrorism Lead - North East, Joint Extremism Unit (JEXU).

Northumbria CRC delivers the Building Better Relationships accredited group work programme at sites across the area, targeted at men who are assessed as posing a significant risk of harm to their female partners/ex partners through the

commission of acts of intimate partner violence (IPV) or abuse. The model on which the programme is based is one that promotes a coordinated, multi-agency response to IPV that involves not only working with the men to attempt to promote change but also engaging with their victims and current partners.

The Building Better Relationships (BBR) programme engages perpetrators in addressing their abusive behaviours, holding them to account for their actions. Following a Court Order with a BBR Programme requirement we write to all victims and partners, prior to the commencement of the domestic abuse intervention, and offer them contact with a Partner Link Worker (P.L.W.).

If the victim requests contact, the P.L.W will offer and provide information and support regarding safety and services available to promote the safety of abuse victims (both male and female) and any children.



Newcastle upon Tyne Hospitals NHS Foundation Trust (NUTH)

The safeguarding adults agenda continues to grow and is becoming more complex; the Trust's Safeguarding Adults Team are fully committed to multi-agency collaboration. There is greater evidence of emerging themes and trends in relation to cuckooing and county lines, where adults at risk are targeted and exploited by others. The total numbers of referrals to the team for all categories of harm have increased and highlight the importance of early recognition and prompt response. The team are very proactive in raising awareness across the Trust and continue to support education and training to enable staff from a range of services within the Trust to confidently recognise and respond to safeguarding issues.

Key Achievements 2018 - 2019

- Raising awareness of MCA and improving recognition of when a DoLS needs to be applied; DoLS applications have increased 78% compared to the previous year.
- Training over 11,000 Trust staff in Prevent to increase awareness of radicalisation.
- Contribution to the development of an adult Multi Agency Safeguarding Hub (MASH).
- Review and implementation of the Intercollegiate Guidance for Safeguarding Adults that defines the skills and competencies for health care staff.
- Evidence that self-neglect is a high level concern within adult safeguarding regardless of age or disability and working with legal and multi-agency partners to reduce risk.

- Effective management of increasing referrals to the team which highlights the complex and growing nature of adult safeguarding.
- Supporting the care and treatment for vulnerable individuals with a learning disability who may be at increased risk of harm. This includes promoting reasonable adjustments, learning from deaths to ensure the Trust provides safe and effective care and promoting the use of hospital passports. A number of consultants from a range of backgrounds have volunteered to be Learning Disability Champions and will actively support the learning disability agenda.
- The development of an Adult Safeguarding Supervision policy for Trust staff to provide a structured framework for adult safeguarding supervision.
- Responding to high risk domestic abuse through referrals and contribution at MARAC meetings within Newcastle. The team have also increased staff awareness of domestic abuse through internal learning opportunities including 'Schwarz Rounds'.
- Developing a framework to support the identification of case outcomes and safe practice.

The Safeguarding Adults Team ensures that staff are appropriately supported and have the skills and confidence to advocate on behalf of individuals at risk of harm or abuse. This guarantees that adults at risk are protected by the law, get access to justice, and receive appropriate support when they are abused or neglected.

Newcastle City Council

This year we welcomed partner agencies into the Multi-Agency Safeguarding Hub (MASH) for adults. The MASH seeks to assist in effective prevention and early intervention by triaging referrals, improving multi-agency working around safeguarding adults and providing a more coordinated and efficient response to the high volume of safeguarding adults referrals. The co-location of teams will facilitate even closer working relationships across the multi-agency safeguarding partnership, ensuring that people get the help and support they need in a timely manner and in doing so, delivering improved outcomes for adults at risk. You can find out more about the MASH on page 16.

In 2018-2019 we updated the Corporate Safeguarding Guidance for Newcastle City Council staff. The guidance applies to all staff members and elected members from across the council and details the steps that need to be taken when staff become aware of any safeguarding concerns. The guidance re-enforces the message that safeguarding adults is everyone's responsibility.

With support from our multi agency partners, staff within the Safeguarding Adults Unit have co-ordinated and delivered multi agency safeguarding training to over 3000 staff and volunteers working in Newcastle. Participants develop an awareness of the multi-agency frameworks in place to manage concerns of abuse and neglect and an understanding that abuse can affect anyone, anywhere. Our staff have also worked closely with external care providers to assure the quality of training delivered to some of our most vulnerable residents in the City.

The Safeguarding Adults Unit is a dedicated resource for safeguarding adults within the organisation. The Unit provides an advice line for professionals working or volunteering with adults with care and support needs in Newcastle, available from Monday – Friday, 9am to 4pm. In 2018-19 alone, the Unit have responded to over 5400 enquiries. Advice is given on a range of safeguarding adults related areas, including: individual cases, best practice, and policy and procedures (including Mental Capacity Act and Deprivation of Liberty Safeguards).

Looking forward, the Safeguarding Adults Unit which incorporates the Deprivation of Liberty Safeguards (DoLS) team, are working to ensure seamless transition to the Liberty Protection Safeguard arrangements anticipated to be introduced in October 2020. The Liberty Protection Safeguards will create new statutory duties and responsibilities on the Local Authority, other bodies and care providers to ensure continued protection of people who lack mental capacity but who need to be deprived of their liberty so they can be given care and treatment.



NHS Newcastle Gateshead Clinical Commissioning Group

Newcastle Gateshead CCG has worked very actively with its member GP Practices in the area to develop a new GP Toolkit for Adult Safeguarding and Public Protection, in order to provide clear guidance to enable front line practitioners to offer support to the vulnerable individuals they work with on a daily basis.

Following publication of the first Adult Safeguarding : Roles and Competencies for Healthcare Staff in late 2018, a robust programme of training is already being implemented across General Practice and internally within the CCG, with internal training at Levels 1, 2 and 3 being in excess of 90%.

The CCG continues to actively support the NSAB in achieving all of it's strategic priorities. In particular, the CCG has considered the impact on front-line staff of managing complex cases, particularly those involving adults who misuse substances. As a result, the CCG have implemented formal safeguarding support and supervision for all staff working in case management or safeguarding specialist roles, to strengthen their responses to managing some of the most vulnerable people in the community.

The CCG have taken a key interest in the "health" role within the MASH. In 2019-20, the CCH is committed to undertaking a pilot to consider how the flow of health information in to and out of the MASH can best be facilitated.

Northumbria Police

Northumbria Police policies and procedures in relation to adult safeguarding have been rewritten and refreshed to include the Care Act and the 6 key principles of making safeguarding personal.

Referrals submitted for adults who are of concern to the police for reasons under the wider definition of vulnerability as well as those meeting the safeguarding threshold are now all subject to multi-agency triage within the Multi Agency Safeguarding Hub (MASH) arrangements for adults which launched this year. This is an exciting opportunity for partners to come together and work collaboratively to safeguard adults experiencing abuse or neglect as well as adopt a wider early help and information sharing approach to prevention opportunities.

Northumbria Police officers from both the Safeguarding Teams and Neighbourhood Officers have attended multi-agency training arranged by the Newcastle Safeguarding Adults Board around the Mental Capacity Act and Deprivation of Liberty Safeguards with the feedback being excellent.



Your Homes Newcastle

During 2018/19 YHN reviewed its Customer Services structure and ways of working. As a result, we have strengthened our commitment to safeguarding and have developed a new staffing structure which includes the creation of three new Safeguarding Partner posts. One of these posts is dedicated to safeguarding adults. Their role is to build on our partnerships with others, raise awareness of safeguarding across YHN, triage concerns, and escalate concerns to NCC where appropriate.

YHN are committed to joining the Adult MASH and ensuring a daily presence within the MASH team.

YHN have completed a number of key actions during 2018/19 which have led to an improved response to safeguarding and contributed to the NSAB priorities, notably;

- The appointment of a dedicated safe living team including and Senior Safe Living Manager and Partnership Manager who are responsible for delivering YHN's person led approach to safeguarding.
- The implementation of our reviewed safeguarding policy which combines both safeguarding adults and children, and considers recent changes in legislation.
- The promotion of YHN's safeguarding forum comprising of internal staff who will review safeguarding practice and promote safeguarding throughout YHN.

- Safeguarding champions have completed train the trainer training in order to deliver safeguarding training to all staff across the business.
- Current safeguarding training requirements have been reviewed across the business and a training programme has been developed to ensure staff are trained to the appropriate level.
- ReAct, has been selected as our case management system and should improve data analysis, reporting and our ability to spot trends and pin point areas for improvement to maximise our effectiveness.





National Probation Service

The National Probation Service (NPS) in Newcastle has, in the past 12 months, had a particular focus on combatting domestic abuse, working with the perpetrators of sexual offending, modern day slavery (MDS) and human trafficking and meeting the needs of service users with learning difficulties/disabilities.

Where domestic abuse is concerned we have worked hard to make links with organisations outside of the criminal justice system to improve our understanding of issues such as coercive control. A number of our staff attended a recent conference held in Newcastle where that issue was the focus and benefitted significantly from having an opportunity to hear from speakers and network with colleagues. In relation to our work with perpetrators we are currently piloting a "toolkit" for working more effectively on a one to one basis. That pilot will be evaluated in the next few months and should the evaluation prove to be positive it is likely that the toolkit will be rolled out nationally.

As regards our work with people who commit sexual offences, we have this year introduced new interventions as well as improved versions of existing interventions to better address the significant risks that this client group poses. That work will continue to be embedded and should prove fruitful.

We have worked hard this year to continue to improve our understanding of MDS, human trafficking and county lines. Staff and managers have both attended and delivered training and briefings to ensure that we have the requisite knowledge to respond when victims are identified on our caseloads.

We have also started to look at how we might work more effectively with perpetrators – an up until now ignored facet of this area of practice – by supporting research projects and engaging with experts on the field of designing interventions. We have also worked hard to improve our response to our service users identified as having learning difficulties/disabilities. We completed a self-audit in our Newcastle office that identified deficiencies in our current response and we are actively working on improving such things as the information that we display and access to our premises. Through these actions, NPS has continued its work in supporting adult safeguarding in the city.

The National Probation Service (NPS) has continued to support multi-agency working in the City in relation to safeguarding adults via its work with MAPPA, MARAC, MATAAC and other forums in which we participate to our fullest extent. We have also, as mentioned above, placed a significant emphasis on MDS/human trafficking as a key area of activity for us given that we work not only with perpetrators but also because our caseloads are made up of vulnerable adults who can be susceptible to exploitation.

We continually try to gain a better understanding of our service users, their talents and vulnerabilities and the complexities that surround them with a particular emphasis on issues in relation to mental health and Personality Disorder.

We have worked hard to promote a culture of enquiry among our staff to ensure that issues are identified and followed up as well as continuing to promote the importance of collaborative working with agencies across the City.

Criminal exploitation—a local experience

A referral was made into safeguarding adults following concerns about the development of significant anti-social behaviour (ASB) around 32 properties. The Police had convened a Stand Alone Problem Solving (SAPS) meeting, however it was felt that due to the vulnerability of the residents it was more appropriate to be dealt with via safeguarding adults procedures.

The properties were mainly occupied by adults at risk, whether that be due to disability, age, substance misuse or mental health needs. Over half of the properties were linked to high level ASB and criminal behaviour.

Following a professionals information sharing meeting, it was identified that a number of residents also potentially posed a risk, for example they had current or prior involvement in sexual exploitation, domestic abuse, drug dealing, burglary. There were some underlying concerns that vulnerable residents may be at risk of “cuckooing” with their properties being used for the storage of stolen goods and drug dealing.

Concerns relating to the adults at risk involved: financial abuse, including the theft of prescription medication; emotional abuse, including harassment and ASB; and self-neglect.

Good practice:

- ✓ Early identification of vulnerability of victims of ASB and need to escalate into safeguarding adults procedures.
- ✓ Excellent inter-face between multi-agency procedures: SAPS and safeguarding adults.
- ✓ Wide multi-agency representation at safeguarding adults meetings (Newcastle upon Tyne Hospitals, Mental Health Social Work, Northumbria Police, Your Homes

Newcastle, Community Safety, Northumberland Tyne and Wear Mental Health Trust CPN and Ward Manager, and Newcastle Gateshead CCG).

- ✓ All professionals working together to identify actions to promote the safety of the adults at risk and overall to make the area a safer place for the residents.

Safeguarding Adults Plan actions

There were a range of examples of actions, tailored to each person and property:

- ➔ Assessment of care, support and health needs by relevant professionals for those who were previously unknown or not recently known to services.
- ➔ Rehousing victims where this was requested by the victim.
- ➔ Issue Community Protection Notice to a perpetrator of ASB and other abuse. This notice required the person to not associate with particular individuals and also to engage with Your Homes Newcastle.
- ➔ Welfare checks.
- ➔ Facilitating Police introductions to vulnerable residents.
- ➔ Police disruption tactics to deal with any ongoing anti-social behaviour.
- ➔ Sharing of information with professionals/agencies not in attendance at the safeguarding adults meetings.
- ➔ Risk assessment of the placement of future tenants to this area.
- ➔ Open individual safeguarding adults cases for those residents identified as being at an ongoing risk.

NSAB Members 2018-19

In 2018-19, the NSAB was chaired by Vida Morris (Chair, with independence). The following people were members:

Advocacy Centre North (representing the community and voluntary sector)	Jacqui Jobson
Changing Lives (representing the community and voluntary sector)	Neil Baird
National Probation Service, North of Tyne	Paul Weatherstone
Newcastle City Council	Ewen Weir Alison McDowell Linda Gray Councillor Karen Kilgour
NHS Newcastle Gateshead Clinical Commissioning Group	Chris Piercy
Northumberland Tyne and Wear NHS Foundation Trust	David Muir
Northumbria Police	Mick Paterson (until September 2018) Steve Ammari/Scott Hall (from October 2018)
Northumbria Community Rehabilitation Company	Lindsay Blackmore (until December 2018) Martyn Strike (from January 2019)
Newcastle upon Tyne Hospitals NHS Foundation Trust	Maurya Cushlow
Public Health	Michelle Stamp
Search (representing the community and voluntary sector)	Simon Luddington (from August 2018)
Tyne and Wear Fire and Rescue Service	Peter Iveson
Your Homes Newcastle	Helen Neal
Newcastle Safeguarding Children Board	Sue Kirkley
Chair of Improving Practice Committee	Clare Abley
Chair of Learning and Development Committee	Carole Southall

The NSAB Coordinators for 2018-19 were James Steward and Kathryn Williams and the NSAB Administrator was Andrea Semple. Legal support for the Board was provided by Rosemary Muffitt.

No excuse for adult abuse.

Report it.



To report abuse please contact:

Community Health and Social Care
Direct

Telephone: 0191 278 8377

Textphone: 0191 278 8359

Email: scd@newcastle.gov.uk

In an emergency always call 999

All agencies in Newcastle work
together to protect adults from abuse.

If you want to tell somebody else that
you trust, like a GP, nurse, police
officer or care worker then they will
pass on your concerns.