

**Safeguarding  
Adults**  
NORTH EAST LINCOLNSHIRE



**North East Lincolnshire  
Safeguarding Adults Board  
Annual Report  
2021/2022**

<b>Foreword</b>	3
<b>1. Background and local context</b>	4
1.1 North East Lincolnshire Safeguarding Adults Board (NELSAB)	4
<b>2. Structure and governance</b>	5
2.1 NELSAB structure, framework and membership	5
2.2 Chairing arrangements and interface with Safeguarding Children Partnership (SCP) and NEL Community Safety Partnership (CSP)	5
<b>3. Priorities 2020/21 and resulting action</b>	6-7
<b>4. SAB members' contribution to safeguarding</b>	8-24
4.1 Director of Adult Services (DASS)	8
4.2 NEL Clinical Commissioning Group (CCG)	8-10
4.3 Humberside Police	10-13
4.4 Adult mental health services (NAViGO)	13-14
4.5 Care Quality Commission (CQC)	14
4.6 Health (NLaG)	14-16
4.7 Healthwatch	16
4.8 Independent social work practice (Focus)	16-22
4.9 National Probation Service (NPS)	22-23
4.10 Designated Adult Safeguarding Manager (DASM)	23-24
<b>5. Work group activity</b>	25-33
5.1 Domestic Abuse	25-26
5.2 Exploitation Sub-Group	26-27
5.3 Neglect Sub-Group	28-29
5.4 SAR, SILP and good practice group	29-30
5.5 Provider Forum	30
5.6 Mental Capacity Act / Deprivation of Liberty Safeguards (MCA/DoLS) group	30-31
5.7 Prevent/Channel	31-32
5.8 Modern Slavery	32-33
<b>6. The year ahead</b>	34-35
<b>7. Appendices</b>	36-38
Appendix A - NELSAB structure and membership	36
Appendix B – Performance data	36-38
<b>8. Glossary of abbreviations</b>	39

## Foreword

This report for 2021/22 sets out the activities and work undertaken by North East Lincolnshire Safeguarding Adults Board (NELSAB) and its members to deliver on the aims and objectives of our strategic plan. The overarching objective of our plan is to make North East Lincolnshire (NEL) a safer place for all people, but specifically for those adults within our community who are at risk of experiencing abuse and/or neglect.

The production of an annual report is a statutory requirement of the Care Act 2014, the primary piece of legislation under which the board operates. Safeguarding is everyone's business and the NELSAB is responsible for ensuring this premise is at the heart of everything we do.

Adults at risk of abuse and neglect are found in all areas, in all walks of life and within all social classes. They may be at risk for several reasons such as disability, age, or lacking mental capacity to make decisions. They may be at risk due to being susceptible to radicalisation, subject to domestic abuse or because of substance misuse.

The NELSAB exists to ensure services, whether regulated, commissioned, or voluntary, are safe.

The NELSAB's closer working with the safeguarding children partnership (SCP) and the community safety partnership (CSP) is a step towards a joint vision for a "safer NEL".

## 1. Background and local context

North East Lincolnshire (NEL) is a comparatively small unitary authority covering a geographic area of 192 sq km situated on the south bank of the Humber estuary. It was created from the boroughs of Cleethorpes and Great Grimsby on 1<sup>st</sup> April 1996 with the abolition of Humberside. It is a unitary authority bordering the unitary authority of North Lincolnshire and the county of Lincolnshire, comprising the districts of East Lindsey and West Lindsey.

The majority of the resident population (159,600 in 2019) live in the towns of Grimsby and Cleethorpes with the remainder living in the smaller town of Immingham or in the surrounding 22 rural villages. The town centres of the more densely populated areas of Grimsby and Cleethorpes are only three miles apart with Immingham approximately eight miles from Grimsby.

NEL has a stable population of around 160,000, of whom more than 126,000 are adults over 18 years of age and approximately 37,800 are children aged from 0-18 years. 1 in 4 of these children live in low-income families. 7.1% of school children are from a minority ethnic group.

Mid-2012 based population projections show an estimated population growth of 2.4% in NEL by 2037. The proportion of those over the age of 65 is increasing, with the percentage of people who are of pensionable age projected to rise from 18.5% in 2012 to 26.8%. The number of people aged 90+ is predicted to rise from 1400 in 2012 to 4400 in 2037. *[Source: Office for National Statistics, 2015. Population projections 2012 to 2037]*

Deprivation in North East Lincolnshire is concentrated in pockets rather than evenly spread throughout the borough, meaning that there are considerable inequalities within the area. Five council wards (East Marsh, West Marsh, South, Sidney Sussex and Heneage) are in the most deprived 10% of wards in England, and two of these wards (East Marsh and West Marsh) are in the most deprived 1% of wards in England. Since a large proportion of North East Lincolnshire is counted among the most deprived 10% of England, health inequalities are a major issue for the area and are only likely to have been exacerbated by Covid-19. Homelessness and unemployment are above national trends. *[Source: Indices of Multiple Deprivation (IMD)]*

### 1.1 North East Lincolnshire Safeguarding Adults Board (NELSAB)

The NEL Safeguarding Adult Board (referred to as the SAB) is a statutory requirement for all local authorities under Sections 42-46 of the Care Act 2014 with the Director of Adult Social Services (DASS) taking the lead role and overall responsibility for adult safeguarding.

*The main objective of the SAB is to assure itself that local safeguarding arrangements and partners act to help protect adults in its area who:*

- *have needs for care and support (whether or not NEL is meeting any of those needs)*
- *are experiencing, or at risk of, abuse or neglect*
- *and as a result of those care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect (Sec 14.2 statutory guidance)*

People that fall into this category are referred to as 'adults at risk'.

## 2. Structure and governance

As a minimum, the SAB membership must comprise three main statutory partners, these being North East Lincolnshire Council (NELC), Humberside Police and the North East Lincolnshire Clinical Commissioning Group (NELCCG), now known as the Humber and North Yorkshire Health and Care Partnership. In NEL we have established a broader multi-agency membership to ensure representation and provision from all sectors and areas across the NEL community to enable adults' needs to be fully recognised and met.

### 2.1 NELSAB structure, framework and membership

The Director of Adult Social Services (DASS) is responsible for ensuring that all organisations providing or commissioned to provide adult services, do so to a standard that is safe and commensurate with the 2014 Care Act requirements. In line with our vision, we seek to empower and protect adults with care and support needs, and support structures to promote the highest standards possible, so that all people in NEL feel safe and are safe, wherever possible, living lives free from the risk or experience of abuse or neglect.

For the SAB to have the necessary means for effective decision-making and commitment of resources, its members have sufficient delegated authority to act on behalf of their own agencies. The SAB comprises senior officers, nominated by member agencies, operating under terms of reference that reflect the vision and guiding principles of the Care Act 2014, which are:

- Empowerment: supporting people to make their own decisions and give informed consent
- Prevention: acting before harm occurs
- Proportionality: the least intrusive responses appropriate to the risks
- Protection: support and representation for those in greatest need
- Partnership: local solutions through services working with communities
- Accountability: accountability and transparency in delivering safeguarding

*See appendix A for SAB structure and membership*

### 2.2 Chairing arrangements and interface with Safeguarding Children Partnership and NEL Community Safety Partnership

The SAB is currently chaired by the Director of Quality and Nursing and executive lead for safeguarding of the NELCCG. This post is also one of the three executive members of the Safeguarding Children Partnership (SCP) ensuring synergies between the partnerships.

Through joint ventures, the SAB has increased its capacity to communicate safeguarding information to all people across NEL and move towards a culture of shared expertise across adults, children, and the whole community. Joint working with the Community Safety Partnership (CSP) allows cross-cutting themes to be tackled more effectively such as modern slavery and "Prevent".

The Assistant Director manages all three partnerships, allowing progress in the safer NEL ethos.

The SAB has maintained its pledge commitment to safeguarding this year, directly contributing to NELC's vision that *"all people in NEL feel safe and are safe"*.

### 3. Priorities 2021/22 and resulting action

The three-year strategic plan was refreshed in 2019. The plan was developed in line with the six principles. The section below sets out the key principles of what we said we would do and what we have done so far:

#### **Empowerment** - people being supported and encouraged to make their own decisions with informed consent

The SAB maintains its website: <https://www.safernel.co.uk/safeguarding-adults-board/> which contains information about keeping safe, explain types of abuse and neglect, and provides contact information to be used by anyone with a safeguarding concern.

*The safer NEL website is now well established and used by both professionals and members of the public; it contains policies and procedures as well as reports from safeguarding reviews, which not only informs what all three partnerships are doing but signposts where to get help and assistance.*

#### **Prevention** – it is better to take action before harm occurs

All SAB partners will be required to assure the board regularly on what they are doing to prevent abuse or neglect.

*The updated Workforce Development Strategy is now firmly embedded. The revised Mental Capacity Act and Deprivation of Liberty Safeguards training pathway offers courses/sessions which are regularly refreshed.*

#### **Proportionality** – the least intrusive response appropriate to the risk

The SAB will ensure that the requirements of “making safeguarding personal” (MSP) are embedded in all safeguarding enquires. Any actions taken are informed by the express wishes and feelings of the person at the centre of the concern when possible.

Making safeguarding personal (MSP) is the government term for practising in a way that ensures that the adult at risk has the opportunity to express what they want to happen during safeguarding processes and measuring the success at achieving this. Where adults are unable to express their wishes, this requires the provision of a suitable advocate to speak on the adult’s behalf.

*Over 2021/22 we have yet again increased our recording of MSP and have improved the numbers and outcomes of service user satisfaction. We have also improved our activity on assessment for adults who appear to lack capacity, and now in 2021/22, MSP is business as usual firmly embedded in practice.*

#### **Protection** – support and representation for those in greatest need

The SAB will require all partners to ensure that there is an up-to-date assessment of mental capacity where appropriate and any best interest decision on file. They will ensure that the person is supported when appropriate by an advocate or an independent mental capacity advocate (IMCA).

*Management of the deprivation of liberty safeguards (DoLS) remains an issue both locally and nationally. The implementation of liberty protection safeguards (LPS) continues to be delayed.*

*North East Lincolnshire's MCA Group has worked tirelessly in its attempts to manage the risks for those individuals whose applications have not been authorised and to prepare for the forthcoming change in legislation.*

### **Partnership – local solutions through services working together with our community**

Each SAB partner will ensure their organisation upholds their collective responsibilities to safeguard adults in accordance with the requirements of the Care Act 2014.

*The SAB requires assurances from all partner agencies and providers that safeguarding remains a priority. The Safeguarding Adult Referral, Significant Incident Learning Process and Good Practice (SAR, SILP & GP) group continues to review individual cases where concern is raised, or it is believed we could benefit from learning. The group reports quarterly to the SAB on all open cases. The SAB considers any themes or trends in safeguarding that require scrutiny and direct in-depth audits to allow a clear understanding to inform practice.*

The SAB will work with the SCP, CSP and other local partners when possible to promote safeguarding for all our community.

*The SAB chair is one of the executive members of the SCP and all three partnerships work on common themes such as domestic abuse, modern day slavery, female genital mutilation and prevent. We share audit processes and learning from reviews.*

### **Accountability – accountability and transparency in delivering safeguarding**

The SAB will agree and maintain local multi-agency safeguarding adults policies and procedures for all partners to use.

*The current multi-agency policy and procedures are shared via our website, and the Designated Adult Safeguarding Manager (DASM) role and Person in Position of Trust (PiPoT) protocol are firmly embedded in practice. The high risk panel and operational risk management meeting protocols produced by the SAB are now also firmly embedded and utilised by all agencies.*

The SAB produces an annual report explaining what it has done and how its partners have helped to keep people safe in North East Lincolnshire.

*A statutory requirement, this report highlights what the SAB has achieved and what it seeks to achieve in the current and next financial years.*

## 4. SAB members' contribution to safeguarding

### 4.1 Director of Adult Social Services

The DASS role is currently held by an interim officer. A new DASS has been appointed and will join NELC in January 2023. Their role continues to have oversight of all areas of adult social care within NEL which is crucial as we recover from the pandemic and pressure on services.

The previous DASS, Bev Compton, worked tirelessly in her role and will be sorely missed. The appointment of a new DASS will provide the opportunity to reflect on achievements whilst gaining a new perspective on opportunities for system improvement.

### 4.2 NEL Clinical Commissioning Group (CCG)

NHS North East Lincolnshire Clinical Commissioning Group (CCG) is committed to working with partner agencies to ensure the safety, health and well-being of the local people in North East Lincolnshire. Protecting adults at risk is a key part of the CCG's approach to commissioning and, together with a focus on quality and the experience of service users, is integral to our commissioning arrangements.

The CCG approach to adult safeguarding is underpinned by quality and contracting systems and processes that aim to reduce the risk of harm, respond quickly and ensure that lessons are learnt and shared. This includes the training and development of our own staff as well as working strategically within a multi-agency framework to create measures that reduce the risk of neglect and abuse and support health services to respond where abuse has occurred or is suspected of occurring. The CCG has a duty to take additional measures in establishing effective structures for safeguarding across health organisations. This includes robust governance and commissioning arrangements, and leadership across the local health economy.

NHS North East Lincolnshire CCG's Chief Officer has the overall accountability for safeguarding adults, with the responsibility for ensuring the contribution of health services to safeguarding and promoting the safety of adults at risk. The Director of Quality and Nursing, reporting to the CCG Chief Officer, is the Executive Lead for safeguarding adults on behalf of North East Lincolnshire CCG. As a member of the CCG Governing Body, they take the responsibility for ensuring that safeguarding is embedded across the health community and is operationally delivered through local commissioning arrangements. The Designated Nurse for Safeguarding reports to the Director of Quality & Nursing and attends the SAB to provide commissioning and senior nursing leadership. This strategic role provides support and leadership across the whole health economy, ensuring that any lessons learnt are disseminated, and chairs a number of groups to support this strategic role delivery.

The CCG is committed as an active member of the SAB, ensuring regular representation and contributions at all meetings. The CCG Director of Quality and Nursing has chaired the SAB for the past four years and continues to do so. On behalf of the SAB, the Designated Nurse chairs the Safeguarding Adult Review group, which is a statutory function of the SAB, reviewing cases and identifying learning to improve practice standards across NEL. The CCG MCA Strategic Lead also chairs the MCA sub-group



on behalf of the SAB, working with partners to ensure MCA is embedded in practice and all preparations are made for Liberty Protection Safeguards (LPS) across NEL.

The Designated Nurse, MCA Strategic Lead and Executive Lead for safeguarding have all undertaken Level 4 training in safeguarding adults, provided by NHS England. The Designated Nurse has also undertaken safeguarding supervision training and executive safeguarding leadership courses, both commissioned by NHS England. CCG staff have all had appropriate levels of safeguarding training, dependent upon their roles.

The Designated Nurse regularly collaborates with the Focus safeguarding adults team, providing advice and support with any health-related issues presenting within safeguarding cases. The CCG actively monitors the quality of nursing and residential homes and settings, including domiciliary care, to ensure any issues are addressed and remedied at the earliest possible point. This is often undertaken in collaboration with Care Quality Commission (CQC) and other partner agencies. The CCG has a system of robust quarterly reporting mechanisms from providers to ensure adequate scrutiny of their safeguarding arrangements. The CCG safeguarding policy includes a number of standards which provider organisations are expected to meet and are included in contracts for providers of commissioned NHS health services. The information that providers return to us is scrutinised and providers are challenged through contract compliance arrangements, or they might receive a support visit to observe the quality of arrangements and provide support, if required. The CCG safeguarding team works closely with the safeguarding leads across health provider organisations to support, challenge and advise their internal arrangements - even more so during the Covid-19 pandemic. The CCG has taken an innovative approach to supporting providers, for example a member of the CCG safeguarding team successfully undertook a three-month secondment with one health provider to review and support their internal safeguarding arrangements. In addition, the CCG provides safeguarding and quality oversight of provider units that are commissioned by NHS England specialist commissioning teams but that are within the NE Lincolnshire area. This includes receiving activity and performance data and undertaking site visits to review the quality of safeguarding arrangements and the quality of care. During 2021-22, due to the impact and restrictions caused by Covid-19, the safeguarding team was only involved with two site visits as part of host-commissioner arrangements for a learning disabilities unit.

The Designated Nurses works closely with Primary Care, particularly with the Named GP for Safeguarding Adults to support primary care staff and promote practice improvement in their contribution to safeguarding adults. The Designated Nurse and Named GP for Safeguarding Adults hold a Safeguarding Lead GP Forum to further support practice and offer a two-way information sharing opportunity. The Designated Nurse chairs and co-ordinates a Safeguarding in Health Forum which brings together senior safeguarding leads from all health organisations in NEL and provides a vehicle through which safeguarding strategy and operational delivery can be supported, challenged and developed. It brings together senior leaders with an opportunity for key communication and peer networking and support. In response to a national requirement to improve information sharing from Primary Care into multi-agency safeguarding arrangements, the CCG created three new Primary Care Safeguarding Lead Nurse posts to lead, support and improve the interface between Primary Care and local safeguarding systems. The CCG has started the recruitment process for these posts with a view to having the posts filled and commenced by Autumn 2022.

The CCG continues to deliver the learning disability mortality review (LeDeR) process, ensuring reviews are undertaken, quality assuring completed reviews and collating the learning across the Humber area, and then disseminating learning into various local workstreams to further enhance standards and improve service delivery. Within NEL, there were 15 completed reviews during 2021-22. The main themes arising from these reviews were completion of annual health checks, the use of hospital passports, access to screening, and management of chronic health conditions. NELCCG is participating in an ICS-wide Improving Access to Bowel Screening Project. 18 GP practices have signed up to this project, with a total of 198 eligible patients identified. To date, 38 patients have been supported to successfully undergo bowel screening.

Both the Designated Nurse and Specialist Professional for safeguarding are active participants and contributors to a number of safeguarding systems, including the Channel Panel and MAPPA. The CCG supports information sharing across health systems to ensure any risks are flagged on health systems.

The CCG safeguarding team has been actively supporting the Real Time Surveillance process for suspected suicides to ensure any themes and trends are identified and any contagions responded to appropriately. The information from this work was shared with the SAB due to the recognised rise in suspected suicides during 2021-22. The CCG continues to support Public Health in raising awareness across all systems and supporting a robust governance arrangement for this workstream. The CCG has supported the work underway across the Mental Health workstreams and the Mental Health collaborative for suicide prevention.

The past year has seen the NHS and care systems respond quickly and effectively to the many safeguarding challenges continuing to arise from the Covid-19 pandemic. Many health services had to move from face-to-face appointments with service users to a virtual way of working very quickly. The CCG safeguarding team supported these agencies to ensure the awareness of all safeguarding related aspects of service delivery were considered and acted upon. Alongside the challenges of Covid, the CCG has also been preparing for the most significant change in NHS configuration as we approach the transition into an Integrated Care System (ICS). During this time, the CCG has successfully maintained its statutory safeguarding duties for NEL, as well as working closely with colleagues across the ICS footprint – North Yorkshire, York, Hull, East Riding of Yorkshire and North Lincolnshire - to ensure the safe transition of safeguarding arrangements into the ICS.

Throughout 2021-22, safeguarding adults has continued to be a high priority for the CCG. We remain committed to ensure that we contribute and deliver robust high-quality safeguarding adults services across NEL as we move into the ICS.

### 4.3 Humberside Police

Between April 2021 and March 2022, the main achievements for Humberside Police from a Safeguarding Adults perspective have been the following:

#### **Vulnerability Hub**

This is now fully operational and staffed, with processes fully embedded within the organisation.

A 'vulnerability tracker' has been successfully embedded within the Vulnerability Hub, to effectively map all referrals that comes through Humberside Police from open cases, PiTStop, strategy discussions (Front Door) and multi-agency child exploitation (MACE).

Between April 2021 and March 2022, 1,157 PiTStop discussions took place, with 72% of those cases receiving a strengthened offer of universal or targeted help. The remaining 28% progressed to SPOC or IMAP for enquiries or safeguarding following discussion and sharing of holistic information.

### **Safeguarding Governance Unit (SGU)**

This provides an independent audit function for all cases involving children and vulnerable adults and investigates all allegations of domestic violence involving Humberside Police employees.

The SGU also has responsibility for auditing the MAPPA process, conducting monthly reviews and being responsible for all MAPPA serious case reviews. The learning from these processes is presented at MAPPA PQA to dissemination to those involved in the MAPPA process.

The SGU has created and effectively embedded several new Standard Operating Procedures (SOPs) for Domestic Abuse, Stalking and Harassment and the MAPPA process. These SOPs provide detailed guidance for how those in Humberside Police should deal with such investigations, with the processes set out being fully embedded and driving increased performance.

### **Domestic Abuse and Safeguarding Team (DAST)**

Forming part of the communities command, the DAST team is a central point for all Domestic Abuse cases. Robust processes have been established in relation to MARAC attendance, the MATAC process, research and risk management of DA perpetrators in custody, improved DVDS delivery, engagement with IDVAs through the investigation process, and working with victims and partners closely to ensure better engagement from victims from first contact.

The DAST team is to be expanded in September 2022 to include an investigative function to enhance this service ever further.

### **Modern Day Slavery**

From April 2021 to March 2022, a total of 39 intelligence submissions were made to Humberside Police. This is a decrease of 44% on the year before.

In total, 36 investigations took place with the two highest categories being criminal exploitation and forced labour accounting for four investigations.

21 people were referred to the National Referral Mechanism (NRM) process, with the same two highest categories of criminal exploitation accounting forced labour accounting. NEL remains one of the pilot areas for the assessment of juvenile NRM referrals. This project greatly reduces the time between the reasonable and conclusive grounds decision which helps with the identification and protection of vulnerable people and ensures that there are no delays to the criminal justice process.

## PVP

Data shows that adult protection referrals are extremely low for NEL with only one referral in the last five months. So this is either a data anomaly or we are not getting the threshold correct and the requests coming through to the Police.

PiTstop went live in NEL on 10<sup>th</sup> January which has factors in adult safeguarding to cover Domestic Abuse and Vulnerable Adults at the lower threshold, with the intention of identifying pathways for other agency support to reduce the escalation of risk or need.

The vulnerability tracker is currently being built in to Power Bi and the initial data analysis is positive and will be able to break down the Vulnerable Adult referrals and crimes identified against them, for the different abuse types and what ward area they live in, ethnicity, gender etc.

As a snap shot for Feb and March data we have the following information:

Number of VA Referrals	Open Case	Concern type	Ward area	Ethnicity	Gender
19	100% open case 47% open to Navigo	47% Mental Health disorder 42% (Vulnerable Adult concerns – neglect) 5% Emotional harm 5% Alcohol % Substance misuse	26% live Sidney Sussex 21% live East Marsh 15% Park ward	89% white British 11% Other ethnic Group	63% female 37% male

The outcomes from the completion of the tracker will be built into Power Bi with key essential data sets that will be accessible.

These outcomes have been identified in the document 'Vulnerability Tracker essential data outcomes'.

The data that will be imported onto Power Bi and will be accessible to everyone in Humberside Police which will consist of individuals' personal data such as name, date of birth, address, ethnicity and gender.

However, all the above personal information is already recorded on Police systems either as Crime, Non-crime, Intel, Compact, Custody or a referral i.e., DASH, Vulnerable Child Referral or Vulnerable Adult Referral

The key reasons for the wider Humberside police access to the data is required due to the below:

- 24/7 access – Should a vulnerable person be involved in an incident officers outside of the Vulnerability Hub can ascertain if this individual has been recorded on the tracker and identify:

- Previous concerns and vulnerabilities
  - What the level of risk was for them
  - Are they already open to partner agencies?
  - Providing that holistic view to provide better information to inform decision making around risk management to safeguard them
- NPT to understand at a Ward level where their most vulnerable people live.
  - Mapping – to feed into the relevant police meetings such as MACE, OCG, TTCG, TRG's to be able to understand key aspects to implement place based targeted work to reduce risk and vulnerability.
  - Performance analysis – to better understand the vulnerabilities within the Humberside Police area at a Force, Local Authority area and Ward area to focus resources more effectively.
  - Vulnerability Hub staff to easily identify if the vulnerable person has already been assessed previously to assist in the holistic picture which helps escalate the level of need and/ or risk rather than looking at each incident in isolation.

Link to Humberside Police website: [Humberside Police](#)

#### 4.4 Adult mental health services (NAVIGO)

The NAViGO Safeguarding Team (NST) consists of a Strategic Named Professional, Lead Practitioner and an Admin Lead who work closely with NAViGO staff and alongside local partners to prevent and end all forms of abuse and harm. We are committed to promoting safety, health and wellbeing of adults and children preventing harm through risk assessment, staff training and supervision processes.

All staff adhere to national and local policies and procedures. We work very closely with the SAB to ensure that all adults live independent lives in safety and free from abuse, and fear of abuse, with their rights and wellbeing protected.

We continue to hold monthly lunchtime training webinars with guest speakers discussing a variety of safeguarding topics from our social care/health partners, and these are well attended. We have a weekly drop-in for practitioners across NAViGO to attend for support and safeguarding advice. We share local and national safeguarding updates in a monthly newsletter, which also includes links to interesting training sessions, which is well received by staff.

NAViGO has implemented mandatory Domestic Abuse Training for all staff. This is provided by and purchased from Women's Aid, and statistics show that 86% of our staff are now trained in Domestic Abuse.

November 2021 saw the first ever NAViGO safeguarding conference with 300+ attendees from around the UK. Feedback indicates its success, with hosts obtained specifically to discuss their own experiences in relation to Domestic Abuse, Modern Day Slavery, Forced Marriage and Honour Based Violence, County Lines, CCE and CSE. We were pleased that Kenny Gibson (National Head of Safeguarding - NHS England) open and closed the conference with his inspirational words.

NAVIGO's safeguarding committee meets quarterly and reports directly to the CiC Board. There has been consistent presence at SAB sub-groups and other meetings such as MARAC, Mace, OVM, Channel, MAPPA, MATAC and Modern Slavery. Since January 2022, the NST attends daily PITSTOP meetings set up by Humberside Police to protect vulnerable children and adults who have been seen by Police and may benefit from early intervention from the selection of agencies who attend. We have sadly also been a part of five Domestic Homicide Reviews (DHRs) over this last year, both inside and outside the borough.

We have spent significant time encouraging staff to have safeguarding conversations with our service users and make referrals to the Focus Safeguarding Adult Team (SAT) should safeguarding issues be identified. Between March 2021 – April 2022, 45 referrals were made to the Focus SAT; this will strengthen over the coming year as we continue to embed safeguarding advice around making appropriate referrals.

The NST is aware of the increase in hoarding cases where we need to consider a person's capacity vs. self-neglect. We confidently advise our staff on how to approach the situation and around our values vs. service user values in this situation. We utilise the outside agencies including the Humberside Fire & Rescue Service which visits our service users to discuss their hoarding activity and the Safeguarding Team who advise around self-neglect.

Link to Navigo website: [NAVIGO \(navigocare.co.uk\)](https://navigocare.co.uk)

#### 4.5 Care Quality Commission (CQC)

Each year the Care Quality Commission (CQC) publishes a report looking at what has been achieved in the previous year and what areas they need to concentrate on in the next year.

Link to CQC Annual Report: [CQC Annual report and accounts \(ARA\): 2020 to 2021 - Care Quality Commission](#)

#### 4.6 Health (NLaG)

Northern Lincolnshire and Goole NHS Foundation Trust (NLaG) provides hospital and community services to the North East Lincolnshire area. The safeguarding team is based at both Scunthorpe General Hospital and Diana Princess of Wales (Grimsby), also covering Goole and District Hospital, and is committed to ensuring that safeguarding its patients, staff and the wider community is given the highest priority in all that the Trust does. The newly formed integrated Safeguarding and Vulnerability Team works across the Trust and our work is underpinned by NLaG's values by demonstrating our behaviours: kindness, courage, and respect.

The Executive Lead for Safeguarding Children and Adults is the Chief Nurse; this responsibility is delegated to the Deputy Chief Nurse. The Safeguarding and Vulnerabilities Team and Named and Designated Safeguarding Professionals provide both strategic support and direction to the governance and safeguarding arrangements within NLaG, and operational advice and support to all Trust staff. Designated Doctors for Safeguarding Children and Looked After Children are employed by NLaG, and as well as their Trust roles also link with other Designated Colleagues in the Clinical Commissioning Group (CCG) as part of their role.

Our internal arrangements ensure that Safeguarding remains core Trust business. More formally the Safeguarding Operational Adults and Children's Forums that reported directly to the Safeguarding and Vulnerabilities Oversight Board (VOB) last year have now been re-structured to become the Safeguarding and Vulnerabilities Operational Forum which meets bi-monthly. This meeting hosts both children and adult agendas. The Vulnerabilities Steering Group also reports to the VOB along with a newly commissioned Liberty Protection work stream. This Board reports to the Nursing and Midwifery Board and the Trust Board.

Our team consists of named nurses/ professionals for adults, children, MCA and DoLS and midwifery. This year we commissioned and appointed a new post of Deputy Head of Safeguarding and established our Lead for Vulnerability Post and learning disability and dementia nurse specialists.

We are committed to multi-agency working with other partner organisations and groups to ensure we fulfil our responsibilities. We attend the Safeguarding Adults Board and sub-group meetings. Our policies and procedures are accessible to all staff on our internal hub pages, our safeguarding policies link to all local multi-agency policies and procedures within our local areas of North and North East Lincolnshire and the East Riding of Yorkshire, and we provide regular safeguarding updates to our staff internally.

Our key achievements for safeguarding adults include:

- Development of our Safeguarding and Vulnerability Strategy which will support and build on our priorities to embed both the safeguarding and vulnerabilities agendas across the Trust.
- Increasing our compliance in all safeguarding training levels.
- Utilisation of electronic referral forms to adult social care for safeguarding concerns. These bespoke forms were developed working with senior local authority staff and include questions for our patients about what they would like their outcomes to be.
- We have built upon our relationships with other partners and improved communication by attendance and active participation at subgroups.
- Developed a system to respond to Section 42 enquiries in a timely manner.
- Reviewed and updated a number of policies relating to Domestic Abuse, Missing and Absconding Policy, MCA DoLS, Safeguarding Adults Policy and PREVENT.
- Established regular 'think family' safeguarding supervision sessions in the Emergency Department alongside Safeguarding children Colleagues.
- Developed an electronic recording system for advice calls in our electronic patient record (WebV) to ensure that advice and support is clearly documented.
- Our team attends and supports local MARAC meetings, steering groups and Domestic Abuse Board attendance.
- Developed and established a robust Safeguarding Dashboard where we report and review all of our safeguarding, MCA and DoLS activity every month onto our safeguarding dashboard. This is analysed and shared internally with Divisions and relevant meetings.
- Use of the NLaG Hub and Facebook page to raise awareness of issues such as Modern Day Slavery, Domestic Abuse, Self-Neglect.
- Development and utilisation of technology to inform and identify any themes, patterns and trends which can be shared both internally and externally with our safeguarding partners.
- Attended Sub-group meetings for Exploitation and Neglect and included these in our level 3 adult safeguarding training.
- Developed a Safeguarding and Vulnerabilities Strategy.

- Developed a Carer’s Strategy.
- Contributed to National Audits in relation to Dementia and Learning Disability.
- Active members of the Channel Panel.
- 

Link to NLaG website: [Northern Lincolnshire and Goole NHS Foundation Trust \(nlg.nhs.uk\)](http://nlg.nhs.uk)

#### 4.7 Healthwatch

Healthwatch North East Lincolnshire (HWNEL) is the independent champion for those using Health & Social Care Services, ensuring that their views and experiences are heard by those who plan and deliver health and social care services, giving people a real say over how their local health and social care services are run. Healthwatch not only has the ability to influence how services are set up, commissioned and delivered, but it is also able to provide advice and information on health and social care services as well as signpost those wishing to make a complaint about their local NHS services. Under its statutory remit, Healthwatch enables people to monitor the standard of provision of local care services, and has a number of powers to enable it to fulfil this activity, including the ability to enter and view premises where care is delivered. HWNEL has a seat on the Safeguarding Adult Board. Our purpose on the SAB is to bring an objective perspective as an independent body from that of NELC or NELCCG and to put across the views of the public, whether that be concerns or to highlight good practice.

During the Covid-19 Pandemic safeguarding has remained a priority for HWNEL, especially for the isolated and vulnerable members of our community that have contacted us. All contact that HWNEL has made with members of the community were given the Single Point of Access (SPA) contact number in case they needed to raise a concern or had any issues accessing adult social care, especially during lockdowns or if they needed extra support during shielding.

During 2021/22 HWNEL has not had to raise any issues with regards to adult safeguarding or contact the Adult Safeguarding Team.

Link to NEL Healthwatch website: [Healthwatch \(healthwatchnortheastlincolnshire.co.uk\)](http://healthwatchnortheastlincolnshire.co.uk)

#### 4.8 Independent social work practice (Focus)

##### **Safeguarding Adults Team**

Throughout 2021/22 the Focus Safeguarding Adults Team (SAT) has been working with all partners to aim to maintain its statutory responsibilities and functionality throughout the Covid-19 pandemic and into recovery. Due to the agile way that Focus was operating prior to the pandemic, staff were able to maintain operational services well, and although direct contact with people who use services was limited, the SAT continued to respond to concerns consistently using the agile tools and resources that were available. As the restriction on movement subsided during 2021/22, face-to-face contact with individuals has been restored to pre-pandemic levels, except where there have been outbreaks and infection control measures have been in place.

The full impact of the pandemic has yet to be established, and it is not yet clear to what extent safeguarding concerns were under-reported or missed during the past two years.



## **Safeguarding Adults Practitioner Group**

The key role of the Safeguarding Adults Practitioner Group at Focus (SAT) is to provide the statutory response to allegations of abuse as defined by Section 42 of the Care Act 2014, in line with Chapter 14 of the accompanying Care and Support Guidance, on behalf of North East Lincolnshire Council (NELC). To do this, the SAT provide a duty and triage role to receive and risk assess concerns, and then take a lead role in making enquiries, or cause an enquiry to be made. The SAT has been established since 2010 and all the qualified professionals within the team also act as best interest assessors for the Mental Capacity Act/Deprivations of Liberty Safeguards (MCA/DoLS).

During 2021/2022, the SAT at Focus dealt with 841 concerns about individuals, and 430 (51%) of these were progressed as safeguarding enquiries. The reason that cases were not progressed to enquiries may be that other services/pathways were more appropriate, such as referral for assessment of need. The system established last year in separating the team into triage and enquiry functions has assisted with this process, and therefore the team intends to continue with these arrangements.

The SAT also received 42 concerns that related to 'whole' services, 13 of these progressed as safeguarding enquiries. Where there are concerns about 'whole' services, the SAT works closely with commissioners and regulators to ensure that any areas of poor practice are addressed appropriately. This might be to share information with commissioners and regulators to inform contract compliance, or regulatory activity, or to conduct joint enquiries.

The SAT triage function also reviews the lower level safeguarding monthly returns that are submitted by providers as part of their commitment to safeguarding reporting under local commissioning arrangements.

Whilst conducting safeguarding enquiries, the SAT practitioners aim to work with individuals to achieve their desired outcomes. During 2021/22, where individuals were able to express a desired outcome, this outcome was either fully, or partially achieved in 98% of concluded cases. The risk was removed, or reduced in 73% of **all** concluded cases. There were 23% of cases were ceased, or ended at the individual's request.

Focus has continued to support Police lead multi-agency meetings such as MARAC, MAPPA, MATAAC, and PITSTOP by screening agendas, sharing information, and attending meetings as required.

The Focus SAT continues to work closely with the NELC Designated Safeguarding Adults Manager (DASM) to fulfil the requirements of the local protocol in terms of dealing with concerns that involve people in positions of trust (PIPOTs). This is where concerns may have been raised about the practices of carers, registered professionals, or other individuals who may be employed in roles where levels of trust are intrinsic to the position held. The aim of the PIPOT protocol is to ensure that employers are made aware of any concerns, and the appropriate actions are taken to minimise future risks. These actions may range from employees being provided with additional training and support, to dismissal and referral to professional standards organisations, and the Police in some cases.

The SAT has also continued to support social work students and apprentices throughout 2021/22, and in order to further enhance this role, one of the Advanced Practitioners within the team has successfully achieved the Practice Educator PE2 Award.

## **MCA/DoLS Business Team**

The MCA/DoLS team within Focus provides the business support to the MCA/DoLS process throughout North East Lincolnshire. During 2021/22, 1207 Deprivation of Liberty Safeguards (DoLS) applications were made throughout the year. On receipt of each application, the MCA/DoLS team contacts the provider (the managing authority) and undertakes a comprehensive risk assessment (derived from the ADASS risk screening tool). The applications then go into a holding area, where they are allocated for assessment by priority/risk rating.

Due to ongoing resourcing issues for DoLS (this is a national issue arising from the 'Cheshire West' judgement in 2014), not all applications are allocated for assessment/authorised. At the end of 2021/2022, there were 349 active authorisations in place, with a further 317 applications awaiting allocation for assessment. These were risk rated as Renewals - 9, High - 10, Medium - 89, Low -209. For those cases awaiting allocation, the MCA/DoLS team receives changes/updates from the managing authorities, which they use to review the risk assessments accordingly.

The NEL DoLS structure is supported by qualified Best Interest Assessors (BIAs) across key agencies including Focus, Care Plus Group, Navigo and the CCG, and between them, these BIAs completed 578 assessments. There is a heavy reliance within the system for out of hours DoLS assessment activity, and this has been identified as a risk in terms of resourcing and capacity.

The MCA/DoLS team also have the oversight of the number of Court of Protection (CoP) authorised Deprivations of Liberty in non-standard settings (i.e. not care homes or hospitals). At the end of 2021/2022, there were 16 active authorisations in place, with a further 45 awaiting CoP decisions, and a further 155 cases awaiting allocation for submission of applications to the CoP.

## **Liberty Protection Safeguards**

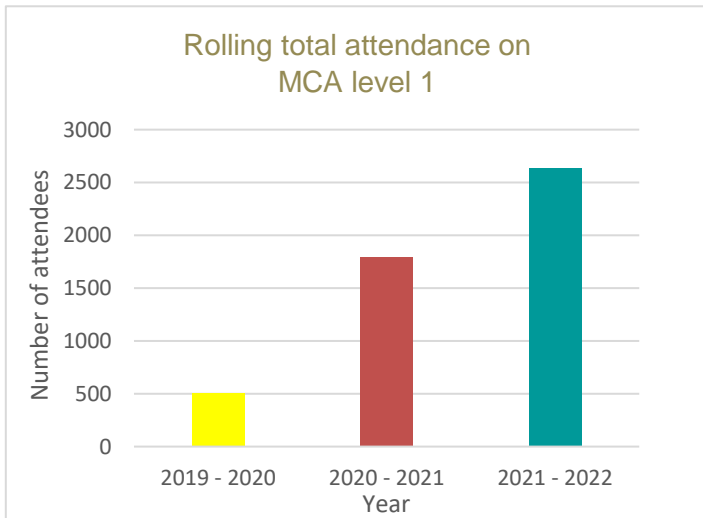
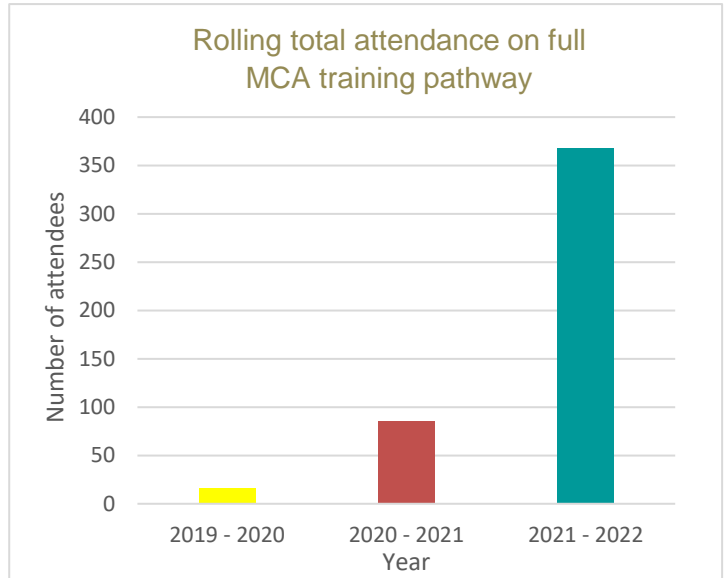
On 17<sup>th</sup> March 2022, the consultation began for the forthcoming Liberty Protection Safeguards (LPS). This new system will replace the existing DoLS and DoL processes. All health and social care partners across NEL have commenced planning for the implementation of the LPS, and a significant amount of work has been done to start reviewing local processes and identifying what needs to be done to prepare staff and systems for the new process. It is not yet known for certain when the new process will come into force.

## **Training**

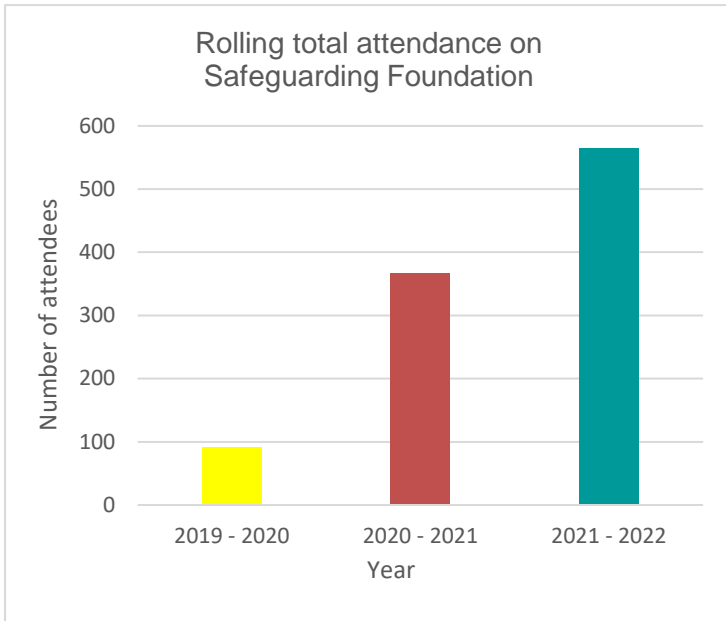
It has been another eventful year for the MCA & Safeguarding Adults training team here at Focus, much like it has been for the rest of health and social care in North East Lincolnshire! Despite the Covid pandemic continuing to place restrictions for most of the year in one way or another, training continued to be delivered in a virtual format ensuring that staff in North East Lincolnshire remained knowledgeable and skilled in the very important areas of the Mental Capacity Act (MCA) and Safeguarding Adults. Fortunately, restrictions eased bringing about the most exciting part of the year - February 2022, when the trainers began to return to face-to-face training delivery. Adding to that excitement was being able to deliver in the new training suite! This year also saw the development of the new Safeguarding Adults training pathway which is proving to be a well-received addition. By the end of March 2022, most of the training packages were being offered in either a face-to-face or virtual format, providing choice and ensuring the training was as accessible and effective as possible.

The total amount having completed the full MCA training pathway has more than tripled since last year, standing at an amazing 368. The pathway includes:

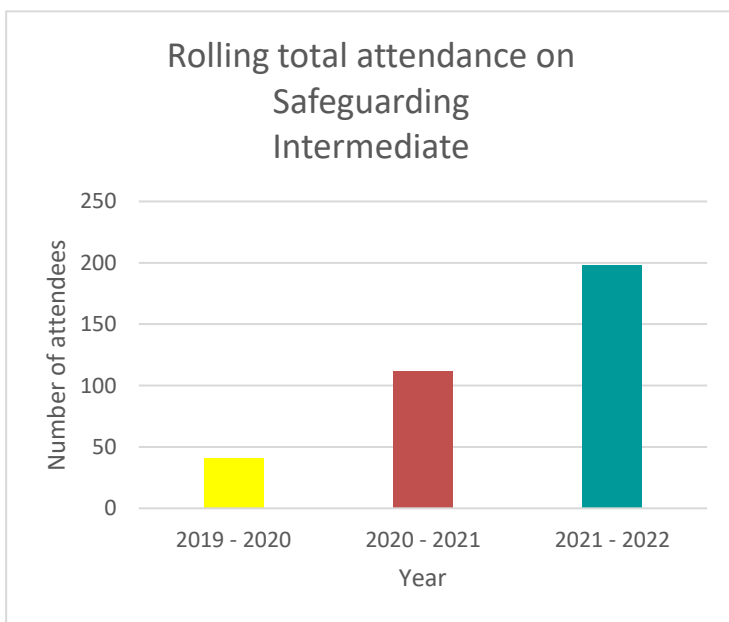
- MCA level 1
- Assessing Capacity and Best Interest Decision Making
- Deprivations of Liberty
- MCA level 2

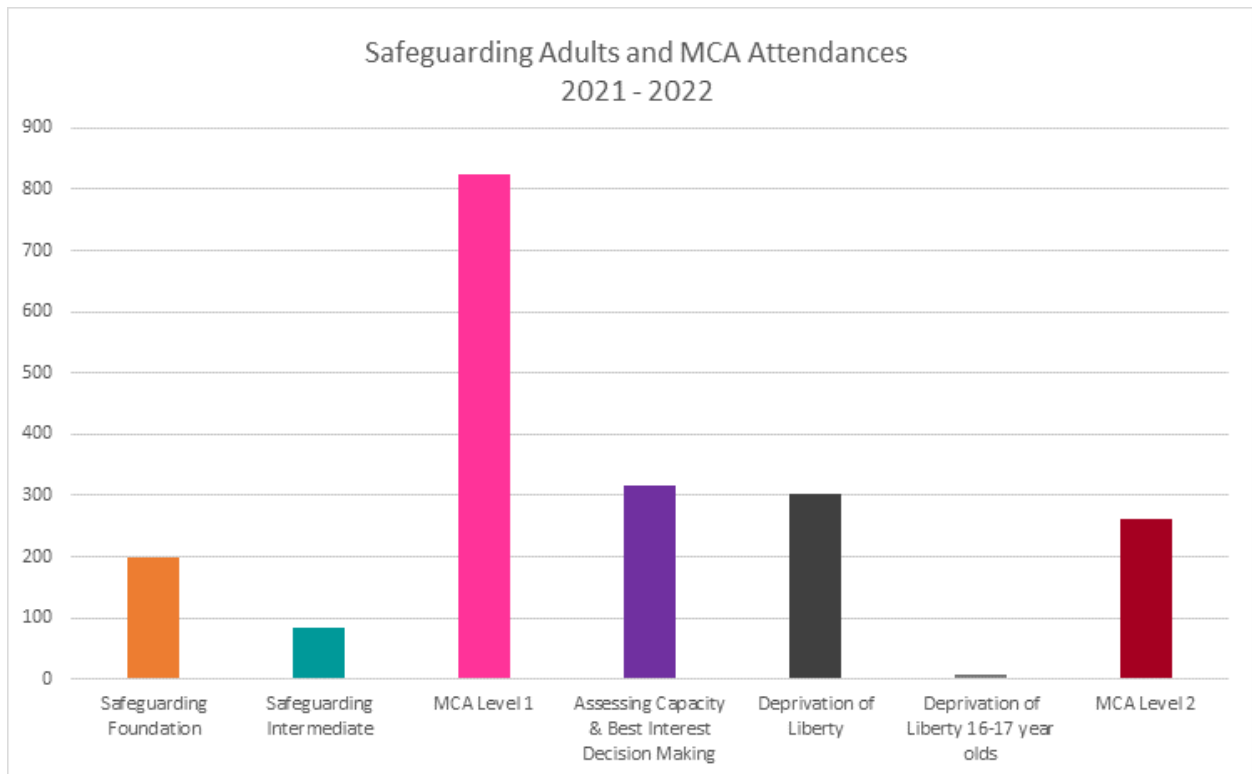


By 31<sup>st</sup> March 2022, a total of 2634 had attended MCA level 1 since its introduction in September 2019 – that's an incredible increase of 1331 in the last year!



Despite a disruption to the Safeguarding Adults training, numbers were still encouraging with 198 completing the Safeguarding Foundation session and 85 completing the Safeguarding Intermediate over the year.





Our trainers' creativity and passion for supporting the development of others continued throughout the year achieving the following:

- Development and release of the new Safeguarding Adults training pathway
- Continued creation and release of the MCA & Safeguarding Adults e-newsletter and MCA mini-series on YouTube
- Bespoke MCA sessions delivered to two local carer support groups

The next year is set to be another busy and exciting one for the MCA and Safeguarding Adults training team and we can't wait!

**Examples of feedback from training sessions:**

*"Your sessions were truly valued by the students and you are such a great, engaging presenter. The discussions that you sparked were sophisticated and informed." (Hull University)*

*"The training was informative and delivered in a time appropriate and interesting way. I particularly enjoyed participating within the "Break Out Groups" and valued the resulting feedback and discussion. This training has certainly made me think and re-evaluate."*

*"Whilst I am a qualified BIA, I found this training informative and it was good to get back to the core of the MCA. I wish this had been available when I was newly qualified!"*

*"I feel able to actively participate in the best interests and capacity assessment process now which I didn't before today's training."*

*"Due to the Covid-19 pandemic, it's just a shame that we can't do face to face training. However, both trainers appear experts in Zoom training and this did not compromise the delivery and information gathered during the course."*

*"One of the best recorded webinars undertaken over the Pandemic 'lockdown.'"*

*"The trainer was very knowledgeable and delivered the training well. Very good breakout sessions to get people talking. The trainer used humour to make the subject interesting and easy to follow. I enjoyed the session."*

*"The trainer went above & beyond with presentation by utilising note cards, videos & music that powerfully blended in with the theme. Best course & presentation ever, your intelligence & passion for MCA/BI definitely shone through. Keep it up."*

*"Great to be back in the room training and learning the knowledge."*

*"Interesting and very interactive - thoroughly enjoyed the session."*

Link to Focus website: [Focus – Focus Independent Adult Social Work \(focusadultsocialwork.co.uk\)](https://focusadultsocialwork.co.uk)

## 4.9 National Probation Service (NPS)

During the last year the delivery of Probation services has seen the most significant change since the Transforming Rehabilitation reforms were implemented in 2014. In June 2021, the unification of Probation services was achieved by bringing together all Community Rehabilitation Companies and the National Probation Service into a single organisation, the Probation Service, in order to position the agency effectively for the future. This has been critical to deliver probation reform through a comprehensive and ambitious Target Operating Model which will improve the services delivered to people on probation, victims and the communities we serve.

In Humberside, since June 2021, we have continued to be organised into two Probation Delivery Units (PDUs); Hull & East Riding led by Kate Munson OBE and North & North East Lincolnshire led by Nick Hamilton-Rudd. Both PDUs are responsible for the delivery of sentence management for people on

Probation and for our services to court. In doing so we are part of the Probation Service – Yorkshire and the Humber Region and work closely with our colleagues to deliver interventions and commissioned services across both Humberside PDUs.

In implementing the reforms to the probation system, it was necessary during 2021/22 to ensure that service delivery and the adaptations to processes and practice were stabilised. Additionally, the impact of the COVID pandemic presented a number of challenges to this whilst also providing opportunities for the Probation Service to work differently and innovatively to ensure a continued focus on safeguarding, public protection, the rehabilitation agenda and to support victims through MAPPA and the Victim Contact Scheme.

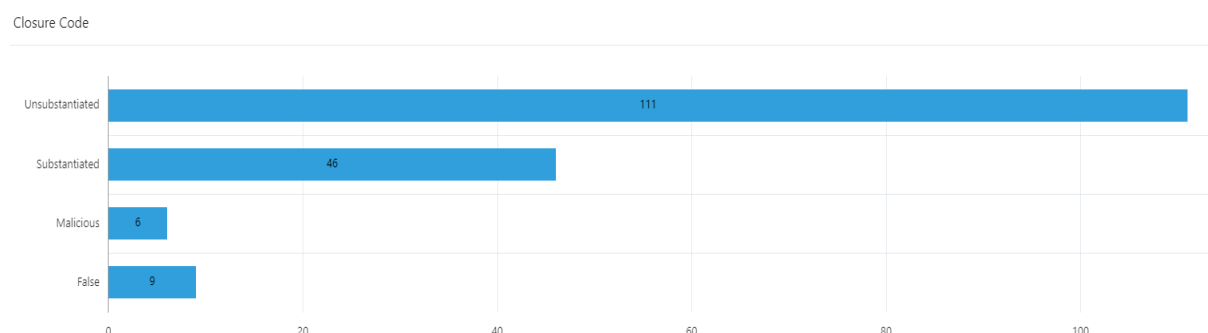
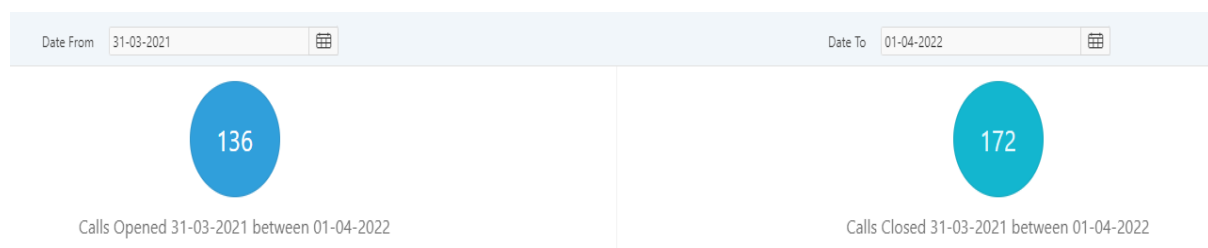
This focus has and continues to be central to probation practice and will continue to implement probation reform to an end state which realises a strengthened Probation Service. Through Probation Service Unification and the pandemic, our work to ensure the highest levels of public protection has been achieved because of strongly embedded partnership approaches with all responsible and duty to cooperate agencies.

Link to NPS: [Probation Service - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

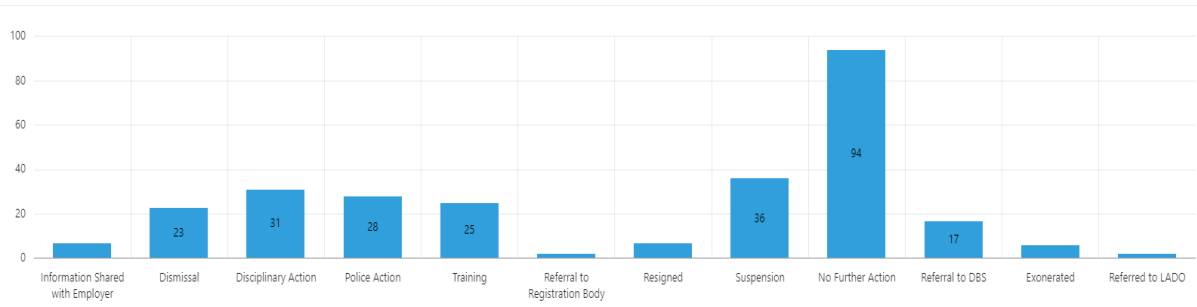
#### 4.10 Designated Adult Safeguarding Manager

The Persons in a Position of Trust Protocol produced by the SAB oversees allegations against those working with adults at risk, ensuring they are effectively conducted and managed. During the reporting period 136 concerns were raised.

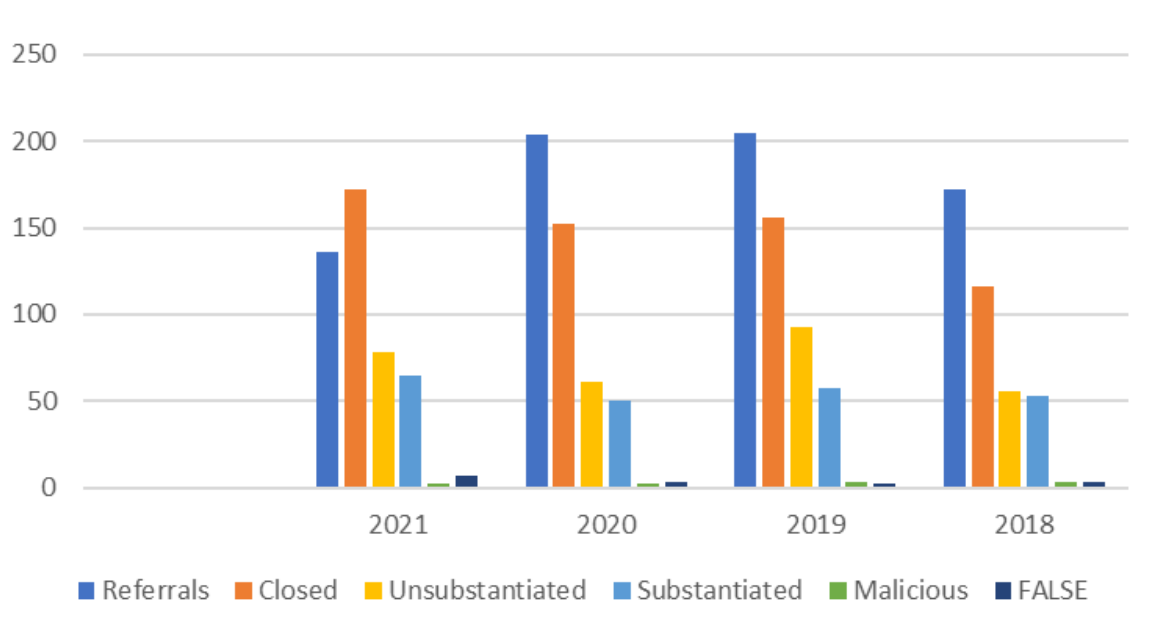
This was below the expected number of referrals during the reporting period which is believed to be due to the pandemic.



Closure Actions



	Referrals	Closed	Unsubstantiated	Substantiated	Malicious	FALSE
2021	136	172	78	65	2	7
2020	204	152	61	50	2	3
2019	205	156	93	57	3	2
2018	172	116	56	53	3	3





## 5. Work group activity

Data from across the safeguarding partnership continues to be gathered and analysed on a quarterly basis for reporting to the SAB by Focus.

*See appendix B for details of performance data*

### 5.1 Domestic abuse

Reducing rates of domestic abuse remains a high priority in NEL across the partnership.

Work to tackle the prevalence of domestic abuse across the borough is underpinned by the recently refreshed Domestic Abuse Strategy 2021-24, focussed on the themes of Prevent, Protect & Provide and Pursue, and associated Delivery Plan. Partnership activity is co-ordinated through the Domestic Abuse Strategy Delivery Group (DASDG), while strategic oversight is shared across the Tri-Board arrangements.

The Domestic Abuse Act 2021 introduced, amongst other measures, a new statutory duty requiring local authorities to provide support to victims of domestic abuse and their families in refuge and other safe accommodation.

This led to the development and publication of the Safer Accommodation Strategy, complementing the wider DA Strategy and completion of a Local Area Needs Assessment and Executive Summary with identification of DA commissioning priorities based on the key findings.

#### **Achievements in 2021/22:**

- Permanent post of Domestic Abuse Co-ordinator.
- Domestic Abuse Analyst and Communications, Marketing and Engagement Officer posts recruited to and funded for one year, helping deliver essential support to the DA programme.
- Continued delivery of refuge and outreach/floating support provision.
- Increased IDVA Provision for high-risk victims of domestic abuse from 2 FTE posts to a total of 5 FTE posts (this includes two posts funded on a temporary basis until Nov 2023), bringing provision closer in line with SafeLives recommended levels.
- Continued funding for a Complex Case Worker providing more intensive support for victims with multiple disadvantages.
- Multi-Agency Risk Assessment Conference (MARAC) arrangements continued to ensure all necessary safety measures around high-risk victims and their families were in place. 803 cases were heard at MARAC, a 4.42% increase from the previous year.
- The multi-agency tasking and co-ordinating (MATAC) system continued to address the offending behaviour of repeat/serial perpetrators of DA.
- Funding for Target Hardening secured on an ongoing basis allowing continued support to be available for domestic abuse victims needing improved/enhanced security carried out at their home address.
- Who's In Charge? Programme, supporting parents with a child/young person displaying abusive behaviour within the family home, established for a two-year period.

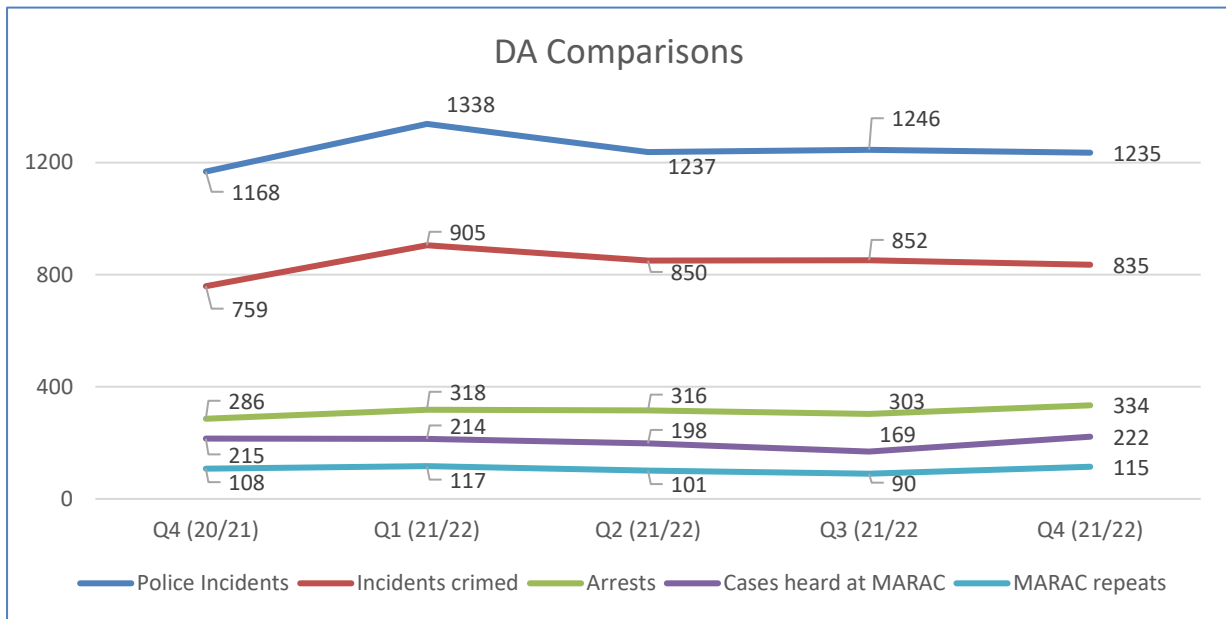
#### **Performance Data**

5,056 DA incidents occurred during 2021/22 with 3,442 being designated as crimes (68% of all incidents - an increase from 63.4% in 2020/21).

Reported incidents decreased by 5.6% (-299), though crimes against reported incidents increased by just under 1% (32) when compared to the previous year.

The recording of the prevalence of domestic abuse is not straightforward. Not all victims will report to or be identified by the police, and it is generally accepted that the number of DA incidents is under-reported as not all victims will report or be identified by the police.

It remains essential that effective strategies are in place and that service provision is enhanced to increase the impact and improve outcomes for victims of domestic abuse.



### Blue Door Case Studies

*A victim with a child received IDVA support, Target Hardening was arranged, the case went to MARAC and Early Help was involved. Both were referred to appropriate programmes, health & safety guidance (including for child contact) was delivered, and client self-referred to Open Minds. Several providers were involved and partnership working delivered a positive outcome.*

*A complex case worker supported an individual with an abusive partner (recently released from prison), housing options were explored, advice given on rent arrears and other general support. Relationship is ongoing due to anxiety of escalation when the planned court appearance takes place.*

## 5.2 Exploitation Sub-Group

Humberside Police chairs the Exploitation Sub-Group which was formed in 2020. The chair is Detective Superintendent Chris Calvert who is in charge of investigation/intelligence and Integrated Offender Management for Policing in North and North East Lincolnshire. The chair was formally the Modern Slavery lead for Humberside Police. The deputy chair is the Team Manager for child exploitation, missing and edge of care, Emily Scott.

The Exploitation Sub-Group is committed to a partnership approach to:

- Provide support and critical challenge to ensure the implementation and delivery of the Modern Day Slavery and Child Exploitation strategies.
- Scrutinise the data to oversee the effectiveness of agencies in response to property deprivation and homelessness and provide guidance and direction to those agencies as required.
- Develop and produce protocols and guidance to ensure practice improvement when dealing with victims of exploitation.
- Support campaigns to raise awareness of exploitation e.g. financial scams (OPCC), “What do you see?” (Humberside Police), cockle picking on Cleethorpes beach (GLAA).

The group meets bi-monthly ensuring learning and work force development in all agencies is consistent with policy and guidance.

Working in partnership the group develops training when required in response to changing trends or emerging issues around exploitation

To ensure this is maintained the group has annual reviews of quality assurance and training policies.

There is bi-monthly reporting to the SAB Executive of the agreed data set for scrutiny, identifying themes or trends to facilitate enquiry around exploitation.

The group maintains and monitors escalating areas of concern and reports back to the SAB Executive.

The identified areas of concern have centred around:

- Exploitation through Modern Slavery/human trafficking or through activities of organised criminality
- Exploitation through Fraud
- Vulnerable children being exploited as they become adults
- Radicalisation of vulnerable adults into violent extremism

#### ***Achievements during 2021/22***

*A new Transition Protocol has been adopted to enable a handover between children and adult safeguarding services when a child identified at risk of exploitation moves into adulthood. This success will ensure that children being managed away from exploitation of criminal groups will receive support as they become young adults.*

*The development of joint training between key agencies to assist in developing a greater understanding of the exploitation risk. This is ongoing between GRAFT, the Police and We Are With You, and will continue to develop over the next year.*

*Data has been identified as fundamental to understanding emerging and current risks. The group will continue to explore how we can improve on the excellent Single Point of Access (SPA) processes to enable better identification and earlier flagging.*

### 5.3 Neglect Sub-Group

The chair is the Home Options Manager at North East Lincolnshire Council who has the responsibility of commissioning housing related support services, managing the homelessness prevention service, housing register and housing related support services, along with developing and securing affordable housing to meet the needs of those living in the borough.

During the year the group explored a number of areas of concern:

#### **High Risk Panels and Operation Risk Management Meetings**

The group conducted an audit of the High Risk Panel (HRP) meetings aimed at managing the risk individuals with capacity posed to themselves and others through their unwise decision making or risk taking when there was a threat to life. This protocol ensures all avenues of support or intervention are exhausted to avoid loss of life.

They also considered the Operational Risk Management Meeting (ORMM) Protocol designed to capture those displaying similar behaviours but with no immediate threat to life.

The group found partners recognised the value that these protocols offered, and that the protocols were firmly embedded in practice. Most agencies have conducted meetings utilising the protocols and attendance from partner agencies is good. Most cases involve issues of hoarding (30%) and/or self-neglect (59%). Homelessness or a risk of homelessness (37%) was also an issue found in referrals.

The impact of the use of HRP/ORMM Protocols is varied, as would be expected due to the complexities of issues service users displayed in this cohort. There are examples of notable success such as the considerable contribution made to preventing the immediate loss of life of a young man in one case. However an example of those cases which could not prevent a tragic loss of life provided a realisation that despite services' best efforts some individuals' lifestyle choices would always ultimately pose a threat to life.

#### **Substance Misuse Services**

The group explored the currently commissioned and non-commissioned substance misuse services available in NEL. It promoted the availability of these services through the group.

#### **Assessment Protocol**

The group created an assessment protocol task and finish group to consider how a wider health and well-being approach could be used to assist those working with individuals displaying self-neglect behaviours. In order to ensure enforcement action (i.e. housing and environment enforcement) was a last resort, there was a need for separate pathways into service, one for self-neglect and one for hoarding. The pathways were developed, and work is ongoing to ensure there are co-ordinated assessments when several agencies are involved with those individuals with chaotic lifestyles.

#### **Hospital Discharge Process for the Homeless**

A task and finish group has been created to consider the hospital discharge process for the homeless. The group is currently updating the process to ensure referrals are made prior to discharge in order to ensure individuals are supported before they are in crisis. This work is ongoing.

## Ending Rough Sleeping Plan

The group was also involved with The Ending Rough Sleeping Plan aimed at prevention, intervention, and recovery. It strengthens the link with mental health support and introduced a substance misuse support worker into the homeless team. Rough sleeping has been impacted by Covid-19 and it is hoped that this plan will help to address this issue.

### ***Achievements during 2021/22***

- Raising awareness of substance misuse services available in NEL.
- Audit of the use of High-Risk Panels and Operational Risk Management Meetings to provide assurance to the SAB of their effectiveness.
- Improvement of the hospital discharge process to capture those homeless to encourage engagement with homeless services.
- Development of pathways for hoarding and self-neglect to ensure enforcement action is a last resort only after hoarding and self-neglect protocols are exhausted.
- Assisting in the development and implementation of The Ending Rough Sleeping Plan.

## 5.4 SAR, SILP and Good Practice Group

The Safeguarding Adult Referral/Significant Incident Learning Process and Good Practice (SAR/SILP & GP) group undertakes the statutory obligation of the SAB in reviewing cases which meet the threshold of a Safeguarding Adult Review (SAR).

The Care Act 2014 states that SABs must arrange a SAR when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked together more effectively to protect the adult.

Any agency can make a SAR referral and the SAR/SILP & GP group is convened to consider if the criteria is met. Should a case not meet the criteria to undertake a SAR but it is felt that the case warrants further scrutiny and there is potential learning to be sought, the group may choose to undertake a lower-level review. This allows a panel of multi-agency professionals to unpick a particular case and identify any particular areas of practice improvement and learning. This learning is then shared with partners and disseminated to frontline practitioners across NEL.

During 2021-22, the SAR/SILP & GP group received two referrals (SAR 01-21 AA and SAR 01-22 AA).

SAR 01-21 AA did not meet the criteria to undertake a SAR; however, due to the nature of the case, a lower-level review was undertaken.

SAR 01-22 AA did meet the SAR criteria and an independent author has been commissioned on behalf of the SAB to undertake this review.

One lower-level review was completed during 2021/22 (SAR 03-20 AC). As with a number of reviews undertaken by the SAR/SILP & GP group, the key areas of learning in this particular case included:

- Understanding and application of the MCA
- Documentation
- Legal literacy
- Professional curiosity
- Information sharing and communication
- Escalation

The learning from these reviews is shared across the SAB sub-groups including the Neglect Sub-group and the MCA Sub-group to influence and inform their workstreams. The learning is also shared across partner organisations to ensure it is captured within any in-house training, supervision and practice development processes. The 7-minute briefing which is developed following any review is also shared across all partner agencies for further dissemination. The Chair of the SAR/SILP & GP group also shares any completed cases with colleagues across the 6 ICS places for wider dissemination.

As some key learning points mirror those highlighted through Safeguarding Children Practice Reviews, Line of Sight reviews and Domestic Homicide Reviews, these have been highlighted to the Safeguarding Boards and Partnerships to try and address these practice challenges together.

The 7 minute briefings and completed reviews can be found at [SaferNEL | Adult Safeguarding review and audits - SaferNEL](#)

## 5.5 Provider Forum

As the Covid-19 pandemic prevented meetings face-to-face, no forum meetings were held in 2021/22 but regular newsletters were circulated to providers and posted on the SaferNEL website:

[SaferNEL | Safeguarding adults](#)

The forum continues to contribute to the development and implementation of the work of the SAB, and facilitates the dissemination of SAB protocols and guidance such as the Person in a Position of Trust (PiPoT) process, and provides updates on legislation such as the Mental Capacity Act (MCA), the Deprivation of Liberty Safeguards (DoLS) and the new Liberty Protection Safeguards (LPS). 7-minute briefings produced as an outcome from safeguarding adults reviews are also circulated to providers via the newsletters, as are training opportunities provided by Focus adult social care.

## 5.6 Mental Capacity Act (MCA) / Deprivation of Liberty Safeguards (DoLS) group

The MCA Group, as a subgroup of the SAB, is tasked with overseeing, co-ordinating, monitoring and driving forward the awareness, understanding and implementation of the Mental Capacity Act 2005 (MCA).

The core of the Group's activity is to enhance MCA practice, and in turn to improve the way in which individuals are supported. Such improvements are also intended to decrease the number of safeguarding concerns, reviews and other serious incidents with a flawed MCA element.

In respect of MCA practice, the Group's activities over the last year included:

- A refresh of the local MCA policy to ensure it remains reflective of law and best practice.
- Creation of practice guidance on responding to incapacitous refusals of care/treatment, designed to ensure that incapacitous individuals are properly helped, in their best interests.
- Delivery of a programme of MCA related events, including 'Faith and the MCA' and 'Learning Disability and the MCA', and an annual update event delivered by DAC Beachcroft Solicitors.
- Completion of an audit of mental capacity assessments across key partner organisations and the development of agreed actions to address identified deficits.
- Launch of an MCA training review across health and care, to facilitate understanding of the degree to which local MCA training supports implementation of the Liberty Protection Safeguards (LPS). Results are not yet available.

In addition to the above, the Group's focus has been on preparation for LPS, acting as a steering group for local implementation. Preparation was hampered by the ongoing absence of the Code of Practice and regulations intended to support implementation. Group members have trialled various LPS approaches/ways of working, based on a number of assumptions regarding what might be in the Code etc. The draft Code was finally received on 17<sup>th</sup> March 2022, and its contents indicate that not all local assumptions were correct. For example, a trial of the use of s4B (allowing urgent authorisation of deprivation of liberty) by Care Plus Group was paused when the proactive requirements of s4B did not appear in the Code in the way expected. The Code has created some confusion in a number of areas, making planning more challenging.

The draft Code and supporting documents are open for consultation until 7<sup>th</sup> July 2022. The Group is leading on creation of a place-based response to the consultation. A series of local virtual events is planned, focused on different aspects of the Code and aimed at relevant cohorts of professionals. A virtual event is also planned for attendance by those likely to be subject to the LPS and their representatives. Feedback from events will form part of the Group's response to the consultation on behalf of the SAB. The implications of LPS are significant across health and care, highlighting the importance of providing comprehensive contributions to the consultation. On conclusion of the consultation, the Department of Health and Social Care will provide an implementation date. The MCA Group will continue to act as a co-ordination point for local preparation.

## 5.7 Prevent/Channel

Prevent and Channel form part of the Government's CONTEST Strategy. It aims to safeguard and support those vulnerable to radicalisation in order to prevent them being drawn into terrorism. Prevent exists at the pre-criminal stage and uses early intervention to support individuals. The North East Lincolnshire Prevent, Protect & Prepare Strategy builds on our previous work of engaging with communities and local stakeholders, acknowledging that cohesive and empowered communities are better equipped to reject extremist ideologies.

A multi-agency Prevent & Protect Board co-ordinated by the local authority continues to oversee the delivery of the Prevent & Protect Strategy. Wider oversight and support continue to be provided by Humberside Police and wider counter terrorism advisors. An annual counter terrorism local profile (CTLP) provides an assessment of national, regional and local risk with any recommendations incorporated into the local delivery plan.

The local strategy focuses on the following objectives:

1. Governance and leadership
2. Raising awareness
3. Challenging the ideology
4. Supporting and protecting vulnerable individuals
5. Ensuring effective partnerships
6. To provide a joined-up approach
7. To enhance and support protective security

#### **What did we achieve from April 2021-March 2022**

- *Undertaken a Home Office Self-Assessment.*
- *Reviewed our Channel arrangements as part of the Home Office Annual Assurance process.*
- *Hosted our First Prevent Conference which included presentations from regional Prevent and Counter Terrorism representatives, Health colleagues and a National Intervention Provider.*
- *Undertaken a wide range of online communication campaigns have taken place, including our “Tom” campaign which focused on a young man who was being drawn into radicalisation and the impact he was having on those close to him.*
- *Continued to deliver a wide range of on-line training to agencies.*
- *Increased the number of Prevent champions who act as a point of contact and a conduit to share information within their organisation.*

#### **What Difference have we made?**

- *The Self-Assessment identified many areas of good practice which demonstrated that activity to tackle extremism in North East Lincolnshire was on par with several Prevent funded areas. Areas for improvement have been incorporated into the 2022/23 delivery plan.*
- *Channel continues to meet on a monthly basis to support vulnerable individuals.*
- *The Local Prevent Conference was attended by over 130 delegates and received positive feedback. The conference enabled wider awareness raising of the Prevent agenda and information around our local response.*
- *The “Tom” Campaign had a significant online reach with around 8,000 views per month and a campaign total of nearly 35,000 views.*
- *In total over 100 practitioners have received Prevent related training.*
- *There is now a total of 57 Prevent Champions across North East Lincolnshire.*

## **5.8 Modern Slavery**

The North East Lincolnshire Modern Slavery Partnership has been established to prevent and disrupt modern slavery and human trafficking, and engage with communities, other agencies and local businesses to raise awareness. Someone is in slavery if they are forced to work through mental or physical threat; owned or controlled by an 'employer' usually through mental or physical abuse or the



threat of abuse; dehumanised, treated as a commodity or bought and sold as ‘property’; or are physically constrained or have restrictions placed on his or her freedom.

The North East Lincolnshire Modern Slavery Partnership Strategy centres around Pursue, Prevent, Protect & Prepare and has the following focus:

- Governance and Leadership
- Community awareness raising and engagement
- Effective communications
- Training and development of our combined workforce
- Greater intelligence gathering to enable disruption and enforcement activity
- Strengthening safeguards and support

#### **What did we achieve from April 2021-March 2022**

- An Operational group was established to utilise local intelligence and provide appropriate and proportionate responses to modern slavery.
- Online communication campaigns were undertaken to raise awareness of child exploitation and county lines.
- Two events were held for our Modern Slavery Champions.
- An online resources document was launched enabling practitioners to access information.
- We also embedded the local National Referral Mechanism (NRM) process for young people.
- Training was undertaken with elected members.

#### **What Difference have we made?**

- The Operational Group took part in Operation Aidant which visited six businesses in the North East Lincolnshire area. This helped to raise awareness to businesses that local agencies will act upon intelligence and undertake enforcement activity where necessary.
- The online communications campaigns were received positively and enabled opportunities to answer questions from concerned residents. It had an online reach of over 180,000 with over 5,700 engagements.
- The Modern Slavery Champion events were received positively with a focus around child criminal exploitation and sexual exploitation.
- The online resources document has been distributed to a wider range of professionals and is now displayed in hospital wards.
- The local Child NRM Panel heard a number of cases and has made conclusive grounds decisions enabling swifter support for children.
- Elected members provided positive feedback and said the training had raised their awareness of Modern Slavery.

#### **Statistics**

- *From April 2021 – March 2022 there were 42 intelligence submissions for North East Lincolnshire*
- *From March 2021-February 2022 35 offences were recorded in North East Lincolnshire*
- *Criminal Exploitation remains the highest recorded offence accounting for 23 of the 35 offences recorded*
- *There was a total of 24 National Referral Mechanism (NRM) referrals between April 2021 and March 2022 (14 children and 10 adult)*

## 6. The year ahead

The strategic plan was refreshed following a workshop held on 21<sup>st</sup> September 2021.

This provides direction and co-ordinates the efforts of the SAB to ensure service delivery is safe and improves the quality of care and support for those of our community who most need them. Priorities have been identified from recent safeguarding adult reviews (SARs) and the themes and trends identified from the learning extracted from audits and reviews.

The three priority areas continue, namely:

- Neglect
- Domestic Abuse
- Exploitation

The three recurring common themes that underpin elements within all three priorities continue and addressing these will be central in the SAB's approach to those themed priorities.

They are:

- Lack of professional curiosity – the failure of professionals to identify safeguarding issues or challenge others.
- Considering the presence and impact of the 'toxic trio' of domestic abuse, mental ill-health, and substance abuse.
- Professional and public awareness and communication of safeguarding issues.

The SAB will be restructuring to increase its membership providing greater scrutiny and a stronger presence within adult services. An independent chair is currently being sought. The membership of work groups and their priorities will be revised.

We will continue to work closely with the NEL SCP and the CSP to embed the principle that "safeguarding is everyone's business".


Finally, and perhaps most importantly, we will continue to endeavour to reach out to all adults at risk of abuse or neglect and in doing so, take steps to ensure that their voices are heard, and they not only feel safe but are safe and able to access the right services at the right time to protect them and minimise and prevent harm.

We will do this by:

- Demonstrating and sharing our commitment to ensuring that '*safeguarding is everybody's business*' - with our internal and external partners and the wider community.
- Establishing a culture that recognises and does not tolerate abuse.
- Educating professionals and the public on how to spot the signs of abuse and to do something about it.
- Work in ways that enable adults at risk of abuse and neglect to make their own decisions and choices and encourage others to do the same.
- Ensure the voices of adults at risk of abuse or neglect, and their carers, are heard and acted upon.


- Strive to provide the victims of abuse or neglect with the outcomes they want, and those that are right for them as individuals.
- When abuse happens, provide support to those affected to:
  - stop the abuse occurring or continuing;
  - ensure that perpetrators are dealt with properly and swiftly;
  - ensure access to services is available for those most vulnerable at the time they are needed; and
  - share learning and solutions from all resolved issues far and wide so NEL can feel safe and be safe.

NELSAB Strategic Plan 2022-2025 November 2021



**North East Lincolnshire Safeguarding Adults Board**

*"All people in NEL feel safe and are safe"*



The SAB will co-ordinate and ensure effectiveness of safeguarding arrangements, providing direction and support

The SAB will seek assurance of safeguarding arrangements through scrutiny and professional challenge

The SAB will champion the ethos that 'safeguarding is everyone's business' ensuring the person is always at the centre of what we do, 'Making Safeguarding Personal'

The SAB has agreed three thematic priorities for the next three years; however, they have found common themes that underpin elements within all three priorities and addressing these will be central in our approach:

Lack of Professional Curiosity – the failure of professionals to identify safeguarding issues or challenge others

Considering the presence and impact of the 'toxic trio' of domestic abuse, mental ill-health and substance abuse

Professional and public awareness and communication of safeguarding issues

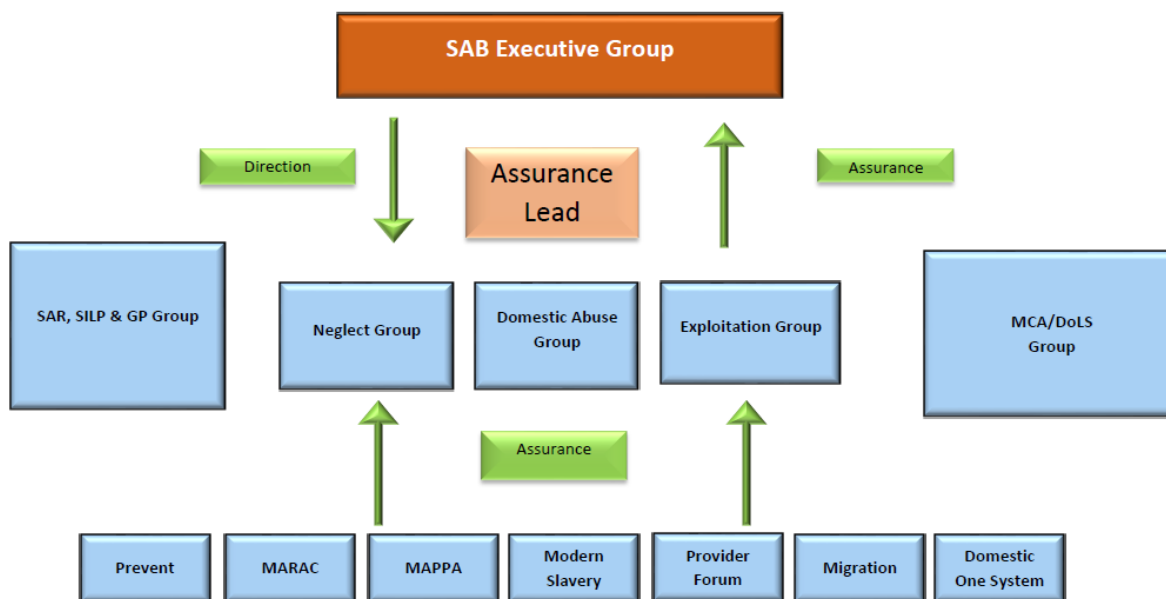
Neglect	Domestic Abuse	Exploitation
<p><b>We will:</b></p> <p>Embed the self-neglect protocol in practice, reviewing and developing it as required</p> <p>Raise awareness of the high-risk protocol and support the use of high-risk panels by agencies to ensure a multi-agency approach to this area of safeguarding</p> <p>Ensure effective collaboration between adult and children safeguarding services to ensure a whole family approach is taken</p> <p>Raise awareness of capacity in cases of self-neglect ensuring professionals are legally literate and fully conversant with the Mental Capacity Act</p>	<p><b>We will:</b></p> <p>Provide support and critical challenge to ensure the implementation and delivery of the 'One System Approach' to domestic abuse</p> <p>Scrutinise the data to oversee the effectiveness of agencies response to domestic abuse and provide direction and guidance</p> <p>Collaborate with the conduct of Domestic Homicide Reviews within the Safeguarding Adult Review process</p> <p>Ensure effective collaboration between adult and children safeguarding services to ensure a whole family approach is taken</p>	<p><b>We will:</b></p> <p>Provide support and critical challenge to ensure the implementation and delivery of the Modern Slavery and Children Criminal Exploitation Strategies</p> <p>Scrutinise the data to oversee the effectiveness of agencies' response to property deprivation and homelessness, and provide direction and guidance to those agencies as required</p> <p>Develop or produce protocols and guidance to ensure practice improvement when dealing with victims of exploitation</p> <p>Support campaigns to raise awareness of exploitation</p>

## 7. Appendices

### Appendix A – SAB structure and membership

SAB Structure 2020

#### NEL Safeguarding Adults Board



#### 2021-22 Executive membership:

**Jan HAXBY:** Board Chair and Director of Quality, North East Lincolnshire Clinical Commissioning Group (NELCCG)

**Bev COMPTON:** Director of Adult Social Services, North East Lincolnshire Council (NELC)

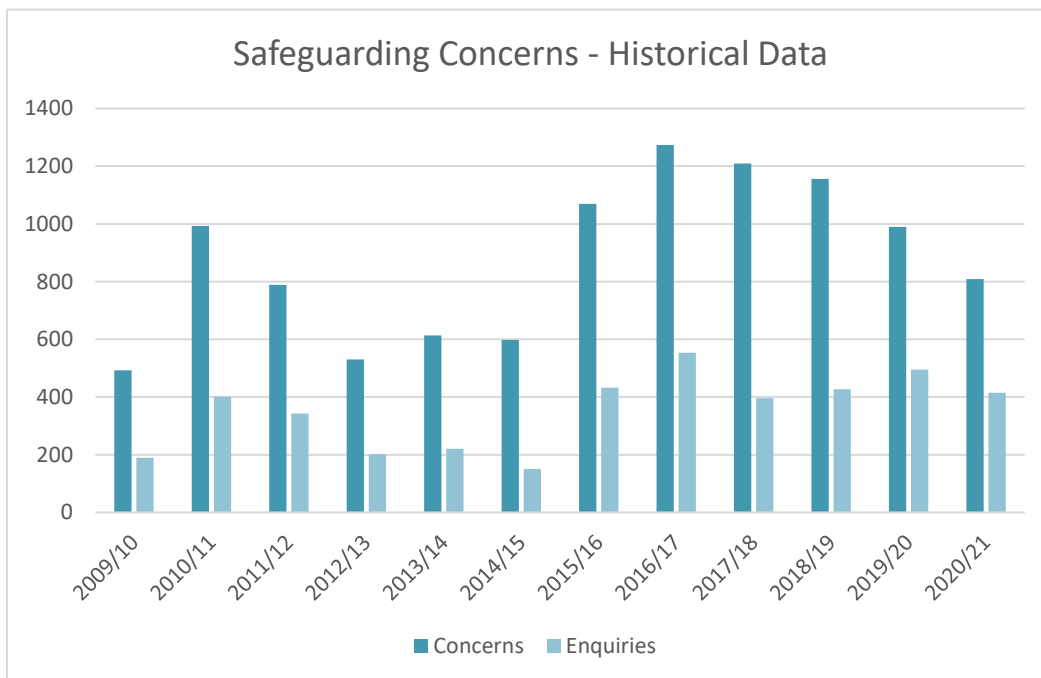
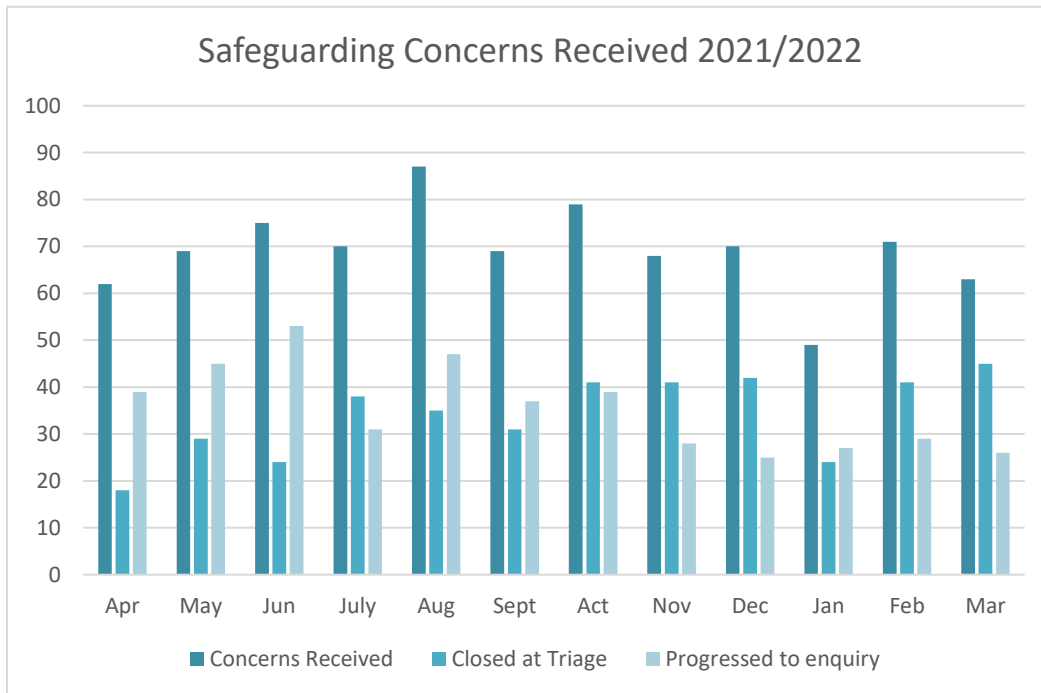
**Chief Superintendent Darren WILDBORE:** Divisional Commander, Humberside Police

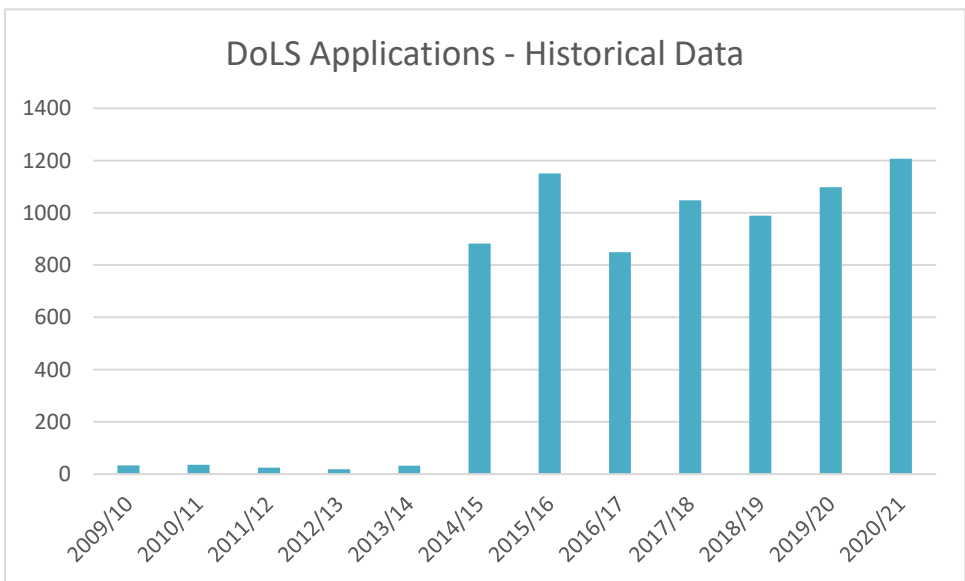
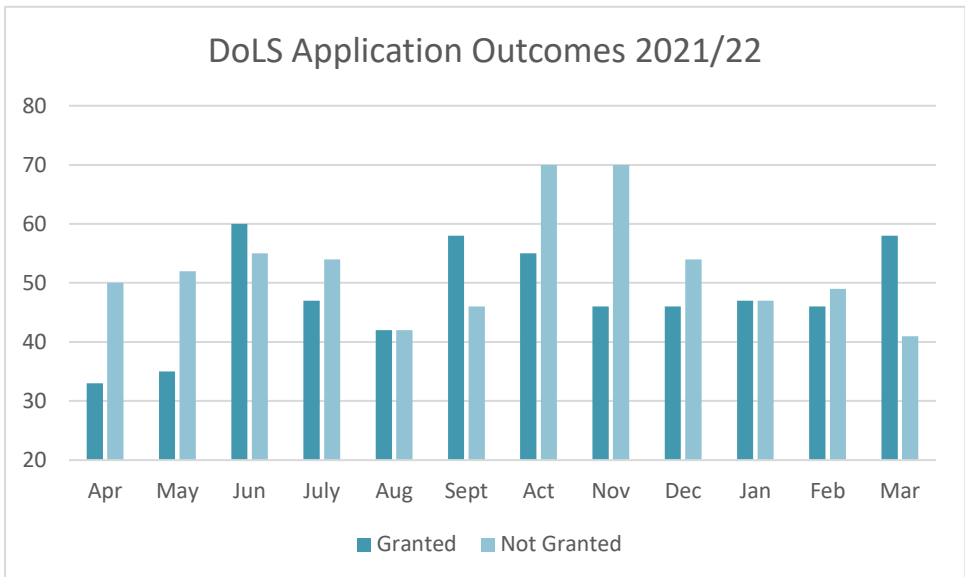
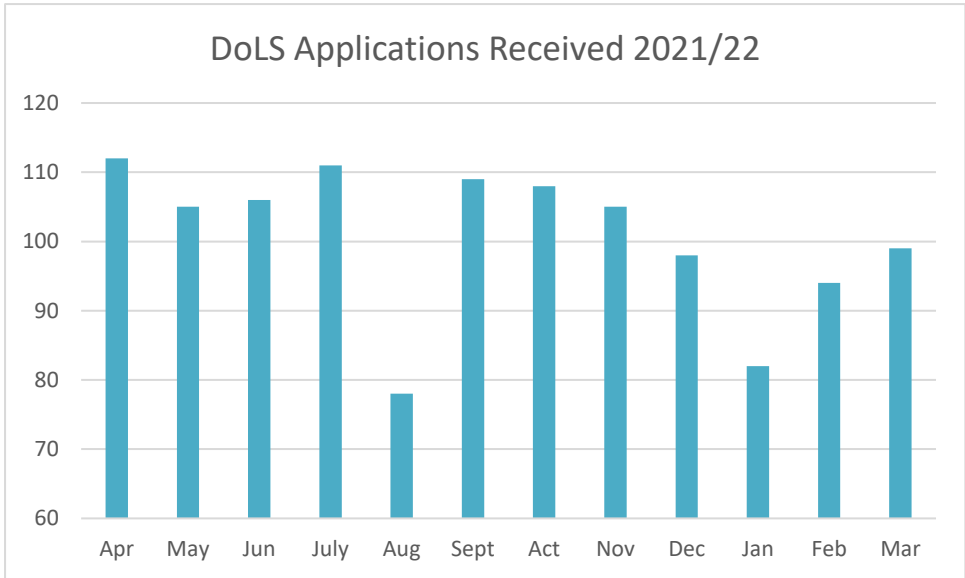
**Cllr Margaret CRACKNELL:** Portfolio Holder for Health, Wellbeing and Adult Social Care, NELC

**Joe WARNER:** Chief Executive, Focus Independent Social Work Practice

**Stewart WATSON:** NELSAB Business Manager, NELC

## Appendix B – performance data





## 8. Glossary of abbreviations

ADASS = Association of Directors of Adult Social Services  
BIA = best interest assessors  
CCE = child criminal exploitation  
CCG = Clinical Commissioning Group  
CQC = Care Quality Commission  
CSE = child sexual exploitation  
CSP = Community Safety Partnership  
DA = domestic abuse  
DASDG = Domestic Abuse Strategic Delivery Group  
DASM = Designated Adult Safeguarding Manager  
DASS = Director of Adult Social Services  
DAST – Domestic Abuse Safeguarding Team  
DHR = domestic homicide review  
DoL = deprivation of liberty  
DoLS = deprivation of liberty safeguards  
HWNEL = Health Watch North East Lincolnshire  
IDVA = independent domestic violence advocate  
IMCA = independent mental capacity advocate  
LeDeR = learning disability mortality review  
LPS = liberty protection safeguards  
MACE = multi-agency child exploitation  
MAPPAs = multi-agency public protection arrangements  
MARAC = multi-agency risk assessment conference  
MATAC = multi-agency tasking and co-ordination  
MCA = Mental Capacity Act  
MSP = making safeguarding personal  
NEL = North East Lincolnshire  
NELC = North East Lincolnshire Council  
NEL CCG = North East Lincolnshire Clinical Commissioning Group  
NELSAB = North East Lincolnshire Safeguarding Adults Board  
NLG = Northern Lincolnshire and Goole NHS Foundation Trust  
NPA = National Probation Service  
NRM = national referral mechanism  
NST = Navigo Safeguarding Team  
PiPoT = person in position of trust  
PVP = protecting vulnerable people  
SAB = Safeguarding Adults Board  
SAR = safeguarding adult review  
SAR, SLIP and GP group = Safeguarding Adult Referral, Significant Incident Learning Process and Good Practice Group  
SAT = Safeguarding Adults Team  
SCP = Safeguarding Children Partnership  
SGU – Safeguarding Governance Unit  
SOP = standard operating procedure  
SPA = Single Point of Access  
SPOC = Single Point of Contact  
VOB = Vulnerabilities Oversight Board