

SAFEGUARDING  
**Adults**

DONCASTER



# Doncaster Safeguarding Adults Annual Report 2017/18

Accountability  
Protection  
Empowerment  
Proportionality  
Partnership  
Prevention



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## Independent Chairs Foreword

I would like to thank you for taking interest in the Safeguarding Adults agenda. This report describes the second year since the Boards became a statutory entity under the Care Act 2014, also my second year as Independent Chair. We have largely met our objectives for this year and addressed one or two others as well! Again the Board invited an external review of our progress as a multi-agency partnership. The review confirmed positive progress but, of course, also identified some further areas for development.

2017 marked a period of continued change for both the Board and its partners. Greater stability within the partner organisations has led to progress that was not previously possible. The importance of establishing good interpersonal relationships, particularly trust, is too often overlooked both at the operational and strategic level.

My most enjoyable and memorable experience of the year was attending our annual conference. It was also where I experienced my own greatest learning for the year. I heard a vulnerable service user refer to an assault that they experienced. Their carer responded 'but that was a long time ago'. The service user's response was 'but it hurt me'. It brought home to me that relatively 'trivial' abuse or neglect can have a very long-term negative impact on an individual.

The Board has continued with its engagement agenda reaching out deep into the community to raise awareness of safeguarding adults. The Keeping Safe Forum has continued to grow in capacity and membership getting the message out in Doncaster. I note that this work is led by the third sector and I believe that this underpins the successes that we have had. We have also seen some important learning arising from the review of incidents. I note that this process is led by South Yorkshire Police, a contribution that I particularly value.

It has become clear that arrangements for the governance of safeguarding in Doncaster are over burdensome for partners and therefore not as effective as they should be. Therefore in the next year we will be working closely with the Doncaster Children's Safeguarding Board and Safer Stronger Doncaster Partnership to align our objectives, resources and systems. Our partners, councillors and wider communities all have a part to play in ensuring that people remain safe from abuse and neglect. After all **safeguarding is everyone's business**.



**Dr John Woodhouse (GMC 2959711)**  
**Independent Chair, Doncaster Safeguarding Adults Board**



# Membership

## of the board

Doncaster Metropolitan Borough Council



Doncaster Clinical Commissioning Group



South Yorkshire Police



St Leger Homes of Doncaster



Rotherham Doncaster and South Humber NHS Foundation Trust



Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust



NHS England



South Yorkshire Fire and Rescue



Doncaster Safeguarding Children's Board



Prison Services



Safer Stronger Doncaster Partnership



South Yorkshire Community Rehabilitation Service



Care Quality Commission (attends Board on annual basis by invitation)



Healthwatch Doncaster



SY National Probation Service



Yorkshire Ambulance Service represented by Doncaster Clinical Commissioning Group



Doncaster Keeping Safe Forum (attends Board on annual basis by invitation)



Department of Work & Pensions

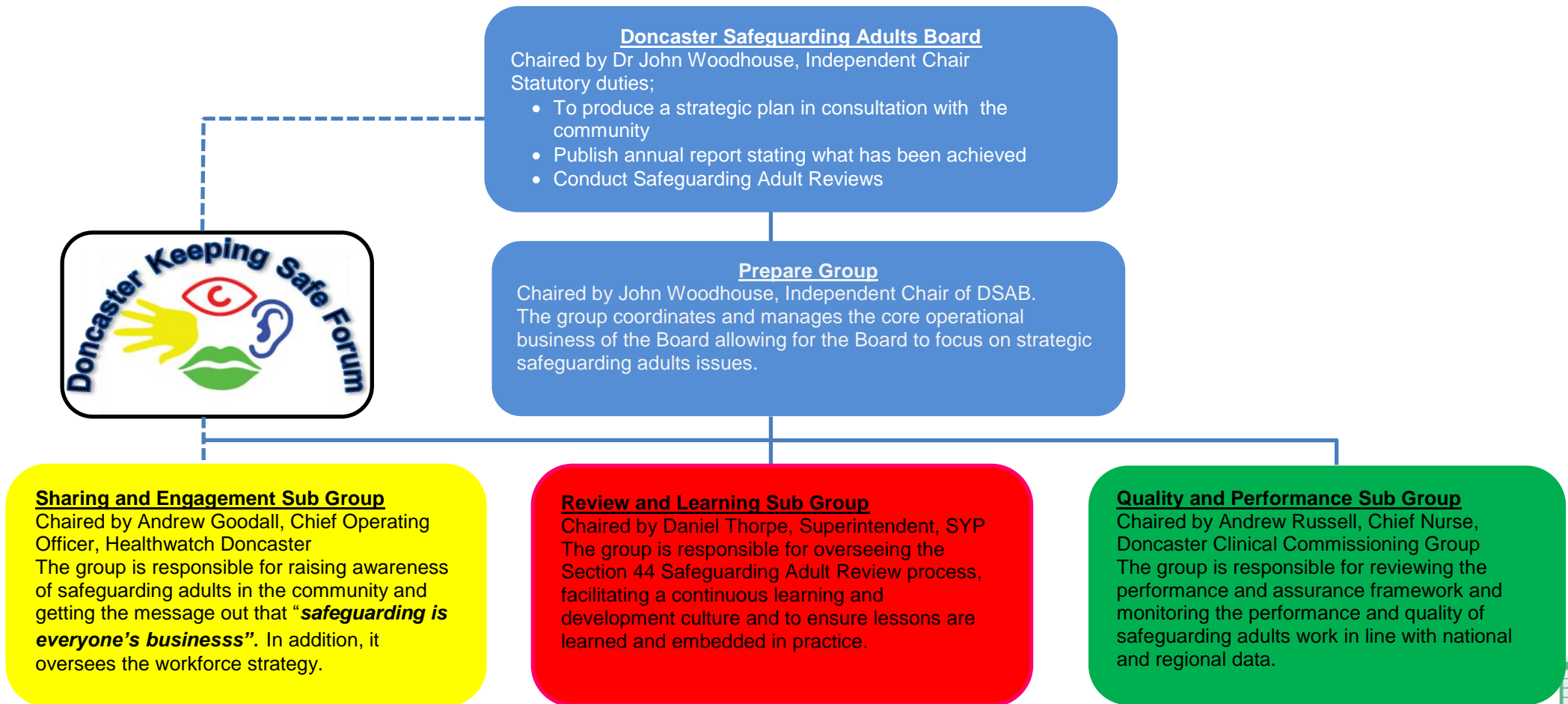


# Governance

2017/18

The Board has met on four occasions; overall there has been good multi-agency attendance. For transparency the Board's annual reports, safeguarding adults reviews and Board minutes are publically available and can be found at: [www.doncaster.gov.uk/safeguardingadults](http://www.doncaster.gov.uk/safeguardingadults)

## Doncaster Safeguarding Adults Board Structure



# DSAB Key

## Summary of achievements 2017/18

### Quality and Performance Sub Group

- The Quality and Performance sub group have met on a quarterly basis to receive, analyse and discuss multi-agency safeguarding adults' performance. The group have developed and endorsed an audit programme and have received regular audit reports throughout 2017/18. The latest audit focused on consideration of risk on exit of the safeguarding process.
- The sub group also developed and agreed a multi-agency Performance Framework which is focused on outcomes for adults at risk and themed around the 6 safeguarding principles. The Board have agreed this in principle subject to ongoing development. Ongoing presentations of the Performance Framework have provoked debate at Board level which has led to positive challenge and focused deep dives to assure the Board.

### Board/Prepare Group

- The DSAB joined forces with the DSCB to host a Safeguarding fortnight in Doncaster from 25th September to 6th October 2017.
- The DSAB have worked jointly throughout the year across the Children's, Adults and Community Safety agendas to provide ongoing training for joint areas of interest such as Financial Scams and Human Trafficking.
- The Board commissioned a desktop exercise to take place across the whole safeguarding system. Members from Safeguarding Children's and Adults Boards and the Community Safety Partnership attended a half day workshop on 12th March 2018 facilitated by Easingwold Emergency Planning College.
- The Joint Safeguarding Self-Assessment was repeated across the Safeguarding Children's and Adults Boards to seek assurance from partner agencies that safeguarding is at the heart of their services.
- As an outcome from a stocktake review undertaken in October 2017 by Dr Adi Cooper a revised action plan has been developed.

### Sharing and Engagement Sub Group

- Launched the Communication and Engagement Strategy across Doncaster
- Briefed elected members to raise awareness of safeguarding in the community
- Co-produced a new keeping safe leaflet and banner pens alongside the community
- Distributed the campaign to a variety of organisations in Doncaster
- Provided regular updates through social media (Twitter)
- Held a community-led Keeping Safe Event in 2017, raising awareness, sharing information and consulting with service users and members of the public
- Developed the Safeguarding Adults Multi-agency Workforce Strategy 2018-21. The strategy is underpinned by local joint core principles that span across Safeguarding Children's, Adults and Domestic Abuse competencies. This has now been launched and disseminated across the multi-agency partnership and is available on the Safeguarding Adults website.
- The Keeping Safe Forum continues to raise awareness and increase its membership. A wide range of agencies access the Forum to raise awareness of their service in relation to safeguarding adults. The Forum members took an active role in shaping the programme for the Keeping Safe Event and continue to get the message out in the community that **'Safeguarding is everyone's business.'** Healthwatch Doncaster has secured funding for the Forum for the next 3 years allowing for a longer-term action plan to be produced.

### Review and Learning Sub Group

- The Review and Learning sub group coordinated and oversaw all Safeguarding Adult Review activity during the year, ensuring a timely response to SAR requests and commissioning of authors to conduct the reviews. During 2017/18 1 SAR was completed and lessons were shared across the partnership and 1 new SAR request was received.
- The sub group commissioned a piece of research by Sheffield Hallam University to assure the Board that safeguarding is being made personal.
- A working group was established across the Local Authority, SYP and RDASH to look at what analysis takes place regarding low level concerns.

# Working Together to Safeguarding Adults and Children

The Board have worked in partnership with Doncaster Safeguarding Children's Board to develop a joint safeguarding self-assessment and challenge process that will audit the effectiveness of safeguarding arrangements across partnership agencies. This provides an arena where partners will be held to account and challenged to provide evidence to support the information they have provided within their self-assessment. Where gaps are identified agencies will be asked to submit action plans detailing how they are going to address.

The Board have also worked jointly with the Safeguarding Children's Board and the Community Safety Partnership Board to develop core competencies regarding safeguarding and domestic abuse. This will strengthen and support the safeguarding workforce providing clear direction on the competencies required to identify and respond to abuse and neglect.

In addition the three Boards have coordinated joint training for Modern Slavery and Human Trafficking in line with the requirements of the Care Act 2014 and Modern Slavery Act 2015. This training was delivered by South Yorkshire Police to a range of staff across the multi-agency partnerships detailing how to identify Modern Slavery and respond appropriately. This has proved to be in high demand and more training is scheduled for 2018-19. Moving forwards we will be aligning the DSAB with other Boards, reducing duplication in the system, increasing efficiency and providing opportunities to re-invest.

## Implementing Making Safeguarding Personal in Doncaster

The Boards continues to implement its Strategy to embed Making Safeguarding Personal and seek assurance that practice is outcome focused. The strategy identifies a 2 phase approach to implementing the required changes, which is a shift from process to outcomes for adults at risk. The strategy focused on a number of areas including;

- Supporting the required culture change of the workforce through training and communication plans
- Revising documentation, systems, policies and procedures to focus on outcomes for adults at risk
- Widening the DSAB Performance framework to focus on outcomes
- Preparing wider independent providers of health and social care to undertake S42 enquiries in line with Making Safeguarding Personal

Phase 1 of the strategy has focused on supporting statutory health and social care services, ensuring the adult at risk is asked what they want at the beginning of the safeguarding adult's process. Moving forward we will continue with Phase 2 of the strategy to ensure wider agencies are engaged and have the required skills to undertake Section 42 enquiries where appropriate.

The Board is now seeking assurance from agencies that Making Safeguarding Personal is being delivered in practice and making a difference to people's lives. A piece of research has been commissioned through Sheffield Hallam University to inform the Board.





# Implementing the Self-Neglect and Hoarding Policy in Doncaster

Self-neglect and / or hoarding is a worrying issue for all concerned, it can prove challenging to address as it is often combined with a lack of engagement and motivation from the individual which can increase risk to themselves and others. Causes are often grounded in, and influenced by, personal, social and cultural values and similarly people who are homeless have often been subjected to previous abuse and trauma, often have deep rooted mental health troubles, fragile self-esteem and self-worth combined with a distrust of services.

Doncaster Safeguarding Adults and Children's Boards, alongside Safer Stronger Doncaster Partnership, have worked in partnership to develop a policy and procedure to respond to cases of self-neglect and hoarding. The policy can be accessed via the Safeguarding Adults webpage: <http://www.doncaster.gov.uk/services/adult-social-care/safeguarding-adults-policy-and-procedures>

In order to support staff that may come across vulnerable adults who are self-neglecting, the DSAB have developed 3 training courses to increase skills and knowledge. These courses can be accessed using the following link: <https://doncaster.learningpool.com/login/index.php>



# Front Door

## Safeguarding Adults Hub

The Safeguarding Adults Hub was created in April 2016 and brings together a range of agencies such as Social Workers, NHS Nursing Staff and trained Community Care Officers that are fully trained and competent in assessing and responding to safeguarding concerns. In addition the Police are co-located within the same building providing a fully multi-agency safeguarding function.

The Safeguarding Adults Hub aims to embed the principles of Making Safeguarding Personal focusing on what the person wants at the beginning of the process and empowering adults at risk to achieve their outcomes.

During 2017/18 the Safeguarding Adults Hub received 2003 Safeguarding Concerns of which 877 (44%) progressed to a section 42 enquiry. 50% of enquires are concluded after an initial contact demonstrating a flexible and person centred response to the situation in line with the adults wishes. Leaving the more serious and complex safeguarding issues to be addressed through a thorough investigative enquiry process.

### Case Study

#### **Safeguarding concern**

Mr B is a 45 year old man with a learning disability who lives in a supported living placement. Mr B had recently inherited a substantial amount of money from his mother when a carer became concerned around a relatives sudden interest and potential abuse regarding finances.

#### **Immediate action to protect and prevent**

In response it was immediately arranged for Mr B's care provider to prevent the signing of any documents whilst a safeguarding enquiry was carried out. This involved gathering information about the extent of Mr B's learning disability and his mental capacity in relation to finances.

#### **Involving Mr B**

In order to make safeguarding personal for Mr B his Social Worker arranged for him to receive support from an independent advocate. This enabled Mr B to establish his own wishes and feelings as part of the safeguarding enquiry and empower him to make decisions on his behalf. Within a short period of time the Social Worker had acted to protect Mr B from potential harm, visited him in person to assess his mental capacity to make informed decisions, ascertain his outcomes and to recommend future safeguards and preventative measures such as yearly reviews by a Social Worker.

#### **Outcome**

Mr B reported that he felt safer as a result of the safeguarding enquiry. In addition he was supported to achieve his expressed outcomes by making the decision to use some of his money to purchase a caravan in Cleethorpes.



Proportionality is key when responding to safeguarding situations. The Hub identifies the most appropriate and proportionate response alongside the adult at risk or their representative often signposting to other services or processes where the adults outcomes will be better dealt with. The Hub empowers adults at risk to improve their lives as it puts service users and their families in the driving seat of the process and enables people to address concerns with the support of statutory services. It is a haven where people can access non-judgemental advice and support from professionals during some of the worst times of their lives, but in a proportionate way, at the service users pace.

Throughout 2017/18 the Safeguarding Adults Hub asked 84% of adults at risk what they wanted at the beginning of the safeguarding enquiry and in 95% of these cases the adult's outcomes were either fully or partially achieved.

### 84% Adults asked were what they want



### 95% Outcomes fully or partially met



### Moving forwards we will

- Continue to embed new practices and models of working within the Safeguarding Adults Hub including the Signs of Safety and Making Safeguarding Personal
- Embed the Self-Neglect and Hoarding Policy into practice and develop response and practice within localities.
- Continue to develop the processes to ensure that all safeguarding referrals receive a timely, proportionate and appropriate response.
- Work with partners to facilitate more S42 enquiries being undertaken by agencies themselves with oversight by the hub.
- Develop the role of the hub to be more enabling in terms of working with partners and individuals themselves.
- Embed safeguarding within the Community Led Support Model going forwards, working with communities and individuals in relation to safety and protection with a view to empowering people to protect themselves.
- Continue to implement recommendations from the peer review of Adult Safeguarding in Doncaster.

**Refer to back page for details of how to report a safeguarding adult concern**



# Raising Awareness

## Our Keeping Safe Campaign

The Share and Engage sub group have been working hard to refresh the Board's Communication and Engagement Strategy of which the Keeping Safe Campaign is a key part. In order to do this effectively consultations were carried out with staff and general public at the Keeping Safe Event held in November 2017, in addition a questionnaire was sent out to the public via St Leger Homes House Proud magazine.

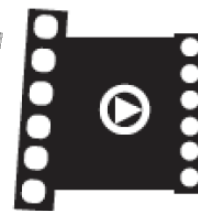
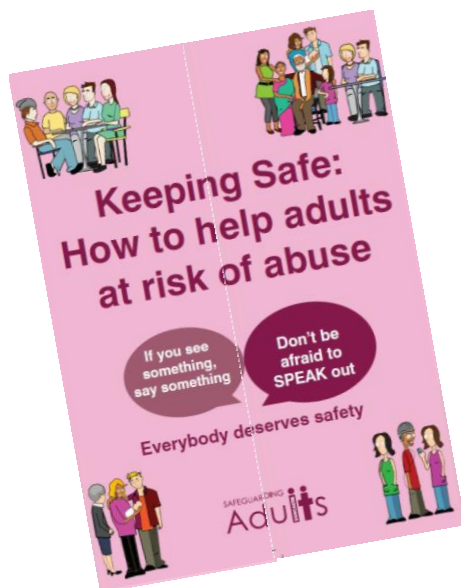
The consultations highlighted three themes;

- **Communication** – the need to reach the most vulnerable people not linked to existing services
- **Raising awareness and education** – the need to continue to deliver training around safeguarding adults and keeping safe across Doncaster, with a focus on educating young people
- **Empowerment** – supporting people to feel comfortable to report abuse through peer support, training and appropriate feedback

The key messages of the campaign are;

- Everyone has the right to be safe, to be respected, to be heard
- Everyone has a role to play to make this happen
- If you see something, say something (If you see, hear or suspect that someone is being abused, report it)

A number of methods have been used to support the campaign such as; consistent branding, marketing, press and public relations, social media, safeguarding film, leaflets, posters, banners, business cards and banner pens see below;



[www.doncaster.gov.uk/safeguardingfilm](http://www.doncaster.gov.uk/safeguardingfilm)

Moving forward the campaign action plan will be refreshed in line with the revised DSAB Communication and Engagement Strategy to ensure it continues to get the message out to the communities of Doncaster that safeguarding adults and **keeping safe is everyone's business.**



# Safeguarding Fortnight

## 25<sup>th</sup> September to 6<sup>th</sup> October 2017

Following a series of successful standalone safeguarding awareness events, the Doncaster Safeguarding Children's Board (DSCB) and Doncaster Safeguarding Adults Board (DSAB) partners joined forces to further increase their impact and empower staff.

The Safeguarding fortnight, designed to raise awareness of child and adult safeguarding, featured activities and training for professionals and members of the community across Doncaster.

Starting on the 25th September through to the 6th October 2017, the Boards worked together to raise awareness of safeguarding in the Doncaster area with a range of information sessions and workshops aimed at tackling issues such as Modern Day Slavery, Hate Crime, Prevention, Fire Safety and many more.

In addition a number of Information Stalls were available across a range of agencies such as St Leger Homes, RDASH, DBTH and Doncaster Children's Services Trust. DMBC also hosted stalls for members of the public and staff in the Civic Office.

Next year, we will be joining our South Yorkshire partners to host a regional safeguarding week across Children's and Adults Services.



# Keeping Safe Event 2017

We held our annual event at the Doncaster College Hub on December 1<sup>st</sup> 2017 where 120 people attended with a wider proportion of members of the public in attendance. The overall theme of the event was:

- How we have communicated with people in Doncaster so far and where improvements are needed?
- What needs to be done to promote Keeping Safe in Doncaster and how we can improve this?

In order to achieve this, we held a consultation activity among attendees at the event which focused on;

- Leaflets and posters
- Safeguarding Adults Website
- Advertising across Doncaster
- Working with Young People

The event also aimed to engage with young people in Doncaster. Members of the task and finish group organising the event held a number of sessions with different groups to gather the views of young people on adult safeguarding. These views were displayed at the event.

The event achieved its objectives and evaluated well with a wide range of agencies and members of the public attending. The results of the consultations from this event will be used to redesign campaign materials and to update our website so that we can provide accessible information to the community of Doncaster and engage effectively. This event was possible thanks to the efforts of all our partners and members of staff. We would like to thank everyone for their contributions to making the 2017 Keeping Safe Event a success.



# Safeguarding Adults

## Peer Review

The Board undertook a stocktake of its progress against the peer review recommendations to ensure the actions were having the desired impact. Dr Adi Cooper, an leading expert in the field of Social Care was commissioned to undertake the review and visited Doncaster on 20<sup>th</sup> October 2017.

The objectives were to review:

- How the Peer Review action plan is progressing and what impact it is having
- How the Council's Adult Social Care services are meeting their safeguarding responsibilities and following MSP principles as outlined by the Care Act 2014
- Whether the Safeguarding Adults Hub is functioning efficiently and make suggestions for future service models
- Whether the Board has good working relationships and is effective
- Whether the Board and its partners are effectively engaging with the criminal justice system, particularly Prisons.

Outcome of the review

- There continues to be progress against the Safeguarding Adults Peer Challenge Report, and progress on implementing the recommendations
- Services are generally meeting their safeguarding responsibilities and following MSP principles as outlined by the Care Act 2014
- The DSAB members have good working relationships and the Board is increasingly able to plan and deliver against the strategic objectives.
- Engagement with the criminal justice system, particularly Prisons is improving.

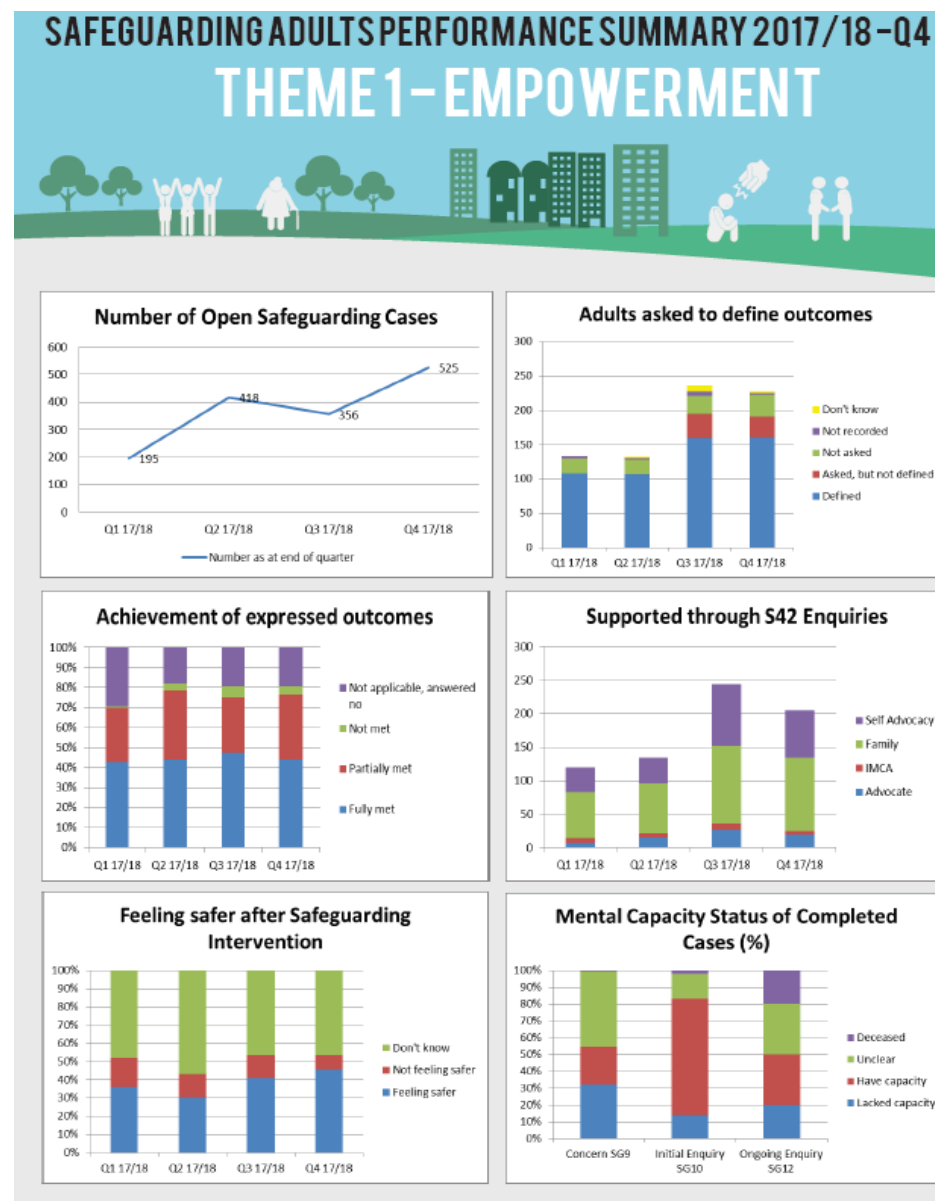


# Monitoring Outcomes for Adults at Risk

The Quality and Performance sub group have continued to develop a framework modelled around Outcomes Based Accountability (OBA). This process is designed to bring people together to share the responsibility for improving people's lives across the partnership.

The Framework will be used to continually improve the services that multi-agency partners deliver and to facilitate and provoke challenge and debate at both an operational and strategic level. The "Information Journey" as well as the governance and escalation routes are clearly laid out to show how performance data is fed through from the appropriate systems via the relevant sub groups for regular analysis and challenge by service experts, sub group and Board members. This, in turn, will allow issues as well as good practice to be highlighted and reported back to relevant managers and staff.

This revised Performance Framework includes a summary of info graphics made up of multi-agency performance indicators. The Board receives this performance information on a quarterly basis along with a supporting narrative of analysis. The dashboard has been positively received by the members of the Board as a clear and accessible method of receiving performance data and has provoked much challenge and debate, identifying areas for further exploration and investigation. The Performance Summary Dashboard will continue to be refined throughout 2018/19 in line with the Boards steer.





# Continuous Learning and Improvement

Section 44 of the Care Act 2014 places a duty on Safeguarding Adults Boards to arrange a Safeguarding Adults Review (SAR), in cases where an adult has died or experienced significant harm or neglect, and/ or where the Board feel there are multi-agency lessons to be learned.

On conclusion of the SAR, an action plan will be drawn up to ensure the recommendations of the findings are implemented. In addition a summary of each SAR is published as a Shared Learning Brief which will be available on the DSAB webpage and shared across the multi-agency partnership.

## **The purpose of the SAR is to:**

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

During 2017/18 there have been three SARs at different stages of conclusion.

## **Safeguarding Adult Review**

The Board received a SAR request following a safeguarding incident involving 2 carers who were attending to and hoisting a service user when the hoist collapsed. The service user later died.

The Section 42 safeguarding enquiry and associated recommendations addressed the immediate solutions to the findings of the investigation; however it was acknowledged that there was potential further multi-agency learning in relation to the governance of safeguarding systems through the commissioning process in relation to Care Homes.

In response the Safeguarding Adults Board commissioned a SAR through an Internal Audit in order to evaluate the governance arrangements in respect of the adequacy of the contract management arrangements covering the provision of equipment and effective training for Care Home staff.

## **Shared Learning themes**

- Responsibility regarding moving and handling plans
- Clarity of roles of Moving and Handling Officers
- Contract monitoring activities to have more focus around moving and handling plans, equipment testing certificates, training evidence and risk assessment procedures.

The learning has been shared across the Doncaster Multi-agency partnership and is available for download at;

<http://www.doncaster.gov.uk/services/adult-social-care/safeguarding-adults-reviews>

# Our Priorities for 2018/19

## Moving forwards

Moving forward during the next twelve months, the Prepare group will continue to develop its agenda to ensure sub groups are held to account for delivering the strategic objectives, core business and risks of the Board are managed as appropriate.

Good progress has been made during 2017/18 against the Boards Strategic Plan demonstrating the commitment of partnership agencies during times of significant change in the architecture across public, independent and voluntary sector organisations.

The Board held its annual away day in February 2018 to reflect and refresh its focus on a long term direction for the Board in line with the requirements of the Care Act 2014. In addition the findings from the 2017 Keeping Safe Event and a local community consultation facilitated by Healthwatch were fed in to ensure priorities were in line with community expectations. The day resulted in a refreshed strategic plan with the following themes:



### 1.SHARING AND ENGAGING

“Sharing information and engaging with the people of Doncaster”

### 2.HELPING, EMPOWERING AND SUPPORTING

“Provide quality safeguarding services when abuse or neglect is identified and putting adults at risk at the centre of what we do”

### 3.PREVENTION

“Ensure agencies are working together to prevent abuse or neglect and take appropriate action when needed”

### 4.PREPARE

“Ensure the Board is fit for purpose through transformation and to ensure an effective response to safeguarding trends.”

The Strategic Plan 2016-19 is available on the DSAB webpage [www.doncaster.gov.uk/safeguardingadults](http://www.doncaster.gov.uk/safeguardingadults)



# Doncaster Keeping Safe Forum

The Doncaster Keeping Safe Forum have continued to support the Doncaster Safeguarding Adults Board by providing information on the experiences of the local community in Doncaster in relation to safeguarding adults at risk. Healthwatch Doncaster have mainstreamed support for the Keeping Safe Forum as part of its core work. The Forum planned and helped to deliver the annual Keeping Safe Event in Doncaster which was designed to enable the community to hear key messages and advice on Keeping Safe in Doncaster. This year the event focused on Hate Crime and Scam Awareness providing attendees with resources and information to help them stay safe.



## Working with other organisations

The Forum has worked with:

- The Doncaster Safeguarding Adults Board to enable information to be shared with members of the community about all types of abuse with information on how and where to report concerns.
- Officers from South Yorkshire Police and South Yorkshire Fire and Rescue Service provided information on key messages around Keeping Safe in Doncaster, examples have included information on scam awareness and fire safety in relation to hoarding and self-neglect.
- Partners in the Public Health team, shared messages and information on public health campaigns with members of the community, one example is the Winter Friends campaign designed to inform members of the community on how to stay safe during the winter months, providing information and resources to help the most vulnerable in the community

## Working in the community

The Forum have promoted Keeping Safe in the local community through events, meetings and social media.

Members of the local community have promoted the Keeping Safe information and taken out leaflets and information about the campaign.

The Forum has shared information about local campaigns and new initiatives.

One example is the launch of the Doncaster Safeguarding Adults Board Multi-agency Self Neglect and Hoarding Policy, with members of the Forum having a presentation at a recent meeting to enable them to understand how to spot issues and where to go to raise concerns.

The Keeping Safe Forum has an active social media presence with a Twitter feed with over 864 followers. Through this account we can share information and advice on Keeping Safe in Doncaster.



# Reports from Safeguarding

## Adult Board Partners

### Doncaster Council

Doncaster Metropolitan Borough Council has the lead responsibility for co-ordinating safeguarding adults as outlined under the Care Act 2014. During 2017/18 we have led on this through continued resourcing and development of the Safeguarding Adults Hub, a specialist team trained to receive and respond to safeguarding adults concerns.

The focus of Adult Social Care is changing and transformation in Doncaster is now well underway. The introduction of Community Led Support Hubs will support communities to use a strengths based approach, empowering people to keep themselves and others safe within their communities, identifying abuse and responding appropriately to ensure safeguarding is everyone's business.

Newly commissioned services such as the Complex Lives Team have been created to respond to the most vulnerable within our communities, linking up and working jointly with our partners to provide person-centred interventions for those most in need. In addition the following services have continued to provide early intervention services aimed to prevent safeguarding issues;

- Safer Communities - tackling anti-social behaviour and lower level community safety issues within neighbourhoods.
- Well-being, Early Intervention and Prevention - a community and family approach to supporting people to live in their own homes and be supported within the community.
- Stronger Families – an approach offering support to the whole family to make their own decisions wherever possible.

As a local authority Doncaster Council commission and provide care for vulnerable adults across Doncaster and are accountable for the quality of these services. Robust governance arrangements are in place to commission and monitor contracts to ensure high quality services are delivered and people are kept safe. Fortnightly multi-agency meetings are held to focus on providers of commissioned care and to target support early to prevent safeguarding issues.

### Plans for 2018/19

Going forwards we will continue to embed new ways of working including multi-agency responses to self-neglect and hoarding cases and the introduction of the Signs of Safety practice model. We will continue to make safeguarding everyone's business through enabling and supporting more services to undertake safeguarding enquiries under the Care Act 2014 ensuring safeguarding referrals receive a timely, proportionate and appropriate response that is focused on achieving outcomes for the adult at risk.

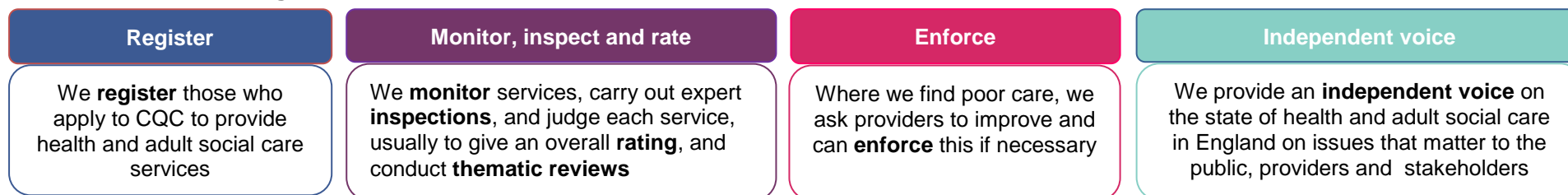


## Care Quality Commission (CQC)

### Our purpose and role

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. People have a right to expect safe, good care from their health and social care services.

### Our current model of regulation



### Our ambition for the next five years:

A more targeted, responsive and collaborative approach to regulation, so more people get high-quality care.

- CQC has completed all baseline inspections of NHS hospitals, general practices and adult social care providers
- We will have a risk-based approach to inspection in the future – more frequent inspections for providers rated as ‘inadequate’ or ‘requires improvement’, and a more hands-off approach to providers rated ‘good’ or ‘outstanding’. As 82 per cent of providers have been rated good or outstanding (as at quarter one, 2017/18) this could significantly change the way that CQC approaches inspection.
- Between 2016/17 and quarter one 2017/18, most providers previously rated as requiring improvement or inadequate improved their rating on re-inspection (particularly hospitals and general practices).

### Our role and responsibilities are:

To monitor, inspect and regulate services to make sure they meet the fundamental standards of quality and safety. For safeguarding, we will do this by:

- Checking that care providers have effective systems and processes to help keep children and adults safe from abuse and neglect.
- Using Intelligent Monitoring of information we receive about safeguarding (intelligence, information and indicators) to assess risks to adults and children using services and to make sure the right people act at the right time to help keep them safe.
- Intelligent monitoring is how we describe the processes we use to gather and analyse information about services. This information helps us to decide when, where and what to inspect. By gathering and using the right information, we can make better use of our resources by targeting activity where it is most needed.
- We have always used the important information in statutory notifications in this way, alongside other information about safeguarding and information provided by others such as people who use services, their families and the public.



- Acting promptly on safeguarding issues we discover during inspections, raising them with the provider and, if necessary, making safeguarding referrals to the local authority and the police where appropriate.
- Holding providers to account by taking regulatory and enforcement action to ensure that they rectify any shortfalls in their arrangements to safeguard children and adults and that they maintain improvements.

### **Working with others**

- CQC receives information about safeguarding in the form of concerns or alerts. Concerns are when the local authority is already aware of the incident; alerts are when we are the first organisation to be told and we make a direct referral to the local authority or police where needed.
- We may also make a referral when the provider or manager is implicated; has failed to make a referral or where we have no confidence the provider will respond to the incident appropriately

### **Action on identifying abuse**

- CQC receive information that may relate to safeguarding from various sources, both professionals and the public.
- All concerns are relayed through our National Customer Service Centre (NCSC) and our team use a decision making tool to identify whether this is information already known to a local authority or not, and if not we ensure a safeguarding referral is made. These referrals are made within 24 hours by NCSC.
- We inform the provider / manager of the service unless they are directly implicated
- When we are told about abuse or neglect we seek assurance from the registered provider that appropriate action has been taken to protect the individual/s from harm and that others are not at risk
- All information relating to safeguarding concerns or alerts involving regulated services are sent directly to the appropriate relationship holder in an inspection team.
- We would expect to see that providers are aware of their local safeguarding contacts and that they are adhering to agreed information sharing around safeguarding.
- We attend safeguarding meetings where we are considering regulatory action or have a contribution to make. CQC would not expect to be invited to every meeting, however we would expect both the provider and the local authority to make us aware of lines of investigation, provide meeting minutes, action plans and safeguarding outcomes.
- We have no decision making role in relation to Local Safeguarding Adults Boards and are not full members, this ensures we maintain our impartiality as a regulator. We provide reports and information to Local Safeguarding Adults Boards on request and undertake to attend once per year.
- For services delivered to children and young people we work with other inspectorates (Ofsted, HMI Probation, HMI Constabulary, HMI Prisons) to review how health, education, police, and probation services work in partnership to help and protect them.
- Working with local partners to share information about safeguarding.



### **Improving response to safeguarding through regulation - Regulation 13 - Safeguarding service users from abuse and improper treatment**

We are clear that our role is to regulate and we want to work in partnership at a national and local level to achieve good outcomes for people receiving a health or social care service. The intention of this regulation is to safeguard people who use services from suffering any form of abuse or improper treatment while receiving care and treatment. Improper treatment includes discrimination or unlawful restraint, which includes inappropriate deprivation of liberty under the terms of the Mental Capacity Act 2005.

To meet the requirements of this regulation, providers must have a zero tolerance approach to abuse, unlawful discrimination and restraint. This includes: neglect, subjecting people to degrading treatment, unnecessary or disproportionate restraint and deprivation of liberty.

- Providers must have robust procedures and processes to prevent people using the service from being abused by staff or other people they may have contact with when using the service, including visitors.
- Abuse and improper treatment includes care or treatment that is degrading for people and care or treatment that significantly disregards their needs or that involves inappropriate recourse to restraint. For these purposes, 'restraint' includes the use or threat of force, and physical, chemical or mechanical methods of restricting liberty to overcome a person's resistance to the treatment in question.
- Where any form of abuse is suspected, occurs, is discovered, or reported by a third party, the provider must take appropriate action without delay. The action they must take includes cooperation with any investigation and/or referral to an appropriate body. This applies whether the third party reporting an occurrence is internal or external to the provider.
- CQC will take regulatory action if there is a failure to meet requirements and there is resulting harm to a person using the service or if a person using the service is exposed to significant risk of harm.

There is more information about our role and approach to safeguarding on our website,  
<http://www.cqc.org.uk/what-we-do/how-we-do-our-job/safeguarding-people>

### **State of Care**

State of Care is our annual assessment of health and social care in England. The report looks at the trends, highlights examples of good and outstanding care, and identifies factors that maintain high-quality care. State of Care 2016/17

<http://www.cqc.org.uk/publications/major-report/state-care>

### **Health and care services are at full stretch**

The complexity of demand for health care and adult social care services in England continues to rise. The number of people with complex, chronic or multiple conditions is increasing. We have an ageing population, and the total number of years people can expect to live in poorer health continues to rise. These and other factors present different pressures in different parts of the system.

### **Quality has improved overall, but there is too much variation and some services have deteriorated**

Hard work and determination from many providers and their staff has meant people are receiving safer, more effective, and compassionate and high-quality care – services have recognised our inspection findings and made the necessary changes to get better. While there has been much



improvement, some services have deteriorated in quality. Where we have re-inspected providers originally rated as good overall, the majority have remained good. But 26% of mental health services and 23% of adult social care services originally rated good dropped at least one rating, as did two out of the 11 NHS acute hospitals. Only 2% of re-inspected GP practices deteriorated. There are also substantial variations in the quality of care that people are receiving – within and between services in the same sector, between different sectors, and geographically.

**To put people first, there must be more local collaboration and joined-up care**

Better care is often where providers are working together to provide a more seamless service, one that is built around the often multiple, or complex, needs of individuals. We have found this where there is joined-up care – local health and care leaders collaborating to engage staff, people who use services and local partners to respond to the challenges they face. There is wide variation in how health and social care systems join up. Too many people receive fragmented care – care that is built around the priorities or targets of the services, rather than people’s needs.

**Doncaster – Sector ratings - Number of active registered locations in Doncaster**

Location Inspection Directorate	Number of Active Locations
Adult social care	127
Hospitals	20
Primary medical services	103
<b>Total</b>	<b>250</b>

**NHS England (Yorkshire and Humber)**

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

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





### **Sharing learning from safeguarding reviews**

In order to continuously improve local health services, NHS England has responsibility for sharing pertinent learning from safeguarding serious incidents across Yorkshire and the Humber and more widely. A North region newsletter is now circulated weekly to safeguarding professionals. Learning is also shared with GP practices via quarterly Safeguarding Newsletters, and annually safeguarding newsletters for pharmacists, optometrists and dental practices across Yorkshire and the Humber are produced. An annual North region safeguarding conference is hosted by NHS England North for all health safeguarding professionals, this year's event included learning on neglect, hoarding and asylum seekers. Due to the success of last years named GP conference in Yorkshire and the Humber NHS England North also held a conference for named GPs to share good practice and learning; topics included homelessness, domestic violence, travelling families and safeguarding.

### **Safeguarding Serious Incidents**

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

### **Training & Development**

Designated safeguarding professionals are jointly accountable to CCGs and NHS England and oversee the provision of safeguarding training for primary care medical services. The main source of training for other primary care independent contractors is via e-learning training packages. NHS England, in 2017/18, updated and circulated to health colleagues the Safeguarding Adults pocket book which is very popular amongst health professionals and has launched the NHS Safeguarding Guide App and a North region safeguarding repository for health professionals. A training needs analysis has also been undertaken to ensure all NHS England employees receive appropriate levels of safeguarding training. A number of leadership programmes for designated safeguarding professionals have been commissioned by NHS England in addition to a 2 day resilience course. The CSE training provided by BLAST 'Not Just Our Daughters' has also been provided for front line health professionals. Link below to the safeguarding app:- [http://www.myguideapps.com/nhs\\_safeguarding/default/](http://www.myguideapps.com/nhs_safeguarding/default/)

### **Assurance of safeguarding practice**

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

### **Specialised Commissioning**

NHS England North Specialised Commissioning service providers are, via the contracting process, required to demonstrate compliance with all relevant safeguarding policies and legislation and work in partnership with other agencies regarding all aspects of safeguarding. Within Specialised Commissioning the Heads of Quality review all serious incidents and liaise with the appropriate CCG to review all incidents and work through actions with the provider. Where NHS England North Specialised Commissioning is the lead or sole commissioner they work directly with the provider, monitor actions and share outcomes with other commissioners.



## **Health and Justice**

NHS England North Health and Justice service providers are, via the contracting process, required to demonstrate compliance with all relevant safeguarding policies and legislation and work in partnership with other agencies e.g. Prison, Police regarding all aspects of safeguarding. In addition, there is a Quality Framework in place which requires all providers to report on a quarterly basis regarding any safeguarding concerns, incidents, reviews (including themes and trends). An annual audit of Combined Adults and Children's Safeguarding Standards and an annual safeguarding report are also submitted for review to the NHS England local office Quality Surveillance Group.

## **Care Homes**

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

## **Complaints and Concerns**

NHS England Customer Contact Centre review all complaints and concerns received and identify those containing a safeguarding element for appropriate action. Following receipt of complaints and concerns at NHS England North local offices these are reviewed again and any safeguarding concerns identified are referred to the safeguarding lead for review and appropriate action. Priorities in 2017/18 around complaints were:-

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

## **Prevent**

NHS England North have two Regional Prevent coordinators who work across the North region to support Prevent implementation, they are part of the National and regional safeguarding and Quality team. This year has seen an increased focus and scrutiny on Prevent implementation within health and safeguarding. A national Task and finish group has been established chaired by the Director of Nursing for NHS England to oversee the progress that is being made with Prevent implementation, particular focus has been on training with an expectation that all organisations will be able to demonstrate 85% compliance by the end of March 2018.

We are working closely with providers, commissioners and regulators to support and monitor the work being undertaken to ensure that all health care organisations can meet their statutory duty for Prevent. Across the Yorkshire & the Humber we have funded a number of projects to enhance understanding of Prevent and to support staff including work with partners in North Yorkshire in the development of a graphic novel titled 'Hurt by Hate' an interactive training package designed to raise awareness of a variety of issues surrounding Prevent and safeguarding.



Following a regional research project to scope the current, attitudes, awareness and practice amongst GP colleagues we are now working with the Home Office to extend the research nationally. We have worked to develop a Prevent training framework and e learning packages specifically for health and have shared guidance across the network for mental health practitioners. In December 2017, the 3<sup>rd</sup> North Regional Prevent conference was held in Harrogate; delegate feedback demonstrated the positive attitude to Prevent in health agencies and their commitment to continue to develop their knowledge.

## Doncaster Clinical Commissioning Group

### Doncaster Clinical Commissioning Group

As commissioners of high quality, safe healthcare, Doncaster Clinical Commissioning Group (DCCG) has responsibility for ensuring that the health contribution to safeguarding is discharged effectively across the whole local health economy through its commissioning arrangements and partnership working.

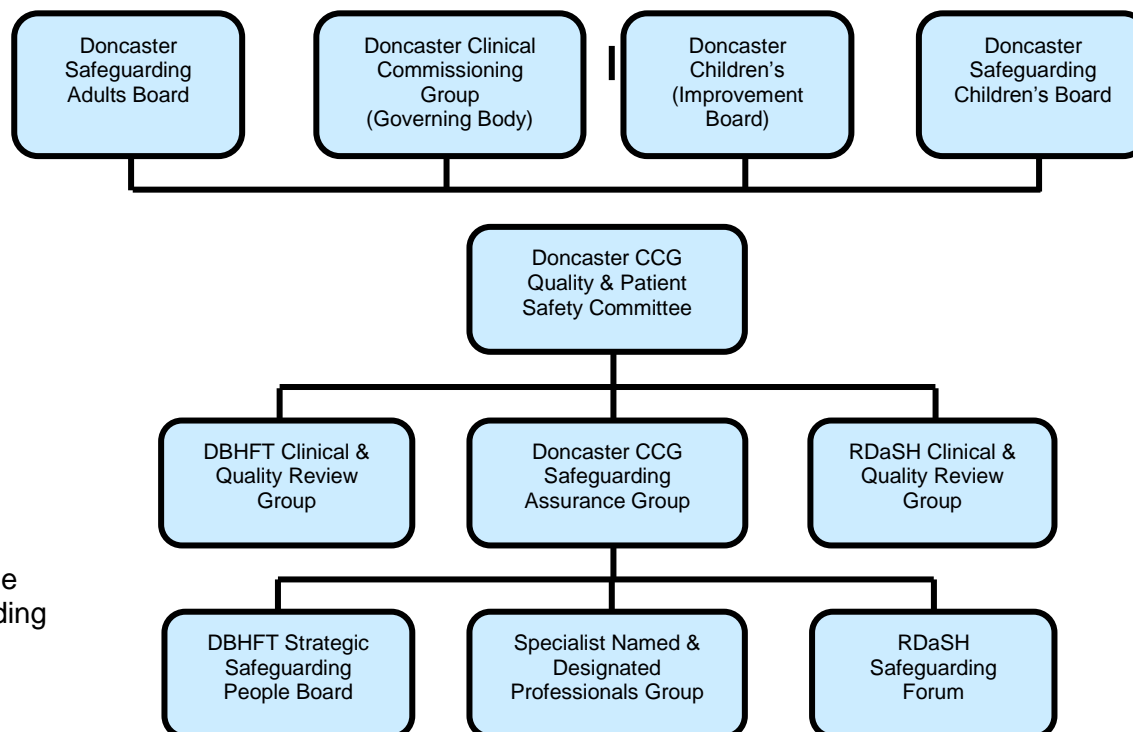
All healthcare providers commissioned by Doncaster CCG are accountable for the quality of the service they provide. The Doncaster CCG Safeguarding Assurance Group has the responsibility for Safeguarding within Doncaster and covers the commissioning responsibilities of the Doncaster CCG.

#### Governance

Doncaster CCG continues to monitor quality via the safeguarding standards and safeguarding annual declarations which are included within existing and new contracts. During 2016/17 Doncaster CCG has received quarterly safeguarding reports from both main provider organisations which have been discussed and reviewed by the Doncaster CCG Safeguarding Assurance Group.

Doncaster CCG is required to have a Lead Professionals for Safeguarding Adults and a Lead Professional for Mental Capacity. These roles are fulfilled by a single post holder. The Designated Nurse provides professional advice on safeguarding adults matters to the Doncaster CCG, health professionals,

### Doncaster CCG Safeguarding Governance Structure



Local Authority and Doncaster Safeguarding Adults Board. Doncaster CCG continues to commission Strategic Leads and Lead Professionals in the main health providers to ensure:

- Accountability for safeguarding adults within their organisation.
- Provide representation at the Doncaster Safeguarding Adults Board at a strategic level.
- Robust and effective governance systems exist within their organisation.

#### Safeguarding Adult Board Contribution

Doncaster CCG contributes both financial and with resource to the Doncaster Safeguarding Adults Board. The CCG is represented at the Board, Business Coordination Group and Sub Group meetings by the Chief Nurse, Designated Nurse and/or the Named Nurse for Safeguarding Adults. Doncaster CCG supports all appropriate Safeguarding Adults work streams accordingly.

#### Health Support in the Safeguarding Adults Hub

The CCG has supported the provision of a Nurse into the Safeguarding Adults Hub. The post has enabled health expertise to become a central part of the evaluation process of the safeguarding process

#### Low Level Concerns

The low level concerns that are raised within Doncaster CCG relate the patients within a Care Home setting or patients receiving Domiciliary Care. These concerns are managed via the Weekly Risk Meeting which is attended by the Local Authority and Doncaster CCG. Clear escalation processes are in place to support the more complex issues.

#### Future Intentions

Doncaster CCG are currently developing their Safeguarding Work Programme for 2018/19, safeguarding adults will be a key focus within the Work Programme.

## South Yorkshire Police

Protecting vulnerable people (PVP) is at the core of the PCC's Police and Crime Plan and a key deliverable of South Yorkshire Police's Plan on a Page. In October 2017, the force released a new vulnerability strategy, that outlines the forces definition of vulnerability and highlights some of the key principles that the force believes are important in providing a policing response to vulnerable people and the importance of working with partner agencies to ensure a tailored approach to protecting vulnerable people.

To effectively reduce vulnerability, a vulnerability assessment framework has been introduced to assess the vulnerability of victims and to provide staff with a consistent methodology to recognise vulnerability and inform decision-making.



In April 2018 South Yorkshire police reintroduced PVP units to District management, with Child abuse investigation unit and safeguarding adult's team amalgamating to become Omni competent teams, which will still remain colocated with other key partner agencies.

The PVP Department staff, have become specialised in dealing with high risk domestic abuse incidents, and are responsible for all incidents graded as high risk, to ensure positive action is taken against perpetrators.

All medium and low risk domestic abuse incidents are dealt with by uniform colleagues, and are robustly managed, dip sampled, and audited routinely. Positive action against perpetrators is expected where ever possible, in an effort to keep victims safe.

Doncaster also routinely utilise the civil route of Domestic Violence Prevention orders, (DVPO) through the courts, where the remit has not been reached for a criminal charge. DVPO's allow for a period of time apart, to enable the victim to regroup and re-assess his or her choices.

All domestic abuse incidents are reviewed on a daily basis to ensure compliance with procedures, and outcomes.

Public surveys are also regularly carried out, and victim feedback sought, in relation to their experience with South Yorkshire Police, this data is then considered in regular performance meetings.

PVP also have responsibility for other complex investigation involving vulnerable adults, such as institutional abuse, abuse by someone in a position of trust, and coroner enquiries. The detectives within this arena have the necessary experience and training to properly conduct these enquiries.

Doncaster have also introduced a dedicated staff member, in relation to other vulnerabilities with adults, and specifically in relation to mental health. It is the role of that staff member to coordinate, collate information and liaise with partner agencies. It is also their role to challenge where necessary.

SYP is routinely inspected by Her Majesty's Inspectorate of Constabulary, in relation to SYP's ability to safeguard and investigate offences against vulnerable people. The quality of investigations is audited, maintained and benchmarked against similar forces regularly.

Reports and recommendations coming from these inspections are robustly managed via Senior Leadership Group ensuring improvement in the way services are delivered. All recommendations arising from case reviews or inspections are published on the forces intranet site. In January 2018, SYP conducted a review of case review key themes (inclusive of SAR, DHR, SCR and LLR). The review considered key themes identified by a number of agencies and areas for improvement were not exclusive to SYP with recommendations for both SYP and other agencies reflected in action plans reviewed by safeguarding sub committees. This learning has been shared with all SYP staff and in relation to learning from Domestic Homicide reviews; the learning was shared in March 18 at the Strategic Safeguarding Board meeting.



Force policies are routinely reviewed and revised and the recent introduction of Authorised Police Practice Guidance has prompted the review of Several PVP Policies to ensure they are in line with APP. The PVP Strategic governance unit deals with all policies, practices and procedures, and ensure these are reviewed, updated and published to support staff in all areas of safeguarding and have recently updated the majority of policies and procedures of all PVP areas which are now standardised with National guidance documents, available via the intranet

#### Plans and priorities in Safeguarding Adults in for 2018-19

Protecting Vulnerable People remains a key priority for South Yorkshire Police and part of our strategic vision, moving forward into 2018 – 2019. Our Plan on a Page, clearly puts victims at the heart of everything we do, and encourages collaboration with effective partners.

We have re-introduced neighbourhood policing, in order to understand our communities better, tackle anti-social behaviour and prevent crime. Our daily management meetings focuses of vulnerable and repeat victims, and plans are put in place to safeguard them.

The PVP Department, are currently in the process of recruiting a number of civilian investigators, to support the police officers working within the unit. We are also recruiting further specialist roles, such as dedicated Safeguarding Officers. It will be the role of these officers to review low level incidents, attend partnership meetings, and liaise with relevant partner agencies, where a crime has not been committed.

### **Rotherham Doncaster and South Humber NHS Foundation Trust**

RDaSH have worked closely with the DSAB to deliver a partnership model of safeguarding adults, keeping safeguarding personal. Central to this has been a strong and consistence attendance and contribution to the DSAB and subgroups where the strategic view has been to translate in to operational effectiveness.

RDaSH has seconded and supervised an RDaSH practitioner as the Health Advisor into the Safeguarding Adults Hub which has had a significant impact on both the effectiveness of the Hub and the experiences and outcomes for adults at risk.

RDaSH has undertaken a number of complex investigations working with the partnership to ensure the optimum outcomes for adults living in challenging circumstances to ensuring the best possible outcomes.

RDaSH has contributed to Safeguarding Adult Reviews striving to ensure that lessons are learnt and those lessons are translated into practice to ensure the best practice is consistently delivered.

RDaSH has contributed to the multiagency training offer delivered by the DSAB with particular expertise in modern slavery, and human trafficking and self-neglect supporting a strengthened knowledge base in these complex issues.



RDaSH was a full and active partner during 2017 Doncaster safeguarding week. RDaSH was proud that the Doncaster safeguarding week took place alongside the RDaSH safeguarding week with a number of events made available for colleagues from partner agencies to attend, which were very well received.

#### Plans and priorities in safeguarding adults 2018-19

RDaSH remains committed to the development of the Safeguarding Adult Hub and will continue to support a specialist health practitioner in the Hub to enable a high quality of intervention, ensuring the best outcomes for people.

RDaSH will support the production of high quality performance information which will demonstrate the effectiveness and challenge in practice.

As the transition to review children and adult board structures take place RDaSH will remain committed and focused partners including in the work of the sub groups.

### **Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust**

The Director of Nursing, Midwifery & Allied Health Professionals is the Trust Executive Lead for safeguarding and chairs the Trust Strategic Safeguarding People Board (SSPB), which oversees the safeguarding arrangements in the Trust. As well as safeguarding professionals the membership includes Care Group Heads of Nursing, Midwifery & Quality and Head of Therapy so that each Care Group has a representative that provides assurance to the Board. In addition, each Care Group has its own internal safeguarding arrangements.

The SSPB oversees the safeguarding arrangements in the trust. Its purpose is to:-

- Provide leadership and strategic direction for maintaining, developing and implementing safe and reliable safeguarding systems and processes within the Trust.
- Provide the Trust Executive Group and the Board of Directors with assurance of the Trusts compliance with statutory regulations, obligations and standards in relation to safeguarding.
- To receive feedback and assurance from the Care Groups

The Safeguarding Manager produces a quarterly report highlighting the activities, assurance, action plans and progression over the period. The data includes referrals, Deprivation of Liberty Safeguards, Serious Adult Reviews and Domestic Homicide Reviews.

Despite the team being small at DBTH compared to our neighbouring safeguarding teams, and having a higher population and 6.500 staff members we continuously put the Safeguarding of our patients first, helping and supporting staff navigating safeguarding processes and ensuring



our patients have a voice by implementing Making Safeguarding Personal, a concept staff are familiar with in other areas of care but promoting it further through safeguarding.

The Safeguarding Team endeavour to attend sub groups, making positive contributions and successfully participated in Safeguarding Week, holding stall across all our three main sites and opening up training to other services and agencies.

#### Plans and priorities in Safeguarding Adults in for 2018-19

Moving into the next financial year the Safeguarding Team will continue to deliver training to all staff face to face and monitor eLearning programmes for suitability and compliance. The Specialist Nurse for Safeguarding Adults will continue the outreach work on the wards and departments across all three main sites helping and supporting staff. As part of the CQC action plan safeguarding training compliance is a priority area, the team will be working more closely with heads of nursing and the training department to ensure staff have met the required level of training for their role. We will continue to contribute at sub-groups, comply with requests for information and partake in any SAR's or DHRs as required.

### St Leger Homes

St Leger Homes is an 'arm's length management organisation that manages the 20,200 council houses across Doncaster. St Leger Homes has a culture that does not tolerate abuse or neglect and which encourages people to raise concerns in accordance with our comprehensive Safeguarding policy and procedures. These relate specifically to adults or children who are being abused or neglected by others, or who are at risk of abuse or neglect.

St Leger Homes sees its role on the Safeguarding Board as being important not only in terms of representing the company itself but also because housing providers are key partners in the safeguarding agenda. This is due to our presence in local communities and our ability to reinforce the message that safeguarding is everyone's business.

We recognise the importance of raising and monitoring all reports of suspected or known abuse and our internal safeguarding arrangements reflect this. We have a single point of contact for staff to report concerns they may come across whilst carrying out their day to day business. We place a high importance on good record keeping, together with thorough monitoring and management of all concerns of suspected abuse and neglect. Safeguarding concerns are monitored centrally to ensure that the procedure has been followed and to identify any trends which may require a response in terms of procedure or service delivery. During 2017-18 we recorded 358 safeguarding concerns and worked collaboratively in delivering support services to the individuals, families, young people and children involved.

Our internal arrangements dovetail the partnership approach we take in delivering the Doncaster Adults Board's strategic plan 2016-19. We are represented fully at both strategic and operational levels, including the Board. Paul Tanney, Chief Executive of St Leger Homes, is a member of the Doncaster Safeguarding Adults Board and we are represented at various sub groups and task and finish groups by our designated safeguarding lead, who supports all work streams and also provides support in the development and delivery of the multi-agency training programmes.





During 2017–18, St Leger Homes was instrumental in delivering various pieces of work completed by the Board, sub groups and task and finish groups. These include:

- Developing and publishing a strategic plan setting out how the Board will meet their objectives and how their member and partner agencies will contribute
- Publication of an annual report detailing how effective the Boards work has been
- Commissioning Safeguarding Adults Reviews (SARs) for any cases which meet the criteria
- Review of the Communication and Engagement Strategy
- Review of the Keeping Safe Campaign
- Planning and facilitating the annual Keeping Safe Event, and the Safeguarding Fortnight Event
- Developing and implementing a strategy to embed making safeguarding personal in practice
- Delivery of the 'Safeguarding is everybody's business' awareness campaign
- Completion of Safeguarding Adults Reviews and Lesson Learnt (embedded into training/practice)
- Completion of Domestic Homicide Reviews and Lessons Learnt (embedded into training/practice)
- Developed the Doncaster Multi-agency Policy and Procedure for Self – Neglect and Hoarding (embedded into practice)
- Review and development of the Doncaster Domestic Abuse Strategy
- Board Peer Review
- Supported the multi-agency training programme (development and delivery)
- Awareness campaign on the additional categories of abuse introduced by the Care Act 2014, domestic abuse, sexual exploitation, modern day slavery and self-neglect
- Attendance at meetings and conferences in accordance with partnership arrangements, such as MARAC, MAPPA, best interest, self-neglect and professionals meetings

#### Plans and priorities in Safeguarding Adults in for 2018-19

St Leger Homes will continue to fulfil its safeguarding responsibilities to the highest standards by:

- Maintaining our commitment to improve quality of safeguarding and support for adults and families through partnership and influence.
- Continuing to build on our collaborative approach to safeguarding adults and continue to be a key partner in delivering the vision for Doncaster by contributing to the work of the Board, sub groups and task and finish groups.
- Continuing to deliver our rolling programme of safeguarding training and refresh training, for both our own staff and partners through the multi-agency training group.

### **South Yorkshire Fire and Rescue Service**

South Yorkshire Fire and Rescue has completed a number of Self-Assessments and attended Challenge Meetings across the county to provide evidence and assurances that the service is compliant with statutory safeguarding requirements. An internal Safeguarding Executive Board and



Reference subgroup continues to provide internal governance and a number of related action plans demonstrate ongoing learning and improving in our multiagency working e.g. Child Fire Setters, Business Fire Safety relating to care homes, coordination of referrals from IDVAS and SYP Domestic Abuse Advisors and High (Fire Risk) Practice group.

A newly created Case Tracker can now be used for quarterly auditing and the adult related internal case-work has increased three fold in the last 4 years. Less than a third of cases meet the criteria for a Safeguarding Enquiry, the majority are concerns about health and wellbeing. A new SYFR Safeguarding Concern form together with an E-learning support package has been developed to enable the workforce to differentiate and gather information.

Over half of the cases are related to fire risks and self- neglect, SYFR has contributed to the development of the DSAB Hoarding and Self-Neglect policies

#### Plans and priorities in Safeguarding Adults in for 2018-19

The Safeguarding priorities for the coming 12 months are: -

- Preparation for HMICF&R Inspection – there is a specific theme of enquiry relating to the identification of those with vulnerabilities
- Ongoing preparation for General Data Protection Regulation (GDPR)
- Contribution to the National Fire Chief Council Safeguarding work stream

### Doncaster College

Doncaster College has robust safeguarding with clear pathways and guidance for staff and students; ensuring timely responses to referrals. The College is student centred with a culture and ethos ensuring effective and consistent approach to safeguarding issues.

The College has partnerships with the Doncaster Safeguarding Adults Board and Children's Board, Sharing and Engagement, Workforce Development, and Educational Sub Groups and a member on the Sexual Health Partnership, Pause Strategic Board and Neglect Task groups.

There are also key partnerships with Local Authority SEND Team, South Yorkshire Police, Doncaster Police; Safer Stronger Doncaster Partnership, CAMHS and Adult Psychological Services emergency crisis teams along with the 18+ Children in Care Team. The College operates a welfare register which captures its students who present as most vulnerable including Section 47s.

Doncaster College prides itself on the links with priorities of Doncaster Safeguarding Adults Board strategic plan. This is delivered through educating students about risk taking behaviours within the cross College tutorial programme targeting; safe relationships, health and wellbeing, Child Sexual Exploitation, prevention, drugs and alcohol. The aim is preventive to help students learn how to be safe and stay safe.



There is an effective and embedded procedure for reporting and responding to safeguarding concerns with links to the Doncaster Local Area Designated Officer (LADO), South Yorkshire Police Community Liaison Officer (Safer Doncaster Team), Doncaster Social Care (Refer and Respond Service / Multi Agency Safeguarding Hub Early Help Pathway), Doncaster Housing for Young People, Vulnerable Adult Team and Public Protection Unit.

There is a zero tolerance to bullying and issues are dealt with immediately and appropriately whilst also encouraging students to report incidents, emphasising tolerance and good treatment of others. Positive behaviour is expected with a learning and behaviour policy to encourage students to take responsibility for their actions. Doncaster College core values are part of the strategy plan and management guidance and are included in all staff descriptions.

The College understands its duties and responsibilities under the Counter Terrorism Act (2015), which '*places a specific duty on specified authorities including Further and Higher Education to have due regard to the need to prevent people being drawn into terrorism*' in line with this the College has embedded staff training (Safeguarding training is 89.60% and Prevent Duty is 90.83% compliant; April 2018).

The College successfully completed the following external audits in 2016/17:

- Q3 Performance Summary for the Doncaster Safeguarding Adults Board
- Quarterly Gap Analysis for College Training for the Doncaster Safeguarding Children Board
- Joint Doncaster Safeguarding Children Board / Doncaster Safeguarding Adults Board Self-Assessment and Challenge Meeting

These demonstrated that the College has appropriate arrangements and partnerships to ensure that children, young people and vulnerable adults are effectively safeguarded and the College complies with local procedures and protocols.

#### Plans and priorities in Safeguarding Adults in for 2018-19

- To promote keeping safe to adult students accessing programmes within the College
- To facilitate staff training in the delivery of British Values to all curriculum staff
- To ensure the curriculum observation process takes account of British Values and its delivery across the College
- Identify student safeguarding champions (students taking ownerships of their own safety and also advocate where appropriate for others)
- Explore the idea of a Safer College Police Officer (though joint funding)
- Explore online training for safeguarding using the SOLA model that is used on the VLE for students
- Review training and development for staff; mindful of online learning and cohorts of specialised training for given staff (including vulnerable adults, modern slavery and Domestic Abuse)
- Develop online SOLA for staff responsibilities in the context of using social media and anti-bullying
- A whole College approach of an inclusive 'Safe College Space' – explore the promotion, delivery and impact on student body (including adult vulnerable students)



- Use data from safeguarding to facilitate and generate information for yearly safeguarding campaigns including making safeguarding personal
- To review NSPCC *Run, Hide, Tell* advice for students in the context of operational delivery
- Review emergency planning for violent events and consideration of training programme in relation to this
- Review support and safeguarding measure at Doncaster College for students returning to the UK from Syria and Iraq.

## **National Probation Service – South Yorkshire**

### Summary of the effectiveness of safeguarding activity undertaken during 2017-2018

- Ensure engagement at a local level with the Doncaster Safeguarding Adults Board to promote cooperation and consistency in relation to adult safeguarding to enhance/seek to improve provision for vulnerable offenders.
- All staff are suitably trained in relation to Adult Safeguarding all staff have completed level 1 Adult Safeguarding e-learning and all operational staff complete level 2 class room training.
- NPS have an identified divisional adult safeguarding lead.
- The identified Adult Safeguarding strategic lead is Sally Adegbembo, who has regularly attended and contributed to the Doncaster Safeguarding Adult Board during 2017/18.
- All Adult Safeguarding concerns are identified and flagged at pre-sentence report stage.
- National Probation Service disseminates the lessons learned from case reviews, audits and complaints to practitioners and can evidence the impact this has had on practice.

### Plans and priorities in safeguarding adults for 2018-19

- Nationally, the Adult Safeguarding group is continuing to work towards the aims of the Adult Safeguarding 2017/19 Business Plan and in particular the development of updated Adult Safeguarding training. Divisionally an SPO Adult Safeguarding training email group has been established and the first “face to face” meeting of that group is scheduled to take place in September 2018. The purpose of that group is to promote and share best practice around the Division and to ensure that matters pertinent to the NPS agenda are included in local agendas e.g. meeting the needs of an ageing offender population.
- Contribute to the new Adult Safeguarding arrangement once new model agreed and implemented.
- Ensure all staff are suitably trained in relation to Adult Safeguarding all staff have completed level 1 Adult Safeguarding e-learning and all operational staff complete level 2 class room training, all staff repeat this training on a three yearly cycle.



## VoiceAbility (Advocacy Service)

We have recently been asked to attend meetings as a member of the Doncaster Safeguarding Adults Board but after just one meeting have been able to actively contribute to the meeting and have input in to planning for the future to best safeguard vulnerable people in Doncaster. We actively raise safeguarding alerts when needed and work with the Safeguarding Team regarding checking and challenging when this happens. We also work closely with the Safeguarding Team and Board for Safeguarding Adult Reviews and support for safeguarding under Independent Care Act advocacy

### Plans and priorities in Safeguarding Adults in for 2018-19

- Continue to check and challenge when safeguarding alerts made
- Support to quality check systems through SAR's
- Help the Board to recognise and consider when advocacy could/should be involved in safeguarding processes



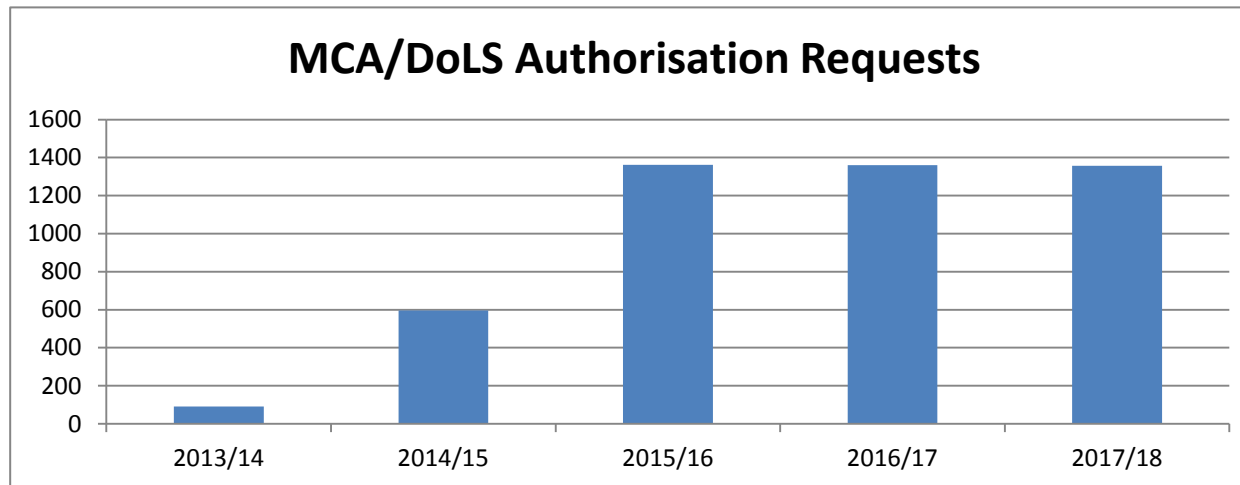
# Mental Capacity Act

## Deprivation of Liberty Safeguards

The Mental Capacity Act 2005 and subsequent Deprivation of Liberty Safeguards 2007 became statutory from April 2009. On 19<sup>th</sup> March 2014 the interpretation of the law by the Supreme Court changed, which has had a dramatic impact on Councils nationally due to a significant increase in Deprivation of Liberty Safeguard authorisation requests with no additional resources nationally identified to meet the increased demand. The safeguards are there to ensure;

- A deprivation of liberty is a last resort
- Their care and treatment is in their best interest and least restrictive
- They have someone appointed to represent them
- The person is given the right of appeal
- The arrangements are reviewed and not continued for longer than necessary

Over the period of April 2017 to end of March 2018 there have been 1357 requested authorisations to deprive individuals of their liberty, this is a similar number when compared with 2016/17 figures.



In response DMBC have continued to target resources to deal with the significant increase in DOLS requests. The Doncaster MCA / DoLS Team provides a single point of contact for organisations, professionals and the public in relation to Deprivation of Liberty issues. For further information visit <http://www.doncaster.gov.uk/services/adult-social-care/raising-concerns> or email [dols@doncaster.gov.uk](mailto:dols@doncaster.gov.uk)



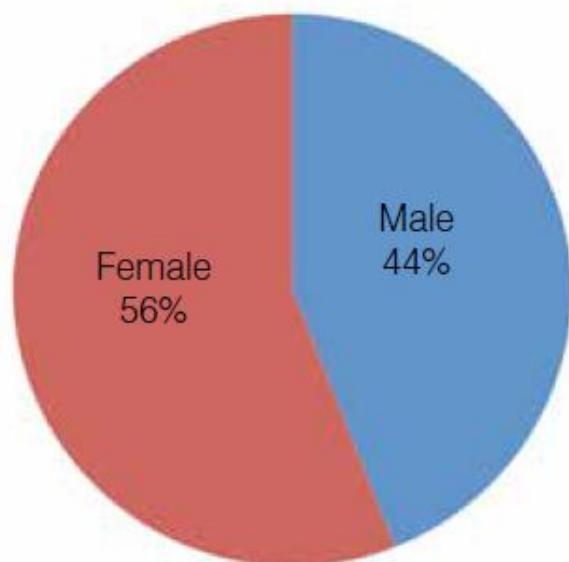
# Monitoring Themes and Trends

## Safeguarding Adults Activity 2017/18

In 2017/18 there were 127 less safeguarding concerns when compared with 2016/17, but an increase in Section 42 enquiries demonstrating a higher rate of conversions from safeguarding concerns to enquiries.

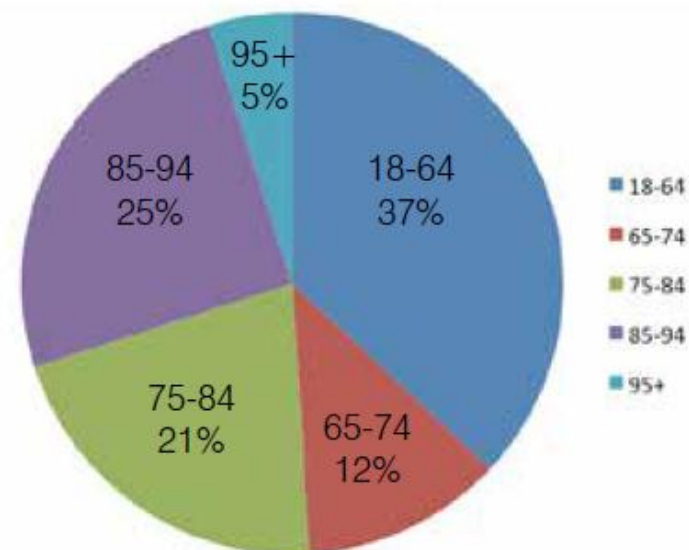
Measure	2017-18	2016-17
Safeguarding Concerns	2003	2130
Section 42 Safeguarding Enquiries	877	676

**Safeguarding Enquiry  
by Gender 2017-18**



The majority of the adults at risk were Female at 56% with a difference of 12% for Males at 44%.

**Safeguarding Enquiry  
by age band 2017-18**



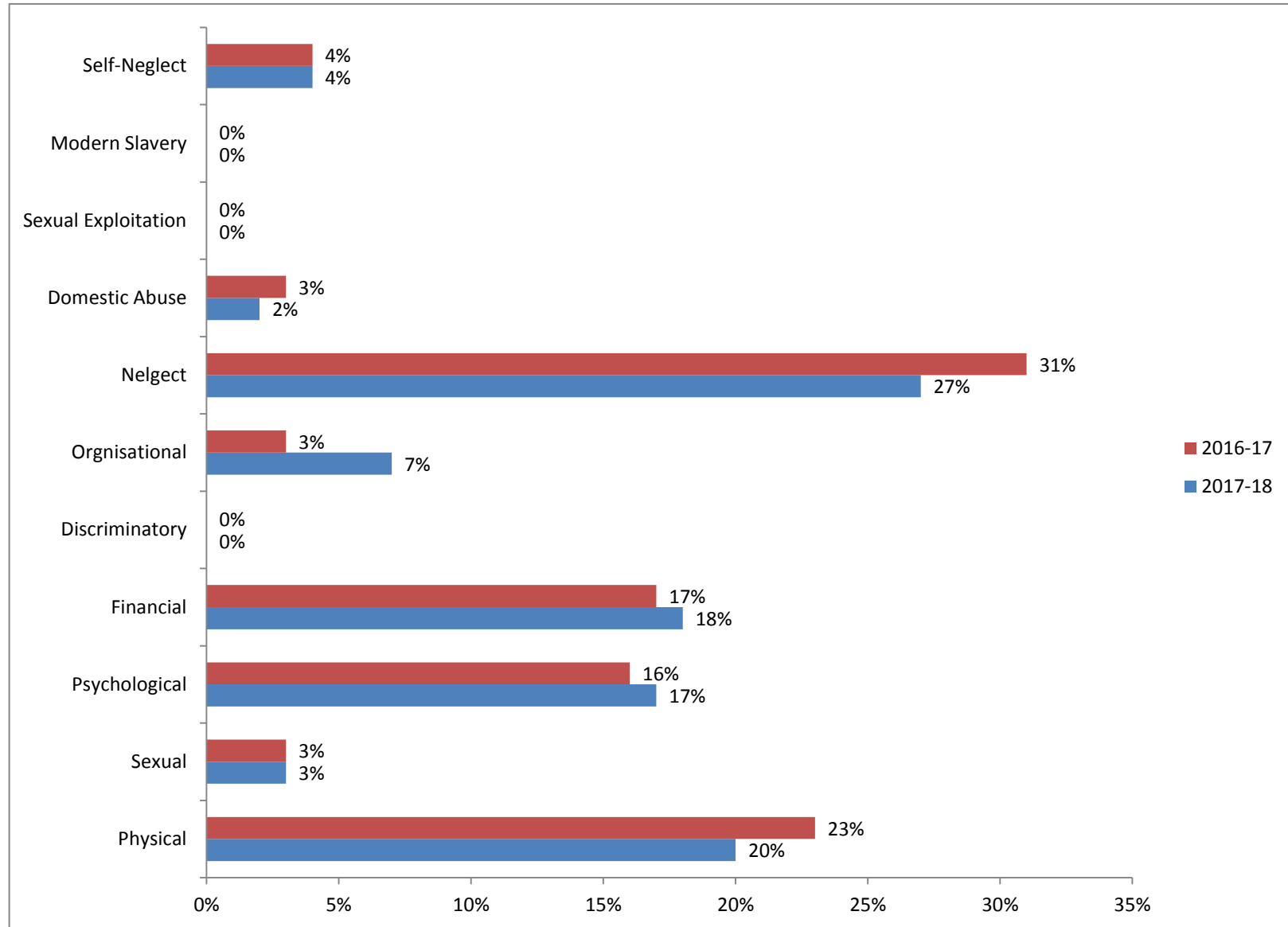
The majority of Safeguarding Enquiries carried out in 2017/18 were for adults aged over 65 years of age 63% of the total.



## Safeguarding Enquiry by Type of Abuse 2017-18

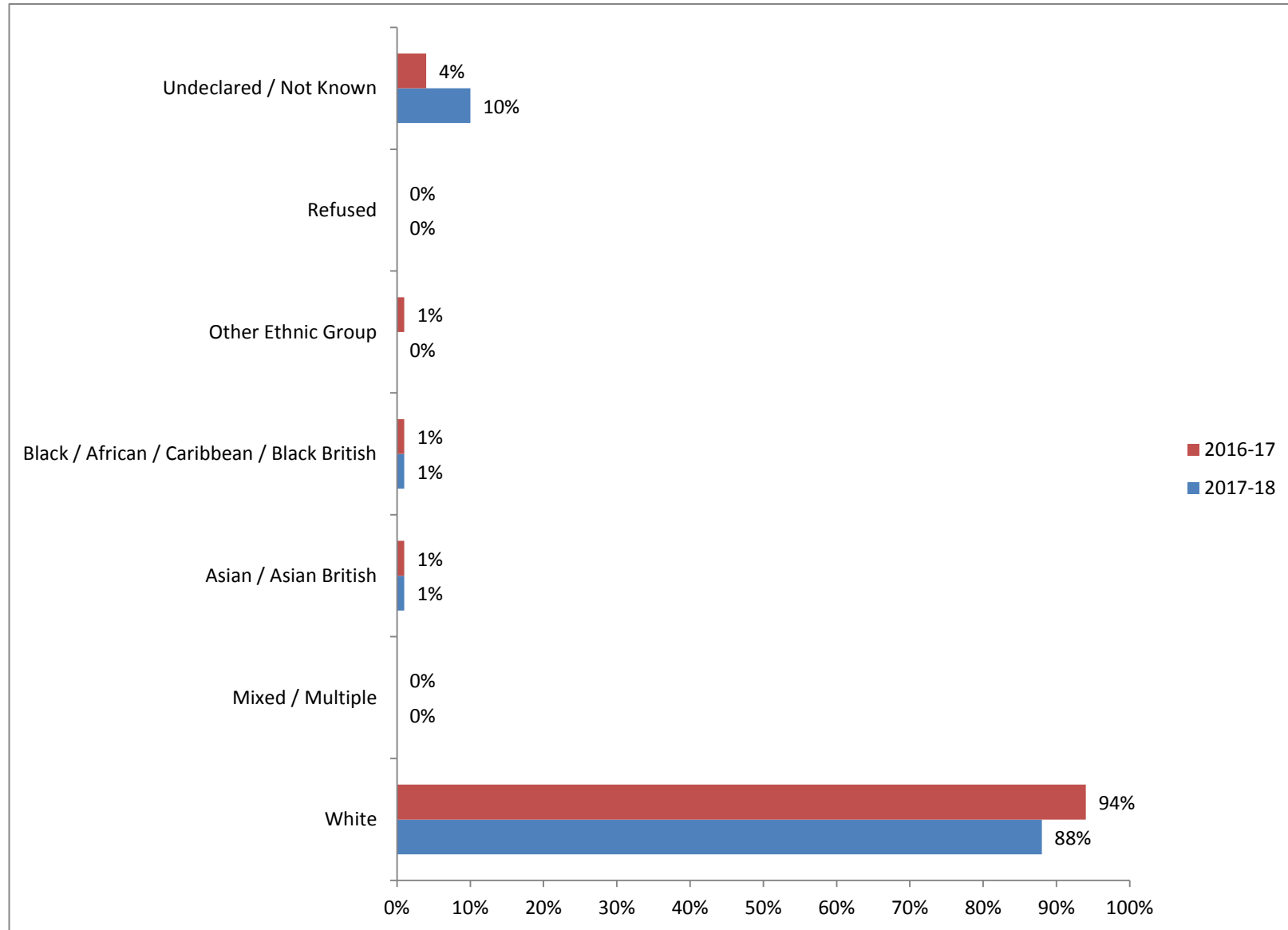
Neglect was most identified type of abuse in 2017/18 with 27%. Followed by Physical abuse at 20%, then Financial and Psychological abuse close behind at 18% and 17% respectively.

As shown on the graph to the right, these results are consistent with the trends previously demonstrated in 2016/17, with the exception of a rise in organisational abuse that occurred near the end of 2017.





## Safeguarding Concerns by Ethnicity 2017-18



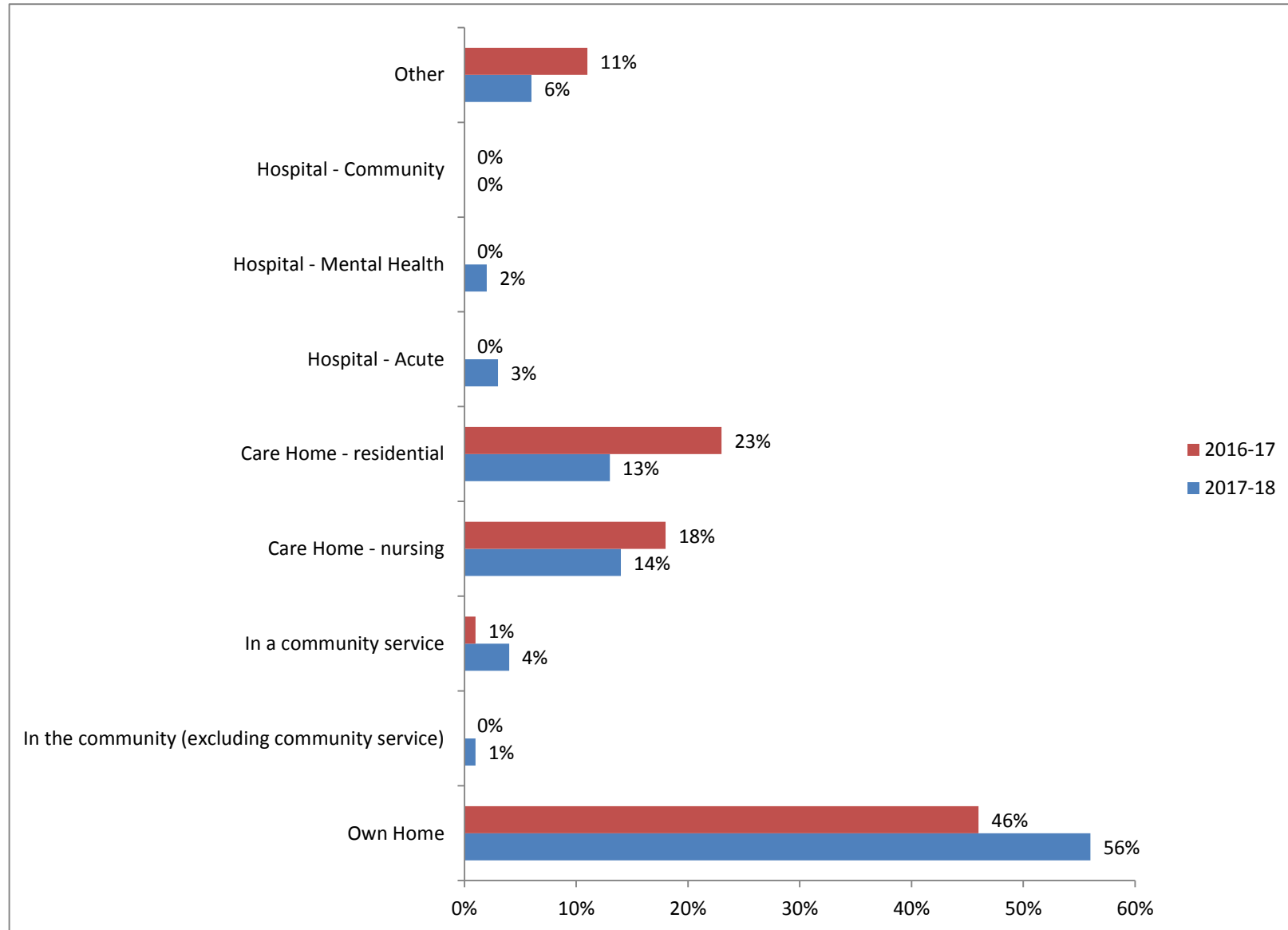
The majority of adults at risk were from a White British Background, making up 88% of the Safeguarding Enquiries.



## Safeguarding Enquiry by Location of Risk 2017-18

The vast majority of safeguarding enquiries in 2017/18 related to adults living in their own homes in 56% of cases, this has increased by 10% from 2016/17.

Whereas safeguarding enquiries relating to adults living in Residential Care Homes saw the largest decrease with 13%, with a reduction of 10% compared to 2016/17.



# Multi-agency Safeguarding Adults

## Learning and Development

Multi-agency training courses are widely accessed by the Doncaster workforce with attendance high demonstrating a continued demand for multi-agency training. The training delivered over the year has had a real focus on embedding the Care Act 2014 and the principles of Making Safeguarding Personal. This has meant in a change in practice to focus on outcomes for adults at risk.

As we move forward we will continue to deliver training across Doncaster to ensure all agencies are equipped to undertake Section 42 Enquiries where appropriate. In addition a number of courses have been identified to address shortfalls in practice which have been identified through a training needs analysis. Below are attendance figures for 2017/18 for all Safeguarding Adults, MCA and DOLS courses.

Safeguarding Adults Courses Overall attendance -	DMBC	Independent/Voluntary	College	NHS/RDaSH	NPS	STLH	SYFR	SYP	Other
Safeguarding Adults – Enquirers Course	32	27	0	7	0	0	0	0	0
Safeguarding Adults – Raising Concerns	40	40	2	63	0	0	0	0	2
Safeguarding Adults – Coercive and Controlling Behaviour	8	0	0	2	5	1	1	2	0
Safeguarding Adults – Manager Training	1	0	0	11	0	0	0	0	0
Safeguarding Adults – Level 2 Basic Awareness	114	103	0	57	0	0	0	0	0
Safeguarding Awareness for PA's	0	0	0	0	0	0	0	0	4
<b>Total</b>	<b>195</b>	<b>170</b>	<b>2</b>	<b>140</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>6</b>

MCA/DOLS Courses Overall attendance -	DMBC	Independent/Voluntary	College	NHS/RDaSH	CCG
Assessing Capacity and Best Interest Decision Making	5	7	0	0	0
Complex decision making under the Mental Capacity Act	11	15	2	0	1
DOLS for Care Homes and Hospitals (Managing Authorities)	7	7	0	0	0
Introduction to DOLS – (Basic Awareness)	19	33	0	1	1
Judicial Deprivations of Liberty	3	4	0	0	0
Mental Capacity Act – Basic Awareness	45	90	1	6	4
Mental Capacity Assessments – Property and Affairs	4	0	0	0	0
<b>Total</b>	<b>94</b>	<b>156</b>	<b>3</b>	<b>7</b>	<b>6</b>

In addition to the above training, partners also deliver single agency safeguarding adults training.



# Funding

<b>Partner Agency Contributions for 2017/18</b>		
DMBC – (Adult Social Care)		£118,330
CCG (including funding of Independent Chair)		£106,180
SY Police Crime Commissioner		£5,000
Total income		£229,510
Total Spend		£157,524
Total underspend		£71,986



# Partners Attendance

## 2017/18

### Board Attendance – 4 meetings held

Agency	Attendance
Independent Chair	100%
DMBC	100%
SYP	50%
DCCG	100%
Board Support Unit	100%
HMPS	75%
RDASH	100%
DBHFT	100%
SYF&R	25%
St Leger Homes	100%
NHS England	50%

### Share and Engage sub group - 6 meetings held

Agency	Attendance
Chair/Deputy/Healthwatch Doncaster	100%
DMBC	83%
SYP	0%
DCCG	0%
Board Support Unit	100%
RDASH	17%
SYF&R	0%
St Leger Homes	100%

### Prepare Group – 3 meetings held

Agency	Attendance %
Independent Chair	100%
DMBC	66%
SYP	66%
DCCG	100%
Board Support Unit	100%

### Quality and Performance sub group - 6 meetings held

Agency	Attendance %
Chair/Deputy/DCCG	100%
DMBC	100%
SYP	0%
Board Support Unit	100%
RDASH	67%
DBHFT	67%

### Review and Learning sub group - 6 meetings held

Agency	Attendance %
Chair/Deputy/SYP	100%
DMBC	100%
DCCG	100%
Board Support Unit	100%
RDASH	67%
DBHFT	67%



## To report a safeguarding adults concern

**Adult Contact Team: 01302 737391** (option 3 for safeguarding)

**Police: Non-emergency 101 | Emergency 999**

**Care Quality Commission (CQC): 03000 616161**

**Emergency Out of Hours: 01302 796000**

**07786 220 022 (SMS)** If you are deaf, hard of hearing or speech impaired

**Deaf Community: SMS text 07979 031116**

**(SMS) Police non-emergency SMS 07786 220022**

**You can also make a referral online using the DMBC website at:**

**<http://www.doncaster.gov.uk/doitonline/reporting-a-safeguarding-concern>**

The background features a stylized illustration of a town skyline. It includes several tall buildings with grid patterns representing windows, interspersed with smaller houses and trees. The scene is set against a light blue sky and green hills. The overall aesthetic is clean and modern.

***“If you see something, say something”***