

Bury Safeguarding Adults Board Report 2018-2019



Agreed by Bury Safeguarding Adults Board 16/07/2019

1

¹ The Bury scene scape image shown above and in the document footer was developed by local children and parents as part of the Special Education Needs and Disabilities (SEND) local offer and adapted for the Adult Safeguarding Board.



Content

Please click on the blue hyperlink in the content list below to go straight to the section you wish to look at.

| Page | Content |
|-------|--|
| 3 | Welcome and Foreword from the Independent Chair |
| 4 | Introduction |
| 5-6 | About Bury Safeguarding Adults Board |
| 7-11 | What we have done in 2018-2019 Case Review Group New Board Arrangements and the Work of the Implementation Group |
| 12 | Plans for 2019-2020 |
| 13-26 | Facts and Figures 2018-2019 <ul style="list-style-type: none"> • Key Board Measures • Making Safeguarding Personal • Safeguarding Concerns and Enquiries • Deprivation of Liberty Applications |
| 27 | Who Does Adult Safeguarding Apply to? |
| 28 | Defining Abuse |
| 29 | How to Report Abuse |
| 30-61 | Board Member Organisational Statements <ul style="list-style-type: none"> • Meeting Attendance Rates • Bury Clinical Commissioning Group • Bury Council • Community Rehabilitation Company (Cheshire & Greater Manchester) • National Probation Service (Bury, Rochdale and Oldham) • Greater Manchester Fire & Rescue Service (Bury, Rochdale and Oldham) • Greater Manchester Police • Pennine Care Foundation Trust • Six Town Housing • Northern Care Alliance |



Welcome and Foreword from the Independent Chair



Welcome to this annual report which covers the period from the 1st April 2018 to the 31st March 2019. The contents of the report are dictated by statutory guidance and should include information about how effective the work of the Board has been in ensuring that agencies work together in preventing abuse and intervening quickly and effectively to protect vulnerable adults who may be at risk.

In the report you will find detailed information about safeguarding activity across the borough as well as a wealth of information about how individual agencies are strengthening their Safeguarding learning and processes. A common theme to emerge from the year is that all agencies, faced with increasing demand and restricted resources, are streamlining their systems so as to provide front line help and assistance to those in need more efficiently and effectively. There is evidence that the Local Authority, the Police and Health agencies are all collaborating and organising structures so as to avoid duplication and ensure that referrals/ and reported concerns are sent to the right place and can receive a quick response.

This is, in fact, the last time that the Bury Adult Safeguarding Board will be producing a sole report. In September 2019 the Adult Board will merge with the Childrens Board to form the Bury Integrated Safeguarding Partnership.(B.I.S.P.) The decision to merge the Boards grew out of separate development days and is part driven by the changes wrought by the implementation of the Working Together 2018 but is mainly based on a recognition that resources and management capacity were being stretched across the two boards and there was much to gain from combining them. The new B.I.S.P will be supported by a business unit, including a business manager and learning and development officer, and will, for the first year at least, retain the Independent Chair.

Apart from practical considerations the aim of the integration is to nurture a culture that can respond to an all age aspect of Safeguarding, whereby every child's needs are seen through a context of his/her family, any vulnerable adult can be recognised as a carer, any young person transitioning from children's services to adults will receive a seamless service and older people in need will be assessed as a member of the community and not in isolation. This is an ambitious aim and there will be many challenges to face in achieving it, however, there is a whole hearted commitment by the Bury agencies to doing so.

Finally, I would like to thank everyone involved in adult safeguarding, across all the agencies for their hard work and enthusiasm in ensuring the safety and well-being of vulnerable people who live in Bury. I think front line practitioners, in particular, merit special gratitude for their unwavering dedication and professionalism.

Kathy Batt Independent Chair Bury Adult and Children's Safeguarding Board.



Introduction

The production of this report is one of three core statutory duties placed on Adult Safeguarding Boards by the Act.

This report details what BSAB has done during the year to achieve its main objectives and strategic plan, and what each member organisation has done to implement the strategy as well as detailing the findings of any Safeguarding Adults Reviews (SAR's) and subsequent action.

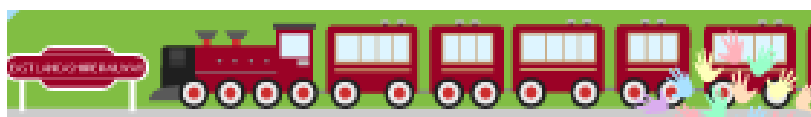
As per guidance laid out in the Care Act 2014 this report will be submitted to:

- The Chief Executive of Bury Council
- The Leader of Bury Council
- The Chair of Bury's Health and Wellbeing Board
- The Chief Superintendent for Bury Police service
- The Chief Officer of Healthwatch Bury

Information regarding BSAB, including this report, can be found on the Bury Directory website www.theburydirectory.co.uk

Information about the statutory role and function of safeguarding adults boards can be found using the following link:

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>



About Bury Safeguarding Adults Board (BSAB)

The main function of the BSAB is to help and safeguard adults with care and support needs by:

- Assuring itself that local safeguarding arrangements are in place as defined by the Care Act 2014 and statutory guidance;
- Assuring itself that safeguarding practice is person-centred and focused on the outcomes of the adult;
- Working collaboratively to prevent abuse and neglect where possible;
- Ensuring agencies and individuals give timely and proportionate responses when abuse or neglect have occurred; and
- Assuring itself that safeguarding practice is continuously improving and enhancing the needs of adults in the Bury area.

The BSAB meets four times a year and consists of a group of representatives from a number of local and regional services.

The BSAB has three core duties as defined by the Care Act 2014:

- 1) Developing and publishing an annual strategic plan setting out how we will meet our objectives.
- 2) Publishing an annual report which sets out what we have achieved; and
- 3) Commissioning Safeguarding Adult Reviews where serious abuse or death has occurred and learning can take place.

The BSAB is also supported by the Case Review Subgroup this group is responsible for:

- Disseminating learning from adults safeguarding cases.
- Scoping and commissioning Safeguarding Adult Reviews/learning reviews and monitoring the response to actions coming out of those reviews.



The work of the BSAB is underpinned by six principles which have been taken from the Department of Health “Statement of Government Policy on Adult Safeguarding” 2011:

| Key Principles | Description | What this means to people who live in Bury? |
|------------------------|--|--|
| Empowerment | People are supported and encouraged to make their own decisions and informed consent. | <i>“I am asked what I want to happen and my views inform what happens”</i> |
| Prevention | It is better to take action before harm occurs. | <i>“I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help”</i> |
| Proportionality | The least intrusive response appropriate to the risk presented. | <i>“I am sure people are working in my best interests, as I see them and will only get involved as much as needed” “I understand the role of everyone involved in my life”</i> |
| Protection | Support and representation for those in greatest need. | <i>“I get help and support to report abuse. I get help to take part in the safeguarding process to the extent that I want and to which I am able.”</i> |
| Partnership | Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. | <i>“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together to get the best result for me.”</i> |
| Accountability | Accountability and transparency in delivering safeguarding. | <i>“I understand the role of everyone involved in my life”</i> |

The next section of this report explains more about the BSAB and its activities during 2018-2019 and its plans for 2019-2020.



What we have done in 2018-2019

The BSAB met 4 times during the course of the year including 1 extended meeting which involved a development session. The Board is currently supported by 1 sub-group, the Case Review Group and, a task and finish “Implementation Group”, their achievements this year are detailed below:

Achievements 2018-2019

Board

| Goal | What is our aim? | Key Actions 2018-2019 | Progress |
|----------------|---|---|---|
| Prevent | To prevent the abuse of adults at risk | <ul style="list-style-type: none"> • Develop a greater understanding of who is most at risk and manage those risks effectively. • Seek to empower adults at risk of abuse to recognise risks and to safeguard themselves through effective risk management and personal prevention plans. • Support communities to become the eyes and ears of safeguarding. • Listen to people who have been affected, learn from them and share the learning. • Explore linkages and relationship of Board with place based working. | <ul style="list-style-type: none"> • Bury Directory has been updated to include more information for customers and providers – development has also started on a stand-alone joint Adult and Children’s safeguarding website. • Public Sector Reform hubs continue to be developed and will support the prevention agenda across the health and social care economy by profiling and mapping the local area. • The Board this year commissioned and delivered self-neglect and hoarding training for over 240 professionals from across a wide range of agencies. • The local Advocacy Service have provided drop-in sessions throughout the year for professionals - in order to raise awareness around the advocacy offer. • Integrated Neighbourhood teams have been established. These teams are made up of professionals from both health and social services and are located across the Borough. |
| Protect | To protect adults at risk from being victims of abuse. | <ul style="list-style-type: none"> • Empower people to protect themselves by offering sound and timely advice • Listen to what people are telling us about the risks they face, working with them to reduce that risk. • Support organisations to have a well-developed clear response to adult abuse and reporting. • Develop a greater | <ul style="list-style-type: none"> • All key Board organisations have and continue to support safeguarding training – which allows accurate and timely advice to be passed onto customers. See above also in relation to the offer via the Bury Directory. • People In A Position of Trust Protocol (PIPOT) has been drafted and is awaiting sign off. • All key services have ensured contract conditions for staff include conditions around disclosure of |



| | | | |
|--------------------|---|---|---|
| | | <p>understanding of what is already in place to ensure adult safety and that it is effective.</p> | <p>police/criminal investigations.</p> <ul style="list-style-type: none"> • Multi-agency policy has been reviewed and refreshed. • Safeguarding operational team managed within Bury Council has been established. • The Board have worked collaboratively to support GMP's Investigating and Safeguarding Review. |
| Communicate | To ensure wider understanding about Adult Safeguarding and the role everyone can play in preventing adult abuse. | <ul style="list-style-type: none"> • Develop a robust communication and public engagement plan. • Work to ensure that there is a wide awareness that Safeguarding is everyone's responsibility and that there are clear reporting mechanisms in place. | <ul style="list-style-type: none"> • The Herbert Protocol has been launched, with plans for a secondary smaller awareness raising exercise in 2019-2020. • Bury Directory offer continues to expand, including information around adult safeguarding and support offered by the Voluntary Community and Faith Alliance. • A carers consultation has concluded, the results of which will be used to design services for carers. • Consulted and communicated on the establishment of a joint Adult and Children's Safeguarding Board. |
| Assure | To be assured that in Bury Adults are safe from abuse. | <ul style="list-style-type: none"> • Embed the assurance framework and delivery plan. • Use available information and data to evidence that we are making a positive difference. • Ensure that we learn from and share our mistakes and our successes especially in relation to case reviews. • Annually review the current multi-agency Policy and Procedure to ensure that they are fit for purpose. • Further explore the linkages and relationships with other related local Boards around wider abuse agendas such as domestic violence, FGM and Channel. | <ul style="list-style-type: none"> • Safeguarding Adults Review (SAR's) protocol has been refreshed and is in place. • Please see below on development of Integrated Board. |



Case Review Group (CRG)

The purpose of the CRG is to scrutinise and review identified complex or high risk adult safeguarding cases with the aim of learning from positive practice or where required, arrange work to improve related policy /practice guidance.

The group also acts as a “scoping and commissioning group.” for potential Safeguarding Adult Reviews i.e. it scrutinises cases to see if they meet the criteria for a Safeguarding Adult Review (SAR’s) and where the criteria is met this group organise and oversee the process, ensuring any learning is actioned.

This year the group have:

- Worked to support the operational implementation of GMP’s Investigation and Safeguarding Review.
- Following attendance at a regional training event the group updated and refreshed the local SAR protocol.
- Closed 1 action plan following a formal learning review.
- Scoped 2 potential SAR’s one of which will progress via a learning review and the other will be taken forward as a SAR.
- Additionally, members of the group have worked closely with a vulnerable customer and, due to this work, are currently scoping the case to ascertain whether this also meets the criteria for a SAR or whether it would benefit from a different type of learning review.
- Developed a Mental Health referral escalation process.

New Board Arrangements and the work of the Implementation

Group:

The Bury Safeguarding Adults Board (BSAB) and Local Safeguarding Children’s Board (LSCB) currently run independently but are linked via a joint Independent Chair.



In 2014 the formation of a Safeguarding Adults Board became a statutory requirement under the Care Act. However, in 2018 “Working Together to Safeguard Children” removed the statutory status of the LSCB although “The responsibility for this join-up (duty to safeguard and promote the welfare of children) locally rests with the three safeguarding partners who have a shared and equal duty to make arrangements to work together to safeguard and promote the welfare of all children in a local area²”.

Due to the changes in statutory obligations, learning from service /practice reviews and development sessions with both the BSAB and LSCB it was decided that Bury would move toward having one integrated safeguarding board which will be known as the Bury Integrated Strategic Partnership (BISP)

The benefits of moving to this integrated model are seen as follows:

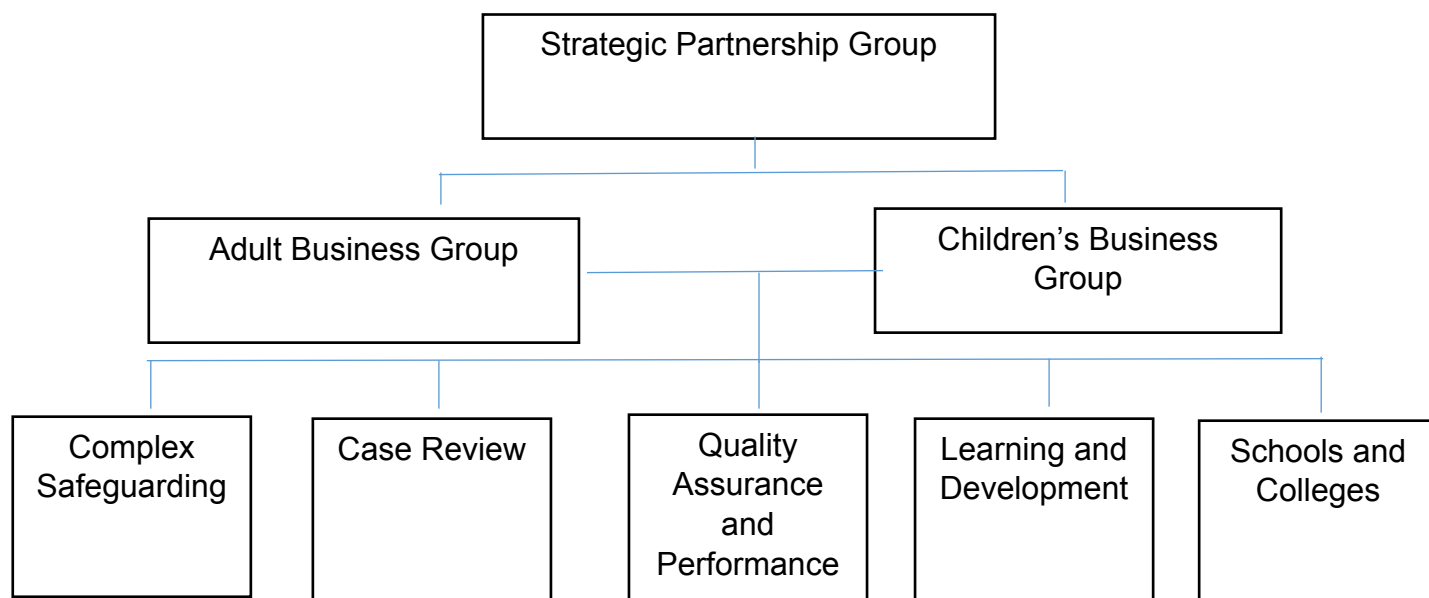
- Drive a more rounded approach to safeguarding i.e. via shared learning, joint workforce development, developing/improving joint practice, an all-aged shared focus and agenda.
- Avoid duplication both of officer time and resource investment
- Strengthen the links with and learn from local, regional and national partnership.
- Ensure that Bury meets its obligations in relation to adult and child safeguarding statutory requirements and Greater Manchester Health and Social Care transformation plans.
- Ensuring that the customer/patient voice is entrenched in developing Bury’s overall response to safeguarding

² Chapter 3 point 5 Working Together to Safeguard Children [2018], the 3 safeguarding partners are the Local Authority, the Clinical Commissioning Group, Police.



The new structure:

The new structure will consist of 1 Strategic Board, 2 Business Groups and a series of working groups with task and finish groups forming as necessary.



Terms of reference for each group have been drafted and membership, in principle, has also been agreed. More information will be available online via the joint Board website during the course of 2019.



Plans for 2019-2020

The main plans for the Board this year will be around transitioning into the new Bury Integrated Safeguarding Partnership.

This will include:

- Welcoming and inducting in the newly appointed Board Manager
- Finalising the terms of reference and membership for each meeting under the structure.
- Agreeing and finalising all associated action plans including a performance management framework.
- Finalising independent scrutiny arrangements.
- Finalising and launching the new website.
- Evaluating and sense checking the new arrangements to ensure we are meeting our statutory duties and local priorities.
- Establishing a robust multi-agency system to ensure that transitional safeguarding processes are in place to protect young vulnerable adults over the age of 18 years.



Facts and Figures 2018-2019

Each Local Authority is responsible for collecting data relating to adult abuse in its area. This data collection process is called the “Safeguarding Adults Collection or “SAC”. Bury Council collect this data for all safeguarding cases within the Bury borough.

Bury Council also collects additional data around adult safeguarding enquires with regard to what people want to happen as a result of a safeguarding enquiry and how they feel after an enquiry has finished.

The information below lays out some of the key data collected and also the progress against the “Key Measures of Success” identified by the Adult Safeguarding Board.

Please note in order to produce this report in a timely manner, data for 2018-2019 has been provided via Bury Council internal data recording systems and not via NHS Digital who, are the national data controller. Therefore data contained in this section may differ slightly when compared with national reports.

| | |
|--|---|
| Safeguarding Concern | Data Definitions A sign of suspected abuse or neglect that is reported to the council or identified by the council. |
| Safeguarding Enquiries | The action taken or instigated by the local authority in response to a concern that abuse or neglect may be taking place. An enquiry could range from a conversation with the adult to a more formal multi-agency plan or course of action. |
| Section 42 Safeguarding Enquiries | The enquiries where an adult meets ALL of the Section 42 criteria. The criteria are: <ul style="list-style-type: none"> (a) The adult has needs for care AND support (whether or not the authority is meeting any of those needs) and; (b) The adult is experiencing, or is at risk of, abuse or neglect and; (c) As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. |



The data below is taken from Bury Council's adult social care customer database. Data shown below has been submitted as part of the statutory return to NHS Digital - the Safeguarding Adults Collection (SAC).

Key Board Measures

Two key measures were chosen by the Safeguarding Adults Board in order to monitor progress and development. These measures are as below:

1. The number of adults being abused is reducing

For this measure, data recorded on whether there is evidence that a risk has been identified or "inconclusive" (meaning that no direct evidence has been found however there is uncertainty as to if a risk is present). A three year comparison can be seen in Table 1. It should be noted that 2018/19 has seen the number of enquiries reduce when compared with previous years.

Table 1= Risk identified

| Risk Identified | 2016/17 | 2017/18 | 2018/19 |
|-----------------|---------|---------|---------|
| Yes | 157 | 413 | 227 |
| Inconclusive | 64 | 101 | 45 |



2 The number of repeat incidents is reducing

Of the 442 adults supported via a safeguarding enquiry in 2018/19, 107 also had a SG enquiry within the previous 12 months prior. Compared to 116 in 2017/18. The number of repeat incidents has shown a decrease this year.

Table 2 = Repeat enquiries yearly comparison

| Date period | Number of adults | Number of Enquiries | | |
|----------------|------------------|---------------------|----------|---------|
| | | <3 | 3-4 | 5+ |
| 2016/17 | 37 | 32 (86%) | 4 (11%) | 1 (3%) |
| 2017/18 | 116 | 83 (71%) | 32 (28%) | 1 (<1%) |
| 2018/19 | 107 | 71 (66%) | 31 (29%) | 5 (5%) |

The split for repeat incidents is similar to that seen in 2017/18 with a slight increase in the 5+ section.

Further analysis of these cases where 5+ enquires have been reported shows that:

Customer 1: 11 enquires were processed for this customer over a rolling 12 month period, these reports came from different sources but related to concerns with regard to this customer's presentation due to alcohol dependency. Although multiple enquiries had been received services were engaged at each point in supporting this customer and their carer.

Customer 2: 5 enquires were processed for this customer. 4 relating to resident on resident incidents within the care home, sadly this can be a common event in residential care homes and 1 enquiry related to where medication had been wrongly given – however no harm had occurred.

Customer 3: again 5 enquires were processed for this customer, as above 4 relating to resident of resident incidents with 1 enquiry related to complaint against a member of staff.



Customer 4: 5 enquiries were processed for this customer. 1 enquiry related to the customer leaving a day care facility unaccompanied (no harm occurred). 1 enquiry related to a resident on resident incident and 2 incidents related to witnessed falls within the care home.

Customer 5: All 5 enquiries relating to this customer were with regard to concerns around to their complex family dynamic.

Making Safeguarding Personal (MSP)

Making Safeguarding Personal (MSP) is about having conversations with people regarding how to respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. The Care Act advocates a person-centred rather than a process driven approach.

Table below 3 = Desired Outcome responses yearly comparison

| Were they asked about their desired outcomes | 2016-2017 | 2017-2018 | 2018-2019 |
|---|-----------|-----------|-----------|
| Don't Know/Not Recorded | 182 (49%) | 129 (18%) | 30 (6%) |
| No, they weren't asked | 113 (31%) | 367 (51%) | 200 (44%) |
| Yes they were asked and no outcomes were expressed | 15 (4%) | 60 (8%) | 60 (13%) |
| Yes they were asked and outcomes were expressed | 60 (16%) | 166 (23%) | 164 (36%) |
| | 370 | 722 | 454 |

Table 3 shows that the number of positive responses has increased again this year from 31% to 49%. This shows that staff are more actively considering desired outcomes when carrying out safeguarding enquiries. Making Safeguarding Personal has been part of the process within Bury since 2016, and is now evidenced above as being a key part of the process. Bury Council will continue to increase awareness around the importance of the MSP ethic and understanding people's views and wishes.

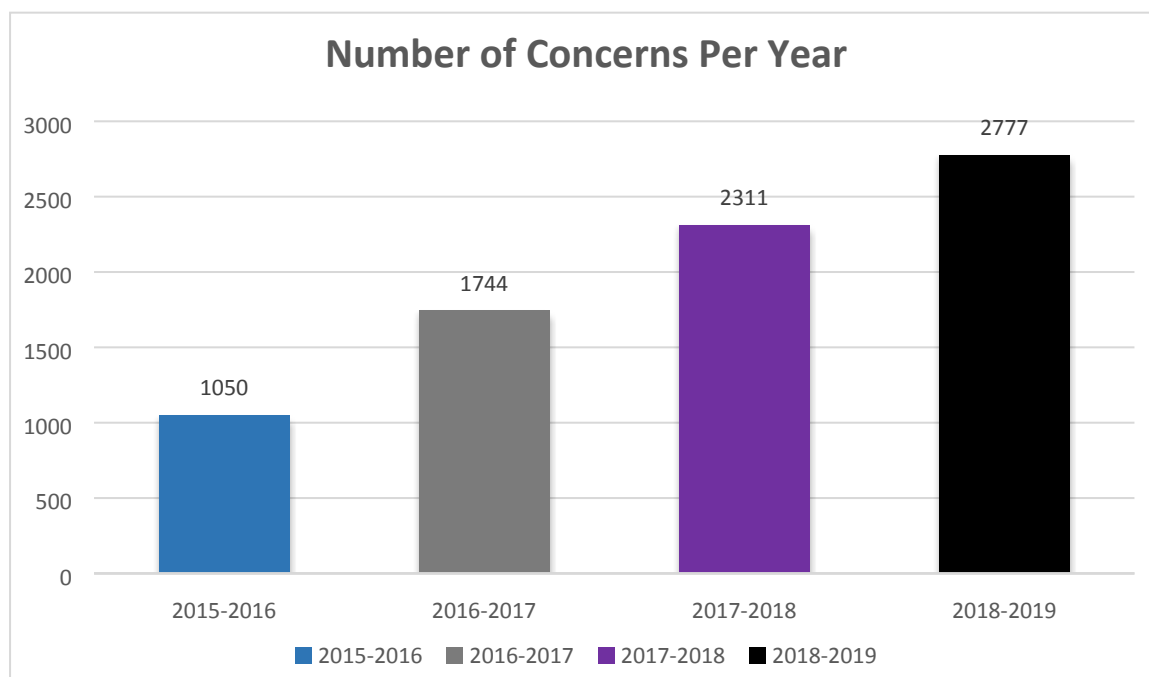


Safeguarding Concerns and Enquires

2,777 concerns were raised regarding 2,394 individuals in 2018/19 as you can see below this shows a year on year increase.

1. Safeguarding Concerns

Graph 1= Number of concerns raised each financial year (i.e. 1st April to following 31st March)



2. Safeguarding Enquires

An enquiry could range from a conversation with the adult to a more formal multi-agency plan or course of action. A safeguarding enquiry is concluded when all the necessary information gathering is complete and all of the necessary actions have been agreed. A safeguarding enquiry is a section 42 enquiry when an adult meets ALL of the Section 42 criteria.

- Does the Adult have care and support needs?
- Is the adult experiencing, or is at risk of, abuse or neglect?
- Are they able to protect themselves from the risk or abuse or neglect?



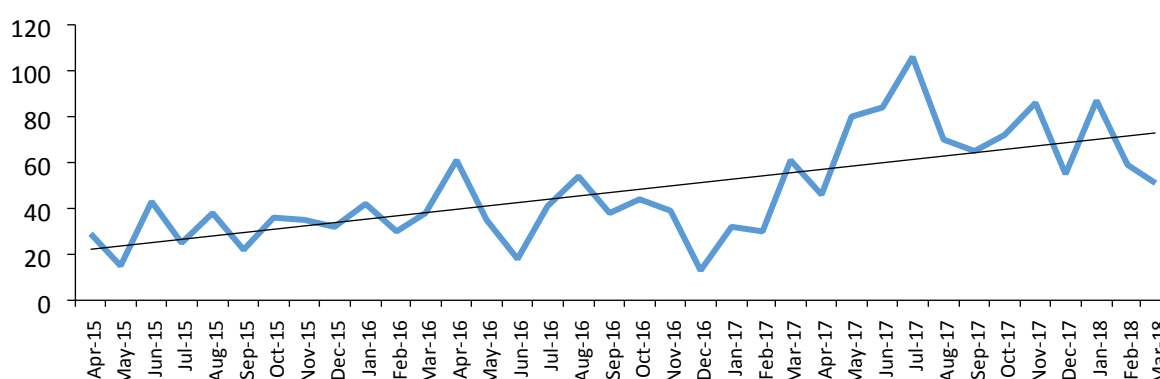
This report includes data on totals of section 42 enquiries and, “other safeguarding enquiries” i.e. where a safeguarding concern that does not meet the Section 42 criteria proceeds to an enquiry.

519 of the 2777 concerns raised during 2018/19 proceeded to either a Section 42 safeguarding enquiry or an Other Safeguarding Enquiry. This equates to 19% of all concerns proceeding through to enquiry. The conversion rate over the years has fluctuated considerably, with 2018/19 seeing the lowest rate.

| Year | Concerns | Enquiries | Conversion Rate |
|----------------|----------|-----------|-----------------|
| 2015-16 | 1050 | 422 | 41% |
| 2016-17 | 1744 | 460 | 26% |
| 2017-18 | 2311 | 869 | 38% |
| 2018-19 | 2777 | 519 | 19% |

The newly formed Safeguarding Operational Team will work this year to understand why conversion rates are dropping when overall reported concerns are increasing and will report to the new Integrated Partnership via the Quality Assurance Group. Early stage enquires indicate that the lower rate of conversation could be in relation to an internal systems recording error, this is currently being explored.

Graph 2 = Enquiries between 2015/16 and 2018/19



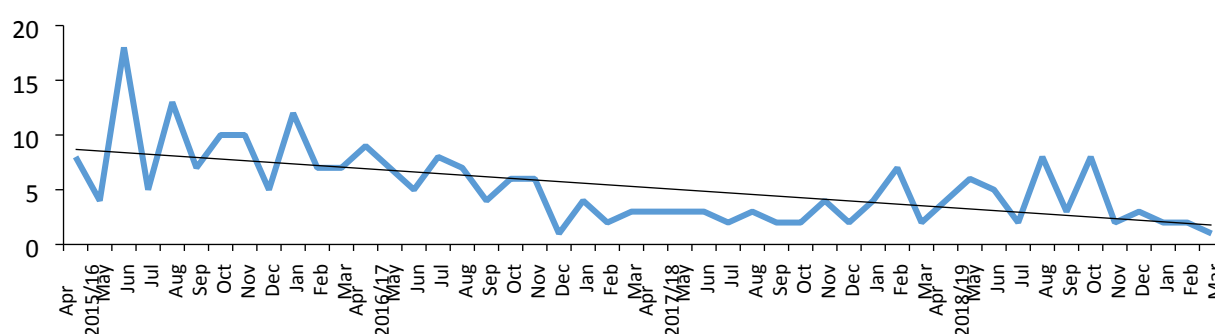
Graph 2 shows a slight upward trajectory increase of received enquiries over the last 4 years, however a downwards trend can be clearly seen for the last financial year.



3. Safeguarding Enquires that have proceeded to Investigation

Graph 3 below shows the number of concerns that have proceeded to a safeguarding investigation over the last 4 years. The number proceeding to investigation is continuing to fall overall. Whilst 2018/19 saw in a slight increase of 24% (46 vs. 37 in 2017/18), numbers in relation to total concerns and enquiries remain small; 9% of total enquiries)

Graph 3 = Safeguarding that proceeded to investigation between 2015/16 and 2018/19 (with trend line)



| Year | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|----------------|---------|---------|---------|---------|
| Investigations | 106 | 62 | 37 | 46 |
| % change | -16% | -42% | -40% | +24% |

4. Source of Referral

A piece of analysis was requested and conducted a number of times throughout 2017/18 in order to ascertain

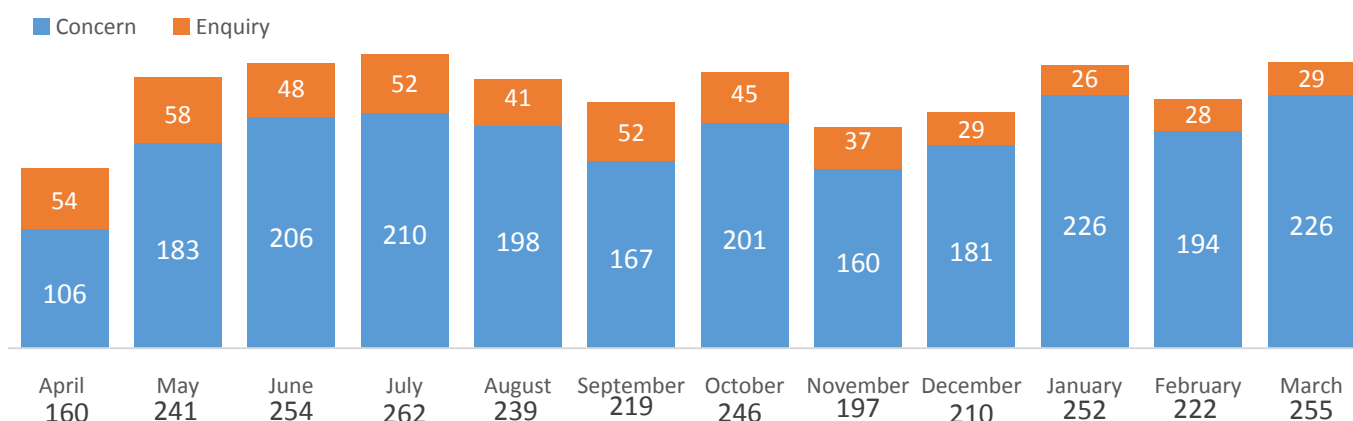
- Where the majority of concerns were coming from i.e. the source of referral
- What the conversion rate to enquiry was for the source of referral categories.

The rationale was therefore to understand whether certain organisations or departments were incorrectly or inappropriately raising safeguarding referrals.

This analysis has looked at 2757 records. Whilst overall there were 2777 referrals in 2018/19, 20 additional cases came via a different route and therefore were not initially recorded on Bury Council adult social care systems.



Graph 4 = Safeguarding Referrals each month



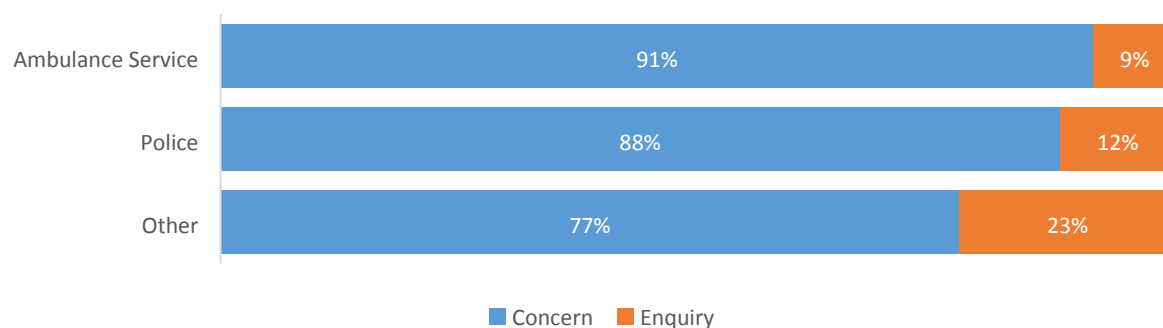
There were over 30 different sources of referral, with Ambulance & Police being the biggest referrers (745 [27%] and 305 [11%] referrals respectively). In earlier analysis, private residential homes have been a big contributor however they are now only responsible for 202 (7%) of referrals.

The third biggest contributor in 2018/19 was recorded as “Other”. Whilst more detail is recorded for some these, 68% have no further information. Where there is detail, the Fire Service, Healthy Minds, and social care teams are all prominent sources.

The conversion rate of the top three referrers is broken down as follows:

| Source | Total Referrals | % of all referrals | Concerns | Enquiries |
|--------|-----------------|--------------------|----------|-----------|
| NWAS | 745 | 27% | 681 | 64 |
| Police | 305 | 11% | 268 | 37 |
| Other | 234 | 8% | 181 | 53 |

Graph 5= top three referrers - conversion rates



As the conversion rates from concern to enquiry are very low for the above main referrers the data behind this will receive further scrutiny and will be reported to the new Quality Assurance working group.



5. North West Benchmarking

How we are performing against the rest of the North West is a useful way of benchmarking Bury to neighbours. Regular data collection through the North West Performance Lead (NWPL) group provides comparable data before statutory returns are published.

From Table 1 it can be seen that Bury received a higher number at present than the North West for both concerns and enquiries. This is only part year data.

Bury's conversion rate however is a lot lower than the North West average, this is a similar finding to the information shown on page 18. Early stage enquires indicate that the lower rate of conversation could be in relation to an internal systems recording error, this is currently being explored.

Table 1: North West benchmarking

| Bury | 2018/19 | 2017/18 | 2016/17 |
|---|----------------|----------------|----------------|
| Number of individuals involved in a safeguarding concerns per 100,000 population | 1332 | 1124 | 1196 |
| Number of individuals involved in a safeguarding enquiries per 100,000 population | 301 | 487 | 297 |
| Conversion % of concerns to enquiries | 23% | 43% | 26% |
| North West | 2018/19 | 2017/18 | 2016/17 |
| Number of individuals involved in a safeguarding concerns per 100,000 population | 826 | 772 | 657 |
| Number of individuals involved in a safeguarding enquiries per 100,000 population | 341 | 328 | 301 |
| Conversion % of concerns to enquiries | 41.2% | 42.5% | 51% |



Deprivation of Liberty Applications 2018-2019

Sometimes care homes and hospitals have to limit people's freedom to keep them safe.

The Deprivation of Liberty Safeguards (DoLS) provide a legal framework that helps to ensure the person's human rights are protected.

The DoLS are part of the Mental Capacity Act 2005. They say that people can only be deprived of their liberty when they lack mental capacity to make decisions about their care and accommodation, and it is in their best interests. Supporting someone in this way should always be done with their best interests at heart, but it does break a fundamental Human Right – Article 5 – the right to liberty and security.

The Deprivation of Liberty Safeguards (DoLS) is an assessment process managed by Bury Council which provides a legal framework that helps to ensure the Article 5 rights of a person accommodated in a care home or hospital are protected by introducing a right to challenge.

New Legal Framework – Liberty Protection Safeguards (LPS)

Please note however the legal framework around DOLS is changing as new scheme has now been given Royal Assent – it is likely that this new framework will be in place by mid-2020. Services affected by this change in legislation i.e. Local Authorities, Clinical Commissioning Groups, Acute Hospital Trusts and health care providers are currently working towards implementation.

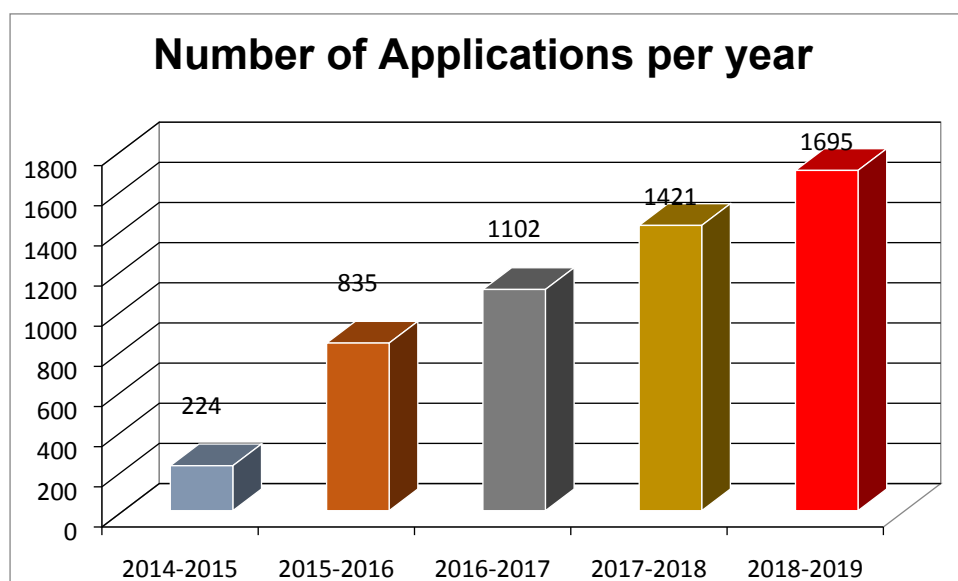
The new scheme still aims to protect people who lack the capacity to consent to care arrangements however the scheme has been extended to include people who are living in their own home, living in supported living arrangements and young people aged 16-17 years old. For more please visit the Department of Health and Social Care website.

The following information relates however to the DoLS activity over 2018-2019:

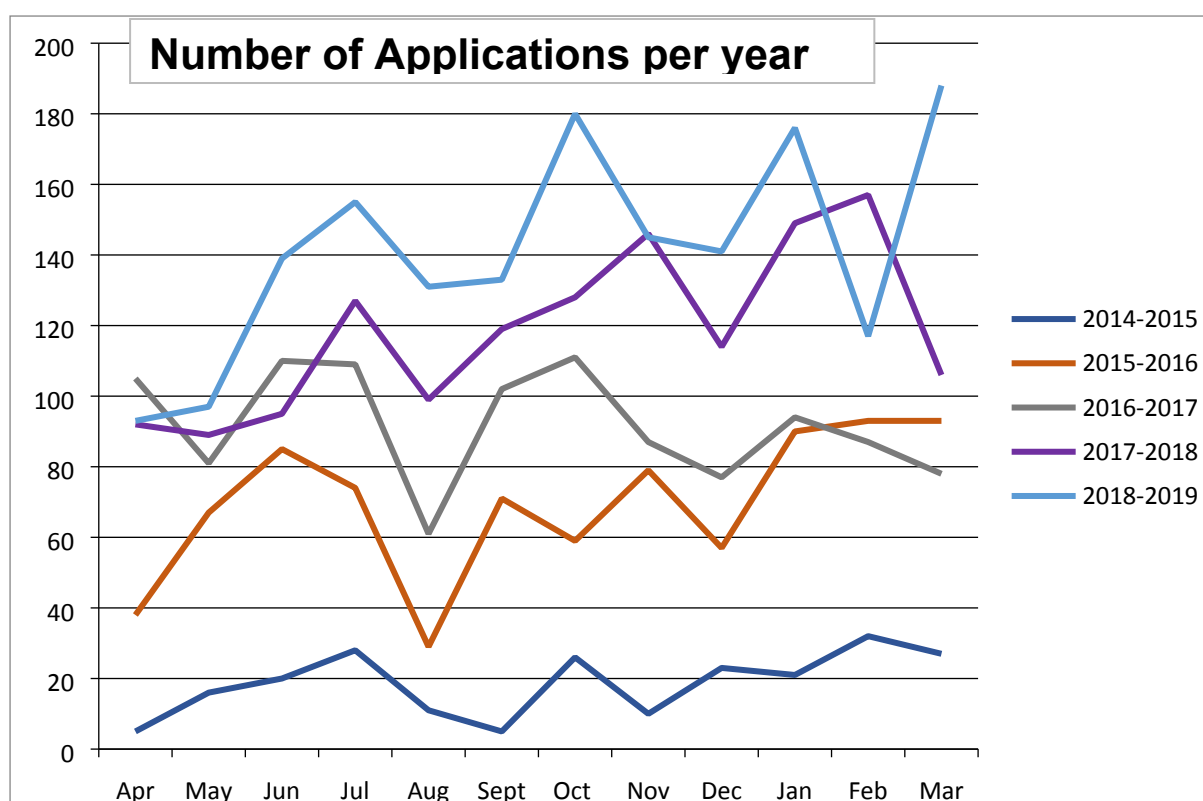


Number of applications

Graph 1 = the number of applications received between 2014-2015 to 2018-2019



Graph 2 = the number of applications received between 2014-2015 to 2018-2019 by month



Graph 1 illustrates the increase in applications since a legislation change in 2014.

Graph 2 illustrates that although the numbers may have increased over the years the peak months in which applications are received tend to follow a similar pattern.



Applications by Disability

Graph 3 = the number of applications received from 2014-2015 to 2018-2019 by disability

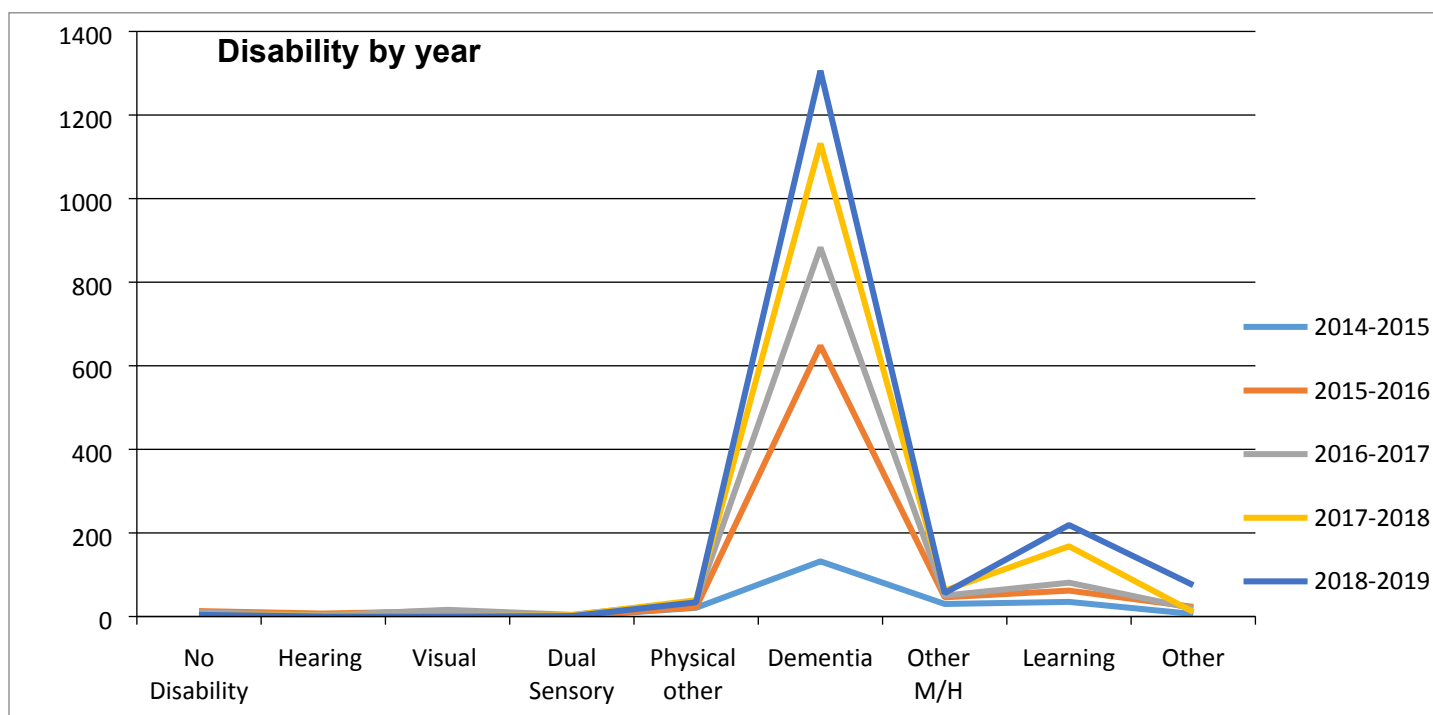


Table 1 = the number of applications received from 2014-2015 to 2017-2018 by disability

| Table 1 | No Disability | Hearing Loss | Visual Loss | Dual Sensory Loss | Physical other | Dementia | Other Mental Health | Learning | Other |
|------------------|---------------|--------------|-------------|-------------------|----------------|----------|---------------------|----------|-------|
| 2014-2015 | 0 | 0 | 0 | 0 | 21 | 132 | 30 | 35 | 6 |
| 2015-2016 | 13 | 7 | 13 | 1 | 22 | 648 | 46 | 62 | 23 |
| 2016-2017 | 10 | 3 | 16 | 4 | 36 | 883 | 50 | 81 | 19 |
| 2017-2018 | 3 | 2 | 1 | 3 | 39 | 1132 | 62 | 168 | 11 |
| 2018-2019 | 4 | 0 | 0 | 1 | 34 | 1306 | 56 | 219 | 75 |

Graph 3 and Table 1 illustrate the number of applications broken down by what is recorded as a person's primary disability.

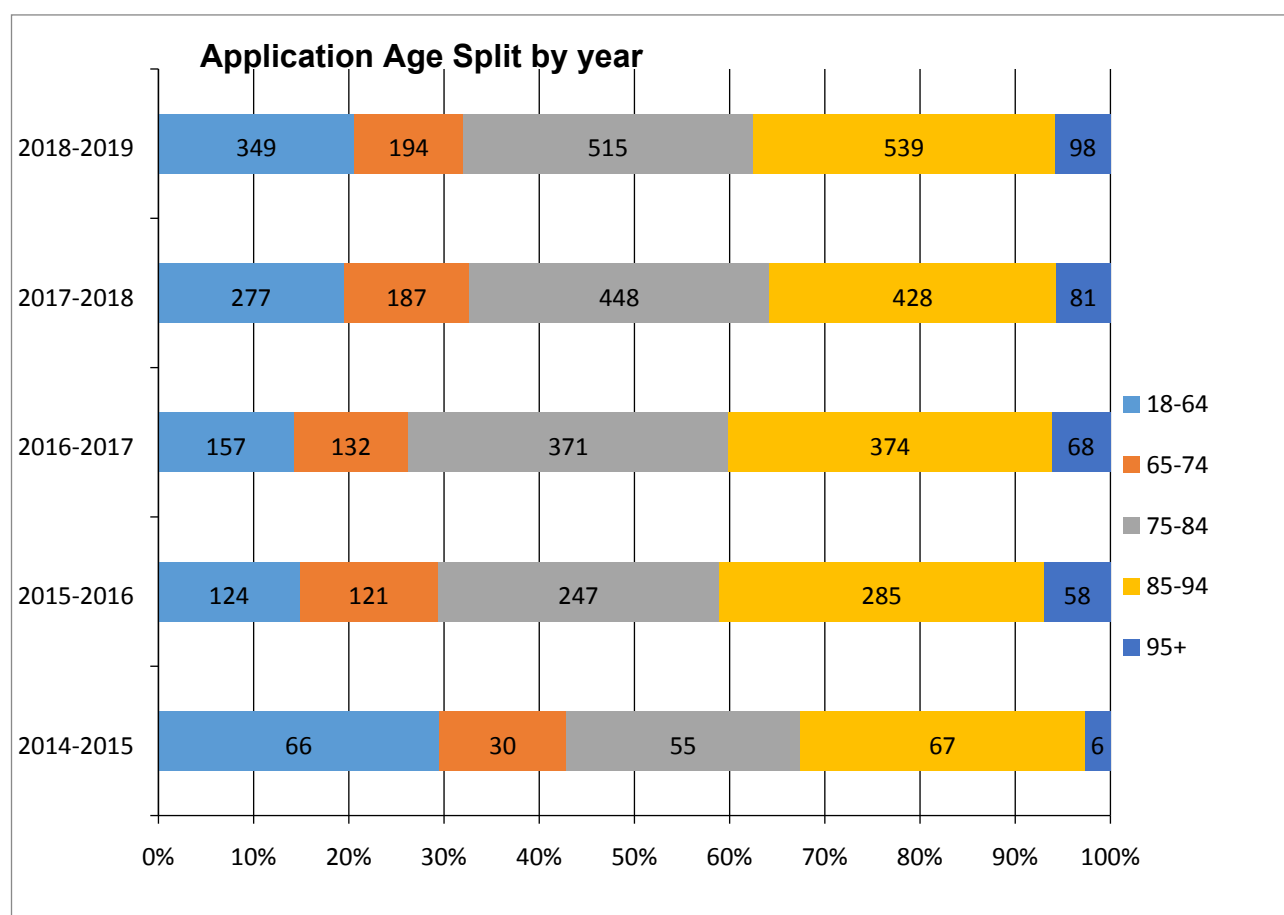
In each year it is noticeable that the number of applications for people with dementia are higher than any other group. DoLS applications can only be requested if a person lacks capacity to agree to their own care and treatment **and** is placed within a



care/nursing home or in hospital, therefore the majority of applications relate to an older age group and in turn generally relate to people who have dementia.

It is expected however that this picture will change under LPS as a larger proportion of people who have other disabilities types will now come under the same legislation.

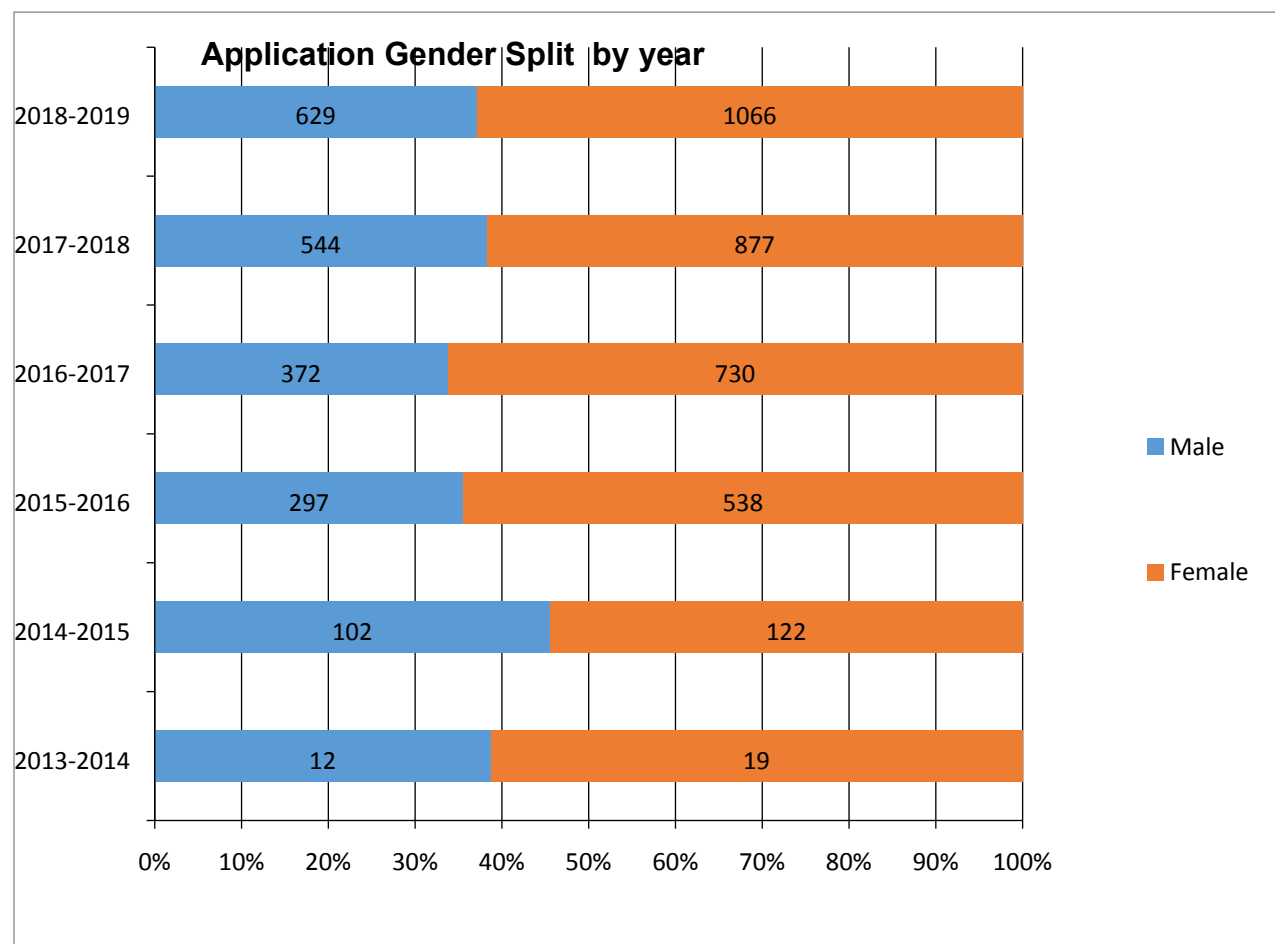
Application by age



The age split is similar each year, with the majority of applications relating to older people. Due to the cohort of customers affected by this legislation it is well understood that the majority of applications will indeed relate to older people.



Application by gender split



The gender split over the years has remained relatively stable with more women coming under the support of the DOLs process due to higher life expectancy rates in women.



Who Does Adult Safeguarding Apply To?

People's wellbeing is at the heart of the Care Act 2014, and prevention of adult abuse and neglect is one of the elements identified as making up a person's feeling of "wellbeing".

Adult safeguarding means protecting an adult's (age 18 or over) right to live in safety, free from abuse and neglect. It is about making people, or their carers/representatives, aware of their rights, protecting them and preventing or stopping abuse.

When a concern of abuse or neglect is reported, Bury Council has a legal duty under the Care Act to ensure that enquiries are made where the adult concerned:

- Has care and support needs and
- Is experiencing, or is at risk of, abuse or neglect and
- Is unable to protect themselves because of their care and support needs.

Additionally local authorities now have safeguarding responsibilities for carers.

Adult safeguarding duties apply in whatever setting people live, with the exception of prisons and approved premises such as bail hostels. They apply regardless of whether or not someone has the ability to make specific decisions for themselves at specific times.

Abuse is an act whether intentional or unintentional which harms an adult. Abuse can happen anywhere and be carried out by anyone and it can take many different forms. See the next page which explains a bit more about abuse categories and their possible indicators.



Defining Abuse

Please note the descriptors and indicators below are not a definitive list but are to give you an idea of how to potentially recognise abuse.

| Type of Abuse | Description and examples | Possible indicators |
|---------------------------------------|--|--|
| Physical abuse | Hitting, slapping, misuse of medication or restraint, involuntary isolation or confinement. | Unexplained injury, subdued behaviour, failure to seek medical assistance. |
| Sexual abuse | For example rape or sexual assault, inappropriate touching, sexual activity where the person lacks the capacity to consent, sexual teasing. | Bruising to thighs, buttocks, upper arms. Reluctance to be alone with a particular person, bleeding from genital area. |
| Psychological or emotional abuse | Could include enforced social isolation, removing mobility or communication aids, not meeting cultural or religious needs, failure to respect privacy. | Wariness toward particular person, low self-esteem, change in appetite, uncooperative/aggressive behaviour. |
| Financial or material abuse | Theft, fraud, pressure around property or inheritance, misuse of power of attorney. | Missing possessions, unexplained lack of money, failure to account for spent money, disparity between persons living conditions and resources. |
| Discriminatory abuse | Racist, sexist behaviour or abuse because of someone's disability. | Person withdrawn and isolated, expressions of anger/fear, support does not take into account person's individual needs. |
| Organisational or institutional abuse | Incidents of abuse that derive from an organisation's practice, culture, policies and/or procedures. | Neglect, poor care, culture of poor professional practice. |
| Neglect or acts of omission | Ignoring medical/physical care needs, failure to ensure privacy and dignity, lack of personal choice. | Pressure ulcers, unexplained weight loss, inappropriate clothing, poor environment, untreated injuries. |
| Domestic violence or abuse | Psychological, physical, sexual, financial, emotional. Domestic violence or abuse includes any incident of coercive, threatening or violent behaviour between people aged 16yrs and over who have been intimate partners or family members. | Low self-esteem, physical evidence i.e. cuts/bruises, isolation from friends and family, limited access to money. |
| Sexual Exploitation | Involves exploitative situations and relationships where people receive 'something' (e.g. accommodation, alcohol, affection, money) as a result of them performing, or others performing on them, sexual activities. | Signs of physical or emotional abuse, disengagement from existing relationships, low self-image, volatile or secretive behaviour. |
| Modern slavery | Human trafficking, forced labour, domestic servitude, sexual exploitation. | Signs of physical or emotional abuse, unkempt/withdrawn, isolation, poor living conditions, lack of personal effects. |
| Self-neglect | Lack of self-care, poor personal hygiene, self-harm, failure to access services. | Unkempt appearance, lack of essential food/clothing/shelter, hoarding, malnutrition, living in unsanitary conditions. |



How To Report Abuse

Concern for an Adult

If you are concerned for yourself or another adult, contact Bury Council social care services Connect And Direct Hub on :



0161 253 5151 during office hours (8.45am to 5.00pm Monday to Friday) or



adultcareservices@bury.gov.uk .

Concern for a Child

If you have a concern or query about a child or young person (under 18), please contact children's services on:



0161 253 5678 during office hours or 0161 253 6606 outside normal office hours



childwellbeing@bury.gcsx.gov.uk

Whether for an adult or a child **if your call is urgent** please contact the emergency services on **999**.



Board Member Organisational Annual Statements

Meeting Attendance Rates 2018-2019

| Organisational Attendance To Adult Safeguarding Board 2018-2019 by core Board Organisations | | | | | |
|---|------------|-----------|--------------|--------------|-----------------|
| Board Member Organisation | April 2018 | July 2018 | October 2018 | January 2019 | Attendance Rate |
| Bury Clinical Commissioning Group | √ | √ | √ | √ | 4 of 4 |
| Bury Council | √ | √ | √ | √ | 4 of 4 |
| Community Rehabilitation Company | - | √ | - | - | 1 of 4 |
| Greater Manchester Fire and Rescue Service | - | √ | - | √ | 2 of 4 |
| Greater Manchester Police | √ | √ | √ | √ | 4 of 4 |
| National Probation Service | - | - | - | - | 0 of 4 |
| Pennine Acute Hospital Trust | √ | √ | √ | √ | 4 of 4 |
| Pennine Care NHS Foundation Trust | √ | √ | √ | √ | 4 of 4 |
| Six Town Housing | √ | √ | - | - | 2 of 4 |
| Independent Chair | √ | √ | √ | √ | 4 of 4 |





Bury Clinical Commissioning Group

Bury Clinical Commissioning Group (CCG)

Board Members:

- Cathy Fines – Clinical Director & Deputy Chair of the Case Review Group
- Clare Holder – Designated Nurse, Adult Safeguarding

Our Achievements 2018-2019

During the last year, we have successfully built on the work of previous years. We continue to assure the providers who we commission to ensure that they provide good quality, safe services for the residents of Bury. This work includes working with large providers, such as Pennine Care Foundation Trust and Pennine Acute Trust, but, we also work with nursing and residential homes where Bury residents live. Additionally, we undertake an assurance process with some of the large private providers, such as Cygnet and Priory as they are located within Bury.

The Safeguarding and Quality Forum for Nursing Homes continues to meet every 2 months and promotes the sharing of ideas, good practice and to review safeguarding experiences. During 2018/19 MIAA (Mersey Internal Audit Agency) undertook a review of the arrangements that Bury CCG has in place to review Care Home Quality Assurance. Extract from the report *“The overall rating was Substantial Assurance. It was clearly evident that the Clinical Commissioning Group (CCG) was pro-actively supporting local care homes to improve their quality of care in collaboration with Bury Council. The Safeguarding and Quality Forum led by the CCG with key local authority members, was a positive initiative to share good practice and to reflect on the quality of care provided.”*

The CCG safeguarding team provide clinical supervision and safeguarding supervision to a number of local providers who deliver care to vulnerable patients; this includes to Registered Nurses from our Nursing Home Providers and the Virgin Healthcare Sexual Health Services, Cygnet Hospital, Greater Manchester Mental Health Trust (Prestwich Hospital Site) and the Priory. We also provide one to one



clinical supervision to senior staff working at Bury Hospice and Designated Colleagues across GM.

The Designated Nurse for Adult Safeguarding is a member of the Adult Safeguarding Business Group and attends the Bury Adult Safeguarding Board and the CCG Head of Safeguarding is a member of the case review group. Both Head of Safeguarding and Designated Nurse for Adult Safeguarding are members of a number of NHS England regional forums and Greater Manchester Health and Social Care Partnership groups and forums; which influence and challenge the work streams within NHS England Safeguarding.

The Executive Lead for Safeguarding is a member of the Strategic Board and co-chairs the case review group.

The Safeguarding Team continue to deliver a calendar of training to Primary Care in Bury, and on behalf of Health Education England to GP trainees across the North East Sector. In addition to recognition and response to adult abuse training, we have delivered a range of training on a variety of topics, such as, MCA (Mental Capacity Act) Prevent (preventing radicalisation of vulnerable people), the impact in adulthood of ACES (Adverse Childhood Experiences) and the emerging concerns around complex safeguarding.

NHS Bury safeguarding team continue to deliver Prevent training as part of the programme offered to GP's and CCG staff. The Designated Nurse for Adult Safeguarding has also delivered Prevent training in Cygnet Mental Health Hospital, Bury Hospice and at The Quality and Safeguarding Nursing Home Forum. Bury CCG Prevent Lead is a member of the Prevent Multi Agency Steering Group in Bury and is now also a member of the multi-agency Hate Crime Forum.

React to Red is now embedded in practice with Bury residential and domiciliary care providers. An annual training session is now facilitated by the team to capture new providers and staff, to cascade new information and good practice, and to offer ongoing support.



2018 saw the implementation of a new initiative in the form of The Red Bag Scheme. The Red Bag Scheme is designed to support care homes, ambulance services and the local hospital in improving the transition between inpatient hospital setting and community or care homes. There has been increased interest by other CCG's across GM who are now coming to Bury to adopt the implementation strategy used here.

A red bag is used to transfer standardised paperwork, medication and personal belongings and stays with the resident throughout their hospital episode and is returned home with resident. The standardised paperwork will ensure that everyone involved in the care for the resident will have necessary information about the resident's general health, e.g. baseline information, current concern, social information and any medications, on discharge the care home will receive a discharge summary with the medications in the red bag.

The pathway enables a significant reduction in the amount of time taken for ambulance transfer times and for A&E assessment times and reduces avoidable hospital admissions.

Safeguarding assurance visits were completed during the year at both Bury and Prestwich Walk in Centres. Although these visits were arranged following the CQC Children Looked After and Safeguarding (CLAS) inspection, they were also an opportunity to review the service's understanding of adult safeguarding processes. The visits were completed by the Head of Safeguarding and the Designated Nurse for Adult Safeguarding. The visit, along with the Care Quality Commission ratings, demonstrates a level of engagement assurance with the safeguarding agenda for both adults and children.

Our Plans for 2019-2020

The CCG will continue to work with statutory and wider in Bury to reduce the risk of abuse to vulnerable adults. We will achieve this by undertaking assurance visits to a wide range of health providers, delivering training on existing and newly emerging safeguarding topics and bringing new learning and understanding into Bury from our work across Greater Manchester, and, from the north region.



Following on from 2017/18 GP Practice Assurance process, all practices in Bury will be visited during 2019/20. The visits will be an opportunity to update on changes to the multi-agency safeguarding arrangements, introduce new team members, discuss emerging areas of complex safeguarding and to expand the knowledge of the practice staff.



Bury Council



Board Members:

- Julie Gonda – Acting Executive Director, Communities and Wellbeing Department & Chair of the Case Review Group

Our Achievements 2018-2019

As highlighted in last year's report we have focused on 2 key work areas this year.

- 1) Development of Integrated Neighbourhood Teams
- 2) Development of Internal Safeguarding Offer

Development of Integrated Neighbourhood Teams

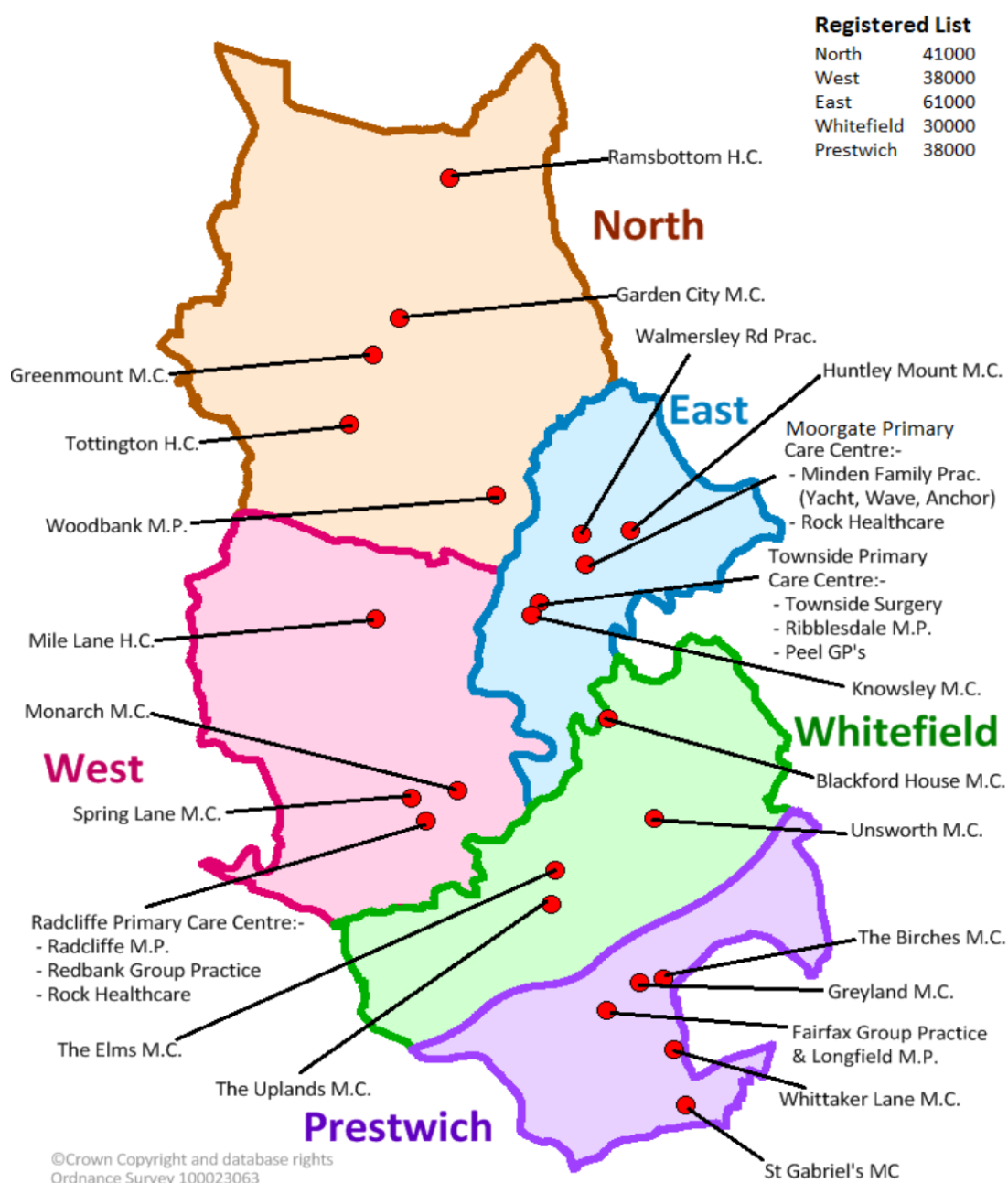
One of the main areas of work for Adult Social care this year has been the co-development of our Integrated Neighbourhood Teams (INT's).

These teams are a mix of people from across our health, adult social care and voluntary sector services who have the core aim of bringing together health and social care services to help people remain well for longer. The INT's will support people particularly at risk of hospital admission or re-admission.

The Teams are made up of district nurses, social workers, GP's and people from the voluntary sector, with close links into other key services. The teams share the same office space and access to relevant data.

The teams went "live" on the 1st of April this year and work over 5 areas, Bury East, North Bury, Bury West, Whitefield and Prestwich. The map below shows how the teams are split across the Borough:





As these teams become more established we envisage that this will support the preventative arm of our safeguarding approach by identifying those in need at a much earlier stage.



Development of Internal Safeguarding Offer

There have been significant changes this year in relation to our offer around adult safeguarding we have:

- Established a separate Safeguarding Operational Team.
Previously all safeguarding enquiries were managed within general social work caseloads. However, in order to reduce the pressure on our social workers and, taking into account the changes brought about by the development of INT's, we took the decision to establish a team who would concentrate on managing adult safeguarding cases. The team launched in early April and will continue to work closely with our INTs to support the most vulnerable adults within our communities.
- In partnership with our Clinical Commissioning Group colleagues we have also recruited a Social Work Advanced Practitioner (complex needs) who will start work in 2019-2020 and will act in a consultancy capacity to support other professionals as well as managing cases relating to people who have extremely complex needs.
- Managing allegations against People in a Position of Trust (PIPOT) – Bury Council has the responsibility of recording and supporting cases where allegations have been made against people in a position of trust. This year has seen the development of not just an internal process to manage this responsibility but also the development of a multi-agency protocol which lays out roles and responsibilities for services in Bury who work with vulnerable people.
- Further developed an approach to Making Safeguarding Personal (MSP) – based on a self-assessment, we have developed an action plan which will allow us to continue to improve on how we work toward the principles of MSP. This work has included a refresh of our internal electronic case management system allowing us to more accurately capture the outcomes of those people who are being supported through the safeguarding process. We will use this information to inform and direct internal practice and process.
- Deprivation of Liberty Safeguards (DoLS) – one of the main criticisms of the national DOLS process is that vulnerable people have to undergo multiple



assessments which can, at times, be distressing. In order to reduce any negative impact our Best Interest Assessors now also undertake the required Mental Capacity Assessments, this work was previously undertaken separately by a cohort of Mental Health Assessors. This change has had the benefit of reducing the number of professionals visiting a vulnerable person and also speeding up the application and authorisation process. Mental Health Assessors are now only commissioned when necessary.

- Training – The Council lead on the commissioning and provision of training around self-neglect and hoarding to over 240 professionals on behalf of the Board, delivered Mental Capacity Act Awareness training to 100 professionals from across the Bury workforce, delivered bespoke Deprivation of Liberty training sessions to 10 care/nursing home providers.
- Worked with our colleagues to develop the new Bury Integrated Safeguarding Partnership model. In essence this new model will bring together both the Safeguarding Adults and Safeguarding Childrens Board.

Our Plans for 2019-2020

There are two areas of work which we were unable to fully complete this year which will be carried over into our plans for the forthcoming year, they are as follows: -

- 1) Conduct more detailed scrutiny on the concerns coming in to the Council – offering training /challenge back to referring organisation where appropriate.

Due to the establishment of our INT's and Safeguarding Operational Team over the course of 2018-2019 this action was put on hold. However now that these teams are established this will be progressed. A framework will now be put in place, managed by the Safeguarding Operational Team, which will allow us to more fully understand patterns, trends and “pressure points”. In turn this will mean that we will be able to more effectively direct resources, identify training needs and also identify areas of good practice/learning.



- 2) Lead the development of guidance for staff around how to support people who self-neglect and or/hoard.

This action was only partially completed in that we lead on the commissioning and delivery of training for over 240 professionals. The next stage is to develop local guidance for staff on how to support people who self-neglect and or/hoard. Although we will lead on the production of this guidance colleagues from across the Council and the wider partnership, as well as customer/their representatives will also be involved.

Additionally we will:

- Support the embedding the new Bury Integrated Safeguarding Partnership.
- Continue to provide leadership support to the PREVENT (safeguarding people from the threat of terrorism) Steering Group – which this year will also include a peer review and a refresh of the action plan following on from a review of the self-assessment framework.
- Linked in with PREVENT we will also work to further embed the social care support element to the Channel process – this multi-agency approach to identify and support to those individuals who are at risk of being drawn into terrorism.

One of the biggest challenges this year will be scoping and planning the changes needed to support replacement of the Deprivation of Liberty Safeguard framework with the new Liberty Protection Scheme.





Community Rehabilitation Company (CRC)

Board Member:

- Gail Churchill – Community Director for Cheshire and Greater Manchester

Please note a more comprehensive report has been provided by CRC the highlights of which have been included below. Please click on the embedded document below to view the full report.



BSAB Annual
Report Contributor

Our Achievements 2018-2019

Throughout 2018 & 2019 Cheshire and Greater Manchester CRC (CGM CRC) has sought to develop and improve adult safeguarding knowledge and practice. This has focussed on developing staff awareness and supporting staff training and supervision, and the creation and improvement of Quality Assurance measures. The establishment of clear lines of accountability and improved processes throughout the organisation is an ongoing priority.

- **Making safeguarding personal** (Developing more personalised approaches to how we protect individuals at risk from abuse).

In delivering Probation services, the work of CGM CRC is underpinned by desistance theory and characterised by a strength based approach. Personalisation is key to our work with all service users in which we seek to balance the needs of these service user against the risk they pose to members of the public. The safeguarding of both the adult service users we manage and those affected by their behaviour is central in our service delivery.

The CRC is contractually obliged by the Ministry of Justice to undertake service user feedback surveys every 6 months. This allows for those directly affected by our work



to articulate the impact that it has on them. We have also developed a service user council group and 'User Voice Forum' which enhance our understanding of service user issues and experiences and which allows us to work collaboratively with the service users to support change where necessary and practice improvement in all areas including safeguarding as and when appropriate. These processes are in turn overseen by a number of operational managers within CGM CRC who lead on service user engagement and help facilitate the person-centred culture within the organisation.

Training:

Adult Safeguarding training is mandatory for all staff. All staff are also subject to DBS checks at the appropriate level. The organisation has recently launched an E-Learning platform via the Virtual College through which all staff have been required to complete a range of training packages linked to Adult Safeguarding including

- Generic Adult Safeguarding,
- Female Genital Mutilation,
- Prevent and Extremism,
- Domestic Violence,
- Substance Misuse,
- Human Trafficking and Modern Slavery,
- Forced Marriage and Honour-based Violence
- Spirit Possession & Witchcraft

Partnerships:

Developing/building on multi-agency practice and Working with the community

As an Organisation, CGM CRC supports partnership working linked to adult safeguarding in a number of ways. An example of this is our contribution to Multi-Agency Risk Assessment Conferences (MARACs), whereby cases of domestic abuse where victim/ adult safeguarding concerns are assessed as high risk are discussed and a multi- agency response is determined. CGM CRC service users may be discussed at MARACs as either the identified perpetrator or a victim of domestic abuse. There is an Interchange Manager with operational lead for Risk and MARAC across Wigan, Bolton and Bury. This manager attends a number



related sub-groups and acts as a single point of contact for staff with regards to risk and MARAC.

We have dedicated staff linked to MARAC and we view ourselves as specialist's risk assessors of domestic abuse perpetrators with strong and effective partnerships with victim services. CGM CRC is the only Home Office commissioned organisation that delivers perpetrator programmes regardless of the risk assessment and therefore provides high level interventions to cases that fall into the MARAC and adult safeguarding arena.

National & Local Developments in respect to Safeguarding:

Our current local training plan has identified a number of key areas with regards to training needs around safeguarding and working with vulnerable adults and as such we have developed an array of workshops to address this need; Working with Sex Offenders, Understanding Hoarding, Working with 18-25 year old Service users, Homelessness, Mental Health, the Changing Drug Culture, the Toxic Trio, Victim Support Worker's Role and Personality Disorders. These workshops are available to all staff and are delivered on six weekly bases.

Our Plans for 2019-2020

Key challenges for the future are identified in a number of areas including training, audit and inspection, case assessment and case management development and responding to changes in local and national policy. Further detail in relation to each of these areas is set out below:

Training:

Although there is a comprehensive training package in place which is accessible to all staff, the efficacy of this training and development now needs to be monitored through the introduction of a training knowledge check. It is clear that we have access to good training but the embedding of knowledge is not being scrutinised. Devising and implementing a system to underpin this knowledge check will be a challenge in the coming months.



Audit and Inspection:

In 2018 Her Majesty's Inspectorate of Probation has introduced a new inspection regime which provides for the annual inspection of probation providers. This is an external inspection process and focusses on identifying both strengths and areas for development. Preparation for these inspections and responding to any areas where development work will be an ongoing priority.

Case Assessment:

CGM and the additional four Interserve CRC's are currently working with the Ministry Of Justice on the introduction of a new risk and case assessment tool. In designing the tool, challenges in relation to managing adult safeguarding concerns have been addressed and a key challenge for the year ahead will be to ensure that once the tool is approved it is implemented in a timely and effective manner and that assurances regarding safe practice are obtained throughout.

A further challenge in relation to case and risk assessment has been identified as the need to ensure that staff are acting on significant changes that may indicate an increase in risk.

Case Management:

In common with all Interserve CRCs it is expected that a new case management system will be introduced within the next twelve months. This will provide challenges in terms of staff training and the continuity of service provision. It will also be necessary to ensure that the case management system itself provides for and supports appropriate adult safeguarding practice.

Policy Developments:

Ensuring that as an organisation CGM CRC keeps abreast of and responsive to changes in local and national policy is an ongoing challenge.





National Probation Service (NPS)

- Nisha Bakshi – Assistant Chief Officer for Bury, Rochdale, Oldham and Greater Manchester MAPPA (Multi Agency Public Protection Arrangements) and Terrorism Act (TACT) Resource Unit

Our Achievements

As part of the NPS North West Business plan 2018/2019, 2 key objectives were identified in relation to adult safeguarding;

- Prisoners having access to benefits and accommodation on release
- Improving provision, especially suitable accommodation, which meets health needs of elderly offenders

2018/19 has focused on addressing the needs for homeless individuals and our contribution to homelessness reduction continues, especially for those who present with complex dependences. The rise in number of service users recalled to custody, in conjunction with high incidences of violence against others and self-harm in the prisoner population has led to national developments in relation to effective licence management. Nisha Bakshi is leading development work on this area within the NPS North West. This has included police and probation briefings to facilitate better understanding of recall, arrest, charge and bail processes and the thresholds for these decisions. A workshop is due to be delivered to the NPS Senior Leadership Team in July, which will then be piloted in the Bury, Rochdale, Oldham (BRO) cluster, the aim of which is to enable all grades of staff to make more effective decisions.

All staff have now completed mandatory e-learning on Safeguarding Adults, Safeguarding Children and Domestic Abuse. The introduction of Continuous Professional Development (CPD) days in Bury, which are mandated for all practice staff, has seen additional sessions focusing on Human Trafficking and Modern Slavery, as well as findings from SARs – both local and national. Attendance is monitored and to date, over 95% of staff across the Bury, Rochdale and Oldham



cluster have completed Safeguarding Adults training. Additionally, we benefit from the input of the Insight Personality Disorder team who continue to enhance the skills and knowledge of our staff groups via formulation development, reflective discussions and the psychotherapist who leads on professional development groups monthly. We have introduced a tracker for attendance at the latter to ensure that staff prioritise their learning and development. Sessions to date have focused on Complex Mental Health Diagnoses: Bi-Polar Disorder; Borderline Personality Disorder; Schizoaffective disorder; Adjustment Disorder, Adult Attention Deficit Hyperactivity Disorder and Post Traumatic Stress Disorder; Attachment Theory and the use of genograms to help in the understanding of this; anger, hostility and aggression; working with people who sexually offending and denial.

The national serious organised crime strategy was launched in November 2018, which was incorporated into a learning event within the cluster which included discussions pertaining to the exploitation of vulnerable adults both in the community and custody and safeguarding responses. At another CPD event we focused on extremism and right wing activity in particular, alongside the impact of radicalisation. Briefings re changes to the Pathfinder process re extremism cases, as well as amendments to Terrorism Act legislation were also delivered.

We now have suicide prevention SPOCs (Single Point of Contact) in each of our cluster offices including Bury. As well as local awareness raising activity, they are currently leading on localised responses via learning from Serious Case Reviews and deaths under supervision, with a view to developing a briefing event which will take place later in the year. We have had one member of staff commended for their work in preventing a suicide attempt in Bury. This builds upon work which commenced last year to develop coherent practice guidance for staff.

The NPS contributes to the early identification of care and support needs for an offender in the community, as well as cases where an offender who is a carer, needs support themselves. Making Safeguarding Personal briefings last year and a repeat of these continue to place Adult Safeguarding at the forefront of people's minds.



A new maturity pack for working with young adults has recently been launched. This is a mandated package of work which can be tailored to meet individual need and risk and will be subject to quality assurance activity later in the forthcoming year. The NPS second one Probation Officer into Bury Youth Offending Service and have been engaged in the recruitment of a new manager for the Bury team in recent months.

There is ongoing engagement with PREVENT/CHANNEL (This is support for those at risk of radicalisation).; MARAC (risk conferences linked to high risk domestic violence cases) and the NPS maintain local co-ordination and responsible authority chairing of Multi Agency Public Protection Arrangements. Training has been undertaken in Bury for Duty to Co-operate agencies and MAPPA Chair Training for GMP colleagues who are a Responsible Authority, has also been refreshed during the year. Moving forward it is hoped management oversight of MAPPA level 1 cases will be incorporated into risk meetings within the Engine Room.

Her Majesty's Inspectorate of Probation (HMIP) undertook two inspections last year which affected the Bury, Rochdale, Oldham cluster. The first was a thematic inspection into the management of men who commit sexual offences and the second was an inspection across the NPS North West. Although the thematic report identified a number of areas of development, verbal feedback from the inspectors following the inspection in the cluster was largely positive and some good practice examples from the cluster were included within the published report. The overall inspection rated the NPS north West as "good" with an "outstanding" for our work with victims.

Our plans for 2019/2020

Moving into next year there will be professional development sessions focusing on Transactional Analysis; working with life sentenced prisoners; hopelessness in clients and in you; learning from lived experience - *Service User Network presentation*; community based psychological interventions for Personality Disorder; Substance misuse – then alcohol and offending. A further CPD session will focus on identification and response to self-neglect in adults and the Mental Capacity (Amendment) Act 2019.



All staff will undertake training in respect to suicide prevention over the forthcoming year, alongside ongoing engagement with Bury Suicide Prevention Group.

It is envisaged that work developed in Rochdale to develop a mental health support group can be replicated in Bury by winter 2019, practice staff are keen to establish this given numbers of individuals requiring support and not being able to access other group settings due to risk of serious harm, or general engagement issues. The group in Rochdale has been a great success. Numbers have increased and the feedback from service users and their offender managers is positive, with one tangible example of how engagement in the group has assisted some service users in desistance from offending and avoidance of a return to custody.

Adult learning services have recently agreed to provide health and wellbeing sessions for service users, with a view to expanding other learning opportunities should there be the demand.

We hope to place staff to work on a co-located basis for some of each day into the Engine Room – a centralised intelligence coordination hub, developing greater collaborative approaches to working with the most complex and high risk individuals in Bury.

A quality assurance exercise will take place with regard to transitions from Youth Offending Services to probation provision in the summer of 2019, this will seek to review the implementation of the Transitions Protocol and identify any barriers to progressing effective working practice in this area.

Following quality assurance work and HMIP findings pertaining to accommodation issues, there will continue to be a focus on reducing homelessness and a QA exercise will take place to ensure pro-active planning is taking place to prevent homelessness or address it at the earliest possible stage. Collaboration with Community Rehabilitation Company colleagues delivering Through The Gate (resettlement) provisions will be key to this work as well.



Greater Manchester Fire and Rescue Services (GMFRS)



Board Member:

- Jax Effiong Community Safety Manager, Designated Safeguarding Officer for covering Bury, Oldham and Rochdale, also Chair of GMFRS LGBT & Allies Staff Network.

Programme for Change

We are proposing to make changes to the way that Greater Manchester Fire and Rescue Service is managed, how resources are allocated and how we collaborate with partners. Proposals outline some of the most dramatic changes in the history of Greater Manchester Fire and Rescue Service but they are important ones to make sure we are a service fit for the future.

These proposals will put us in a position where we can continue to keep people safe, but also ensure that we are a sustainable, efficient service.

There will be tough decisions to make going forward but this will be informed by using a robust evidence base. Thank you to our partners for your feedback during the Public consultation. We will keep partners informed of the changes going forward.

Our Achievements 2018-2019

Closer working with partners across Bury to ensure awareness of reducing fire risk to the most vulnerable in our communities and to embed the referral process for people at increased risk of fire

Partners trained in Fire Risk indicators for Vulnerable People and referral pathway include:

Bury One Recovery, Older People's Staying Well team, Placed based hubs, and Pennine Care Mental Health.



Age UK Nutrition & Hydration Programme in Bury.

2018/19

GMFRS Prevention team completed training with Age UK to become part of the multi-agency approach for Nutrition & Hydration.

| | September | October | November | December | January | February | March | Totals |
|-------------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|
| Bury | 0 | 0 | 3 | 15 | 11 | 18 | 11 | 58 |
| Oldham | 0 | 0 | 1 | 1 | 5 | 8 | 4 | 19 |
| Rochdale | 1 | 1 | 2 | 3 | 2 | 4 | 6 | 19 |
| Totals | 1 | 1 | 6 | 19 | 18 | 30 | 21 | 96 |

Bury had the highest rate of activity across our area with 58 activities, in which Community Safety Advisors completed Safe & Well home visits inclusive of nutrition and hydration advice to vulnerable adults 65+.

Average week in Bury...

- Our Free Community Room was booked 7 times to deliver a wide range of activities for the residents of Bury, with partners from the falls team, mental health, probation and stop smoking services.
- The Prevention Team delivered 2 Safe4Campaigns to Secondary Schools to increase awareness of water safety, hoax calls and fire safety.
- Our Crews delivered 4 Safe4Campaigns to Primary school children, getting ready for the summer holidays.



Average month in Bury.....



14 Young people completed our 12 week Prince Trust Programme with a successful presentation evening attended by dignitaries from a range of services.

6 local residents were recruited as Volunteers to support our Fire Safety Campaigns, training programmes and Cadet Schemes for young people.

Our Fire Parade Pump, firefighters, volunteers and young people took part in Bury Pride again as part of our inclusivity agenda, #proud to be visible, across our LGBT Communities.

The GMFRS Driving Simulator was utilised to reach 16-25 year olds at Bury's Multi agency Collabor8 event - Celebrating diversity and Inclusion.

2018-2019 in Bury....

- 146 Priority Safe and Well Visits - Reducing arson threat to life
- 345 Vulnerable People at increased risk of fire received a home visit to help reduce fire risk, improving health and wellbeing.
- 599 Safe and Well Visits for families and individuals: Helping to keep communities Safe & Strong.
- 372 Defective alarms replaced helping to keep families safe.
- 6 Fire smart interventions with young fire setters: Equipping them with skills for life.
- 1812 Targeted letters posted promoting Safe and Well visits in areas affected by fire, or harder to reach communities.



GMFRS Bury Safeguarding Referrals for April 2018 / March 2019

| Bury | Adults | Children |
|-----------|--------|----------|
| Quarter 1 | 3 | 1 |
| Quarter 2 | 10 | 1 |
| Quarter 3 | 10 | 0 |
| Quarter 4 | 7 | 0 |
| Total | 30 | 2 |

Completed training for GMFRS Prevention Teams include:

- Internal Adult & Children e-learning Safeguarding module.
- External -Emerging Issues & Recurrent Themes in Complex/Contextual Safeguarding
- External -Making Safeguarding Personal (MSP)
- External - Self-Neglect
- External - Self- Neglect & Hoarding
- External - Strength Based Conversations
- Internal - Dealing with Conflict in the Workplace
- Internal - Act Awareness / Prevent
- External - Challenger
- Internal -The Institution of Occupational Safety and Health (IOSH) Working Safely.
- External - British Sign Language Course

Our plans for 2019-2020

Our Priorities aligned to Greater Manchester Strategy. “Our People, Our Place”. With a focus on Public Sector Reform and Place Based Working.

Programme for change will bring a new prevention model from September 2019. We will keep partners updated on the redesign of our service.

Diversity and Inclusivity (DI); Implementing our 2019-20 D&I strategy across the organisation. Developing a diverse workforce and inclusive culture, enabling us to better support our staff and stakeholders, to ensure we represent the communities we serve.

Continue to support the work of the Safeguarding Board, through GMFRS representation. Ensure Safeguarding legislation and training, is current and cascaded across GMFRS employees.



The participation in key events and campaigns throughout the year to support the priority agenda within the Local Authority, GMP, Health Services, Housing and other key services across Bury to reduce the risk of fire across Bury communities. E.g Collabor8 & Bury Pride

Closer working with Drug & Alcohol Services, Mental Health services inclusive of Suicide Prevention, and support the Homelessness agenda across Bury.

Planned work:

Safe4Summer & Safe4Autumn Campaigns in Schools & Safe Drive initiatives in Colleges to reach Young People.

Six Town Housing Summer Programme – Delivering a multi agency Summer Roadshow across Bury, increasing fire safety awareness.

Continue to offer and increase Safe & Well Home Visits to increase safety awareness and reduce fire risk across Bury.



Road Safety Awareness – Bury Collabr8 2018



Greater Manchester Police (GMP)

Board Members:

- Superintendent Paul Walker
- Chief Inspector Kate Atton



Our Achievements 2017-2018

During 2018-2019 Bury Police have continued to place safeguarding and vulnerability at the heart of our investigations.

The district has further embedded placed based working to ensure vulnerable community members receive the appropriate help they need from the appropriate source either from the police, partner agencies or a combination of both.

Three dedicated neighbourhood inspectors have been identified these being Inspector Rob Findlow, Inspector Scott Brady and Inspector Mike Brennan. This approach has delivered demonstrable results for victims who have had their needs met and a reduction in demand and repeat calls not only for police but partner agencies. Cases continue to be reviewed for learning on a regular basis as this new way of working is embedded. This approach ensures that we continue to work towards the vision for Greater Manchester.

The Investigation and Safeguarding Review (ISR) was implemented in February 2019 resulting in the Public Protection Investigation Unit merging with the existing district detective teams in 2018. Detectives received additional vulnerability training as part of the ISR implementation. This increased the resilience of detective teams at Bury and further upskilled detectives to identify and deal with vulnerability correctly and at the first opportunity.

A new Case management team have started work at Bury in April 2019 resulting in a dedicated resources committed to delivering case conference, strategy meetings and when fully embedded Multi Agency Risk Assessment Conference (relates to high-risk domestic violence and abuse cases), thus further developing and supporting



good relationships with partner agencies and delivering an improved service to some of the most vulnerable sections of the community.

Another exciting piece of work that is ongoing at Bury is the design of the Public Sector Reform (PSR) Hub. This aims to have clearer demand streams coming into the hub and a multi-agency, co-located problem solving approach towards cases based on individual needs.

Over the coming months the district is developing its response to complex safeguarding, in particular the multi-agency response to Child Criminal Exploitation. Detective Inspector Dean Purtill will oversee the complex safeguarding unit that will consist of Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE) and Organised Crime, additional resources have been identified to respond to the emerging demands and challenges of child criminal exploitation. The CSE and missing multi agency sub group will be redeveloped to respond to complex safeguarding.

Our Plans for 2018 – 2019

- Implementation of PSR Hub which will aim to encompass appropriate partner agencies including adult services
- Development of place based working will continue to develop via the PSR and Place Based Initiatives at Bury and Radcliffe
- We will continue to raise the profile of adult safeguarding within GMP and within the community to ensure we are better able to tackle those at risk of crime through vulnerability
- Development of complex safeguarding in particular response to Child criminal exploitation
- We will continue to work with partners on the most complex cases.



Pennine Care NHS Foundation Trust

2018/19

Board Member: -

- Dan Lythgoe, Managing Director, Pennine Care NHS Foundation Trust

Our Achievements:

During the last year Pennine Care NHS Foundation Trust [PCFT] has worked hard to ensure the safeguarding adult agenda is further embedded into everyday practice. The PCFT Safeguarding Team supports a wide range of services in the local area from adult and children's services, incorporating physical and mental health across the community and acute sector. This variety has provided an ideal opportunity for the team to support the integration of children and adult safeguarding and promote the 'think family' agenda across the workforce.

The Specialist Safeguarding Families Practitioners continue to review every PCFT safeguarding incident, providing specialist support and advice and signposting as necessary to the Local Authority contact centre – the Connect and Direct Hub. This support is also available for practitioners to access Mon – Friday 9am-5pm over the telephone. The Safeguarding team also supports the local authority in undertaking section 42 enquiries (The Care Act, 2014), gathering and analysing information from PCFT services when a safeguarding adult enquiry is required.

Alongside mandatory level 3 adult safeguarding training, the Safeguarding team have delivered bespoke training around the Mental Capacity Act and the Deprivation of Liberty Safeguards at Bealey Community Hospital and established monthly 'lunch and learn' workshops so that updates can be provided and early learning shared from local safeguarding reviews. The team have also established a model of group safeguarding supervision for specific services, identified by level of need and complexity of caseloads, an example being the highly specialised podiatry team. Group safeguarding supervision for this service has been positively received and there is a plan for it to extend to the wound care and lymphedema service and the acute district nursing teams (ACNT) over the next 12 months.



Plans for 2018-19:

- To support the development of an integrated safeguarding adult and children's board in Bury and represent the safeguarding partnership.
- Pennine Care NHS Foundation Trust will continue to work with the Local Authority and the wider partners in Bury to reduce the risk of harm and ill treatment of adults at risk and continue to promote the safeguarding adult agenda across the workforce.
- Develop a skilled and knowledgeable workforce that is able to competently and confidently undertake section 42 (The Care Act, 2014) adult safeguarding enquiries.
- To develop the offer of group safeguarding supervision within adult community and mental health services and embed a culture of reflection and learning in relation to safeguarding work.





Six Town Housing

Board Member:

Sharon McCambridge – Chief Executive Six Town Housing, Chair of the Adult Safeguarding Making it Happen Group

OUR ACHIEVEMENTS

Our locality model means that our staff are based within the community and have a better relationship with our customers. This allows early detection and intervention, particularly in cases of neglect. Working at the Radcliffe and Bury East Neighbourhood HUBS has encouraged a more joined up approach to complex cases with a better understanding of partners' roles and responsibilities and a sharing of expertise and information.

Our integrated neighbourhood working means that internally teams work more closely to provide help and advice, for example matching those needing sheltered or extra care facilities to suitable properties; organising void or improvement works to include adaptations where possible and understanding the Central Access Point and adaptation referral process for identifying and referring adults to the appropriate Council Team.

Once again we have invested in and improved our focus on the empowerment and prevention by enhancing the work of our Tenancy Sustainment Team and their links to the neighbourhood based staff and the multi-agency hubs. The team case manage and support our most vulnerable and complex customers to establish their level of need and support to enable them to live independently; stabilise their lifestyle and ensure they have the correct support in place to sustain their tenancy. The addition of a seconded Mental Health Social Worker into the team this year has assisted with more appropriate referrals and advice for staff dealing with MH cases. This has brought efficiency in case management and a swifter resolution by getting the right help at the right time for our tenants and/or members of their households.

We have maintained important support protecting tenants through our Sanctuary



Project, offering victims of domestic violence a combination of physical security works to the home, safety plans and support, delivering security measures to 27 Six Town Housing homes in 2018-19.

Our continued involvement with our partners has generated 125 safeguarding referrals, an increase of over 70% on last year. This can be attributed to the Care Act with the majority of cases being neglect and/or mental health issues. Our attendance at the relevant multi agency hubs ensures that all referrals are discussed with a range of agencies, helping to improve the safety of vulnerable adults. We participate in the Board's Case Review Group and have been involved in reviewing a number of cases to ensure we incorporate any learning into our procedures and training.

A mandatory e-learning package has been delivered to all existing staff incorporating all adult safeguarding elements for employees, complemented by regular briefings and awareness raising sessions, ensuring safeguarding remains high on everyone's agenda. This package also forms part of the induction programme for all new members of staff.

Our 'Eyes Wide Open' initiative makes it easy for all our employees, including our repair operatives, to report concerns for safety and wellbeing of tenants, these concerns are passed to our Dedicated Safeguarding Officer and Neighbourhood Teams to follow up, we investigated 65 reports last year.

Our Community Development Team support adults with specific needs as part of our Steps to Success training and employment programme, providing training to improve life skills, change behaviours and increase independence, linking with Probation and community domestic violence programmes and recently supporting those leaving the armed forces with their transition into to new areas of work. The team engaged with 750 adults during 2018-2019 placing 71 people into employment.

Our Safeguarding procedures are constantly reviewed and updated to meet new legislation and to ensure recording and monitoring is robust and reported through the performance framework. This has seen an increase in referrals and alerts to other agencies particularly in relation to neglect.



Our Plans for 2018-19

We will continue to raise awareness of Eyes Wide Open with staff; tenants and partners and aim to further develop monitoring arrangements for safeguarding actions and participate in multi-agency work to ensure the best outcome for our customers.

We want to ensure that partnership working remains key and plan to:

- Lead the way in raising awareness of Adult Safeguarding issues through new groups established as part of the integrated board arrangements;
- Further develop links for age appropriate support services for those with disabilities and/or mental health issues;
- Further develop data sharing protocols and joint initiatives with partners for the benefit of customers;
- Ensure resources continue to be available to attend relevant panels and case reviews; and
- Develop staff awareness of the supporting roles of other agencies and how to access this.



Northern Care Alliance (NCA): Bury and Rochdale Care Organisation

Board Member:

Clare Kelly Assistant Director of Nursing (Safeguarding)

Our Achievements

In April 2018 the safeguarding teams from Salford Royal Hospital NHS Foundation Trust (SRFT) and Pennine Acute Hospitals Trust formally integrated as a corporate safeguarding service for the Northern Care Alliance. Team bases have remained at SRFT and North Manchester General Hospital with satellite sites at Fairfield General Hospital and Royal Oldham Hospital. The safeguarding adult provision has been increased by one full time band 7 with recent additional recruitment to a new Named Nurse for safeguarding adults.

A specialist Nurse for safeguarding adults is linked in to Fairfield General and has been working with the care organisation to focus on improving the application of the Mental Capacity Act by frontline staff. This has been done through:

- the delivery of bespoke training delivered in a range of settings
- Supporting a test for change alongside senior nurses and Practice education facilitators
- Identification of innovative technology through use of specialist apps to support decision making through the MCA assessment process.

The safeguarding team have established a duty rota to ensure specialist advice and support is available during office hours. Staff on duty review all incident reports submitted via datix (information reporting system) and quality assure all safeguarding adult referrals via the organisations information sharing form. The duty system ensures the team are available support to staff at Adult safeguarding strategy meetings where necessary.

The safeguarding team ensure that accurate information is shared on behalf of the Care Organisation within timescales for Safeguarding enquiries, Safeguarding adult reviews and domestic homicide reviews. The team actively participate in the Safeguarding Adult Review panel and work with partners on action planning from the



recommendations of reviews as well as ensuring that lessons from reviews are shared across the organisation.

The safeguarding training strategy has been reviewed and updated to develop a safeguarding training and competency framework fully compliant with all the relevant intercollegiate documents including *Adult Safeguarding: Roles and Competencies for Health Care Staff (2018)*. A Mental Capacity Act training and Competency framework will follow this through 2019/20.

The team have been working with the Designated Nurses for safeguarding children and adults at NHS Bury CCG and the care organisation to gather and give assurance against the NHS Safeguarding Contractual Standards and have made significant improvements in all areas moving to compliance with the commitment to continuous improvement in several areas.

Plans for 2019 /20

- Continue the focus on working to achieve consistent application of the mental capacity Act across the organisation
- Work with Clinical Governance to improve the involvement of the safeguarding team in the serious Incident reviews, consolidating the progress made in oversight of datix / incident reporting
- Implement the safeguarding Training and competency framework and link to establishing a safeguarding supervision model for safeguarding adults.
- Establish consistent messaging and communications on lessons learnt from reviews, working with the Safeguarding Adult Board and its partners to identify themes and improve outcomes for adults at risk using our services.
- To develop further the reach and visibility of the safeguarding team across the care organisation
- Work with colleagues joining the NCA from Pennine Care establishing the foundation of a seamless acute and community health model of safeguarding for Bury residents and all those that use our inpatient services.

