

Annual Report

2019 to 2020

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Introduction

The Care Act 2014 requires Safeguarding Adults Boards (SABs / 'The Board') to help and protect adults from abuse. This involves coordinating the work of, and ensuring that professionals and organisations are safeguarding and protecting adults. The Board has a statutory duty to prepare an annual report on its findings of safeguarding arrangements in its area.

This annual report provides detail about how effective the Calderdale SAB and its partners have been in safeguarding people during 2019 – 2020; it outlines how partners have contributed to the work of the Board to improve safeguarding practice for adults and communities in Calderdale.

This report will be published on the [Calderdale SAB website](#), for all partners, interested stakeholders and members of the public to access.

As required by the Care Act 2014, it will also be shared with the Chief Executive and Lead Member of the Local Authority, the Police and Crime Commissioner and the Chief Constable, the local Healthwatch organisation, and the Chair of the Health and Wellbeing Board. A copy will also be shared with the Chief Officer of the Clinical Commissioning Group.

It is expected that those organisations will consider the contents of the report alongside how they can continue to develop their contributions to both safeguarding in their own organisations, networks and in partnership with the Board.

The report is split into two sections with an executive summary giving an overview of the Calderdale Safeguarding Adult Board performance and impact, and a second more detailed part which analyses and evidences some of the comprehensive activity undertaken.

G McManus

Ged McManus
Independent Chair
Calderdale Safeguarding Adult Board

About Calderdale

- Calderdale is home to an estimated 211,500 residents and 94,000 households
- It is estimated that Calderdale's population will increase from 210,100 residents in 2018 to 212,400 in 2024. The fastest growing age group is projected to be those aged 75 and over.
- The median age of residents is 42 years compared to the UK average of 40 years
- 10.3% of Calderdale residents are from a minority ethnic background.
- The top five countries of origin for residents born overseas are Pakistan (5,100), Poland (1,600), Ireland (1,400), India (600), and Germany (600)
- English is the main language for 95% of Calderdale residents. The top five languages spoken locally other than English are Panjabi, Urdu, Polish, Czech, and Slovak.
- More than 94,000 working age residents (72.1%) are in employment whilst the unemployment rate is 3.2%
- The average annual earnings for full-time working residents increased 1.4% from 2018 to 2019 and is currently at £28,490
- Calderdale is currently ranked 66th most deprived borough nationally according to the 2019 Index of Multiple Deprivation (it was 89th in the 2015 edition)
- Male Life expectancy is 78.3 years compared with 79.6 for England. Female life expectancy is 82.2 years compared with 83.2 for England
- The gap in life expectancy is 9.2 years for males and 10.0 years for females between the most and least deprived neighbourhoods in Calderdale.
- 18% of Calderdale residents have a long term health problem or disability that limits their day to day activities; for 8% day to day activities are limited a lot

Part 1: Executive Summary

The work of the Calderdale SAB is underpinned by four Strategic Objectives. The objectives inform the ways we work with adults and provide the overarching vision for the Board. The next section highlights what the Calderdale SAB achieved in relation to each objective:

Seek assurance that adults are empowered and engaged with safeguarding processes in line with the 6 safeguarding principles.

Under this objective, the CSAB wanted to achieve the following outcomes:

- People are supported and encouraged to make their own decisions and have informed consent (empowerment).
- It is better to take action before harm occurs (prevention).
- The least intrusive response appropriate to the risk presented (proportionality).
- Support and representation for those in greatest need (protection).
- Services offer local solutions through working closely with their communities. Communities play a part in preventing, detecting, and reporting neglect and abuse (partnership).
- Accountability and transparency in delivering safeguarding (accountability).

Evidence and progress

- During Calderdale Safeguarding Week 2019, Board staff and partners engaged with over 500 members of the public and over 300 practitioners. 24121 social media impressions on twitter and 17879 on Facebook.
- 92% of attendees said their level of confidence and knowledge of safeguarding had increased during Safeguarding Week
- The Communication and Engagement Sub Group continue to develop a programme of engagement with Service Users through networks, surveys, and feedback from SAB members.
- Making Safeguarding Personal (MSP) is a remains a focus for CSAB through performance management and quality assurance.
- Multi agency audits completed in 2019 – 2020 detailed levels of involvement of adults at risk and consent in the safeguarding process.
- Police have provided evidence where adults with care and support needs have reported or been supported to report a crime which evidences positive action in relation to the investigation of crimes against adults at risk and that justice through the criminal justice system is sought.
- Service users have been involved in producing an easy read 'Keeping Safe from Abuse' booklet and an easy read 'Tell someone and Be Safe' form to support service user to report concerns, which will be trialled in Summer 2020.
- Multi agency audit confirmed that multi-agency responses were found to be proportionate.
- A joint website for safeguarding children and adults in Calderdale is set up that is easily accessible and provides useful resources for both citizens and professionals.
- Service User and Carers are represented, listened to, and included through each individual organisations engagement programme, but also through the SAB User Engagement Network.

Provide strategic leadership, initiate joint working practices and gain assurance of the effectiveness of partners' safeguarding arrangements.

The CSAB wanted to achieve the following outcomes:

1. Safeguarding Adult Audit (SAA & Section 11) and Partnership Learning Events provide assurance of effective safeguarding arrangements in Calderdale.
2. CSAB will maintain a proactive approach to reviewing and updating local policies and procedures in line with regional and national standards.
3. Peer Review shows areas of strength and areas for development
4. Strategic boards and governance in Calderdale is formalised to streamline services and to reduce duplication.
5. The Annual Report shows how services in Calderdale have kept adults safe.
6. CSAB has assurance from organisations and inspectorate bodies (Ofsted, CQC, HMIC etc) that multi agency working in Calderdale safeguards people effectively.

Evidence and progress:

- The Board received assurance from 100% response rate from SAB partners, through the annual Safeguarding Self-Assessment Audit (joint with Children Section 11).
- The Safeguarding Adult Self-Assessment Audit has provided assurance that partners comply with Safer Recruitment procedures and how systems, policy and staff protect and support adults at risk appropriately.
- Through the same audit, the Board sought assurance from partners that safeguarding is embedded within commissioning and contracting processes.
- Shared Partnership Learning Event for the Safeguarding Adults Audit allows for partners of both SAB and CSCP to work together, to share good practice and identify any improvements that are needed in Calderdale.
- The CSAB is assured that there is a multi-agency process to spot early signs of a failing care home & have processes to prevent further deterioration through analysis of procedures and through evidencing that learning from a previous Serious Case Review had been embedded.
- Peer Review was deferred with changed focus to developed areas in need of improvement
- Regional policy and procedures are in place, which are both Care Act and Making Safeguarding Personal compliant. Revision of these began this year (led by the Calderdale manager for North Yorkshire, West Yorkshire and York).
- The Calderdale SAB Annual Report explains what it has done and how its partners have helped keep people safe in Calderdale.
- The shared use of resources of the combined secretariat across the SAB and the Calderdale Safeguarding Children Partnership (CSCP) continues to be successful. The skills of the staff, knowledge of the Independent Chair and expertise of partners has contributed to the development of the CSAB.
- Having 'Safeguarding Champions' in each organisation was proposed and accepted by the SAB in February 2020 to be developed in 2020-2021.

Gain assurance that adults are supported with safeguarding through timely and proportionate responses to concerns of neglect or abuse.

The following outcomes were sought:

1. Schedule of Audits evidences the effectiveness of local safeguarding arrangements.
2. Audit activity provides results which inform the SAB and its partners with areas needing to improve and areas of good practice.
3. Performance Management Dataset includes multi-agency data which is comparable with national indicators and provides evidence of how local services perform.
4. Analysis of Performance Management Dataset provides good understanding of local performance.

Evidence and progress

- A schedule of audits was agreed and prioritised according to the local need including what the impact of safeguarding response is and how agencies are making safeguarding personal.
- The CSAB Performance Report has been broadened to include multi-agency data from Health organisations, and comparator data with other local authority areas.
- Quality Assurance Activity, including multi-agency audits, monitors how effective safeguarding arrangements are in Calderdale
- One-page Audit Bulletins have been produced and disseminated following audit to highlight areas for improvement and good practice.
- Audit and performance management have shown that there is consistency and proportionate practice across the partnership in terms of Safeguarding concerns which are monitored, including how many go onto further safeguarding activity.
- There are further improvements to be established for consistent thresholds when raising safeguarding concerns.
- The Performance Management Quality Assurance Framework was refreshed and continues to be implemented
- Calderdale was involved in the development of regional safeguarding data and intelligence.
- Calendar of events produced to engage with service users, practitioners and members of the public to gather feedback on safeguarding and CSAB priorities.

Create a learning culture which consistently improves outcomes for adults at risk.

The CSAB sought the following outcomes:

1. Learning from Safeguarding Adult Reviews (SARs) positively changes practice and outcomes for adults at risk.
2. Engagement with front line staff and service users identifies further learning for SAB partner agencies.
3. Training programme produced in response to local requirements
4. Alternative ways to learn and develop are offered to improve practice

Evidence and progress:

- Training statistics show the numbers of staff across Calderdale trained to recognise signs of neglect and abuse. Audits show there is learning from training.

- Learning briefings and training events held to disseminate learning from Mr A and Mr B SARs.
- Learning from these SARs and an historical Serious Case Review has been incorporated into multi-agency training and includes 'hot topics', 'learning lessons training'. In addition, stand-alone courses have been reviewed to incorporate learning such as 'Disguised Compliance'.
- Learning from SARs is implemented and tested through challenge events to ensure it improves practices and improves outcomes for adults at risk
- Families of those involved in the SAR process have had opportunity to contribute (not all able or willing to be involved).
- Training and workforce development have proven to be successful this year both through e-learning and face to face training. The section below regarding learning and improvement provides further detail.
- Outreach sessions focussing on safeguarding have been delivered to individual organisations and professionals where it is difficult for teams to attend training sessions. The Learning & Improvement Framework (LIF) is agreed and in place and an annual Training Needs Analysis informs the multi-agency training programme.
- The annual Safeguarding Week offers training and awareness raising sessions involving professionals, adults at risk, their carers and the public.
- SAB partners have started developing strategic and operational responses to homelessness considering the Thematic Review undertaken by the SAB.
- Multi- agency Hoarding protocol was written and implemented during the year. Safeguard Guides have been produced in response to SARs and updates were made to Procedure for Resolving Multi-Agency Professional Disputes and Escalation.

In Summary

This report outlines the role and function of the Board, highlights the achievements of the safeguarding partners during the year and shares lessons from our work that are vital for all organisations in Calderdale. The CSAB undertook a lot of activity to seek assurance about the effectiveness of safeguarding arrangements in Calderdale and was either satisfied or made arrangements to seek further assurance. In some areas, development of multi-agency working practice was required and some of these examples are detailed in the subsequent pages.

Part 2: Analysis

Membership, attendance and budget

Local authorities are responsible for the establishment of Safeguarding Adult Boards. The Care Act 2014 specifies that there are three core members, namely, The Local Authority; Clinical Commissioning Groups (CCG); the Police and any other agencies it considers to be partners. During 2019-20, membership of CSAB comprised Senior Officers from the following member organisations.

- Age UK Calderdale & Kirklees
- Bradford and Calderdale Probation CRC
- Calderdale Adult Services and Wellbeing, CMBC
- Calderdale and Huddersfield NHS Foundation Trust
- Calderdale Clinical Commissioning Group
- Calderdale Community Safety Partnership
- Calderdale Housing, CMBC
- Elected Member
- Health Watch Calderdale
- NHS England
- Pennine Housing/Together Group
- Voluntary Sector Infrastructure Alliance
- South West Yorkshire Partnership Foundation Trust
- West Yorkshire Police
- West Yorkshire Fire Service
- West Yorkshire National Probation Service
- WomenCentre

The membership and attendance at the Board and Sub Groups has remained consistent all year. Funding for the Calderdale SAB has come from the three key partner agencies – West Yorkshire Police, Calderdale MBC and Calderdale Clinical Commissioning Group.

Contributions in the form of meeting space, staff time and other resources have additionally been provided by all agencies supporting the Board.

The Picture of Safeguarding in Calderdale

The Calderdale SAB collects, collates, analyses and quality assures data from services in Calderdale. A Performance Indicator report is produced every quarter and examined by lead professionals from across statutory and voluntary sector organisations in Calderdale. The data is compared to regional and national performance, trends and patterns are explored and exceptions are highlighted to the Board. The Performance Indicator report has been developed over several years and its current form has been developed yet again to include an even broader range of agencies and to include data which is aligned with the Boards' priorities.

Below is a selection of the indicators which were collected, analysed with a narrative describing how the Board has helped to cleanse the data, highlight areas for potential improvement and how it has influenced improved practice in the borough. A subsequent section in this Annual Report will provide details of quality assurance, audit and views of service users, practitioners, families and communities that the Board has used to develop practice and improve outcomes for service users.

Number of Section 42 referrals accepted and characteristics:

Of the 4606 concerns raised year to date in 2019/20, 3733 (81%) were accepted as S42 referrals.

When this data was broken down it shows that the majority of S42 referrals accepted were submitted by Residential Care Staff; this data therefore reflects local practice where the Safeguarding Adults Team have worked with the care home providers for all safeguarding concerns to be notified for assessment against the S42 criteria. 67% (2512) of the S42 referrals are from Residential Care Homes and 21% of the S42 referrals are concerning the service users own home.

Development of regional Section 42 data and intelligence

Agencies from the Calderdale partnership were involved in the development of regional safeguarding data and intelligence, alongside Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA). The aim of this work was to:

- To further enhance the regional principles for managing Section 42 referrals
- To reach regional consensus about what triggers a Section 42 enquiry
- To improve consistency in safeguarding data collections

It became clear from this work that there are different ways that local authorities are recording/reporting Section 42 concerns nationally. Due to the inconsistent approach, it was agreed that guidance was required; ADASS published a framework to support practice, reporting and recording in August 2019.

During a review of Regional Safeguarding Adults Board Performance Dashboards in April 2019, Calderdale was recognised for its good practice including;

- provides a narrative on actions to improve where data is showing areas for concern

- contains regional comparison which may reflect the level of confidence in the data
- includes information on PREVENT
- has traffic light RAG rating at the start of the document and includes actions to improve.

Number of repeat S42 Referrals:

This indicator shows the number of repeat referrals over a 12 month period. In 2019/2020, repeat referrals represented 63% of all S42 referrals accepted. This data shows that for the majority of repeat referrals the location of concern is a Care Home (1778; 75%) including Residential (1629) and Nursing (149). There are 15% of repeat referrals from own home and less than 1% from a hospital setting. The data prompted the Performance & Quality sub group to undertake an audit which is discussed in more detail within the Quality Assurance and Audit section below.

Number of Adults at Risk occurrences and associated crimes

West Yorkshire Police provide data on the number of 'Adults at Risk of abuse and neglect' who are associated with crimes to the Safeguarding Adults Board. The data has shown that the total number of Adult at Risk occurrences has dropped in 2019/2020 compared to the last two previous years (18/19 and 17/18). The percentage of Adult at Risk occurrences which are crimes is still significantly lower than all other West Yorkshire authorities (26%).

Number and sources of adults at risk who go missing

2019/2020 is the first year the CSAB has collect data on Missing Adults. Concern had been raised to the SAB about the numbers of people going missing. West Yorkshire Police provide SAB with data around the number of adults that go missing, including a breakdown of the level of risk for all missing adults, and a breakdown of adults at Risk going missing from Calderdale Royal Hospital and the Inpatient Mental Health Service.

The multi agency practice undertaken by the hospital trusts and the police in tackling the issue of people going missing from hospital has meant there has been a reduction from Quarter 1 to quarter 4 which evidences the success of the work. The SAB Performance & Quality Assurance sub group will continue to monitor this indicator to seek assurance that this continues to improve.

Safeguarding Incidents in other settings

The SAB has broadened the data it receives to include agencies other than the Local Authority. In Q3 of 2019/2020, SAB began to gather additional data from Health Services including Calderdale and Huddersfield Foundation Trust and South West Yorkshire Partnership Foundation Trust. This data will continue to be reported and analysed and will be reported on in future Annual Reports.

Quality Assurance and Audit

As detailed above, the Performance Management and Quality Assurance Framework details how the Board seeks assurance about how well adults in Calderdale are safeguarded. One of the elements of this is through quality assurance or audit. The following section details some of the work undertaken by the Board in the year 2019 to 2020.

Implementation of Policies and Procedures Audit - April 2019

This audit aimed to test whether recently published CSAB policies and procedures are recognised, considered and utilised by front line respondents. An online survey was completed by 51 practitioners from a range of organisations.

The audit found that practitioners were aware of some CSAB policies and procedures, but not all.

In response, the SAB re-promoted some less known policies and procedures such as *escalation policy* and *pressure ulcer protocol*. We also asked Board Members to review communication methods of new policies and procedures to ensure it is robust. We are introducing the role of Safeguarding Champions in Summer 2020. Safeguarding Champions will distribute new policies and procedures and other two-way communications to and from targeted professionals in their own organisations.

Repeat Concerns Audit - June 2019

The SAB aimed to identify why there are many repeat concerns. Data showed the number of repeat concerns was high, but the data did not distinguish if it was a re-referral of the same concern, or a referral for a new concern within a 12-month period.

Only a small amount of concerns were 'true' repeat concerns where the exact same incident had happened on more than one occasion. The majority of concerns were concerns of a similar nature – i.e. a number of falls over a 12-month period but not in the same location.

A large amount (41.0%) were not repeat so warranted a new concern being reported.

Almost $\frac{3}{4}$ of concerns had robust action plans in place, and appropriate and proportionate actions had been taken.

As a result of the audit, the SAB recommended that a Multi-Agency best practice guidance around identifying and reporting medication errors/issues was produced. This will be done in conjunction with national work around safeguarding concerns and notifications to ensure this aligns with national guidance.

The SAB also recommended that the Monthly Monitoring Operations Group to continue to identify trends and issues around quality may be present: but to develop how they address these issues with agencies to ensure appropriate actions are taken holistically, rather than dealing with concerns on an individual basis.

Multi-Agency Involvement Audit - September 19

SAB partners audited whether appropriate professionals / organisations are involved proportionately in decision making throughout the safeguarding process.

For most cases, the multi-agency audit team agreed that the breadth of agencies involved was correct. However, they felt that in some cases it would have been best practice to involve additional agencies such as GP's, Police, commissioning bodies, CQC.

For the majority of cases, auditors agreed that the level of involvement from agencies was proportionate and roles and responsibilities were clear for professionals however they also concluded that in some cases practitioners were involving family in the safeguarding processes without asking the adult at risk if they wanted their families to be involved.

As a result, the SAB recommended that all organisations should record and detail desired outcomes clearly as in some cases, discussions may have taken place but were not visible.

A further recommendation was for CSAB to produce single agency training slides explaining when it is appropriate to raise safeguarding concerns without consent of the adult at risk. These are currently being reviewed following feedback from safeguarding colleagues.

Section 42 Practitioner Focus Group

In April 2019, SAB held a Practitioner Focus group with over 30 front line practitioners from care homes, domiciliary care providers, housing, and SAB member organisations.

Practitioners were split into 3 groups, and were asked to focus on 3 areas:

1. Identifying a safeguarding concern
2. Reporting the concern to Adult Services
3. Response from Adult Services

Key Findings:

- Practitioners felt they needed more training on Mental Capacity, Consent, and Making Safeguarding Personal
- Not all practitioners were aware of the term 'Making Safeguarding Personal'
- Practitioners were not in agreement of what to refer to the safeguarding team which evidenced a difference in thresholds for some professionals.
- Most practitioners were aware of when they could override consent, however this still remained a concern as people worried that if the adult does not consent, and they do not report the concern then it could lead to a Safeguarding Adult Review.
- Not all practitioners knew the S.42 criteria.
- Overall, feedback regarding Adult Services was very positive. One comment said that the SAT team were '*supportive, reactive, responsive and helpful in managing safeguarding concerns*'.
- Most practitioners had received some feedback from Adult services once a concern is reported, and if they hadn't there is an onus to follow up on their own referral.

The following actions were carried out in response to the audit findings:

- Re-promote existing documents/guidance around the safeguarding process.
- Re-promote the CSAB training programme, and specific training courses such as Mental Capacity Act 2005 and Making Safeguarding Personal.
- Promote the Joint CSAB and Calderdale Safeguarding Children Partnership Website.
- Hold further practitioner focus groups on other topics relevant to Safeguarding.

Safeguarding Adults Self-Assessment Audit (shared with Calderdale Safeguarding Children Partnership Section 11 audit)

Every year, CSAB and the Calderdale Safeguarding Children Partnership undertake an audit of organisations who work with or come into contact with adults at risk and, or children. The self-assessment audit explores how well organisations safeguard children and adults.

The quantitative results were presented in last year's annual report; however further work has been done following the return of the audit and therefore here is a brief reminder of the statistics: 259 audits were completed from different organisations in Calderdale including 100% of CSAB Members. The Board widened the distribution to include more Adult Locality Providers (Domiciliary Care Provider and Care Home) of which there were 23 returns (13 from care homes and 10 from Domiciliary). The returns also included voluntary sector services, commissioned services, and community organisations.

The majority of Adult organisations self-assessed as having 'Fully Met' the safeguarding standards (81.5%). 11.3% of the questions were 'Partly Met'; while 2% of organisations felt they had 'Not Met' certain areas of the standards. There were 5.2% of the questions which were unanswered as some of the questions do not always apply to all organisations, i.e. around the commissioning of services. Action Plans for improvement are generated automatically from these audits for each individual organisation.

Thematic findings

The SAB priorities were explored in the questions and the thematic findings were:

Making Safeguarding Personal (MSP)

The terminology of '*Making Safeguarding Personal*' (MSP) was not well used; instead, organisations used phrases such as *person centred, desired outcomes or views and wishes*.

The audit results showed people were accessing the CSAB multi-agency training on MSP. Multi-agency policies and procedures provide guidance to practitioners around MSP, and for some organisations, this is embedded. Organisations use tools to support practitioners to be more person centred. Adult Services and Wellbeing are revising their IT system to support better recording of MSP.

Mental Capacity Act (MCA) (2005) including Deprivation of Liberty Safeguards (DoLS)

The majority of evidence was provided by Adult Locality Providers (including Care Homes, EMI care homes and Domiciliary Care providers), who embed MCA into practice, and Policies and Procedures around MCA and DoLS are available to staff members. Further

evidence included mandatory e-learning training for staff, and toolkits available for relevant staff members who are competent to complete capacity assessments.

Transition

Although the question referred to transition from child to adult, some services provided evidence of how adults transition between services. Transition plans are put in place and tools are used to ensure all tasks are done before new service user start. Information sharing is seen as key for a smooth transition, including transitioning from domiciliary care to a care home setting. Internal policies are in place, and national protocols are followed by certain organisations. Police have joint working between internal teams to ensure transition is not a barrier. Training is provided to staff around transitions.

Service User Engagement/Voice of the Adult

Service user voice and feedback is used to develop and improve services. Some organisations have links with, or have their own, 'service user' groups who make suggestions about how they can make improvements. Organisations ask service users to contribute to planning and provision of activities. The importance of capturing, and using the voice of the adult is highlighted in training and supervision.

Missing Persons

It was apparent that more work needs to be done on a preventative or early help approach to missing adults.

Homelessness

Homelessness features in the current CSAB Business Plan after a thematic review on people who live street-based-lives was initiated in 2019. It is apparent that more organisations need to know how to support adults who are experiencing homelessness. The findings and learning from this thematic review will be available upon publication of the report.

Shared Partnership Learning Event (following the Safeguarding Adults Audit)

It has been an aspiration for several years, to be able to combine the Partnership Learning Events, and this year is the first year SAB have completed a Shared Partnership Learning Event along with Calderdale Safeguarding Children Partnership (CSCP).

The event provided participants with an opportunity to discuss each organisations self-assessment, to enable them to share knowledge and learning, as well as facilitating a unified understanding of the safeguarding standards and governance in Calderdale. The following was found:

Good Practice:

- Adult Safeguarding data provided by the SAB has stimulated discussions which have led to data cleansing and proposals for improved practice
- Some organisations use the S11/SAA self-assessment tool on a monthly basis as an action plan
- Organisations are disseminating learning from Safeguarding Adult Reviews (SARs)

Areas of Development:

- Emphasise the benefits of the audit tool – move away from ‘inspection culture’ to ‘tool for reflection / self-assessment / continuous improvement’
- Highlight that not all fully met responses mean everything is positive as some partially met responses show that organisations have highlighted changes that are required
- The need for more support for Voluntary Sector organisations to complete the audit
- More learning and best practice examples about transitions from child to adulthood

A presentation around transitions of exploited children and vulnerable adults was provided from The National Working Group (NWG). This was a relevant topic given that it was the first year to have a shared partnership learning event with both CSCP and CSAB, and transition is a current priority and a topic of discussion between both partnerships.

Development of Online/West Yorkshire wide S11/SAA tool

SAB and CSCP have agreed to defer the Section 11/Safeguarding Adults Audit process for the year 19/20, until January 2021 due to a proposed development of an online tool across the West Yorkshire region. The aim of this is to make the process easier for those who work across geographical borders, they will now only be required to complete one audit tool (within West Yorkshire). Furthermore, the ultimate aim is for the online tool to be open and available across the year, so organisations can update their audit throughout the year. For those who have previously expressed concern about the timing of the audit, the ability to update when it is convenient is a major benefit.

Communication and Engagement

Calderdale’s Quality Assurance and Performance Management Framework involves 5 fundamentals; Quantitative data, Qualitative evidence, Engagement with Service Users, Engagement with Front Line Staff and the Learning and Improvement Framework.

The CSAB Business Plan 2019-2020 aimed for proactive engagement to seek out evidence of how to achieve the best possible safeguarding outcomes for adults at risk.

CSAB increasingly sees communication and engagement with the public around safeguarding as a core element of business, and the Sub-group supporting this work has gained additional momentum in 2019/20. In 2018/19, the “User Engagement Network” was established; a group of organisations working with adults at risk of abuse or neglect. The ambition was that this virtual group would support the development of a “service user engagement group”, through which nominated individuals would come together to influence the work of the Safeguarding Adults Board, but despite requests from the Board, there was no interest expressed from the network in setting up this group. The sub-group considered this and reflected that this may not be the right method of engagement for Calderdale.

CSAB needed to establish alternative plans for ensuring that the voice of Calderdale residents was being considered. Following the success of holding a “safeguarding stall” at a community event in Halifax town centre, the sub-group decided to invest time in mapping engagement activity on to a calendar of community events. This would enable SAB to raise awareness of safeguarding amongst the wider population, offer opportunities for people to discuss safeguarding concerns and to ask questions to help shapes the CSAB workstreams.

Another method of engagement was through Safeguarding Week 2019; for more details about Safeguarding Week please see the Multi-Agency Workforce Development section.

The User Engagement network is still active and continues to contribute the views of adults at risk on a range of resources produced by CSAB. The network was involved in the production of the ‘*Tell someone and be safe form*’, an accessible resource for people who might have limited understanding of safeguarding, abuse and neglect which aims to make reporting a concern as simple as possible. The network was also consulted on an easy read booklet on how to keep safe from abuse. Both of these resources are being produced and will be ready to trial in Autumn 2020.

Across 2019/20, the Communication and Engagement Sub-Group has had substantial focus on the ways in which CSAB distributes information, both to the public, and to organisations and their staff. A frequent finding from Safeguarding Adults Reviews is that although guidance has been shared with organisations, awareness of that guidance is low amongst staff, so the current methods of distribution are not impacting on the frontline. The sub-group has committed a great deal of time to developing the resources to launch a “Safeguarding Champions” role. The expectation is that Board members will nominate representatives from their organisations to be “Safeguarding Champions” and it will be the role of that person/those people to digest guidance and make it real and useable for targeted colleagues. COVID-19 has impacted on the timing of this roll out.

An additional ambition of the group for 2020/21 is to establish a way that people’s voices and lived experiences can be heard directly by Board members and in the Board meetings.

Website Development

Following a review and feedback from the Comms and Engagement Sub group, work is being undertaken to refine the website to improve accessibility, for example, inclusion of Browse Aloud, modification of documents to comply with Accessibility Standards; to enhance the search facility and ensuring all documents are current and correct.

Multi Agency Workforce Development

Learning from Safeguarding Adult Reviews (SARs)

During the year, learning sessions were held with colleagues across the partnership to consider a case that did not meet the threshold for a SAR but nevertheless prompted multi-agency discussions and generated new perspectives on, for example, the importance of using the 'Professional Disagreement Procedure' when Practitioners have differences of opinion on a case; and clarity around information sharing when a person has mental capacity but refuses to give consent to share. These issues were addressed by CSAB by re-promoting the relevant procedures and producing training slides.

The learning from recent audits and SARs was shared during SAB roadshows which were attended by colleagues from a range of agencies.

Mr B

Additional Learning sessions were delivered to the multi-agency partnership following the publication of the Mr B SAR. The Action Plan following the recommendations from this report was completed and the National Library for SARs was updated with details pertaining to this case.

Thematic Review

A thematic review into the deaths of five men who lived street-based-lives was initiated in this year, the multi-agency review did not meet the criteria to undertake a SAR, but locally the decision was made that there was learning from these sad cases. It is envisaged that the learning from the report will be available in 2020.

Multi-agency Safeguarding Training Offer

The Multi-agency Safeguarding Training programme includes both Adults and Children's workforce learning opportunities.

E-Learning Training

A total of 4557 e-learning courses were completed in 2019/2020. This includes:

- 1220 courses in Q1
- 997 courses in Q2
- 780 courses in Q3
- 1560 courses in Q4 (This quarter includes a sudden uptake in e-learning access in one week following government instruction to promote social distancing in response to the Covid-19 outbreak on March 23rd 2020).

There was an increase in the uptake of the Awareness of Domestic Violence and Abuse e-learning course during Q4, which may have been in line with the increased risk of Domestic Abuse during the social distancing response to the Covid-19 outbreak.

Face to Face Training

A total of 61 face to face training sessions took place during 2019/2020. The training offer aimed at members of the Adult Workforce was expanded during 2019/20 to include a broader range of topics. Some existing training was adapted to ensure relevance for work with adults, for example:

- Challenges facing Children and Adults in an Online World;
- Sexual and Criminal Exploitation including County Lines.

In addition, some courses were specifically commissioned, for example:

- Domestic Abuse: Older People
- Forced Marriage/Honour Based Abuse – focus on adults and those with specific vulnerabilities.

This facilitates greater understanding of respective roles and responsibilities and networking opportunities which increases awareness of the range of services available in Calderdale and contributes towards the focus on transition from child to adulthood.

Outreach sessions

Outreach sessions have been introduced this year following the need for single and multi-agency teams to have more bespoke training offers which more effectively meet their needs.

The Safeguarding Adults Roadshow was introduced, providing an effective model to reach groups of staff in localities. The aim of the Roadshows was to raise awareness of and use of tools produced by the CSAB (Self-Neglect, Hoarding Framework, Resolving Professional Disputes, Multi-Agency Supervision Framework; Safeguard Guides).

Further outreach sessions were held with the Pathway Team, CHALMS (Calderdale Housing Association Liaison Meeting) and Department for Work and Pensions.

Outreach sessions are considered to be an effective way of delivering training/key messages to front-line staff and to reach groups that may otherwise not access multi-agency safeguarding training.

Safeguarding Week

Safeguarding Week is an annual event which provides a range of learning events across Calderdale (and West Yorkshire) aimed at staff in all organisations, members of the public to raise awareness about different aspects of safeguarding children and adults.

Safeguarding Week 2019 was planned to coincide with the other local authorities in West Yorkshire in order to increase awareness across the region and share some of the key messages. It is led by the CSCP, CSAB and Community Safety Partnership.

The main theme for the week was initiated by the Safeguarding Adult Board which was 'Making Safeguarding Personal'. This was extended to 'understanding the lived experience of the child' in order to provide a balanced approach and a strapline was agreed as: *'See Me, Hear Me, Know Me: Make Safeguarding Personal'*.

The theme also underpinned the public facing information stall on the Saturday in Halifax Town Centre and drop-in facility at 42 Market Street. These opportunities were used to explain the meaning of 'safeguarding' in everyday language; to raise awareness about abuse and neglect; what to do if concerns are identified, thereby contributing to the aim of raising awareness about keeping people safe in Calderdale, the support available and the role everyone has to play in safeguarding children and adults at risk.

Over 500 members of the public were engaged at this stall with some seeking information and advice about a particular safeguarding concern. Other events for the public included drop-in/information sessions, taught courses and workshops.

An additional 17 separate learning events aimed at practitioners and managers were offered during the week provided by a range of agencies from the voluntary and statutory sectors. These included information stalls/sessions; multi-agency training courses and workshops. It is estimated that over 300 professionals attended the face to face learning and information giving events.

Evaluations from these sessions showed that the majority of attendees (96%) said they were satisfied or very satisfied with the learning event. Free text comments supported these scores. The majority said they gained increased knowledge about the subject and recognised the potential to transfer knowledge and skills acquired to practice. 92% considered their level of confidence in the subject had increased to some extent as a result of attending the session.

Poster campaigns were promoted aimed at adults and children covering the themes Abuse, Domestic Abuse and Knife Crime; distribution of supporting materials to partners; general safeguarding awareness raising at a range of venues; awareness raising educational materials produced.

Social media activity was monitored throughout the week with successful Twitter and Facebook activity reported by Calderdale Comms Team using the following hashtag: #CdaleSafeguardingWeek.

Plans for the Calderdale Safeguarding Adult Board

The Vision for Calderdale, as defined by the Chief Executive and strategic partners is for *'Calderdale residents to be kind and resilient; a safe place to live for all, regardless of their circumstances'*. Citizens of Calderdale, irrespective of age, race, gender, religion, disability or sexual orientation should be able to live in a community that protects their rights and freedoms and allows them to live free from abuse and neglect.

The CSAB has written the three-year strategic plan from 2020 to 2023 providing strategic leadership to embed the principles of safeguarding and contribute to the prevention of abuse and neglect.

The CSAB Business Plan is updated each year to ensure it is in line with the strategic objectives and to reflect progress made.

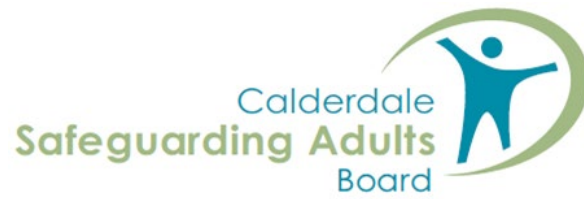
The Strategic Objectives employed in the 2020-2021 Business Plan are:

1. CSAB is assured that adults are empowered and engaged with safeguarding processes in line with the 6 safeguarding principles.
2. CSAB provides strategic leadership, initiates effective joint working practices and gains assurance of the effectiveness of safeguarding arrangements.
3. CSAB gains assurance that adults are supported with safeguarding through timely and proportionate responses to concerns of neglect or abuse

In Spring 2020, the pandemic COVID-19 meant that the CSAB Added a further strategic objective to the business plan:

CSAB is assured that services can respond to safeguarding issues in relation to COVID-19

The Structure chart to deliver against these objectives is set out in Appendix 1.



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With special thanks to Sophie Wrafter.

If you need guidance or advice, call Gateway to Care on 01422 393000

To report adult abuse or neglect, call Gateway to Care on 01422 393000

To contact out of office hours, call the Emergency Duty Team on 01422 288000

[Guidance on making a referral](#) can be accessed from the Safeguarding Board Website

Appendix 1

