



Sunderland Safeguarding Adults Board: Annual Report 2022 - 2023

Foreword: Vanessa Bainbridge, SSAB Independent Chair

I am pleased to present Sunderland Safeguarding Adults Board Annual Report (2022/23). I hope you find the report informative and useful to the work of your organisation and future planning. The report includes, in numbers and narrative, the work of the Board and its members of the last year. It was important to members to include the voice of people, through case studies and quotes, so we always have *Making Safeguarding Personal* at the heart of what we do.

This is my third annual report as the Independent Chair, and this has allowed me to reflect on the challenges and hard work of all organisations and individuals in continuously improving practice and policy. In addition, we have taken learning from audits, surveys, feedback from staff and those

impacted from all types of safeguarding issues, and especially from Safeguarding Adults Reviews (SARs).

Therefore, I would like to thank all organisations who have contributed to the report and all those organisations, as part of the wider SSAB network who have ensured that staff are appropriately trained, demonstrated in the increase in numbers and range of training. In addition, a thank you to those who actively participated in Safeguarding Week, making it one of our most successful events to date.

I wish to give special thanks to the SSAB Programme Managers who have ensured the Board's business is relevant, coordinated and robustly monitored.

The new governance adopted by the Board has proven effective - and the focus via our SAR Sub-Committee has enabled learning and changes in practice, which is detailed in the report. We have also continued to improve how we collect and analyse data, this has led to more grip on issues and allowed organisations to understand where resources and effort is required.

Whilst the Board and I are proud of the many advancements and achievements throughout the last year, we are still acutely aware of the increase in referrals and complexity of cases, which places a capacity pressure on all - as a Board we have ensured that this is at the heart of discussions, and will continue to do so.

We are also preparing for the CQC Adult Social Care Assurance Framework, which will commence in October 2023. As a Board we will want to showcase our journey but also be clear on our challenges and priorities, therefore our priorities for this year will be:

- Closely monitoring the impact of the Cost of Living Crisis on the most at risk and vulnerable residents of Sunderland
- Continue to make positive, meaningful progress on the objectives and actions identified against the SSAB priorities of:
 - Prevention
 - Self-Neglect
 - Mental Capacity
 - Homelessness
 - At risk/vulnerable/complex cases (via the Complex Adults Risk Management (CARM) process)
 - Domestic Abuse
 - Suicide Prevention
- Continued learning from Safeguarding Adults Reviews
- Continued partnership working

I recommend this Annual Report to Sunderland Safeguarding Adults Board.

Sunderland Safeguarding Adults Board



Sunderland Safeguarding Adults Board (SSAB) is a statutory body which brings together partner organisations in Sunderland to safeguard and promote the welfare of adults at risk of abuse and neglect. SSAB leads and holds partners to account for safeguarding adults in the city. SSAB has a strong focus on partnership working and has representation from the following organisations across the City:

- Sunderland City Council
- Northumbria Police
- North East and North Cumbria Integrated Care Board (Sunderland)
- South Tyneside & Sunderland NHS Foundation Trust
- Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust
- Healthwatch Sunderland

SSAB works closely with other statutory partnerships in Sunderland, including:

- Sunderland Health and Wellbeing Board (HWBB) - responsible for producing the Joint Strategic Needs Assessment (JSNA) and HWBB Strategy. A 'Framework of Cooperation' is in place between SSAB, HWBB and Sunderland Safeguarding Children Partnership, setting out the role and remit of each Board/Partnership and their inter-relationship with each other.
- Safer Sunderland Partnership (SSP) - SSP and SSAB work in collaboration on cross-cutting themes, including domestic abuse, violence against women and girls, sexual and criminal

exploitation, migration/asylum and modern day slavery. SSAB receives updates regarding Domestic Homicide Review activity.

- Sunderland Safeguarding Children Partnership (SSCP) - SSAB and SSCP have worked jointly on a range of common workstreams, and also hold, and contribute towards, learning events and workshops, highlighting both safeguarding children and adults issues, such as domestic abuse, suicide & self-harm, and exploitation.

Our Vision



In order to improve the effectiveness of SSAB in accordance with its statutory responsibilities, the Board has the following vision:

People in Sunderland are able to live safely, free from neglect and abuse

SSAB's vision for safeguarding adults in Sunderland can only be delivered effectively through the support and engagement of a wide range of partner agencies and organisations across the City. SSAB continues to work toward achieving its vision through the committed local partnership working between a range of organisations that comprise the membership of SSAB, the SSAB's Partnership Group and Sub-Committees, working together with common objectives and commitments.

Strategic Delivery Plan



SSAB's [Strategic Delivery Plan](#) details key focus areas for the period of 2019-2024, and identifies how SSAB will ensure its statutory responsibilities are met in accordance with the [Care Act 2014](#) and embedded in practice across the partnership. The Plan is underpinned by SSAB's [Multi-Agency Memorandum of Understanding](#), which describes the Board's remit and governance arrangements.

SSAB established strategic priorities for 2019 - 2024; these were refreshed in 2021:

- **Prevention**
- **Local areas of risk (identified through local performance data, outcomes from Safeguarding Adults Reviews and emerging issues as a result of Covid-19):**
 - **Self-neglect**
 - **Mental capacity**
 - **Homelessness**
 - **At risk/vulnerable/complex cases (including substance misuse), who don't meet statutory thresholds: development of Complex Adults Risk Management (CARM)**
 - **Domestic Abuse (supporting the work of the lead body, Sunderland Domestic Abuse Board)**
 - **Suicide prevention - particularly in light of the effects of Covid-19 (supporting the work of the lead bodies, Sunderland City Council's Public Health Team and the Suicide Prevention Action Group)**

These priorities inform the Board's local actions to safeguard adults in Sunderland, and are underpinned by the [Care Act Statutory Guidance's](#) six key principles of adult safeguarding.

The strategic priorities have been progressed through the work of SSAB's Partnership Group and Learning and Improvement in Practice, Safeguarding Adults Reviews, and Quality Assurance sub-committees.

Progress and Achievements



Prevention

- SSAB held a successful local campaign in November, in line with National Safeguarding Adults Week 2022, expanding it to include a joint offer with Sunderland Safeguarding Children Partnership and the Safer Sunderland Partnership (Community Safety) as a *Safeguarding Learning Week*. It featured a range of face-to-face and online events (webinars, briefings, training and a conference) covering a range of safeguarding topics, including: self-neglect, mental capacity, PREVENT (anti-radicalisation), domestic abuse, and exploitation. Sessions were very well received, and feedback was gathered to inform the planning of a similar event taking place in 2023. The week's activities were promoted widely using social media using **#SafeguardingSunderlandTogether**. The safeguarding message was further strengthened and supported by a range of networking events hosted across the partnership.
- Key safeguarding adults information continues to be shared with partners through the ongoing development of the SSAB website, the SSAB Twitter account, quarterly newsletter, and our email distribution.
- A scoping exercise of available safeguarding apps (including: NHS Safeguarding app, Ask for ANI, Mental Capacity app, Unseen) was undertaken and the resources shared with partners.

- Building on the work of 2020-21, there has been continued development of a range of safeguarding adults resources available to public and professionals in various formats, including animations, leaflets, posters and guidance.
- Review and refresh of SSAB's Prevention Strategy completed.
- Partner agencies have engaged with an assurance exercise to record their engagement with relevant community events to raise awareness of safeguarding adults and provision of information to the general public.
- Partner agencies have engaged with assurance exercises to record how they are sharing key information/documentation, such as: learning from the 'Alan' Safeguarding Adults Review (SAR), SSAB's Professional Curiosity Guidance.
- Other examples from across the partnership include:
 - Continued learning from local, regional and national Safeguarding Adults Reviews
 - Continuous improvement and update of safeguarding adults policies and procedures.

Local Areas of Risk

Self-Neglect

Self-neglect has continued to be a strong theme in SSAB communications with partner agencies. The SSAB's Self-Neglect suite of resources have been regularly shared/highlighted to partner agencies, and it has been fed back that partner agencies have used these in staff training sessions and briefings. In addition, SSAB has been involved in regional work through a sub-group of the ADASS Regional Safeguarding Adults Network to develop a suite of regional self-neglect resources. This has included the launch in May 2022 of a series of 7-minute briefings on a range of self-neglect topics (aimed at professionals) and in November 2022, a short animation on this subject was launched as part of Safeguarding Adults Week (aimed at the public/general awareness-raising).

The Complex Adults Risk Management (CARM) process that was developed in 2022 has been applied in cases where self-neglect is an issue, and where the adult is capacitated and doesn't meet the Care Act safeguarding adults thresholds for interventions and support.

Mental Capacity

- All recommendations from the 'Alan' SAR relating to mental capacity were achieved by June 2022.
- Training requirement was reviewed, and *How to Assess Mental Capacity* training course commissioned and delivered to multi-agency staff.
- An assurance exercise was undertaken with partner agencies regarding the disseminations and use of SSAB's Professional Curiosity Guidance - the results will support further work driven by the sub-committees to embed the Safeguarding Adults Review Quality Markers.
- A Liberty Protection Safeguards (LPS) strategic group was established, which includes all relevant partners and reviewed the planning and developments that were required for the new legislation.

Homelessness

- SSAB Terms of Reference now includes reference to homelessness.

- SSAB sub-committees now have a Council Housing Team representative.
- Homelessness updates and data continued to be routinely shared with SSAB.
- SSAB members joined the Strategic Housing Group and are contributing to its work, demonstrating SSAB's support of this key priority.
- The Council's Housing Team organised a Homeless and Rough Sleeping consultation event held in autumn 2022, which stakeholders from SSAB contributed to.
- SSAB received updates on the work to support refugees from Ukraine and other countries in 2022-23, providing assurance that support is adequate to meet those people's needs.

At Risk/Complex Cases - Complex Adults Risk Management (CARM)

Following the launch of CARM in February 2022, briefings were shared with SSAB partner agencies in 2022 to ensure they were aware of the process and how to refer. The CARM documentation is easily accessible to professionals, via the [SSAB website](#). CARM data was collected from the outset and has been routinely fed into the Quality Assurance sub-committee on a quarterly basis. A review of the CARM process, to audit its effectiveness and identify and necessary improvements, is planned for 2023.

Domestic Abuse

- SSAB members continued to be represented throughout 2022-23 on the Sunderland Domestic Abuse Board and Domestic Abuse and Violence Against Women and Girls (VAWG) Operational Group, and contributed to this work.
- SSAB members participated in an event on 5th December 2022, organised by the Council's Public Health Team, *Making the Invisible Visible: A Call to Action to Tackle Perpetrators of Domestic Abuse*, demonstrating SSAB's support of this key priority.
- The Domestic Abuse Health Advocate Project, funded by NENC ICB, continued to develop in 2022-23 across Sunderland, with its progress monitored on a monthly basis and supported by Wearside Women in Need. There have been positive outcomes for individuals, and 36 GP practices became fully committed to routine enquiry about domestic abuse and having Domestic Abuse Champions in place.

Suicide Prevention

- Partners continued to represent SSAB on the Suicide Prevention Action Group on 2022-23 and contribute to this work, demonstrating SSAB's support of this key priority.
- A progress update regarding the Suicide Prevention Strategy was shared with SSAB in 2022.
- In December 2022, Sunderland City Council recommissioned 'A LIFE Worth Living' suicide prevention training which equips workers and volunteers with the confidence, skills, and knowledge to offer support and information to those at risk of suicide. Delivery of ALWL© began in February 2023 and to date, 94 people have been trained in the LIFE model for suicide prevention. A priority moving forward will be to commission a wider mental health training offer within Sunderland including Mental Health Awareness, Mental Health Awareness for Managers and Emotional Health and Resilience.

- The Suicide Prevention Action Group (SPAG) has continued to operate, widening its membership to ensure there is appropriate partnership representation. The decision to recruit a full time equivalent Public Health Practitioner post dedicated to Mental Health has provided capacity within the system to drive the suicide prevention agenda forward; a key priority will be to refresh the Suicide Prevention Action Plan and work is already underway to do so.

The Work of SSAB and its Sub-Committees



Governance

- Despite the easing of Covid-19 restrictions in 2022-23, it was agreed to keep the SSAB meetings operating on a virtual platform, which has maximised resources and attendance and has worked very well, with sub-committees continuing to meet on a quarterly basis, and SSAB twice-yearly, as planned.
- The SSAB Newsletter continues to be published and distributed to a wide range of stakeholders on a quarterly basis. A wide range of key safeguarding messages, service developments and articles from SSAB partners were communicated throughout the year.
- SSAB has continued the interface with other statutory processes where required, such as Domestic Homicide Reviews.
- Following the previous year's review of SSAB's sub-committees and their workstreams, the Safeguarding Adults Review (SAR) sub-committee was established with its first meeting taking place in June 2022. This has allowed the Learning and Improvement in Practice (LIIP) sub-committee to focus on wider learning from local, regional and national SARs, and allowed more focus on other areas such as training requirements.



Quality Assurance

- Refreshed terms of reference
- Further developed performance data and themes/trends received from SSAB's partner agencies
- Conducted several assurance exercise, including:
 - Usage of SSAB's [Professional Curiosity Guidance](#);
 - Service user surveys by partner agencies;
 - Contacts mapping;
 - Events attendance;
 - Safeguarding messages to public;
 - Communication with staff about safeguarding adults
- Conducted several audit exercises, including:
 - Safeguarding concerns where the risk was not reduced/removed;
 - Increase in concerns raised for people aged 18-64 years;
 - SSAB partner agencies' self-audit to identify good practice and give assurance to the Board;
 - Training audit linked to 'Alan' SAR recommendations/actions;
 - Age 18-64 years with multiple safeguarding concerns;
 - Physical abuse cases
- Monitored the SSAB training offer and facilitated continuous improvement
- Jointly planned Safeguarding Adults Week (November 2022) activity with Sunderland Safeguarding Children Partnership and Safer Sunderland Partnership to deliver a Safeguarding Learning Week
- Refreshed content of SSAB's [safeguarding adults posters](#) and the [safeguarding adults and children information leaflet](#)
- Involved in development of regional [self-neglect suite of resources](#): 7-minute briefings and animated video
- Development of multi-agency audit tool

- Identified themed assurance/audit activity as a follow-up from the 'Alan' SAR
- Undertook a survey (via Healthwatch) of people who had been through the safeguarding adults process (or their representative, where they lacked capacity)
- Made the CQC Inspection Framework of Adult Social Care a standing agenda item, to monitor what this will mean for Sunderland and keep partner agencies updated
- Made the Cost of Living Crisis a standing item, to monitor effects on adults at risk and the mitigating work being done in Sunderland

Safeguarding Adults Reviews

- Sub-committee established June 2022
- Established terms of reference and multi-agency membership
- Reviewed and refreshed SSAB SAR Referral form
- Refreshed SAR governance documents, including SAR Protocol and Learning and Improvement in Practice Framework
- Scoped three cases against Care Act criteria, one of which will progress to a SAR for publication in 2023
- Monitored completion of action plan resulting from case that did not meet the criteria for a SAR

Learning and Improvement in Practice

- Progressed actions arising from 'Alan' SAR
- Refreshed terms of reference and membership
- Supported establishment of stand-alone Safeguarding Adults Review sub-committee
- Receives regular reports from Complex Adults risk Management (CARM) process and supported the embedding of the process into practice
- Conducted several assurance exercises including: professional curiosity, embedding of learning from the 'Alan' SAR, application of SAR Quality Markers
- Considered learning from local, regional and national SARs and implications in Sunderland
- Supported [Alcohol Change UK project](#) regarding cognitive impairment in dependent drinkers
- Receives regular assurance from partners regarding provision and application of safeguarding adults training

Training

SSAB provides multi-agency safeguarding adults training in trainer-led and e-learning formats. As a Board we continue to embrace alternative ways of working and new technology to support the delivery of adult safeguarding, and following delegate feedback will be offering a hybrid training programme with both classroom-based and virtual trainer-led training in 2023.

Training content is regularly reviewed and refreshed to ensure that it reflects current themes and trends of adult safeguarding in Sunderland. Over the course of 2022 -23, 698 delegates received trainer-led training provided by SSAB - an increase of 150 from the previous year.

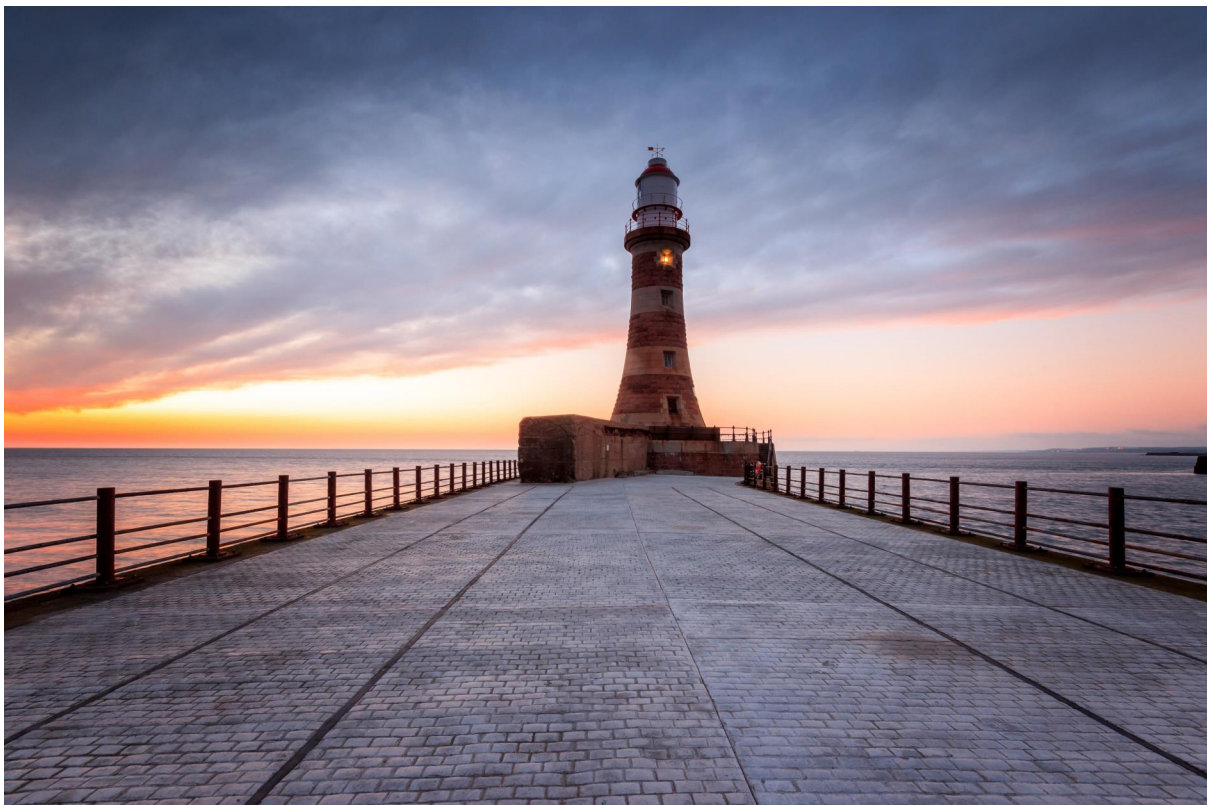
In partnership with Sunderland Safeguarding Children Partnership and South Tyneside Safeguarding Children and Adults Partnership, SSAB continues to provide a range of safeguarding e-learning courses to organisations working with adults and children in Sunderland, including the following which are aligned with SSAB's strategic priorities:

- Self-Neglect and Hoarding
- Understanding the Importance of the Mental Capacity Act and Deprivation of Liberty Safeguards
- Suicidal Thoughts
- Awareness of Domestic Violence and Abuse



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Statutory Partners' Contribution to Safeguarding



Key Achievements

SSAB partners continue to support the safeguarding adults' agenda, meeting key statutory responsibilities and contributing to the work of the sub-committees and Board. Partners have proactively engaged in local and national campaigns, and continue to share good practice and learning. Partners also undertake regular governance and assurance activities.

South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- The safeguarding team have continued to work in collaboration with multi-agency partners throughout the recovery phase and longer term impact of the COVID-19 pandemic to ensure safeguarding measures are in place and learning is shared to support and protect adults at risk and their families. The main emphasis has been on Making Safeguarding Personal, self-neglect, fire safety awareness, trauma informed practice, mental capacity and professional curiosity. These themes have been shared via 7-minute briefings, quarterly Safeguarding Champions forums and bi-monthly safeguarding newsletters.
- Safeguarding supervision sessions have been reviewed to ensure that delivery remains impactful and meaningful. A new model for safeguarding visibility has been implemented to increase face to face presence in areas to further support staff in their safeguarding practice and offer safeguarding supervision.
- An MCA/LPS lead, alongside an MCA Corporate Lead have been appointed to further embed MCA into practice alongside having the skills and expertise to robustly implement LPS once finalised. Improvements have been made to the MCA recording pathway on Meditech to support staff to re-consider MCA assessment and whether a DoLS is required or needs withdrawn. Community EMIS systems have been amended to incorporate MCA assessment within community records.
- Training - All levels of safeguarding training have been reviewed to ensure they are aligned to both adult and children intercollegiate document. Level 3 face to face "Think family" training has been amended to reflect learning from recent scoping's, SAR's, DHR's, CSPR's and learning reviews. Slido (a digital polling platform) is now being used to ensure that face to face sessions are more interactive and those delivering training can obtain training evaluations in real time.
- MCA training has been reviewed and STSFT now utilise the National E-Learning package resulting in MCA training now being a stand-alone package.
- The Domestic Abuse Health Advocates (DAHA) continue to work alongside the safeguarding team to support staff in the identification and response to any disclosure of DA. The DAHA's are specialists working with victims of DA, targeting ward areas, ED (Emergency Department) and community in supporting staff to recognise and respond to DA. The increased visibility of the DAHA's across the Trust has resulted in increased DA referral activity. Recent DAHA feedback from both patients and staff include:

"Thank you, I do not know what I would have done if you had not been here to support me".

"Thank you so much you have been amazing in supporting me"

"The DAHA on duty came down to ED and was so kind and helpful and just offered to help with anything we needed. This was so kind, thoughtful and really welcomed"

North East and North Cumbria Integrated Care Board (NENC ICB) - Sunderland

- Domestic Abuse Health Advocate Programme continues across Sunderland and now 36 practices are fully committed to routine enquiry about domestic abuse and have Domestic Abuse Champions in place. This programme is supported by WWIN and work is ongoing to enrol every GP practice into the programme.
- Funding has been agreed to support a three year project to support homeless people and those in temporary or short-term accommodation with a Health Navigator who can assist with addressing health inequalities so they can find suitable long-term accommodation. NENC ICB Sunderland safeguarding team will assist housing with identifying appropriate health needs to support their evaluation of the project. Clear outcomes have been developed and an audit process will be in place to monitor these outcomes.
- The Safeguarding newsletter has been launched monthly to ensure all practitioners and GP practices have access to relevant safeguarding information in a timely manner.
- A new statutory process to review the early deaths of care leavers presented by the Designated Nurse for Children in Care has been accepted by the Learning and Improvement in Practice sub-committee and the SSAB Partnership Group as good practice to develop. Further work is ongoing with SSAB to embed the new process with the SSAB statutory processes in conjunction with deaths from knife crime for under 25's.

Northumbria Police

Protecting vulnerable people continues to be a key force strategic priority. The force Vulnerability Strategy 2021-25 is established, identifying four key pillars of:

- Working together - strengthening internal and external collaboration to ensure vulnerability is everyone's business. Improving information sharing protocols and training to promote the multi-agency sharing of information to enhance our holistic assessment of vulnerability.
- Early intervention and prevention - to ensure early identification and intervention is a priority to prevent unnecessary criminalisation, reduce victimisation and adopt a problem-solving approach. This includes a comprehensive data collection plan, which includes multi-agency data that supports the identification of our most vulnerable.
- Our people - provide staff with the tools to recognise and respond to vulnerability, understanding that individuals and communities can be vulnerable. Training of all staff to adopt a Trauma Informed Approach being able to recognise vulnerability, looking beyond the obvious and being professionally curious, focussing on the individual circumstances to provide a bespoke response.
- Leadership - Through effective leadership and governance we will embed vulnerability across the organisation aligning the vulnerability strategy to the NPCC and College of Policing National Vulnerability Action Plan. Working collaboratively with partners to raise awareness of the vulnerability principles.

Vulnerability training continues to be rolled out across the force including inputs to new recruits following the uplift in policing numbers.

Sunderland City Council

- In 2021 - 22 the Safeguarding Adults Team received 4,782 Safeguarding Adult Concerns. During the same period, 1st April 2022 - 31st March 2023, the Team processed 5,732 Safeguarding Adult Concerns - an increase of 950.
- In April 2022, Sunderland City Council introduced the Safeguarding Adult Portal and changed the way we receive Safeguarding Adult Concerns into the team. This on the whole has been a great success. The team has delivered training to over 550 individuals from partner agencies. The training and the accompanying guide have both been well received, with one GP commenting that if he could do it, then anyone could! As the Portal is on a secure government platform, the referrals are securely received, therefore protecting the individual's personal data.
- In December 2022, the Safeguarding Adults Team circulated a revised threshold tool and guidance. The purpose is to assist our partner agencies in their decision making as to whether or not a Safeguarding Adult Concern is required. The revised threshold guidance tool seeks to support practitioners to report and respond to concerns at the appropriate level and to have a consistency of approach across services. Since its introduction, feedback has been positive, and partners have reported that the examples in particular are a helpful aid.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

- NENC ICB (Sunderland) agreed recurring funding for the Adult MASH (Multi-Agency Safeguarding Hub) post in Sunderland. The focus of the role was agreed as a health navigation role, to support the wider health economy, with CNTW as the lead provider. The substantive post now sits with our Access CBU (Clinical Business Unit) to help facilitate easier access to mental health services and to better support our multi-agency partners, including:
 - The navigation of client care around a complex mental health system
 - Timely review of care and treatment and support
 - The Domestic Abuse agenda
 - The beginning of supporting the CARM process, with offering key clinical advice on clinical cases
- A second Acting Named Nurse was introduced into the CNTW Safeguarding and Public Protection team, to increase the Trust's senior safeguarding resource and allow greater scope for partnership working.
- Safeguarding Adults Level 3 training was introduced in April 2022. Over the course of the year, from a starting position of 19% compliance, by year end this increased to 84%.

Good Practice

Examples of good practice across the partnership include attendance at multi-agency safeguarding training and dissemination of learning throughout organisations using a range of media, including bulletins, conferences and 7-minute briefings. Assurance of safeguarding compliance is provided through rigorous audit programmes, internal agency reporting mechanisms and regular reporting to commissioners and regulating bodies, such as the [Care Quality Commission](#).

South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- The safeguarding team have worked alongside STSFT staff to further develop body map documentation to record marks, bruises and pressure damage on admission and discharge from hospital. The body maps are now incorporated into STSFT documentation, alongside a Standard Operating Protocol to support practitioners accessing the document.
- The rigorous programme of safeguarding audits have continued throughout 2022-23 to monitor safeguarding practice across STSFT. These have included MCA/DoLS policy adherence, MCA policy compliance for patients with a learning disability, safeguarding policy compliance (inclusive of routine & selective enquiry), procedural self-neglect guidance and threshold tool compliance and chaperone policy compliance. A safeguarding team service review was conducted via Survey Monkey in December 2022 - the findings were extremely positive.
- A new model for safeguarding visibility has been implemented to increase face to face presence on wards and departments to further support staff and offer safeguarding supervision. This includes daily attendance at Emergency Department (ED) huddles (Monday-Friday).
- The safeguarding team continue to complete a daily audit of ED attendances to ascertain if there are any missed opportunities. Any learning to arise from missed opportunities are Incident reported. The Named Nurse attends ED Clinical Governance meetings to discuss any reported missed opportunities. The annual audit of ED attendance activity forms part of the safeguarding annual audit cycle.
- The safeguarding team have undertaken joint working with ED staff to expand the asking of the safeguarding mandatory questions from initial triage and make them mandatory within Same Day Emergency Care (SDEC) documentation and within the speciality transfer letter.
- Safeguarding training compliance has continued to exceed the 90% organisational target and this has been maintained throughout 2022-23. The Trust continues to exceed NHS England's 85% compliance target for WRAP Prevent training and Basic Prevent Awareness training (BPAT)
- A bi-monthly newsletter is shared with all STSFT employees via both the team brief and through the safeguarding champions forum. This newsletter highlights learning from SARs/DHRs & CSPRs and incorporates any regional / local updates inclusive of 7-Minute Briefings. The newsletter is held on the Trust intranet site.

North East and North Cumbria Integrated Care Board (NENC ICB) - Sunderland

- A remote quarterly level three safeguarding training session is held every quarter for all member of primary care to attend. The programme is determined by the feedback from attendees and external speakers are utilised to provide useful and positively evaluated sessions.
- Time In Time out (TITO) annual safeguarding training session provided level three and level two face to face training to all members of primary care in February 2023. The sessions were varied and for the level two session included domestic abuse and multi-agency risk assessment conference (MARAC) the feedback included *"it was set at a level that made you fully aware of what safeguarding is and how we can play an important role"* and *"it was interesting and relevant to my role"*. The level three training included domestic abuse, self

harm and modern slavery and the feedback included *"excellent presentation about self harm"* and *"improved knowledge about changes in legalisation for modern slavery"*.

- Following the Safeguarding Adults Review (SAR) concerning "Alan" an audit of the Special Allocation Service was undertaken. The service has now been improved and is overseen by a dedicated team of allied health professionals and a service manager. This has enabled all new patients to be contacted by telephone to complete an initial health and social assessment. If required a face to face appointment will be offered. Upon exit an assessment will be completed by a GP who will make a recommendation as to whether the patient can be discharged from the service. If they are to be discharged, they will be contacted to offer support in registering with a new GP and social referrals that may need to be made to ensure continuity of care.
- Sharing Child Concern Notifications (CCN) for Domestic Abuse is an initiative that was developed within the children's safeguarding arena to facilitate GP's to be notified of incidents of domestic abuse for children under the age of five years of age. The information shared with the GP also includes the parent/carer victim which enables the GP practice to attach the incident report to their electronic medical record, apply a domestic abuse SNOMED code and if appropriate and safe to do offer advice and support. This initiative has recently been audited and all GP practices who participated were able to identify a positive example of practice following receipt of the CCN, this included offering advice and support, providing an earlier appointment, and discussing the family at the safeguarding practice meeting.
- The Domestic Abuse Health Advocate Programme has grown exponentially over the last year. Only 4 GP practice remain to undertake the training. The task and finish group meet monthly to review the progress and have recently reviewed the domestic abuse template used in primary care to simplify it. Over the last year the template has been used 3600 times to record that a routine enquiry about domestic abuse has been made. The Named GP for Safeguarding Adults and the Deputy Designated Nurse have also attended the quarterly Domestic Abuse Champions meetings to provide advice and support to the Domestic Abuse Champions in primary care.
- Reviewing the death of care leavers under the age of 25 years is a process that was presented by the Designated Nurse for Children in Care and has been accepted by the SSAB and LIIP.
- The health homeless outreach post is now under way with clear objectives to improve health outcomes.
- Safeguarding advice and supervision is a well utilised service available to all members of primary care to support their role in safeguarding adults against abuse and harm.
- TEAM Net, the information sharing platform for primary care has a safeguarding page which has been reviewed and includes a separate page for safeguarding adults which is updated on a regular basis to include all the current safeguarding information.

Northumbria Police

Between October and December 2022, Northumbria Police ran a pilot with their Street Triage Team to undertake prevention interviews for all Missing Adults. This was in recognition that adults go missing for a variety of reasons, which could be linked to mental health decline and it was felt a

further in-depth assessment of their needs on return would support them and prevent future missing episodes.

During the pilot the team assessed 72 missing episodes and followed up to determine whether a face-to-face mental health screening was required. The pilot delivered useful evidence of themes relating to adult missing episodes and demonstrated that missing adults are linked to a range of wider safeguarding harms, such as substance misuse, domestic abuse and financial abuse.

In January 2023, Northumbria Police introduced a new process into the Control Room to ensure that all Missing Adults reports were being risk assessed by the reporting agency and the police were only responding to those where there was a critical concern and were most in need. This process supported partners to work together to share information and assess risk, and ensured from a police response perspective, that resources were able to be directed to those most at risk of harm.

Sunderland City Council

- In January 2023, we widened the remit of the MASH Officer based within the Safeguarding Adults Team. If, following the daily MASH triage, it has been identified that an adult could benefit from a social care welfare check, it is now the responsibility of the MASH Officer to carry out some of these initial checks and refer on to Adult Social Care or Safeguarding Adults Team as required.

Case Study

Safeguarding concerns were raised around AA's severe self-neglect and home conditions. He had been inviting males to his property and having sex in exchange for drugs. His mother reported that she had been in his property and there was clear evidence that AA was not looking after his home. She also found different items of drug paraphernalia around the property.

AA was not taking care of himself, and upon admission to hospital there were significant indicators of self-neglect. AA disclosed that he was not eating or taking his medications, although he understood the danger of this. AA was advised that he possibly had nerve damage due to alcohol use and this was affecting his mobility. He remained independent, however he stated that he often had pain rendering him reluctant to move.

Multi-agency safeguarding meetings were held to identify support required to improve AA's situation and reduce the risk of further harm. AA was discharged from hospital detox with support in place from CNTW, Gentoo and Changing Lives. He was also willing to accept Acamprosate relapse medication.

AA is working towards improving his home environment - decorating and purchasing items for his flat. He has since volunteered with Pride Radio and as this is going well it could lead to a permanent position.

AA feels his needs are being met and is keen to maintain his current abstinence. His parents thanked everyone and advised they are very happy with the way things are going - they hope it will stay this way.

Case Study

Safeguarding concerns were raised regarding BB's home conditions. The Safeguarding Officer worked closely with the Mental Health Team to address the concerns. This resulted in BB being supported to move to a Homegroup dispersed property. The new property was freshly decorated and fully furnished so BB could leave all of her soiled or damaged goods behind.

BB's previous property had unfinished repairs and was overrun with rats, including in her mattress. BB has a new granddaughter on the way who could not visit her in her previous home, however her new property is entirely suitable for her daughter to bring her granddaughter to visit.

BB reported that she couldn't thank everyone enough, advising they had "made her year", and added that she felt they had "saved her life".

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

- CNTW have developed a Domestic Abuse and MARAC training package that is available to all staff, plans are in place to make this accessible via Microsoft Teams on a bi-monthly basis. It is designed to complement the Safeguarding Level 3 training. The package utilises learning from local DHR (Domestic Homicide Review) and NHS independent investigations.

Working with Partners

Partners continue to contribute to multi-agency working, in particular by representation at a wide range of multi-agency safeguarding fora, which includes CARM, [MAPP](#) (now [MOSOVO](#)), [MATAC](#), [MARAC](#), [CONTEST](#) Board and [Channel](#) Panel.

South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- STSFT Safeguarding Team continue to be active members of local partnerships ensuring representation and contribution across all meetings & groups.
- The Safeguarding Team are active participants within the Complex Adult Risk Management (CARM) meetings within the Sunderland locality and Safeguarding in Partnership (SIPT) meetings in South Tyneside.
- The Safeguarding Team has worked closely with the Local Authority to understand the impact and prepare for the forthcoming implementation of LPS (Liberty Protection Safeguards).

"This past year has been incredibly challenging but as a part of Sunderland Safeguarding Adults Board we have demonstrated collaborative leadership. Working through the challenges post-pandemic and the new cost of living crisis, has proven once and for all that working together drives improvement for all. We need to ensure that SSAB partnership working continues to be a foundation for next steps."

Melanie Johnson - Executive Director of Nursing, Midwifery and Allied Health Professionals, STSFT

North East and North Cumbria Integrated Care Board (NENC ICB) - Sunderland

Sunderland actively support partnership working across a number of key areas including:

- Representing Sunderland and NENC ICB at the regional CONTEST Board
- Supporting the development of the combined Channel Panel for Prevent.
- Supporting the SSAB Learning and Improvement in Practice (LIIP) sub-committee with the Designated Professional as Chair of the group.
- Working with partners to support the LPS strategic group.
- The Designated Nurse and Deputy Designate, in conjunction with the Safeguarding Adults Team, facilitates joint fortnightly triage for CARM referrals and co-chairs bi-monthly panel meetings for the CARM framework process.
- Sunderland ICB Safeguarding support the Domestic Abuse Executive Steering Group and Domestic Abuse Operational Group to ensure there is a multi-agency view of domestic abuse strategic developments and commissioning processes.
- The Named GP Adult Safeguarding, Designated Professionals Adult Safeguarding and the Deputy Designated Nurse all support the Safeguarding Adults Review (SAR), Domestic Homicide Review (DHR), Learning Lessons Review (LLR) processes via the appropriate panel processes, scoping reports, Individual Management Review (IMR) reports and the action and implementation of agreed recommendations from the respective panels. Sunderland ICB Safeguarding also offer administrative support for the collation of reports to SSAB and the CARM process.
- The Designated and Deputy Designated Nurse Safeguarding Adults attend the Care Homes and Community Support Partnership, to support them with addressing the safeguarding agenda across Sunderland to safeguard residents and clients from abuse and harm.

Northumbria Police

The SAIL Project, an acronym for Sunderland Altogether Improving Lives, is a new partnership which will bring together the expertise of partner agencies under one roof, with the aim of making a real and lasting difference to people's lives.

Officers from Northumbria Police will work collaboratively with Sunderland City Council, Sunderland Business Improvement District (BID) and support services from a centrally located base in the city centre. They will be supported by a four strong team of dedicated staff, funded by the Northumbria Violence Reduction Unit (VRU), who play a vital role in working with young people involved in offending in the city centre, offering them the chance to divert away from criminality in the future.

SAIL will also work closely with the business community in the city centre and Sunderland BID to make the city centre a more pleasant and safer place to be.

Set up in response to feedback from city centre stakeholders, business owners and visitors about anti-social behaviour in the city centre, the SAIL partnership will use collaboration and effective partnership working to fight crime and keep people safe.

It builds on the success of the award-winning SARA project in Southwick and HALO project in Hetton, which were set up to work with local communities and help build a sense of ownership and pride in

the area, at the same time as tackling a range of issues, including anti-social and criminal behaviour, environmental crime, unemployment and poor mental health. It further develops the long-standing partnership working between Northumbria Police, Sunderland City Council and Sunderland BID, which has resulted in highly effective multi-agency operations to tackle pockets of crime and anti-social behaviour during the summer months and in the run up to Christmas.

"As a police force, we want to do much more than just serve our communities - we are proud to truly be a part of them. To achieve that you need partnerships - with the community, local authorities, and other support services.

Working together under one roof with our partners as part of SAIL will only make us stronger in our efforts to ensure Sunderland remains a safe and vibrant city for residents, businesses and visitors alike.

Not only will this collaboration support us to tackle anti-social behaviour keep people safe - it will provide a boost to the area and an opportunity to divert young people away from criminality where appropriate.

The North East has always had a strong sense of community, and this fantastic initiative will prove we are better when we work together."

Chief Superintendent Barry Joisce, Area Commander for Southern, Northumbria Police

Sunderland City Council

- The Safeguarding Adults Team continues to take part in statutory meetings with partners, such as MAPPA, MARAC and others. In addition, the Safeguarding Adults Team ensures the smooth running of the Complex Adults Risk Management (CARM) process, and captures all activity and outcomes. Since its launch in 2022, the panel have considered 45 cases. A presentation on CARM was jointly delivered with NENC ICB during Safeguarding Adults Week, which was well received.
- Following a number of fire deaths across the North East region where smoking, mobility and paraffin-based emollients were a contributory factor, we have worked in collaboration with Tyne and Wear Fire and Rescue Service (TWFRS) to address risk of harm from house fires. In partnership with TWFRS we delivered training for 300 staff across Adult Social Care and Sunderland Care and Support. In recognition of a particular example of excellent partnership working, one of the Safeguarding Adults Team's cases was selected to be highlighted at the TWFRS *Preventing Fire Fatalities Through Prevention Pathways* conference in April 2023.

"One of Sunderland's outstanding strengths is our commitment to partnership working to achieve better outcomes for our citizens. Sunderland City Council, working alongside our SSAB partners, strives to support and empower people to live fulfilling, safe lives free from abuse and neglect. Over the last year, the achievements shown in this Annual Report demonstrate our ongoing dedication to this aim".

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

- In response to a complex case, CNTW worked with other local health providers and the Local Authority to develop understanding around how to balance management of risk to self - alongside reducing restrictive intervention, and to review communication strategies when responding to future concerns.
 - The SAPP (Safeguarding Adults and Public Protection) Lead worked closely with partners as part of the Channel process to provide access to further consultation with children and young people's services to identify if any additional intervention, such as family therapy, could be considered.
-

Case Study

CC was referred to the Safeguarding Adults Team due to long-standing self-neglect and extreme hoarding, which were impacting on his physical and mental wellbeing. Initially, he was reluctant to speak to professionals and also stated that he did not see an issue with regard to his living conditions as he had always lived like this.

Smoke alarms and heat sensors were fitted in the property, which CC removed. Due to COPD (chronic obstructive pulmonary disease) CC required home oxygen, however due to his living conditions this could not be put in place. In addition, pest control visited his home due to reports from neighbours concerning rodents.

Regular multi-agency safeguarding meetings were held, and home visits carried out by Age UK, Oxygen Nurse, Adult Social Care, Environmental Services, TWFRS, and GP resulting in the following:

- *CC's living conditions have significantly improved due to ongoing support from services and allowing him to do this in his own time and in his own way*
 - *He has had new windows and doors fitted, had the garden cleared, carpets cleaned and has begun to declutter*
 - *TWFRS has confirmed that smoke alarms and sensors are now in place*
- *CC was assisted to have his income reviewed and this increased following a benefits check*
- *Social Worker completed a home visit and confirmed that CC has made some fantastic improvements with the property*

- *Following a GP home visit, CC has been referred to the Mental Health Team for further assessment*
-
-

CC advised it is going to take a while to get used to this way of living, but he intends to stick to it.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) has been embedded across the partnership. Partners incorporate the principles of MSP into their policies and procedures, staff ways of working, staff communications and single-agency training opportunities.

South Tyneside and Sunderland NHS Foundation Trust (STSFT)

- STSFT safeguarding team actively participated in Elder Abuse Day (15th June 2022), attending wards and departments to raise awareness of elder abuse.
- The safeguarding team actively engaged within Safeguarding Adult's Week / Learning Week 21st -27th November 2022, demonstrating positive multi-agency working with good engagement from STSFT staff. Representatives from local DA services and the STSFT DAHA engaged with members of the public and staff at the Domestic Abuse stall with positive engagement from the public, especially when participating in the "What's your red flag" activity.



2 - STSFT's Domestic Abuse stall



3 - What's your red flag?

North East and North Cumbria Integrated Care Board (NENC ICB) - Sunderland

- All safeguarding training, supervision and advice reflects the importance of Making Safeguarding Personal.
- The Health Navigator post focus upon the needs of the individual and helping them to address the health inequalities they identify and unequivocally is about Making Safeguarding Personal.
- The audit Sharing CCN with GP's identified very clearly GP practices were Making Safeguarding Personal when responding to the CCN, searching for how they could respond appropriately and safely to each individual.
- When routine enquiry about domestic abuse is made the outcome will be predominantly determined by the patient's wishes, unless the threshold is met to share information without consent.

Northumbria Police

Northumbria Police actively promote Making Safeguarding Personal, and this is reflected in our Policy and Procedures, along with the Victims' Code of Practice, whereby the views of our victims are recognised and considered when decisions are made regarding safeguarding and any investigation. The recent force-wide "Vulnerability Matters" campaign will increase and improve identification and recognition of all forms of vulnerability ensuring victims views are captured. A Think Family Approach is also embedded to ensure the effects on family members are considered to inform bespoke safeguarding interventions.

Case Studies

The Transformational Resolutions and Education Adult Diversion (TREAD) Team works with victims and offenders to provide alternatives to prosecution, so that those in the most need can get help in changing their lives. The Innovation Team has reduced reoffending by 12% since its creation by

helping to steer vulnerable offenders away from court. The small but dedicated team of officers from the force's Criminal Justice and Custody Department work closely with partners to identify offenders with complex or additional needs and vulnerabilities, such as those struggling with addiction or poor mental health.

They then look to find those vulnerable offenders who can benefit from counselling, tutoring and alternative non-criminal resolutions, using the links built up with our partners in community settings. Their efforts have recently received praise from both victims and offenders.

One woman who had been arrested on suspicion of being drunk while in charge of a child was found to have a history of complex mental health issues and alcoholism relapsed after the support she was receiving was withdrawn. Rather than going down the criminal justice road, the woman, who was filled with remorse, was offered alternative support to overcome her addiction and was directed to agencies who could support her moving forward. She is now able to have supervised access to her children, with the goal of having them returned to her care after fully engaging and making the relevant progress.

In another case, a man who fraudulently claimed compassionate leave from his employer because he was too afraid to disclose his poor mental health was given a conditional caution on the condition that he cooperate with an employment, training and education pathway and received mental health treatment. He was also helped to find new full-time work through partnership working.

Multi-agency intervention was required in respect of a vulnerable male who reported taking an overdose and had been drinking when found on the wrong side of railings on a bridge. The male presented as homeless and stated that he could no longer go on. Street Triage were involved, and the male talked to safety. Once his mental health issues had been addressed, support was put in place. Through Gentoo and safeguarding partners he was rehoused and a package of additional help and support from service providers was put in place.

Sunderland City Council

In the autumn of 2022, the Safeguarding Adults Team provided a sample of names of customers who had been through the safeguarding process to Healthwatch to complete a Service User Survey. The purpose of the survey is to determine our customers' views regarding best practice and area for improvement. The feedback will be reflected in the team's work going forward.

Case Study

DD was referred to the Safeguarding Adults Team following concerns around lack of food available in the property, resulting in carers being unable to follow specific Speech and Language Therapy (SALT) recommendations. There were also concerns around potential neglect from her son, who is her main carer.

A number of multi-agency safeguarding meetings were held to address the risks and concerns. An advocate was allocated and worked alongside DD and her Social Worker to determine her wishes

and feelings. Respite care was explored as an option, however this was something that DD wanted to avoid, and her wishes were very clear - to remain at home.

As DD's son was keen to continue in his caring role, education work was completed with him, and a plan out in place with SALT and Dietician input to create a list of foods to purchase - taking into account DD's likes and dislikes.

There is ongoing input from SALT and a Dietician, and the care agency will continue to monitor DD.

With DD's wishes to remain at home being at the centre of the the case, the multi-disciplinary team worked hard to ensure that her needs could be safely met in her chosen environment.

Case Study

EE is a relatively young man who was seriously alcohol-dependent, his drinking to excess meant the loss of the use of his legs and requiring support from carers who he often turned away.

After much intervention from Adult Social Care and with the encouragement of family, he agreed to a house move and an Alcohol Reduction Plan.

At the end of the safeguarding process, the Safeguarding Officer spoke to a family member who stated "they [Adult Social Care] have done an amazing job, I'm pleased they never gave up on my brother... He is now in the best place for help and care." The Assessment and Review Officer involved also received a message following the move to say the EE "was the best he has been for a very long time."

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

This year we have reviewed how well clinical services follow the principles of Making Safeguarding Personal and have identified that 41% of concerns noted the issues had been discussed with the adult at risk. In response, guidance is being developed to support staff on when to use the MSP report to ensure service user's wishes are known and shared.

2022 - 23 In Figures



5732 Concerns were received; this is a 20% increase compared to 4782 concerns received in 2021-22.

Of these concerns, (1299) 22.7% were progressed to Section 42 Enquiries, (267) 4.7% progressed to 'Other Safeguarding Enquiry', (444) 7.7% Safeguarding Concern (where progressing to a safeguarding episode, i.e. those where action had already been taken by the referrer/others), and (2590) 45.2% did not progress to a safeguarding episode.

There were 1300 completed Section 42 Enquiries in 2022-23, a decrease on 1937 completed in 2020-21.



4 - Click to enlarge



Desired Outcomes

Of those customers with a completed Section 42 Enquiry or Other Enquiry, 74% of these individuals, or their representatives, were asked what their desired outcomes were. Of those asked what their desired outcomes were, 84.3% expressed a desired outcome, 96% of which were either fully or partially achieved.



Primary Support Reason

Individuals with physical support needs represented 35.3% of all concerns received, followed by mental health needs (18.2%), and learning disabilities (13.9%)



Mental Capacity

In 31.9% of completed cases, the customer was identified to lack mental capacity. 100% of these individuals were supported.



Main Location of Abuse

Individuals' own homes: 49%

Residential/nursing home: 32.7%

Health setting 11.6% (acute hospital 5.3% and mental health inpatient setting 6.3%)

Alleged perpetrator's home: 1.2%



Main Categories of Abuse

Neglect: 29.7%

Physical abuse: 29.2%

Self-neglect: 23.1%

Psychological: 14.5%

Financial: 12.2%



Age/Gender

Females account for 56% of all concerns raised, with 44.3% of these being aged 75+
Males account for 44% of all concerns raised, with 58.4% of these being aged 18 - 64

Learning Lessons



Five cases were submitted for consideration against the Safeguarding Adults Review (SAR) criteria in 2022-23. Four of these have been scoped within that time period, with the fifth being part of an ongoing police investigation, with a view to it being scoped later in 2023.

Of the four scoped cases, one has progressed to a SAR, which will be published later in 2023; the headlines from this will be included in the 2023-24 SSAB Annual Report.

The other 3 cases did not meet the SAR criteria, however in each case there has been learning opportunities for one or more agencies, and their identified actions have been monitored through the Safeguarding Adults Review sub-committee.

Examples:

- One case resulted in improvements being made to the quality of referral information that is sent to Advocacy agencies to support with Deprivation of Liberty Safeguards considerations when individuals are in the acute hospital, and improvements to the home visit by a social worker process following hospital discharge
- One case had themes of smoking, emollient cream use and decreased mobility, increasing the risk of fire within the home, and sadly resulted in two fire deaths. The learning from this has been to build on the fire safety work that was completed as a result of the 'Alan' SAR recommendations, with Tyne and Wear Fire and Rescue Service (TWFRS) offering training courses and briefings on fire risks to a range of staff, including all adult social care frontline staff, and the development of a [7 minute briefing](#) which is being used regionally. Related work includes SSAB members being involved in the work of the Fire Safety Task and Finish Group led by TWFRS.

What Does 2023 - 24 Hold?



- Closely monitoring the impact of the Cost of Living Crisis on the most at risk and vulnerable residents of Sunderland, and the measures being taken by all SSAB partners to mitigate against the effects of that.
- Continue to make positive, meaningful progress on the objectives and actions identified against the SSAB priorities of:

- Prevention
 - Self-Neglect
 - Mental Capacity
 - Homelessness
 - At risk/vulnerable/complex cases (via the Complex Adults Risk Management (CARM) process)
 - Domestic Abuse
 - Suicide Prevention
- Progressing the Safeguarding Adults Review process regarding a complex case with themes of learning disability, physical health problems, and cross-boundary working, and publishing the learning from this case.
 - Continuing to build on the excellent partnership working which has characterised the last year, to enable individuals who are at greater risk due to a range of vulnerabilities and issues to live their lives safely, free from neglect and abuse.