

# **Bury Integrated Safeguarding Partnership Adult Annual Report 2019-2020**



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## Foreword: Independent Chair

Welcome to the Annual report for the Adult Section of the Bury Integrated Safeguarding Partnership (BISP) The report covers the period from the 31<sup>st</sup> March 2019 through to the 1<sup>st</sup> April 2020. The report has been produced in the midst of the Covid-19 pandemic and as can be seen in the contributions from the various agencies, the extraordinary challenges that have arisen in the past few months have had an impact on the work of the BISP and will continue to do so for considerable time in the future.

Before anyone had heard of the Corona virus the agenda for the BISP was already crowded enough. The BISP came into being an amalgamation of the former Local Bury Safeguarding Children's Board and the Local Safeguarding Adult Board on the 29<sup>th</sup> September 2019. The first half of 2019 had been preoccupied with planning for the integration, establishing governance, structures and membership. This work continued into the autumn and it would be fair to say that some of the new sub groups struggled with their role and remit. Greater clarity was needed and two development sessions took place in December and January where the strategic objectives were set out which would form the basis of the business plans across the partnership. 2020 therefore began with a renewed sense of purpose and energy yet within weeks all the agencies were confronted with the challenges of lockdown. I would like to commend here the way that practitioners, managers and leaders in all the agencies moved swiftly and creatively to meet the needs of vulnerable adults in the community and in residential care despite the many difficulties they faced, all the while ensuring that the imperative of Safeguarding was not lost.

It is too early to say what the long term impact of the pandemic will be and greater detail will be available in the BISP report which is due in the autumn.

In this report you will find information about the effectiveness of all agencies in Bury who are involved in safeguarding adults at risk. In addition, in 2019 the SAB commissioned two Safeguarding Adult Reviews both of which were completed and reported after March 2020. Both of the reviews provided valuable learning which will now be incorporated into the multi-agency training programme .Some of the issues raised such as the fragmentation of mental health services and the tension around consent and the use of Section 42 enquires are not unique to Bury and in these as in so many other areas it is right to seek greater consistency across Greater Manchester.

This report provides information about some significant developments in safeguarding work such as the establishment of a jointly funded Social Work Advanced Practitioner post the aim of which is to improve services to those with complex needs, the establishment of Safeguarding Operations team in adult services and the adoption by Greater Manchester Police of Adult safeguarding policies and procedures.

It would be foolish to predict what the next year will bring in the way of challenges but the BISP will focus on planning ahead for the unexpected as well as the more routine. In the meanwhile I hope you find this report informative and that it does justice to the commitment and hard work of all the professionals involved in keeping adults at risk safe in Bury.

Kathy Batt – Bury Integrated Safeguarding Partnership Independent Chair

## Introduction

The production of this report is one of the core statutory duties placed on the Bury Independent Safeguarding Partnership to detail what has been done during the last year to achieve its main objectives and strategic plan with reference to Adult Safeguarding. It also details what each member organisation has undertaken in order to implement the strategy, and details any findings of any Safeguarding Adults Reviews (SAR's), and their subsequent actions.

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

The Local Authority including both the Chief Executive and the Leader of Bury Council  
The Clinical Commissioning Group and the Chair of the Health and Well-Being Board  
Greater Manchester Police via the Chief Superintendent for Bury Police Service

It will also be published for the public via the Bury Integrated Safeguarding Partnership's Website <https://burysafeguardingpartnership.bury.gov.uk>

Information regarding BISP, including this report, can be found on the Bury Directory website [www.theburydirectory.co.uk](http://www.theburydirectory.co.uk)

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

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

# About Bury Integrated Safeguarding Partnership

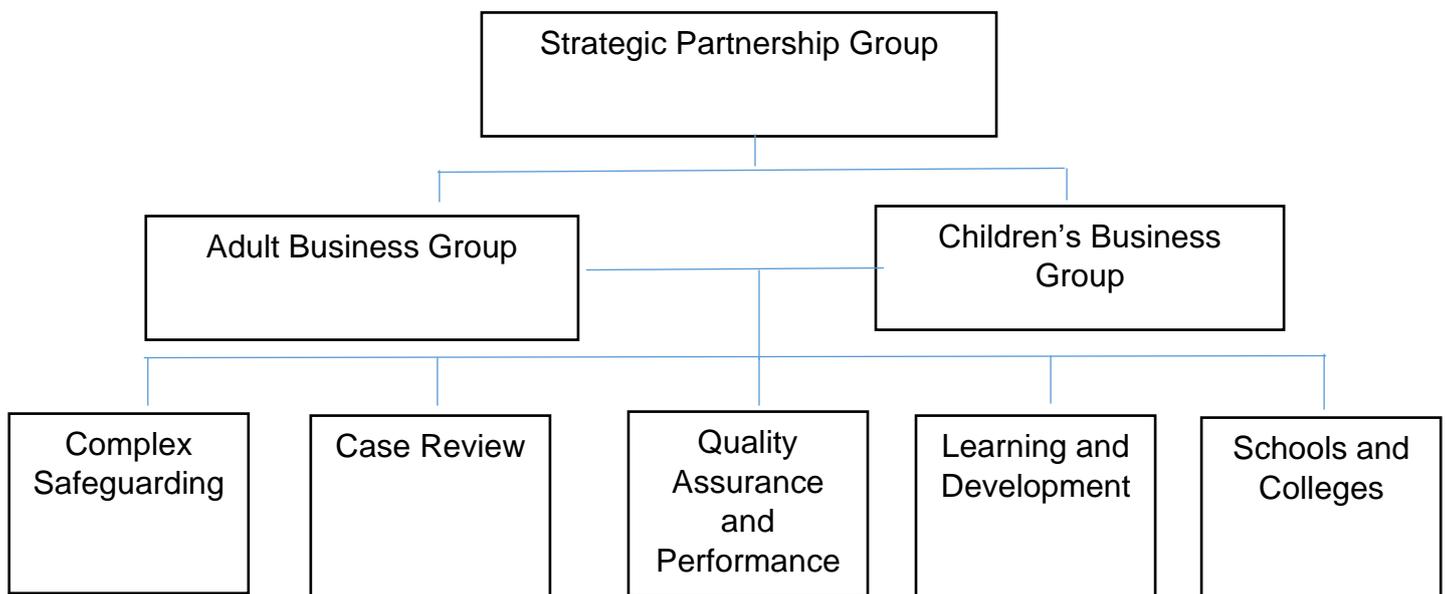
Due to the changes in statutory obligations, learning from service /practice reviews and development sessions with both the BSAB and LSCB it was decided that Bury would move to having one integrated safeguarding board which will be known as the Bury Integrated Strategic Partnership (BISP)

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

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

## The new structure:

The new structure consists of Strategic Partnership Group, Business Groups for both Children and Adults, and five specialist sub groups.



This report is the first Annual Report to be published by the BISP, and focuses on the work undertaken by the Bury Safeguarding Adults Board, in the 2019-2020 reporting period.

As part of their statutory requirements defined in the Care Act (2014), the Adult Safeguarding Board is expected to produce a report at the end of each financial year on:

- What it has done during that year to achieve its objective

- What it has done during that year to implement its strategy
- What each member has done during that year to implement the strategy
- The findings of the reviews arranged by it under Section 44 (Safeguarding Adults Reviews) which have concluded in that year (irrespective of whether they have started in that year or not)
- The reviews arranged by it under that section which are ongoing at the end of that year (whether or not they began that year)
- What it has done during that year to implement the findings of reviews arranged by it under that section, and where it decides during that year not to implement a finding of a review arranged by it under that section, the reason for that decision

The Bury Adult safeguarding Board's plans for 2019-2020 were based around transitioning into the new Bury Integrated Safeguarding Partnership and included as follows:

- Welcoming and inducting in the newly appointed Business Manager – Lauren Mitchell-Jones who was appointed in July 2019
- Finalising the terms of reference and membership for each meeting under the new integrated structure. – All subgroups and regular meetings have agreed terms of reference and representative members are allocated to relevant subgroups as agreed
- Agreeing and finalising all associated action plans including a performance management framework. – While there have been a number of action plans put in place, due to unexpected interruptions in the development of these plans and subsequent frameworks, some are still outstanding, especially as the Covid-19 pandemic resulted in the re-prioritising of workloads. At the end of the reporting year, Key Performance Indicators were still being agreed.
- Finalising independent scrutiny arrangements. – This piece of work is still ongoing and at this time is incomplete.
- Finalising and launching the new website. – The website has been updated to reflect the creation of the BISP and is continuing to be developed to include all its services.
- Evaluating and sense checking the new arrangements to ensure we are meeting our statutory duties and local priorities. – All new arrangements have been reviewed to ensure they meet statutory duties and policies.
- Establishing a robust multi-agency system to ensure that transitional safeguarding processes are in place to protect young vulnerable adults over the age of 18 years. – This piece of work is to link in to cross-Greater Manchester work and therefore further investigation into commissioning a seamless journey through services for young adults, particularly in reference to criminal exploitation

The plan for 2020-21 has included the following target areas focusing on scrutiny and challenging the system with specific focus on the areas below, including “Where will the assurance be sought from?”

1. ‘To ensure interagency safeguarding practice is informed by the lived experience of children and at risk adults’
2. ‘To establish effective sharing of information between all partner agencies working with children and at risk adults’
3. ‘BISP should be confident that safeguarding services are accessible to every community and especially those who may be at risk’
4. ‘To reduce the risk of harm and abuse through early intervention strategies and nurturing positive relationships’.
5. ‘To ensure practitioners working with children and at risk adults are well trained, well informed and confident in fulfilling their roles and responsibilities’

6. To ensure that safeguarding remains effective during Covid and responds to local pressures

The BISP Adult Business Group is also supported by the Case Review Subgroup, which is responsible for:

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

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

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

# Annual Report 2019-2020

The next section of this report highlights the activities undertaken by the BISP and its partners during 2019-20 and its plans for 2020-2021.

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

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

The information below lays out some of the key data collected and also the progress against the "Key Measures of Success" identified by the Adult Safeguarding Business Group.

Please note in order to produce this report in a timely manner, data for 2019-2020 has been provided via Bury Council internal data recording systems and not via NHS Digital who, are the national data controller. Therefore data contained in this section may differ slightly when compared with national reports.

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

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

# Key Board Measures

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

## **1 The number of adults being abused is reducing**

For this measure, data was recorded on whether there is evidence that a risk has been identified or "inconclusive" (meaning that no direct evidence has been found however there is uncertainty as to if a risk is present). A four year comparison can be seen in Table 1. It should be noted that while the number of enquiries in 2019/20 have increased, risks haven't seen the same growth.

**Table 1 = Identified risk yearly comparison**

Risk Identified	2016/17	2017/18	2018/19	2019/20
Yes	157	413	227	281
Inconclusive	64	101	45	63

## **2 The number of repeat incidents is reducing**

Of the 519 adults that were supported via safeguarding enquiry in 2019/20, 80 also had enquiry within the previous 12 months prior. This is a reduction compared to 2018/19 when there were 107 enquiries.

**Table 2= Repeat enquiries yearly comparison**

Date period	Number of adults	Number of Enquiries		
		<3	3-4	5+
2016/17	37	32 (86%)	4 (11%)	1 (3%)
2017/18	116	83 (71%)	32 (28%)	1 (<1%)
2018/19	107	71 (66%)	31 (29%)	5 (5%)
2019/20	80	55 (69%)	24 (30%)	1 (1%)

In a further analysis of the case where 5+ enquires have been reported, it shows that 6 enquiries were reported for this individual service user and that all of the enquiries were with regard to concerns around their complex family dynamic. Protection plans and social work case management is in place to support this customer however as further issues arise these are rightly reported via the safeguarding route so that there can be investigation and protection, and support can be adjusted where needed.

One of the main reasons behind the improvements could be as a result of the introduction of the Safeguarding Team. They were established in April 2019 and have worked with referrers to educate into what constitutes an adult safeguarding referral and what does not.

The team have also acted as an "advisory" service for care providers and other organisations who have queries around safeguarding and have probably headed off inappropriate referrals in this way.

## Making Safeguarding Personal (MSP)

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

Table 3 (below) shows that the number of positive responses has seen a slight decrease this year; dropping from 49% to 37%.

**Table 3 = Desired Outcome responses yearly comparison**

Were they asked about their desired outcomes	16/17	17/18	18/19	19/20
Don't Know/Not Recorded	182 (49%)	129 (18%)	30 (6%)	52 (9%)
No, they weren't asked	113 (31%)	367 (51%)	200 (44%)	300 (54%)
Yes they were asked and no outcomes were expressed	15 (4%)	60 (8%)	60 (13%)	46 (8%)
Yes they were asked and outcomes were expressed	60 (16%)	166 (23%)	164 (36%)	160 (29%)
	370	722	454	558

After scrutiny, the figures highlighted in the “Don’t Know/Not Recorded” and “No, they weren’t asked” categories can present as more negative than the actual picture, as these responses will show factors that may skew the data, for example where the customer: Did not have the ability to make their views known (i.e. customers with expressive and receptive dysphasia /severe mental impairment etc.)

Following initial enquiries into the referral an alternative route to safeguarding was felt to be more appropriate and therefore views were not taken as the safeguarding enquiry did not continue.

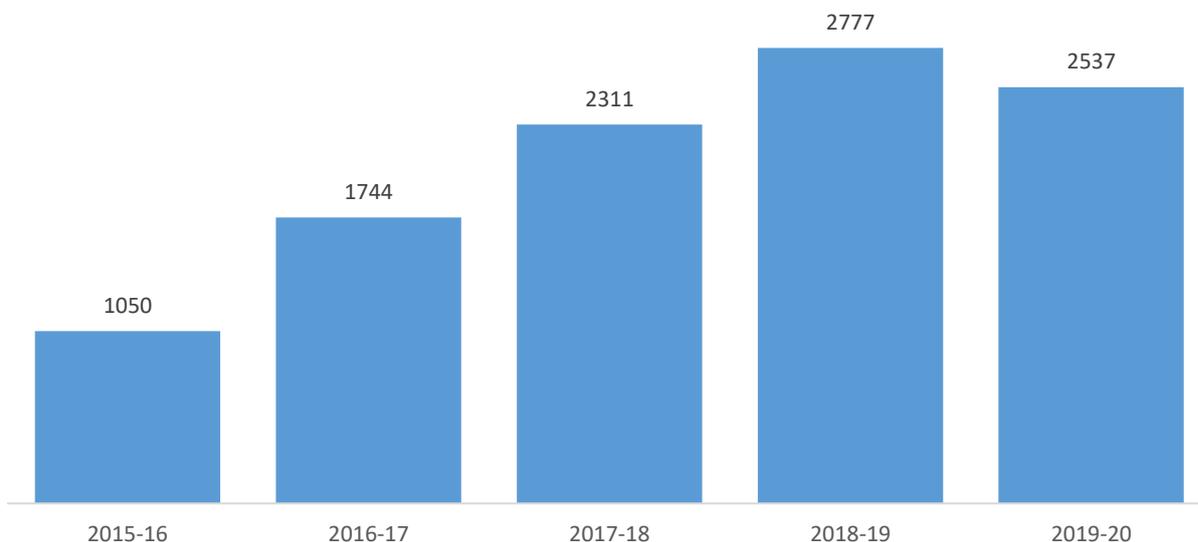
The person died prior to their view being taken or did not consent to the enquiry progressing. Work is ongoing to improve the customer journey and this includes improving the quality and the way in which Bury Council collects data pertaining to customer experience. It is therefore proposed that additional data will be introduced into next year’s report in order to give a more accurate picture around how we are meeting MSP principles.

# Safeguarding Concerns and Enquires

There were **2,537** concerns raised regarding **1,791** individuals in 2019/20.

## Safeguarding Concerns

*Graph 1 – Number of concerns raised each financial year (i.e. 1<sup>st</sup> April to following 31<sup>st</sup> March)*



The number of concerns raised in 2019-2020 has fallen slightly over since the previous year. This is thought to be due to two main factors:

Embedding of the Bury Council Safeguarding Operations Team who have started to work with colleagues from other agencies to reduce the number of inappropriate safeguarding referrals.

Towards the end of the financial year the number of referrals dropped as service /community priorities focussed on managing the Covid-19 pandemic – the drop in referrals at this point was also experienced at both regional and national levels.

## Safeguarding Enquires

This following includes data on totals of section 42 enquiries and other safeguarding enquiries where a safeguarding concern that does not meet the Section 42 criteria is deemed appropriate.

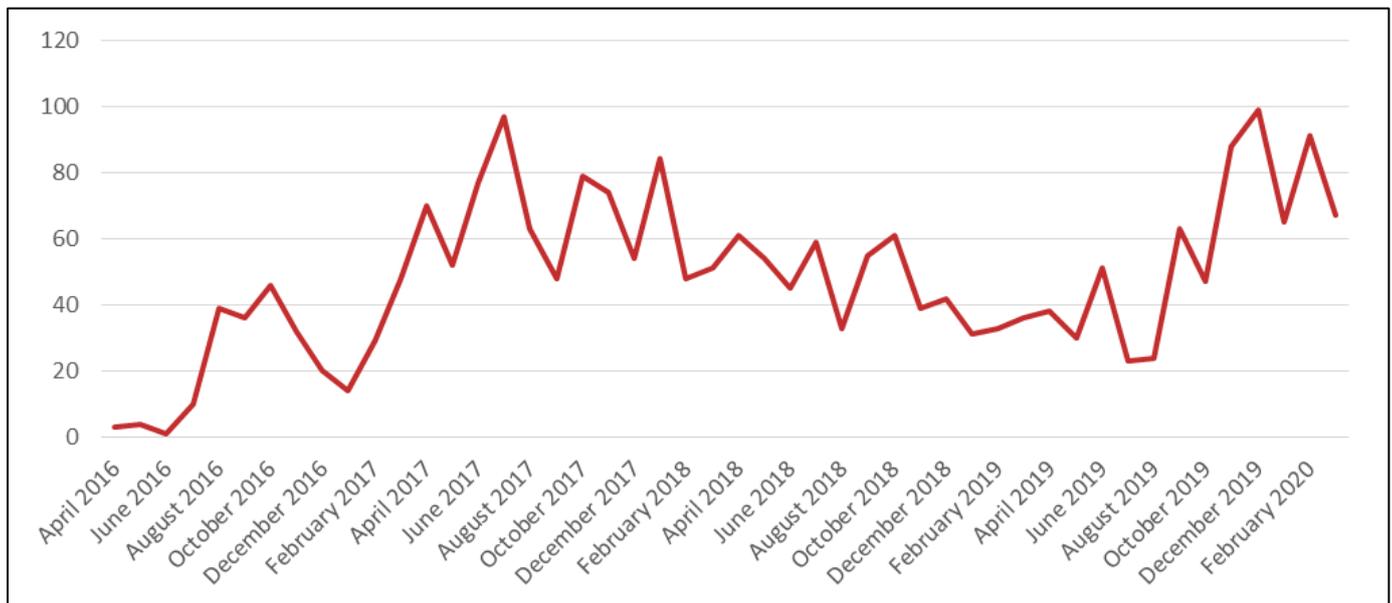
**677** of the 2,537 concerns raised during 2019/20 proceeded to either a Section 42 safeguarding enquiry or an “Other Safeguarding Enquiry”. This equates to 27% of all concerns proceeding through to enquiry. The conversion rate over the years has fluctuated considerably, with 2018/19 showing the lowest rate.

Year	Concerns	Enquiries	Conversion Rate
<b>2015-16</b>	1050	422	41%
<b>2016-17</b>	1744	460	26%
<b>2017-18</b>	2311	869	38%
<b>2018-19</b>	2777	519	19%
<b>2019-20</b>	2537	677	27%

As advised previously, the Bury Council Safeguarding Operations Team are now in place and are looking to drive down the number of inappropriate referrals received which in turn will increase the conversion to enquiry rate – we can see evidence of this upturn above.

Graph 2 shows an upward trajectory in enquiries over the last 4 years, with significant increase in the last financial year.

**Graph 2 - Enquiries between 2016/17 and 2019/20**



**Source of Referral**

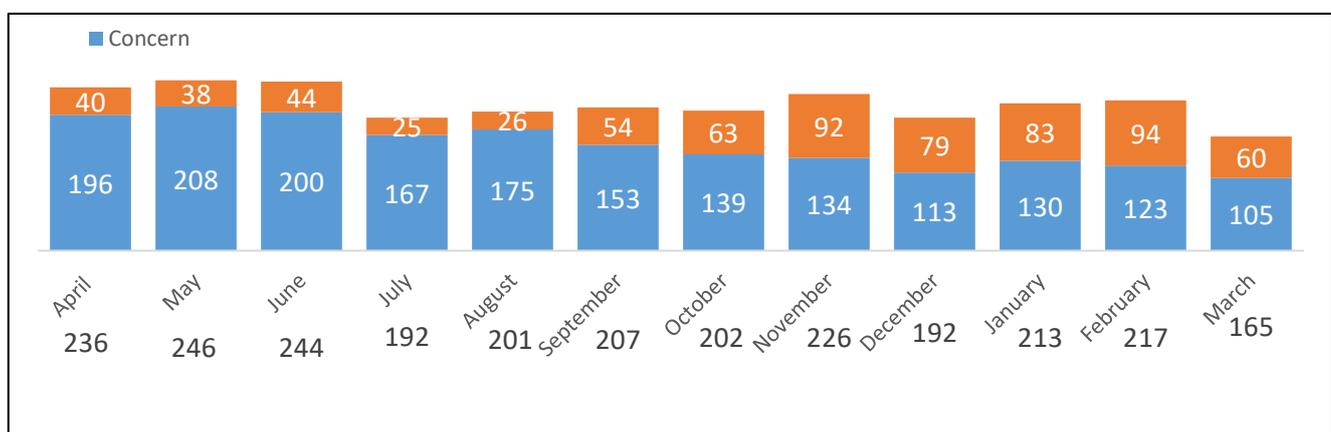
A piece of analysis was requested and conducted a number of times throughout 2017/18 in order to ascertain:

Where the majority of concerns were coming from i.e. the source of referral

What the conversion rate to enquiry was for the source of referral categories.

The analysis has been carried out each year with a comparison to previous years where possible.

This analysis looks at the 2541 records recorded on Protocol. Further safeguarding concerns are raised and recorded directly within the Community Mental Health Teams. This information is included in the statutory return, but is not able to be analysed yet within this section.



There was an average of 212 safeguarding referrals each month (a reduction on last year's average of 230). However, in contrast to last year, 72% remained at concern stage, compared to 80% last year.

*Graph 4 = Safeguarding Referrals each month*

There were 35 different sources of referral recorded this year, with 'Other', 'Ambulance' & 'Hospital in borough' being the biggest referrers (459 [18%], 406 [16%], and 360 [14%] referrals respectively).

Analysis has been carried out to try and establish what was being recorded under "Other". Whilst more detail is recorded for some these, over three quarters have no further information. Where there is detail, the Fire Service, Care Quality Commission (CQC), Care providers and the community are all prominent referrers.

**Table 4 4: The conversion rate of the top three referrers**

Source	Total Referrals	% of all referrals	Concerns	Enquiries
Other	429	18%	68%	32%
NWAS	406	16%	84%	16%
Hospital In borough	360	14%	80%	20%

As the conversion rates from concern to enquiry are very low for the above main referrers, the data behind this will continue to be analysed and advice given to those organisations who are submitting inappropriate referrals.

## Demographics

This demographic data below shows the number of concerns raised by **individual** follows a similar pro rata break down in 19/20 to previous years.

	19/20	18/19	17/18	16/17
<b>Gender</b>				
Male	950	1005	1260	683
Female	1402	1389	1090	1041
<b>Age</b>				
18-64	1113	1121	998	654
65-74	251	304	271	196
75-84	476	451	512	403
85-94	416	446	470	381
95+	96	71	95	87
Unknown	0	1	4	3
<b>Ethnicity</b>				
White	1872	1979	2041	1523
Mixed / Multiple	14	13	16	5
Asian / Asian British	16	94	91	48
Black / African / Caribbean / Black British	21	18	18	9
Other Ethnic Group	18	27	22	15
Refused	0	0	0	0
Undeclared/ Not Known	411	263	162	124
<b>Total Individuals in year</b>	<b>2352</b>	<b>2394</b>	<b>2350</b>	<b>1724</b>
Total Concerns in year	2537	2777	2311	1744

## Deprivation of Liberty Safeguards Data 2019-2020

Deprivation of Liberty Safeguards (DoLS) are put in place to ensure that people who cannot consent to their care arrangements in a care home or hospital are protected if those arrangements deprive them of their liberty. Applications for DoLS must be made to the Local Authority, and can only be used if it is in a person's best interest.

Please note that this information is taken from local data sources, and figures could differ slightly from the ratified statutory data return.

Number of applications per year:

	Number
2014-2015	224
2015-2016	835
2016-2017	1102
2017-2018	1421
2018-2019	1695
2019-2020	1777

Applications by Disability:

	No Disability	Hearing Impairment	Visual Impairment	Dual Sensory	Physical Other	Dementia	Other Mental Health	Learning Disability	Other
2014-2015	0	0	0	0	21	132	30	35	6
2015-2016	13	7	13	1	22	648	46	62	23
2016-2017	10	3	16	4	36	883	50	81	19
2017-2018	3	2	1	3	39	1132	62	168	11
2018-2019	4	0	0	1	34	1306	56	219	75
2019-2020	1	0	0	0	27	944	483	283	39

Applications by Age:

	18-64	65-74	75-84	85-94	95+
2014-2015	66	30	55	67	6
2015-2016	124	121	247	285	58
2016-2017	157	132	371	374	68
2017-2018	277	187	448	428	81
2018-2019	349	194	515	539	98
2019-2020	441	205	519	533	79

**Applications by Gender:**

	Male	Female
2014-2015	102	122
2015-2016	297	538
2016-2017	372	730
2017-2018	544	877
2018-2019	629	1066
2019-2020	636	1141

**Number of Applications Granted/Not Granted at time of reporting:**

<b>2014-2015</b>		
Granted		200
Not Granted		5
Withdrawn		11
Not signed off		8
		224
<b>2015-2016</b>		
Granted		739
Not Granted		38
Withdrawn		55
Not signed off		3
		835
<b>2016-2017</b>		
Granted		893
Not Granted		32
Withdrawn		111
Not signed off		66
		1102
<b>2017-2018</b>		
Granted		858
Not Granted		33
Withdrawn		435
Not signed off		95
		1421
<b>2018-2019</b>		
Granted		828
Not Granted		738
Withdrawn		
Not signed off		127
		1695
<b>2019-2020</b>		
Applications Granted		833
Not Granted		794
Not Signed off		150
		1777

### **Analysis of applications granted/not granted**

*N.B: Please note, the “withdrawn” category was removed for 2019-2020 under guidance from NHS digital.*

*The “not signed off” applications denotes those applications at point of March 31<sup>st</sup> which have not gone through the full assessment and sign off process, the outcomes of which will feature in the 2020-2021 return.*

833 applications were granted in 2019-2020 which is a slightly lower overall percentage when compared with previous years, the removal of the “withdrawn” category accounts for this change in picture. Where applications which were previously classed as “withdrawn” these now feature in the “not granted category”.

The majority of applications classed as “not granted” originate from hospital settings where patients are often admitted for a very short period of time and assessments cannot be arranged prior to their discharge. This is a common occurrence nationally and Bury is not an outlier in this area.

# Partner Contributions 2019-2020

## Bury Council



Board Member:

- Julie Gonda – Director of Community Commissioning

### Our Achievements

As highlighted in last year's report we have focused on a number of work areas this year:

- 1) Embedding of the Safeguarding Operations Team.
- 2) Development of the internal and partnership response to PREVENT and Channel.
- 3) Preparing for the introduction of the new Liberty Protection Safeguards.
- 4) Supporting the Transition over to the Bury Integrated Safeguarding Partnership.

#### Embedding of the Safeguarding Operations Team and Development of the Safeguarding Offer

One of the main areas of work for Adult Social Care this year has been the development of the Safeguarding Operations Team who are responsible for managing the majority of safeguarding cases coming into the Local Authority.

On average the Team dealt with approximately 20 safeguarding referrals per day.

The team's establishment consists of:

- 1 x Operations Manager
- 1 x part time Safeguarding Chair
- 6 x Social Workers (including 1 Advanced Practitioner)
- 2 x Social Care Officers
- 2 x Administrators

The Team have also supported a number of student social workers with their work based placements. Following qualification, one of these students has now been recruited into a substantive post.

Having a specific Safeguarding Operations Team has increased our ability and capacity to support colleagues from other organisations around submission of appropriate referrals, offering advice and guidance where alternative support is more fitting. In time this should help the understanding of what constitutes an adult safeguarding referral reducing the number of inappropriate referrals received, and in turn, minimising the time it takes for vulnerable adults to receive the correct care and support.

Since the introduction of the new team we feel that continuity of customer journey has also improved. Previously a customer, depending on their needs, could potentially find

themselves being supported by more than one service which in some instances lead to delays in provision of support and service navigation difficulties for the customer. The Safeguarding Operations Team oversee any required liaison with internal and external departments and where possible ensure that the customer has a single dedicated officer throughout their journey. In 2020-2021 we will be doing more work to understand exactly how the journey is for our customers and what we can do to improve

A number of our partner colleagues have dedicated safeguarding teams. Establishing the new team has enabled us to build more robust and supportive relationships throughout Bury and with health and social care providers across the Greater Manchester region.

As reported last year in partnership with our Clinical Commissioning Group colleagues we recruited a Social Work Advanced Practitioner (complex needs) who acts in a consultancy capacity to support other professionals as well as managing cases relating to people who have extremely complex needs. This officer started in post in August 2019 and is based with our police colleagues at Bury police station. Her role is primarily to support people who suffer with mental health needs but do not meet the criteria for community mental health services, people with complex Autism, Acquired Brain Injury and other customers with complex needs. The role also includes delivering training, Chairing Multi-Disciplinary professional risk meetings, supporting the MAPPA (Multi Agency Public Protection Arrangements) and working closely with local safeguarding practitioners.

Following are 2 case studies which illustrate the types of cases supported by the Advance Practitioner:

*Customer 1:*

*Adult male who was discharged from prison with care and support needs, high risk, MAPPA 3 and is on the public protection register. Following accommodation at a long stay hospital he was found a property after his release from prison.*

*In order for successful resettlement into general society it was essential that he was found the appropriate support services, however this proved difficult due to him spending a number of years outside of mainstream services and within secure facilities.*

*The Advanced Practitioner worked with Customer 1 to secure a supported accommodation placement which has afforded him the care he needs to remain safe.*

**Outcome** - *Although this gentleman still presents with challenging behaviours he has not re-offended.*

*Customer 2:*

*Adult male with brain injury.*

*This customer suffered numerous evictions from placements due to his very challenging behavioural difficulties. This not only caused distress and disruption to the gentleman himself but also consumed a great deal of social work time. The Advanced Practitioner supported this gentleman to find accommodation in a specialist Neuropsychiatric placement and managed his court of protection case.*

**Outcome** - *Doing well and settled in this placement.*

*Customer 3:*

*Adult female with diagnosis of complex autism, agoraphobia and other complex needs.*

*This customer was unfortunately present at the Manchester Arena attack in 2017 which unfortunately exacerbated her difficulties. Due to her complex presentation she did not fit naturally into any of the specialist social work services.*

**Outcome** – *The Advanced Practitioner will continue to work with this customer in order to move towards giving her the confidence to leave her home and hence bring some normality back to her life.*

Additionally, in September 2019 the Safeguarding Strategic Manager's role was extended to include (as well as other duties) the management oversight of this team and was retitled as "Head of Adult Safeguarding". This extended role is a key link role between the Team and the wider partnership, including the Bury Integrated Safeguarding Partnership (BISP).

### **Development of the internal and partnership response to PREVENT and Channel**

The Head of Safeguarding has for the past year actively supported this agenda stepping in as Chair for the multi-agency Channel Panel and the Prevent Steering Group.

Main areas of work this year have been:

- Supporting numerous vulnerable adults and children away from extremist beliefs and activity.
- Embedding new ways of working, with the Local Authority now taking overall lead responsibility for this agenda.
- Benchmarking how as a Borough we are meeting best practice standards in preparation for peer review.
- Developing a multi-agency training package and cohort of professionals to deliver this training.

### **Preparedness for the introduction of the new Liberty Protection Safeguards**

Bury Council currently holds the responsibility for the management and administration of the Deprivation of Liberty Safeguards. These are safeguards put in place (following independent assessment) to support people who lack the capacity to agree to their own care and treatment.

In 2018 following a review of the Mental Capacity Act, of which these Safeguards sit under, it was mandated that new legislation in the form of the Liberty Protection Safeguards (LPS) was required. This change in legislation brings about a sharing of management responsibility which, once introduced, will fall not just to the Local Authority but also to the Acute Trusts (i.e. hospitals) and the Clinical Commissioning Group.

In order to prepare for this change Bury Council have undertaken a scoping review to understand the impact of the new legislation so that we can re-model our services to meet this new way of working. We have also attended various legal training sessions and from

there have delivered a number of face-to-face sessions and briefing notes in order to support our care providers to also understand the impact of the changes on them.

Additionally, in order to underpin best practice, our Safeguarding Strategic Team and other named social work practitioners continue to deliver Mental Capacity Act training, lead the North West Deprivation of Liberty Safeguards Practitioner Group and the local Best Interest Assessor Forum. The Head of Safeguarding is also now member of the Greater Manchester LPS Group and national Mental Capacity Act Forum.

### **Supporting the Transition over to the Bury Integrated Safeguarding Partnership**

As you will see within the Annual Report this year, 2019-2020 has been a year for change as we embed the new safeguarding structure within Bury - the Bury Integrated Safeguarding Partnership (BISP).

This year we have been heavily involved in supporting the transition over to the new ways of working from helping design the new structure to developing various multi-agency protocols and procedures.

Officers from Adult Social Care now support each layer of the structure with our Interim Director having a lead role within the Strategic Partnership Group.

## **Our Plans for 2020-2021**

### **Business Continuity and Recovery**

As with our other partners the Covid-19 pandemic has had a significant impact on Adult Care Services and the way in which services are delivered as well as having life-changing consequences for many of our vulnerable customers and their carers.

Although some practical aspects of investigating safeguarding enquiries and managing Deprivation of Liberty assessments will need to change in response to the pandemic isolation measures, our responsibility around protecting and supporting vulnerable adults will not alter. Therefore a key priority this year will be adapting services to ensure business continuity and, planning how we can support customers and our care providers as we move into the "recovery phase" of the pandemic.

### **Learning and Development**

In previous years Bury has had very few Safeguarding Adult Reviews (SARs). Due to the development of a dedicated backroom office team who support the BISP the opportunity to more readily recognise and facilitate SAR enquiries has emerged. This year two significant Reviews have been commissioned and will be completed in the forthcoming year. One of our main priorities therefore for next year will be to ensure we align any required developments in practice/protocols with the Review findings.

## **Customer Journey**

“Making Safeguarding Personal” is a set of principles which moves professionals away from process driven approaches towards a truly collaborative customer focused approach to safeguarding. We have worked hard in Bury to ensure customers and their representatives have a lead role in any enquiries relating to them. With the establishment of the Operations Team we now have the opportunity to further build on these principles and develop a richer picture of what works well and what needs improvement from a customer perspective. Next year we will aim to start a system review of the “safeguarding customer journey” with a view to further improving our support and response.

## **Liberty Protection Safeguards (LPS) Preparation for Implementation**

As mentioned above the Liberty Protection Safeguards are a significant change for both Local Authorities and our colleagues within some Health organisations.

The implementation phase of LPS was scheduled to start in October 2020 but due to the need to support Brexit legislation change, Central Government have put this phase temporarily on hold. We are currently waiting on a revised timetable which will likely be announced in late 2020 and will then work towards preparing for implementation and delivery.

# NHS Bury Clinical Commissioning Group

## Board Member:

Cathy Fines – Executive Lead for Safeguarding, Clinical Director NHS Bury CCG

Clare Holder – Designated Nurse Adult Safeguarding NHS Bury CCG

## Our Achievements

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

All contracts with providers include a set of Greater Manchester (GM) safeguarding standards and the CCG via an assurance process works with a range of providers to establish the level of adherence to them. NHS Bury CCG is the lead commissioner for Pennine Acute Trust.

The Safeguarding and Quality Forum for Nursing Homes continues to meet every 2 months and promotes the sharing of ideas, good practice and to review safeguarding experiences. During 2019/20 The Specialist Nurse for Adult Safeguarding and Quality completed a safeguarding audit of 9 nursing homes across Bury which has highlighted an improved compliance to GM Safeguarding Standards with all but one home achieving overall RAG rating of green. The one home which required improvement readily engaged through continued support from CCG and Local Authority.

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

The Designated Nurse for Adult Safeguarding is a member of the Adult Business Group and Case Review Group. Head of Safeguarding is the chair of the Case Review Group and all subgroups have representation from other members of the CCG Safeguarding Team. Both Head of Safeguarding and Designated Nurse for Adult Safeguarding are members of a number of NHS England regional forums and Greater Manchester Health and Social Care Partnership groups and forums; which influence and challenge the work streams within NHS England Safeguarding.

The Executive Lead for Safeguarding is a member of the Strategic Board.

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

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

React to Red, a national initiative aimed at residential care homes and domiciliary care providers to ensure they have good awareness and knowledge regarding pressure relief and prevention of pressure ulcers, is now embedded in practice with Bury residential and domiciliary care providers. An annual training session continues to be facilitated by the team in response to demand, to capture new providers and staff, to cascade new information and good practice, and to offer ongoing support.

2019/20 built on the previous year's work which introduced the Red Bag Scheme. The Red Bag Scheme is designed to support care homes, ambulance services and the local hospital in improving the transition between inpatient hospital setting and community or care homes. Priory Bury have joined the scheme this year and Bury CCG continue to support colleagues from other areas across GM as they implement the scheme.

The CCG safeguarding team have visited all GP practices as part of a bi-annual assurance process. The practices complete a self-assessment using a modified Greater Manchester tool. A practice visit is then completed to discuss the assessment and agree any actions required. The visits are supportive and the assessment and any plans remain the ownership of the Practices.

The visits were an opportunity for the safeguarding team to update practices on changes to the multi-agency safeguarding arrangements, introduce new team members, and discuss emerging areas of complex safeguarding and to expand the knowledge of the practice staff.

The findings from this series of visits show improvement from the visits in 2017. The 2019/2020 assurance visits to all the practices in Bury provides, along with the CQC ratings, a continued high level of assurance of engagement with the safeguarding agenda for both adults and children. This in addition to the improvement noted or continued achievement within many of the standards, demonstrates that this good practice is well-embedded across the borough. All the practices welcomed the visits and took the opportunity to explore wider issues than the tool. Occasionally, there were case discussions.

Unfortunately the end of the annual report year saw Coronavirus present services with extraordinary challenges and the importance and effectiveness of multi-agency working through the local safeguarding partnerships has been clearly demonstrated. Safeguarding remains a priority service although as a team we have supported many other work streams within the CCG and LA.

## **Our Plans for 2020/21**

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

The CCG team have been actively involved with the integration agenda and are supporting the establishing of arrangements for the governance of safeguarding within the new emerging One Commissioning Organisation

Liberty Protection Safeguards system under the Mental Capacity (Amendment) Act 2019 is intended to come into force on 1 October 2020. The CCG will become a responsible body under the Mental Capacity Amendment Act (2019). The CCG as a responsible body will identify, assess and authorise a deprivation of liberty under the LPS. CCG Safeguarding Team will be working with Bury Local Authority DoLs team and Head of Adult Safeguarding to ensure that the CCG are meeting their statutory responsibilities.

As lockdown restrictions are eased and we become aware of emerging hidden harms, many due to the stresses placed on families as a result of the pandemic; we will strive to ensure that families get access to information, advice and support that they need. We will support the BISP by considering the nature and level of harm experienced by residents of Bury and respond to any trends emerging from these incidents in a timely way

## **Pennine Care NHS Foundation Trust 2019/20**

Board Member: -

- Dan Lythgoe, Managing Director
- Sarah Davidson, Head of Safeguarding

### **Our Achievements:**

During 2019/20 the Pennine Care NHS Foundation Trust continues to be committed to ensuring the principles and duties of safeguarding adults at risk are holistically, consistently and conscientiously applied at the centre of what we do. The transfer of Community Services from the Trust in July 2019 had an immediate impact on the safeguarding resource and workload which required the development of a revised safeguarding model. The smaller safeguarding team based in Bury transferred with community services therefore from July 2019 advice support and guidance for Bury frontline practitioners was provided as part of the revised model by Trust Central Safeguarding Team.

Despite the changes within the Trust it has been committed to supporting the development of the Bury Integrated Safeguarding Partnership. There has been consistent Trust representation at the Adult Business Group and relevant Sub Groups.

Prior and post the transfer of community services the Trust safeguarding team continued to provide expert advice, support, supervision and specialist training to support all Trust staff to fulfil their safeguarding responsibilities and duties. The Trust strive to ensure all safeguarding processes are robust and effective, that we are responsive to emerging local and national needs, that we achieve full compliance against all our contractual safeguarding standards, and that the adult at risk of experiencing neglect, harm or abuse always remains in our 'line of sight', their voice is always heard, lived experience is considered and they remain at the centre of all assessments, decisions, actions and future planning.

The Trust Safeguarding Strategy recognises a 'Think Family' approach as children, adults and their families and carers do not exist or operate in isolation

The Specialist Safeguarding Families Practitioners continue to review every Trust safeguarding adult incident, providing specialist support and advice and signposting as necessary to the Local Authority.

The Trust Safeguarding Training Strategy has been reviewed and updated to reflect intercollegiate framework, Adult Safeguarding: Roles and Competencies for Health Care Staff (2018). All Trust staff has access to mandatory safeguarding adults training, including Mental Capacity Act and Deprivation of Liberty Safeguards either via e-learning or face to face depending on the level of training their role requires.

Prior to the transfer of community services a series of monthly 'lunch and learn' workshops were facilitated where learning is shared from local safeguarding reviews. There was also an established model of group safeguarding supervision for specific services, identified by level of need and complexity of caseloads, an example being the highly specialised podiatry team.

The Safeguarding Team has continued to work with existing forums within the Trust to include safeguarding as a standing agenda item such as the Acute Care Forum and have attend larger meetings such as the Trust Nurses Forum to increase visibility and promote the work of the team and the Board.



### **Plans for 2020-21:**

- To continue support Bury Integrated Safeguarding Partnership including representation at all relevant forums to reduce the risk of harm and ill treatment of adults at risk and continue to promote the safeguarding adult agenda across the workforce.
- Develop a skilled and knowledgeable workforce that is able to competently and confidently undertake Section 42 [The Care Act, 2014] adult safeguarding enquiries.
- To develop the offer of safeguarding supervision within adult mental health and learning disabilities services and embed a culture of reflection and learning in relation to safeguarding work.
- To continue the provision of safeguarding advice, support and guidance and oversight of adult safeguarding incidents within the Trust.
- Establish mechanisms within the Trust to ensure lessons learnt from reviews can be shared with frontline practitioners.
- To continue to work with safeguarding adult partnerships to identify themes and improve outcomes for adults at risk using our services



## Six Town Housing

Board Member:

Sharon McCambridge – Chief Executive Six Town Housing.

### Our Achievements

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

We have mobilised our workforce to meet the needs of our customers during the pandemic, making 1272 calls to over 70's and/or those with underlying health issues and referring those with food or medical needs to the Community Hubs. Our drivers were on hand to assist with deliveries when required. We have used our social media outlets such as Facebook and Twitter to keep our tenants up to date with the latest information and offered support and encouragement through initiatives such as our digital photography and gardening competitions.

We continue to have a strong presence in MARAC meetings discussing 229 cases this year, a rise of 42% on last year, to support the most vulnerable people in the community. We installed 55 home security measures for survivors of domestic abuse through our sanctuary scheme.

The engagement in adult safeguarding by all our housing staff is pivotal to the requirements of the safeguarding statutory guidance of the Care Act 2014. Our Safeguarding procedures are constantly reviewed and updated to meet new legislation and to ensure recording and monitoring is robust and reported through the performance framework.

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

As our staff are based predominately within our communities they are best placed to be vigilant, recognise the symptoms of abuse and be able to respond to adult safeguarding concerns. This year has seen an increase in self-neglect and hoarding and we have submitted 128 safeguarding referrals to Adult Social Care as well as liaising with other public and third sector agencies on complex cases.

Our Designated Safeguarding Officer is a senior manager taking a lead role in organisational and inter-agency safeguarding arrangements including BISP Adult Business Group; Learning & Development Group; Case Review Group and Q&A group.

Our local knowledge has provided valuable information to improve the quality of Serious Case Reviews and Safeguarding Adults Reviews

We have contributed to wider agendas including prevention, awareness raising and training thereby reaching into local communities on issues such as safeguarding, domestic abuse, hate crime, self-neglect, hoarding, anti-social behaviour, poverty and dementia and have reinforced the message through our social media outlets that safeguarding is everyone's business.

Once again we have invested in and improved our focus on the empowerment and prevention by enhancing the work of our Tenancy Sustainment Team and their links to the neighbourhood based staff and the multi-agency hubs. The team case manage and support our most vulnerable and complex customers to establish their level of need and support to enable them to live independently; stabilise their lifestyle and ensure they have the correct support in place to sustain their tenancy. This year we have focused on supporting care leavers through their transition to independent living by seconding a member of the Tenancy Sustainment Team to Bury Councils Young People and Culture Department offering housing advice and training to those on their journey to independent adulthood.

Our 'Eyes Wide Open' initiative makes it easy for all our employees, including our repair operatives, to report concerns for safety and wellbeing of tenants. These concerns are passed to our Dedicated Safeguarding Officer and Neighbourhood Teams to follow up, we investigated 46 reports last year. We also led 2 locality based multi-agency 'Eyes Wide Open' sessions for Radcliffe and Prestwich front line staff to raise awareness of issues when entering clients' homes; share knowledge, experience and best practice and to offer outlets for disseminating information. Further sessions across the other townships in the Borough will be offered later in the year.

## **Our Plans for 2020/2021**

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

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

- Lead the way in raising awareness of Adult Safeguarding issues through new groups established as part of BISP
- Further develop links for appropriate support services for those who have been effected by COVID-19, particularly those with disabilities and/or mental health issues;
- Move to place based working to further develop data sharing protocols and joint initiatives with partners for the benefit of customers;
- Ensure resources continue to be available to attend relevant panels and case reviews; and
- Develop staff awareness of the supporting roles of other agencies and how to access them.

# Greater Manchester Police (GMP)

Board Members:

- Detective Superintendent Stephen Keeley



## Our Achievements 2019-20

During 2019-20 Bury Police have continued to place safeguarding and vulnerability at the heart of all investigations.

Greater Manchester Police revised and launched the Adults at Risk Policy and Procedure; this document and accompanying toolkit, will enable GMP officers and staff to provide a standardized and coherent response to all safeguarding concerns and allegations of abuse, to ensure that the best possible protection is afforded to victims and witnesses.

A new Case Management Team started work at Bury in April 2019 resulting in a dedicated resources committed to delivering case conference, strategy meetings and Multi Agency Risk Assessment Conference (relates to high-risk domestic violence and abuse cases), thus further developing and supporting good relationships with partner agencies and delivering an improved service to some of the most vulnerable sections of the community.

An Investigation and Safeguarding Review is ongoing, looking at the effectiveness of the Case Management Team and the police triage, safeguarding and investigation units with a view to ensuring continuous improvement in safeguarding practices.

The district has further embedded placed based working to ensure vulnerable community members receive the appropriate help they need from the right source either from the police, partner agencies or a combination of both. Three dedicated neighbourhood inspectors continue to embed and develop neighbourhood policing these being Inspector Rob Findlow, Inspector Scott Brady and Inspector Gareth Edwards. This approach has delivered demonstrable results for victims who have had their needs met and a reduction in demand and repeat calls not only for police but partner agencies. Cases continue to be reviewed for learning on a regular basis as this new way of working is embedded. This approach ensures that we continue to work towards the Target Operating Model for Greater Manchester.

Another exciting piece of work that is ongoing at Bury is the design of the Public Sector Reform (PSR) Hub, the 'Engine Room'. This aims to have clearer demand streams coming into the hub and a multi-agency, co-located problem solving approach towards cases based on individual needs as well as developing placed based services. The Engine Room has developed and is now conducting daily multi agency risk planning meetings to discuss high risk domestic abuse cases and safety plan in relation to these cases, which underpins and supports the Multi Agency Risk Assessment Conference (MARAC) process.

The district continues to develop its response to complex safeguarding, in particular the multi-agency response to Criminal Exploitation and the complex safeguarding sub group. A small unit of dedicated officers have been identified to develop the tactical response to complex safeguarding. Detective Inspector Ian Partington oversees the complex

safeguarding unit that consists of Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE) and Organised Crime Groups.

There is continued engagement with Prevent (This is support for those at risk of radicalisation) with dedicated District prevent officers.

### **Our Plans for 2020-21**

- Further Development of PSR Hub which will aim to encompass appropriate partner agencies including adult services
- Development of place based working will continue to develop via the PSR and support the five Community HUBS across Bury.
- We will continue to raise the profile of adult safeguarding within GMP and within the community to ensure we are better able to tackle those at risk of crime through vulnerability
- Development of complex safeguarding in particular response to criminal exploitation

We will continue to work with partners on the most complex cases.

# Greater Manchester Fire Service

Board Member:

- Wendy Hall, Community Safety Manager, Designated Safeguarding Officer covering Bury, Oldham and Rochdale.

## Programme for Change

Following the close of consultation on the Outline Business Case proposals for the GMFRS programme for Change, the Greater Manchester Mayor, Andy Burnham, signed off the approved changes in November 2019, which will see a new vision and purpose for GMFRS, re-focusing on a “frontline first” approach.

An extensive re-model will see a reduction in fire stations, fire engines and firefighter posts. The role of the firefighter will include a redesigned “Safe and Well” process to ensure a clear focus on fire prevention, with the support of our Community Safety Teams.

In line with the newly approved structure, there will be a reduction in prevention post and as we move towards a new delivery model, there will be a change from the universal Safe and Well offer to a more targeted person centred fire risk assessment. Our remaining specialist staff will support the most complex cases and address safeguarding concerns.

## Our Achievements 2019-2020

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

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

Bury One Recovery, Older People’s Staying Well team, Placed based hubs, and Pennine Care Mental Health, Bury Six Town Housing, Bury Shared Lives and Bury Society for the Blind.

## Annual statistics for Bury...

- Our Free Community Safety promotional vehicles were utilised 29 times to deliver a wide range of activities for the residents of Bury, with partners from the falls team, mental health, probation and stop smoking services.
- The Prevention Team delivered 2 Safe4Campaigns to Secondary Schools to increase awareness of water safety, hoax calls and fire safety.
- Our Crews delivered 4 Safe4Campaigns to Primary school children, getting ready for the summer holidays

Our 12 week Prince Trust Programme continues to run 3 times per year, with a successful presentation evening attended by dignitaries from a range of service at the end of each cohort.

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

## 2019-2020 in Bury....

- 121 Priority Safe and Well Visits - Reducing arson threat to life
- 338 Vulnerable People at increased risk of fire received a home visit to help reduce fire risk, improving health and wellbeing.
- 638 Safe and Well Visits for families and individuals: Helping to keep communities Safe & Strong.
- 421 Defective alarms replaced helping to keep families safe.
- 16 Fire smart interventions with young fire setters: Equipping them with skills for life.
- 2929 Targeted letters posted promoting Safe and Well visits in areas affected by fire, or harder to reach communities.

## GMFRS Bury Safeguarding Referrals for April 2019 / March 2020

Bury	Adults	Children
Quarter 1	9	3
Quarter 2	11	1
Quarter 3	9	2
Quarter 4	2*	0
<b>Total</b>	31	6

*\*Due to Covid-19 Lockdown commencing during March 2020 GMFRS withdrew face to face Safe and Well visits. All Safe and Well referrals were triaged over the phone and where risk reduction equipment was identified as being required operational crews undertook deliveries. Lack of initial face to face visits may have seen a temporary reduction in Safeguarding Referrals.*

## Completed training for GMFRS Prevention Teams include:

- Internal Adult & Children e-learning Safeguarding module.
- External - Self- Neglect & Hoarding
- Internal - Dealing with Conflict in the Workplace
- Internal - Act Awareness / Prevent
- External - Challenger
- Internal – Inclusivity Training
- Internal – Information Governance Training

## Our Plans for 2020-2021

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

Programme for change will bring a new prevention model from September 2020. We will keep partners updated on the redesign of our service.

Diversity and Inclusivity; Implementing our 2019-20 D&I strategy across the organisation. The aim of which is to develop a diverse workforce and inclusive culture, enabling us to better support our staff and stakeholders, to ensure we represent the communities we serve.

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

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

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

Our planned work for 2020/2021 has been impacted by Covid19. We are currently looking at what our recovery looks like. It is clear that elements of our Prevention Work will be re-designed in order to focus on highest risks within our community.

Safe4Summer & Safe4Autumn Campaigns in Schools & Safe Drive initiatives will be linked to the National Fire Chief's Council's Stay Wise programme, which is a curriculum based approach. Delivery of our key messages will be supported by our Firefighters and Bury Safety Centre staff.

We will continue to offer Safe & Well Home Visits to increase safety awareness and reduce fire risk across Bury, which will be targeted at those at increased risk of fire.

# National Probation Service

Board Member:

Joanne Hickey – Assistant Chief Officer NW NPS – Bury Rochdale Oldham

## Our Achievements

As part of the NPS North West Business plan 2019/20, a key objective linked to safeguarding was the reduction in the number of short custodial sentences. Wider focus was also on BAME and women service users too. Other priorities were linked to the ongoing probation reform programme and ensuring that staff receive greater professional support/improving professionalism and getting the change right.

Additional actions were set to have a greater understanding of our violent offender cohort in order to develop our approaches to improve outcomes for this group.

We continued to build upon localised links to improve service user stability upon release from custody with sustained focus on partnership working to address the needs for homeless individuals, addressing complex dependences.

All staff have completed mandatory e-learning on Safeguarding Adults, Safeguarding Children and Domestic Abuse. Continuous Professional Development days in Bury, which are mandated for all practice staff, have continued and adult safeguarding sessions this year have focused on Care Leavers; findings from local and national Domestic Homicide Reviews and Safeguarding Adult Reviews, including themes pertaining to neglect and exploitation; information pertaining to the assessment of capacity and interventions for men who commit sexual offences were also covered. A CPD session was run looking at subjectivity in recall decision making, a pilot commencing late in the year pertaining to effective licence management, as per work that commenced the previous year.

Attendance is monitored and to date we have over 97% attendance monthly; 100% of practice staff across the Bury, Rochdale and Oldham cluster have completed Safeguarding Adults e-learning. We have engaged in briefing staff in respect of professional curiosity, working with difficult to engage individuals, serious violent and knife crime. Practice staff have also completed training in conscious/unconscious bias, this will be mandated for all by the end of 2020. Additional professional development sessions have focused on Transactional Analysis; hopelessness in clients and in you; learning from lived experience - *Service User Network presentation*; community based psychological interventions for Personality Disorder; Substance misuse – Chemsex then alcohol and offending have also taken place.

Criminal exploitation has been a significant theme of localised learning, the NPS working with other agencies to safeguard vulnerable adults at risk of exploitation, and over the next 12 months want to look at how we are able to effect a strengthened to our engagement with partners on this. We also remain active within Channel and work with Probation Counter Terrorism Unit colleagues with regard to Pathfinder cases held locally and daily high risk review meetings alongside MARAC.

A professional development session was held, with additional e-learning, in respect of suicide prevention and we continue to review all deaths under supervision, sharing learning as required with all practitioners. This consolidates work commenced in previous years.

The NPS contributes to the early identification of care and support needs for service users in the community. In addition new material was added to interventions for working with young adults in transition and those aged under 25. This remains a mandated package of work which can be tailored to meet individual need and risk and quality assurance reviews into this work shows high levels of service user engagement. We currently second one part-time Probation Officer into Bury Youth Justice Service to work with all transition cases.

Reflective supervision has been a focus this year with the introduction of SEEDS as a means of engaging staff, with line managers undertaking practice observations, as well as there being management oversight of all MAPPA service users. Reflective case management is enhanced via input of the Insight Personality Disorder team and the psychotherapist who leads on professional development groups monthly too.

The NPS maintain local co-ordination and responsible authority chairing of Multi Agency Public Protection Arrangements. Training is undertaken annually for Duty to Co-operate agencies and MAPPA Chair Training for GMP colleagues who are a Responsible Authority, has also been refreshed during the year.

## **Our plans for 2020/21**

The end of 2019/20 saw a change to management via an Exceptional Delivery Model in light of COVID19. This resulted in the identification of priority groups which not only included those posing a high/very high risk of serious harm, but other cohorts where there were identified vulnerabilities linked either to the service user or others they were resident with. The recovery planning phase will be a significant focus of the next year.

The Probation Reform programme with the unification of the CRC and the NPS will be a substantive focus of the next 12 months. Collaboration with partners within Greater Manchester should be enhanced by the closer alignment of the newly formed NPS which will see a separation of GM offices from the North West.

Training in the next year will focus on Honour Based Abuse with further input on capacity in respect of adult safeguarding. A greater level of engagement with the Engine Room is also hoped to facilitate strengthened collaborative approaches to safeguarding.

# Northern Care Alliance (NCA)

Board Member:

Gail Winder ADNS - Adult Safeguarding NCA Group,

Linda Collins-Izquierdo - Associate Director of Nursing Governance & Corporate Nursing NCA Group

**Background:** The Care Act (2014) provides statutory legislation for adults at risk, it is expected that health will co-operate with multi-agency partners to safeguard adults. As a health provider, Fairfield General Hospital and Community Services is affiliated under the wider remit of the Northern Care Alliance (NCA).

NCA and its care Organisations have responsibilities to provide safe, high quality care and support. The wider safeguarding context continues to change in response to the findings of large scale enquiries, such as Francis (2013) and Lampard (2015) and legislation such as the Care Act (2014). Contextual safeguarding issues present all agencies with new challenges in recognising and responding to cross generational, cross border risks affecting all aspects of the societies in which we all live.

## Our Achievements:

To address the Bury Adult Safeguarding Agenda, responsibility and accountability is embodied at board level and is encompassed within the Group Chief Nurse role and responsibilities. The operational and strategic delivery of the Bury Safeguarding Adult programme is led by the Assistant Director of Nursing for Safeguarding Adults for the Northern Care Alliance under the Leadership of the NCA Group Associate Director of Nursing for Governance & Corporate Nursing and the Director of Nursing for NCA.

Recruitment has taken place to key safeguarding posts in 2019/2020, the Adult Safeguarding Team currently have a full establishment of staff members to meet the health needs of the service within the borough of Bury.

During the period 2019/20 the Adult Safeguarding team has continued to strengthen the existing embedded Adults Safeguarding practices across the organisation. The demands on the service remain multifaceted, complex and challenging, however the Adult Safeguarding Team continue to work together with Children's Safeguarding Agenda and multi-agency partners supporting a "Think Family" approach. The detail of work undertaken for the period of 2019/20 is as follows:-

- A great deal of work has been undertaken to ensure that the Greater Manchester Contractual Standards for Safeguarding Children, Young People and Adults at Risk are achieved and compliance is maintained for the period 2019/20. The team meet regularly with Bury CCG to offer assurance with regards to compliance thresholds.
- The service continues to review each Adult Safeguarding notification submitted by the Trust offering support to all wards and departments across the acute and community setting, Monday to Friday 9am – 5 pm. The Adult Safeguarding team offer multi agency partner engagement/information gathering with section 42 enquiries in

accordance with the Care Act 2014 where applicable and support with investigations accordingly.

- As part of the Community Safety Partnership the Adult Safeguarding Team are engaged with lessons learnt from serious incidents, Safeguarding Adults Reviews (SAR), Domestic Homicide Reviews (DHR)'s.
- The Adult Safeguarding Team continues with the provision of organisational support with "Managing allegations of abuse against staff" across the Trust and community setting.
- Work has been undertaken to strengthen and improve organisational links with governance teams across the Trusts to ensure safeguarding is considered within the NHS Patient Safety strategy for serious incidents. This is achieved by the implementation of alert DATIX/Safeguarding notification pathways and the attendance by the Adult Safeguarding Team members at relevant SI meetings within each organisation.
- The Adult Safeguarding team have strengthened working practices with the Nursing Assessment Accreditation System (NAAS) nursing team. Key Lines of Enquiry (KLOEs) relating to the Adult Safeguarding Agenda/MCA/DOL's have become embedded within the self-assessment audit programme across the organisation.
- As part of the Adult Safeguarding Training Strategy the Adult Safeguarding Team have review and updated Adult Safeguarding/MCA training packages that align with the Intercollegiate document (2018) and developed a programmed of delivery for 2020/21.
- The Adult Safeguarding Team fulfils the Trust's statutory duty in attendance at Safeguarding Adult Board Sub groups from the board.

In relation to the COVID – 19 unprecedented period, despite the relaxation of some elements of the Care Act 2014, the Adult Safeguarding Team continued to operate a "business as usual" service provision, albeit a slight amendment to the usual operational practices to encompass social distancing measures and visibility across the Organisation.

From the onset of the COVID – 19 pandemic the Adult Safeguarding Team were mindful that there were no governmental announcements declaring relaxation of the Mental Capacity Act 2005, therefore there were no changes to the application of the MCA legislation. All MCA/Best interest decisions must be lawful, failure to comply with legislation would run the organisational risk of a human rights breach and an indefensible liability claim for "blanket approach" to DNAR/CPR, this accompanied with the concern that the redeployed staff may not be well accustomed to the application of MCA/DOL's within their line of work highlighted a risk to the organisation relating to the legitimacy of the application of DNAR/CPR for patients experiencing cognitive impairment due to dementia and learning disabilities/autism.

In order to mitigate against this risk the Adult Safeguarding/LD/Cognitive Team operated collaboratively with the "end of life team" and contacted wards and departments, on a daily basis, across the trust to offer advice and support which included staff members who do not routinely work on the wards/departments but have been placed as part of redeployment. The team provided assistance with the completion of Safeguarding Notifications/MCA/DOL's applications which included DNAR/CPR and DASH risk assessments where appropriate.

## Key Safeguarding priorities 2020/21

- The team will continue to build on and strengthen achievements set out from the previous period of 2019/20.
- There are changes to the CCG monitoring arrangements of the Greater Manchester Contractual Standards for Safeguarding Children, Young People and Adults at Risk. Historically, the monitoring of the contractual standards across the PAHT site has been monitored by Bury CCG on behalf of the North East Sector (excluding Salford). Future arrangements for 2020/21 are to be implemented that each organisation will be monitored by their assigned CCG, creating greater organisational insight into the associated Safeguarding/MCA risks and the monitoring of measures that have been implemented to mitigate against the identified risks.
- To continue to work towards complete compliance of the Greater Manchester Contractual Standards for Safeguarding Children, Young People and Adults at Risk are achieved and compliance is maintained for the period 2019/20.
- A key priority is the undertaking of a quality assurance of the mental capacity assessments within the organisation via random dip sampling of the MCA assessments, complimented by the implementation of an MCA Audit programme. A quality review of the random sampling and audit analysis will inform the MCA Training and target areas for improvement.
- As per, the Adult Safeguarding/Learning Disability/Autism, Dementia and Falls Service interlink of working arrangements the LD/Autism and Dementia Service are to include the MCA element to their training strategy. This is already a key feature in the falls training strategy across the NCA.
- The Adult Safeguarding/MCA training strategy has been designed to meet the needs of the NCA requirements, the team are currently in the process of adapting the existing training programmes to accommodate the new social distancing programmes during the recovery phase of the COVID – 19 measures. The team are currently in the process of working with Learning and Development Service and IMT to develop an IT platform which will meet the requirements for training programme delivery across all sites.
- The Self Neglect/Non concordance element of Adult Safeguarding thematic review is a key feature identified within the majority of NCA commissioned Safeguarding Adult Reviews and is a key priority for the Adult Safeguarding Boards. To address this issue, considerable effort has been undertaken with the development of an NCA non concordance pathway. The challenge and priority for 20/21 is to embed non-concordance pathway in everyday practices across the NCA foot print for both the acute and community settings.
- The DHSC announced the intention to replace the Deprivation of Liberty Safeguards (DOL's) with a new initiative Liberty Protection Safeguards (LPS) due to the COVID – 19 outbreak the implementation of the LPS programme has paused, however the government are considering the announcement of a new timetable for implementation. Once this has been announced the implementation strategy for LPS will form the priorities for 2020/21.

# North West Ambulance Service

The North West Ambulance Service submits a report relating to its activities across the North West, encompassing Cumbria & Lancashire, Greater Manchester and Cheshire & Mersey. The following summarises activities across all three areas and therefore is not specific to Bury.

Below are the key achievements and ambitions undertaken in the last year by NWAS:

## Achievements 2019-2020

- 2 new Safeguarding Practitioners have been recruited to cover the Cumbria and Lancashire and the Greater Manchester areas. The practitioners are a welcome addition to the team which had been experiencing significant pressure due to staffing vacancies.
- The Safeguarding Team continue to work with the 111 service to ensure high levels of safeguarding assurance can be given to the senior leadership team.
- The Trust were partially inspected by the CQC, and the safeguarding leads were interviewed by a CQC Inspector, in addition to providing evidence. The Trust are awaiting the report from the inspection.
- Project Emerald has been designed and tested, and the safeguarding concern sheet has been streamlined. There has been a working group in place for the latter half of the year, and a testing timetable has been agreed. Following a rigorous testing process project emerald will be rolled out across the Trust.
- Numerous level 3 safeguarding face to face courses have been delivered by the safeguarding team to assure high levels of escalation processes are available.
- The Trust is committed to the safeguarding of adults with learning disabilities and are engaged with the LeDeR programme which makes all deaths involving adults with learning disabilities notifiable. The learning disabilities mortality review aims to make improvements to the lives of people with learning disabilities. The LeDeR programme was set up following a recommendation from the CIPOLD, funded by the Department of Health, to investigate the premature deaths of people with learning disabilities.

## Ambitions 2020-2021:

- Management and leadership of the safeguarding activity within the 111 service to come under the corporate safeguarding team remit.
- Increase the size of the safeguarding team to include an additional Practitioner to oversee the safeguarding activity within the Clinical Hub and the 111 service
- Move to a fully electronic safeguarding concern raising system. Project Emerald will continue and allow for this ambition to be achieved.
- Establish Safeguarding Champions Network across the Trust to provide support to all staff including PES, PTS, 111 and EOC staff.

- Develop a system for sharing information with schools for children who are identified as suffering from an adverse childhood experience. This work is underway and has been presented to the Digital Design Forum. The Safeguarding Manager is working with the IT team to continue to develop this.
- To monitor repeat adult concerns and engage with Adult Social Care agencies to offer a holistic, multi-agency approach.
- Continued engagement in the Serious Case Review process and the development of level 3 training modules using lessons learned from the reviews. When a child or adult review is completed a report is produced by the commissioning Safeguarding Board, included in the report is any learning that has been identified. The Safeguarding Manager will ensure that this learning is applied to the Trust's safeguarding processes where relevant.
- The Safeguarding Manager and the Chief Nurse will engage with all of the regional safeguarding systems lead groups. These groups have been setup to have input from all aspects of health to ensure safe consistent safeguarding approaches are taking place across large geographical areas.
- To develop early help safeguarding contacts with multi-agency partners to allow safeguarding concerns to reach the appropriate Social Care Teams.

## **Further Safeguarding Processes**

In addition to the partner contributions, the BISP have engaged or supported in a range of processes and arrangements with these partners, which are detailed below.

### **The Engine Room**

The purpose of the Public Service Reform Hub, known locally as the Bury Engine Room, is to co-locate and integrate public services, systems and processes to ensure co-ordinated identification, assessment, planning and intervention at locality level and support local neighbourhood partnership work. Intelligence will sit in one place - the Engine Room and so, ensuring a holistic view of demand and response to drive further commissioning and reform of services. The outcomes achieved by this will be to strengthen communities and improve outcomes for people in Bury. Specifically aimed at those who are defined as High Risk, Vulnerable and or Complex cases

It will serve all age groups within Bury, bringing together a range of services, organisations and initiatives to realise a preventative, early and crisis response through co-located and integrated working.

The focus of the Engine Room is based on the need to improve outcomes that will be supported by the integration of intelligence, data and analysis and timely communication between the Police, Local Authority and Health services and other key stakeholders.

### **Safeguarding Adult Reviews 2019-2020**

A Safeguarding Adult Review (SAR) is a multi-agency review process which seeks to determine what agencies and individuals involved with an adult could have done differently that could have prevented death or significant harm from taking place.

There were 3 Safeguarding Adult Reviews during the 2019-20 reporting year, all of which were ongoing at the end of the period. This is a significant rise for Bury, and includes a nationally rare case of a SAR being undertaken on an adult who is still alive.

All recently published Safeguarding Adult Reviews can be found on the BISP website.

## Multi Agency Training

It is part of the BISP's role to provide Multi-Agency Safeguarding training, on a variety of subjects to enhance is the development of its partner agencies. The following courses are currently available:

- Mental capacity Act Awareness
- Advanced Mental Capacity Act for SW's
- Safeguarding Vulnerable Adults Awareness
- Safeguarding Training for Social Workers
- Self-Neglect and Hoarding
- Raise Awareness of Domestic Violence
- Prevent
- Human Rights Awareness

Due to the change in the structure and provision of these services, there currently is no data available to analyse the effectiveness and impact of this training on the safeguarding practices in Bury, however it is intended to be included in the future reports to both the strategic partners and the relevant sub-groups.

## Considerations for the 2020-2021 Report

As the transition into the BISP is completed, there are some areas that have been identified during the process of producing this report that should be considered for the next reporting period.

First of all, there is an inconsistency in the information provided by our partners, mainly due to the varying breadth and volume in which they operate. It is therefore advised that all services are asked for the same base of information and this is completed in identical formats to ensure a standardised and succinct response.

Secondly, as our responsibilities change, we will be expected to report on the process of Managing Allegations against a Person in a Position of Trust, in a similar vein to how referrals and outcomes are recorded and reported by the Local Authority Designated Officer (LADO) in relation to safeguarding children.

## Acknowledgements and Closing Remarks

As the new Bury Integrated Safeguarding Partnership develops, there will no doubt be further challenges to overcome. At the time of writing this report, the country is still combating a global pandemic, which has led to the widespread changes in working and provision of services. The impact it has had will be felt for years, and will fundamentally change how we work moving forwards. This being said, it is vital to recognise the hard work and dedication of those staff who are making great sacrifices and taking substantial risks in ensuring that the most vulnerable citizens of Bury are supported and cared for in these challenging times.

Thanks also to all the services who contributed to the writing of this report, and to the partner agencies for providing their support and expertise in its development.