

Telford & Wrekin



**Safeguarding
Adults Board**

Annual Report

1 April 2017 – 31 March 2018

Authors: Kerry Woodhouse, Partnership Development Officer
Andrew Mason, Independent Chair

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1. Foreword from the Independent Chair

I am pleased to present the Telford & Wrekin Safeguarding Adult Board (TWSAB) annual report for 2017/2018. This report covers the period from 01 April 2017 to 31 March 2018.

The purpose of this report is to provide an update on progress made by the TWSAB over the last 12 months and an assessment of its effectiveness, as well as outlining the development plans for the next 12 months.

We are fortunate in Telford & Wrekin to have a strong partnership committed to safeguarding adults. As a result of lessons learned from national and local audits and reviews, the Telford & Wrekin Safeguarding Adults Board continues to improve safeguarding arrangements for the protection of adults in Telford and Wrekin now and in the future. This report provides evidence of the robust work undertaken by all agencies during the year 2017/18.

I would like to record my appreciation for the TWSAB's hard work during this time of organisational transition and budgetary pressures. As always, the TWSAB can rely on the dedication and skills of all the staff engaged in working with families and communities. I would like to thank them for what they have achieved in safeguarding and promoting the welfare of adults in Telford & Wrekin. I am confident that the TWSAB and partners will continue to work together to improve the quality of services and learn from their own experience and the practice of other organisations and the final section of the report outlines our plan to do this in 2018-19.



Andrew Mason
Independent Chair, Telford & Wrekin Safeguarding Adults Board
Email: partnerships@telford.gov.uk

2. Executive Summary

The Board met quarterly during the year and was well supported by all partners and by the work of the principle and thematic subgroups which focused on domestic and financial abuse and exploitation.

During the year there was a slight fall in the number of concerns raised and an 11% reduction in those concerns that resulted in a Section 42 Enquiry. Neglect continues to be the most prevalent form of abuse with financial, physical and emotional abuse remaining significant areas of concern.

Where those people supported expressed a view on the outcomes they wished to achieve, 95% reported that these outcomes were fully or partially achieved.

The Strategy, Planning and Communications sub-group, operated jointly with the Telford & Wrekin Safeguarding Children Board from July 2017, in order to ensure strategic links and efficiencies across both the Boards and responsible for strategy development, business planning, governance, timetabling and coordination, for both the children and adult priorities.

Its key outcomes were the development of a Communication, Inclusion and Engagement Strategy, budget monitoring, the development of a strategic plan, the review and monitoring of risk and the implementation of safeguarding standards for clubs.

The Quality, Performance and Operations sub-group ensured that strategic plan objective, targets and outcomes were delivered through regular reviews of the Board's performance framework.

Key outcomes achieved were in embedding assurance processes, including peer review, self-assessments and multi-agency case file audits, ensuring all partners met their statutory obligations for adult safeguarding and monitoring the progress of the thematic sub-groups.

The Partnership Training, Learning and Development (PTLD) Sub-group oversaw effective partnership working through the further development of learning, training, policy and procedures and multiagency development initiatives.

Key outcomes achieved were to deliver new Threshold of Needs Matrix Document and Hoarding Policy and Procedure, a successful World Elder Abuse Awareness Day and a review of multi-agency training needs and the development of appropriate suite of training courses.

During the year, two Safeguarding Adult Reviews were started and were still ongoing at the end of the year. As part of these reviews, agencies reflected on any immediate learning and recommended actions to ensure better outcomes for adults with care and support needs in similar circumstances.

The thematic sub-groups continued their good work with the Financial Abuse group being effective in raising awareness and developing pathways and procedures for professionals, the Exploitation group researched the prevalence and review current information available for practitioners regarding sexual exploitation in adults and modern slavery and the Domestic Abuse group developed multi-agency pathways for both victims and perpetrators and reviewed the support available in the for male victims, specifically vulnerable and frail people and developed proposals to support perpetrators to change their behaviour.

The four key strategic priorities for 2018/19 are:

- **Community Engagement** - to actively engage people, raise awareness about safeguarding and to inspire people to take action to prevent abuse and neglect.
- **Safeguarding Pathways** – to ensure that practitioners across agencies have information to assist them to work together to safeguard that child, adult, family for harm.
- **Workforce Development** – to ensure that practitioners have appropriate support to develop their practice in line with changes in legislation and learning from reviews and audits.
- **Quality and Assurance** – to ensure that the work of the Board and its partners, is making a positive difference to individuals and that arrangements for safeguarding are effective.

The Board operated within budget and at the end of the year held reserves of over £38,000.

3. Local context

Telford & Wrekin is a place of contrasts, a distinctive blend of urban and rural areas, with green open spaces alongside contemporary housing developments and traditional market towns. On the face of it, the borough is a prosperous place but there are clear differences across the borough. Some neighbourhoods and communities in the borough are among the most deprived areas nationally, whereas equally some communities are amongst the more affluent in England.

The population of the borough continues to grow at above national rates – driven by the expansion of the local economy and record levels of housing growth. As the population grows, it has continued to change in line with national trends, with the population becoming more diverse and ageing. Although the population is ageing, it is younger than the national structure – with concentrations of younger population in south Telford. However, over half of the population increase between now and 2031 will be in the 65+ age group.

The Borough has a population total of 170,200, with 27,200 of those aged 65+ (15.9%). The population of the borough is projected to grow at a faster rate than the England population (T&W 13.4%, England 10.2%) and is projected to grow to 196,900 by 2031, an increase of some 23,300 people. Over half of the population increase will be in the 65+ age group (12,300 people), with the 85+ age group more than doubling (+117.6%) and the 65-84 age group increasing by a third (33.1%).

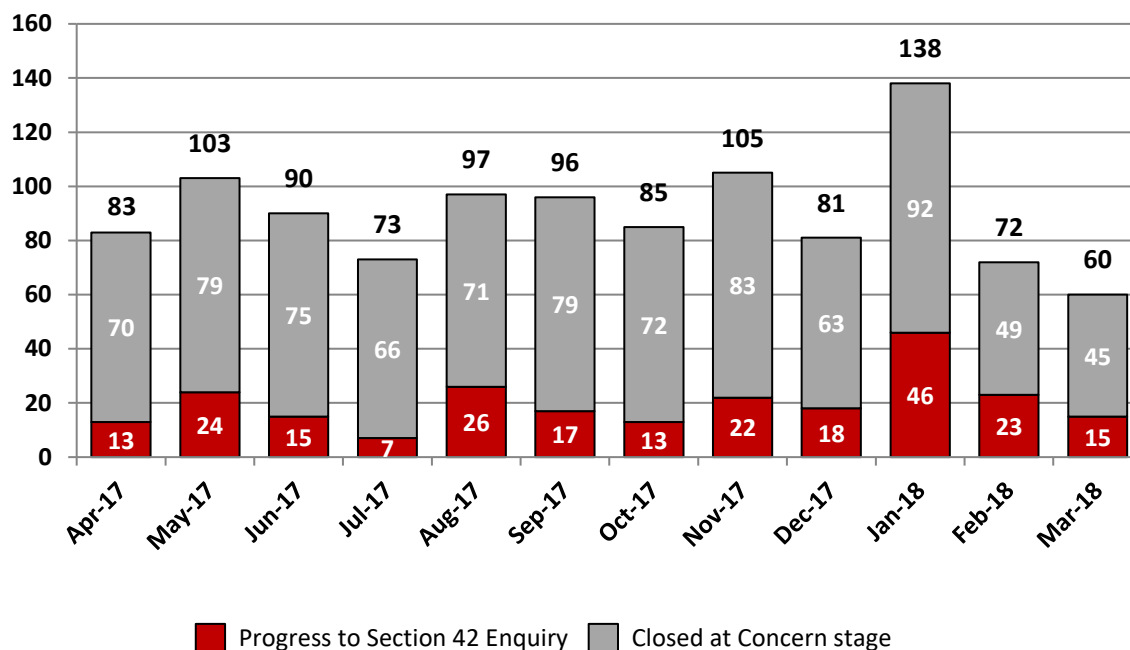
Around 18,000 people provide unpaid care – 1,530 young people aged 0-24 provide unpaid care, around 12,700 adults aged 25-64 and around 3,670 aged over 65. Nearly 5,000 people provide unpaid care for over 50 hours per week.

Around 10,395 residents report having bad or very bad health, which is a higher level when compared to England (T&W 6.2%, England 5.5%). Across all age groups there are higher rates of people reporting a long-term limiting health problem or disability that limits their daily activity (T&W 18.2%, England 17.2%), around 31,000 people.

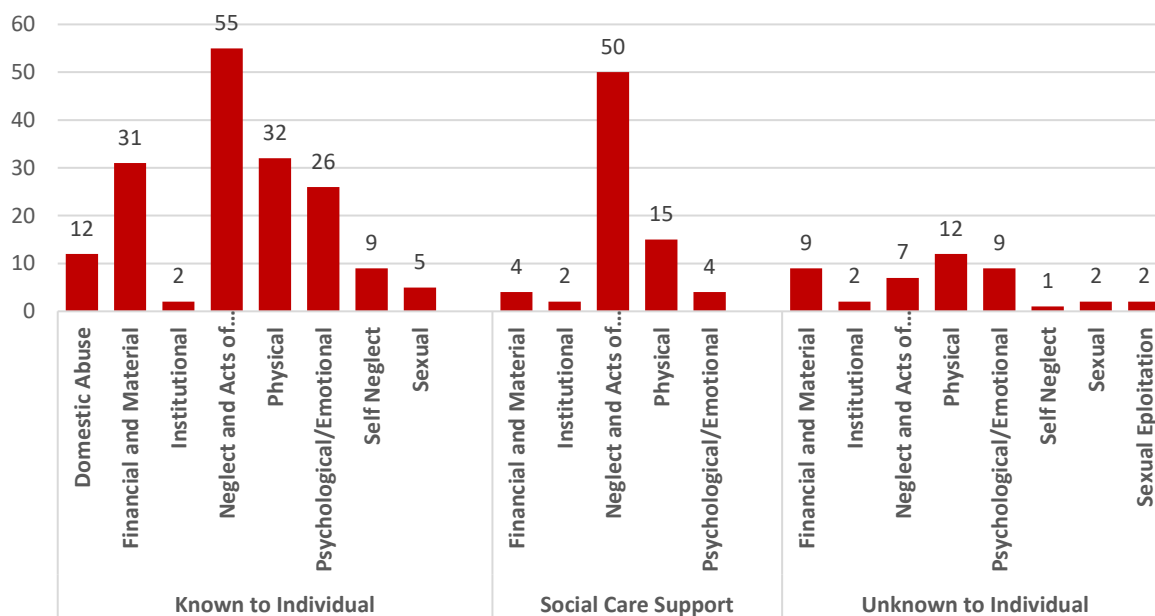
Early mortality rates from causes considered preventable are declining in Telford & Wrekin but remain above the England average. The standardised mortality ratio for people aged under 75 is higher than the national ratio for cancer, liver disease and respiratory disease, and similar to the national ratio for cardiovascular disease.

Headline Performance

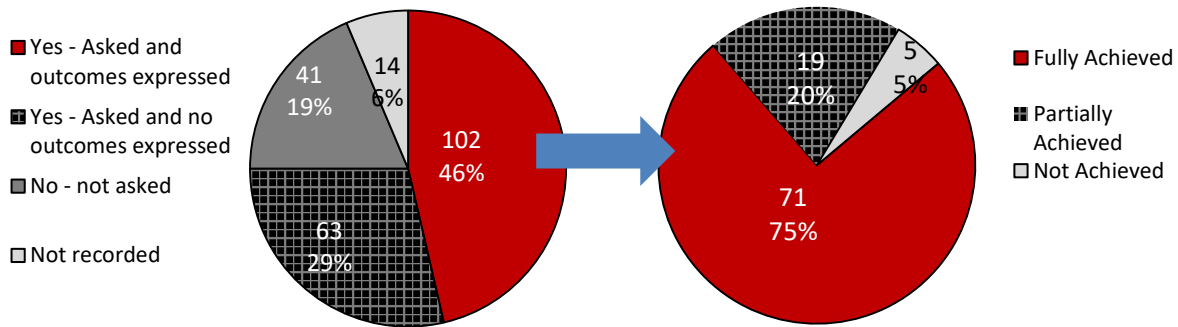
A total of 1,083 Safeguarding concerns were completed, with 239 of those progressing to a Section 42 Enquiry. This is lower in comparison to 2016-17; of a total of 1,159 concerns, 385 progressed to a Section 42 Enquiry. The conversion rate has decreased by 11% (2016-17 33% and 2017-18 22%).



The most prevalent type of abuse and source of risk was Neglect and Acts of Omission, by people known to the individual. The second most prevalent type of abuse was Financial and Material, again with the person being known to the individual. A total of 172 types of abuse involved people known to the individual, which accounts for 59.1% of all enquiries. 75 (25.8%) were providing social care support and 44 (15.1%) were unknown to the individual.



Out of a total of 220 individuals, 165 were asked about the outcomes they desire, with 102 expressing a desired outcome(s). Of these 102 individuals, 95% of their outcomes were either fully or partially achieved.



4. The Board

Safeguarding adults and reducing the risk of harm to individuals in our communities requires effective co-ordination. The [Care Act 2014](#) requires local authorities to set up a Safeguarding Adults Board (SAB) in their area, giving these boards a clear basis in law for the first time. The [Care Act 2014](#) guidance provides further detail on how this should be achieved.

The objective of a SAB is to help and protect adults who have needs for care and support, who are experiencing or are at risk of abuse or neglect, and as a result of their needs are unable to protect themselves from abuse or neglect. This is whether or not the adult is having their needs met or they meet the local authority's eligibility criteria for care and support services.

The Act says that the SAB must:

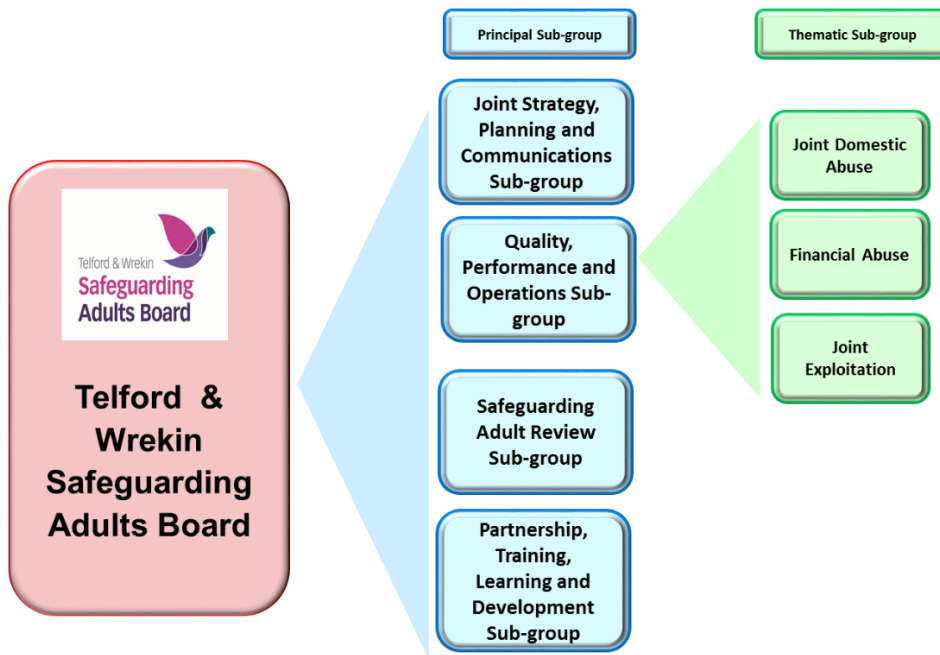
- Include the local authority, the NHS and the police, who should meet regularly to discuss and act upon local safeguarding issues;
- Develop shared plans for safeguarding, working with local people to decide how best to protect adults in vulnerable situations;
- Publish a safeguarding plan and report to the public annually on its progress, so that different organisations can make sure they are working together in the best way.

The SAB is the key statutory mechanism for agreeing how the relevant organisations in Telford and Wrekin will cooperate to safeguard adults at risk in the Borough and for ensuring the effectiveness of what they do. The work of the Board is governed by the following principles:

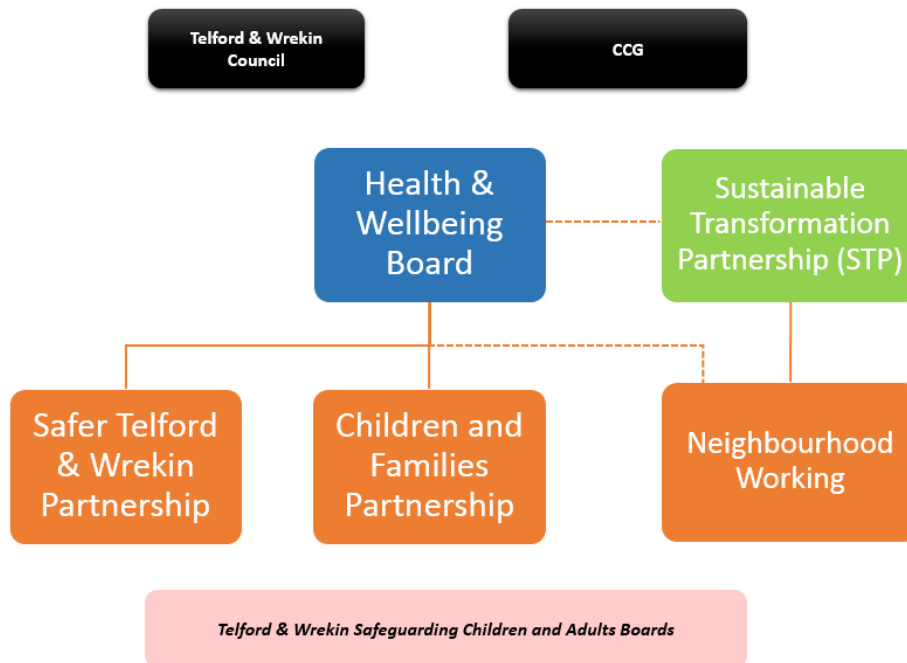
- **Empowerment** – Presumption of person led decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – Proportionate and least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in the greatest need.
- **Accountability** – Accountability and transparency in delivering safeguarding.

a) TWSAB Structure

The TWSAB structure as at 31 March 2018:



The Joint Thematic Sub-groups are governed by the Telford & Wrekin Safeguarding Children and Adults Boards and Safer Telford & Wrekin Partnership, as detailed below.



b) Board membership

In line with the Care Act 2014, the Board is comprised of the Independent Chair, the Partnership Manager and the following partners:

	Organisation/Representing/Job Role	Attendance
Independents	Independent Chair	100%
Telford & Wrekin Council	Director of Children and Adults Services	75%
	Assistant Director: Adult Social Care (Chair of SAR Sub-group)	100%
	Service Delivery Manager Community Social Work and Safeguarding (Chair of PTLD Sub-group)	75%
	Local Authority Legal Representative	0%
	Lead Member for Children & Adults, Early Help & Support	75%
Health	Shropshire Community Health NHS Trust (SCHT) Representative	100%
	Shrewsbury and Telford NHS Hospital Trust (SaTH) Representative	100%
	Midlands Partnership Foundation NHS Trust Representative (MPFT)	100%
	T&W Clinical Commissioning Group (CCG) Representative (Chair of SPC Sub-group)	100%
	Named Nurse, Adult Safeguarding (Chair of QPO Sub-group)	50%
	Designated GP Safeguarding Lead	75%
Police	Local Policing Commander Representative (Chair of Safer Telford & Wrekin Partnership and Child Exploitation Sub-group)	100%
Education	Further Education Representative	100%
Probation	West Mercia National Probation Service (NPS) Representative	0%
	West Mercia & Warwickshire Community Rehabilitation Company (CRC) Representative	75%
Housing	Wrekin Housing Trust	100%
Voluntary	Shropshire Partners in Care (SPiC)	100%
	Chief Officer Group Representative	75%
	Healthwatch Telford and Wrekin	100%

c) Financial position

The TWSAB's work is funded by the following statutory partner agencies:

- Telford & Wrekin Council;
- Telford & Wrekin Clinical Commissioning Group (CCG);and
- West Mercia Police

The contributions are reviewed on an annual basis and presented to the Board for approval.

The TWSAB relies not only on financial contributions from the above agencies but also resources from all agencies involved. Their contribution and participation on the Board and its sub-groups is vital to the effective implementation of TWSAB's priorities.

The following summary details a breakdown of the budget and spend in 2017/18 and the proposed budget for 2018/19.

	2017-18	2018-19
	Actual Outturn (£)	Projection (£)
Expenditure		
Independent Chair	18,211.00	18,500.00
Salaries	41,970.00	41,970.00
Non-salaries	3,071.00	35,200.00
Total	£63,252.00	£95,670.00
Income		
Partner Contributions	63,252.00	63,993.00
Total	£63,252.00	£63,993.00

Reserves	2017-18
Opening Reserves	£38,066.00
Closing Reserves	£39,455.00

The TWSAB budget is monitored by the Partnership Manager and the Joint Strategic, Planning and Communications Sub-group. An annual update is provided to the Board, or when further resources are needed, for the Board to review and revise its budget for the following year.

5. Sub-group Reports

a) Strategy Planning and Communications

The TWSAB Strategy, Planning and Communications (SPC) Sub-group, became a joint Sub-group with Telford & Wrekin Safeguarding Children Board in July 2017, to ensure strategic links and efficiencies across both the Boards. The Joint SPC Sub-group remained responsible for strategy development, business planning, governance, timetabling and coordination, for both the Safeguarding Children and Adults Boards priorities. The group met on a quarterly basis and was well supported by partners.

During 2017/18 the group focused on the following:

- Development of the Communication, Inclusion and Engagement Strategy; which outlines how the Board will effectively communicate and seek feedback from the relevant audiences such as children, young people, adults with care and support needs, families, practitioners and the wider community in Telford and Wrekin. The published Strategy is on the TWSAB website;
- Overseeing the monitoring of TWSAB and TWSCB budgets;
- Development of the Joint Strategic Plan for both safeguarding boards for 2018/19;
- Reviewing and monitoring the TWSAB Risk Register;
- Overseeing the development of the Club Consideration List;
- Horizon scanning and maintaining links with other strategic boards within the Borough;
- Engagement with Housing Associations and Providers to promote safeguarding; and
- Reviewing the membership and attendance of all Sub-groups and challenging partners to ensure they are represented, where appropriate.

Going forward, the group will concentrate on the implementation and impact of the Communication, Inclusion and Engagement Strategy, including communication campaigns in relation to safeguarding.

b) Quality, Performance and Operations

The key objective of the Quality, Performance and Operations (QPO) sub-group, is to ensure that the Board's strategic plan is delivered by evidencing successful outcomes for adults, ensuring development priorities and objects are achieved and that targets and performance data, including audit findings, are available to the Board within agreed timescales.

The Sub-group is required to provide updates to the Board on progress as required within the board's performance framework and to draft the relevant sections of the annual report.

The Sub-group will also identify areas for further development, with an emphasis on continuous improvement. It will have delegated authority for delivering the following objectives of the TWSAB:

- Ensuring that the collation and interrogation of data on safeguarding occurrences is being undertaken in order to ensure that the prevention of abuse is being applied across all partner agencies within Telford and Wrekin.
- Developing and embedding assurance processes, including:
 - peer reviews
 - self-assessments
 - multi agency case file audits
- Seek Assurance whether TWSAB partners are fulfilling their statutory obligation for adult safeguarding;
- Monitoring of the progress made within each of the TWSAB Thematic Sub-groups, by receiving a progress update from the Chairs of the thematic Sub-groups, at each meeting.

The group met on a bi-monthly basis during 2017/18 and remained well supported by partners.

During the year the group:

- Reviewed the performance framework to ensure the framework reassured the Board on progress against priorities and multi-agency practice to safeguard adults. A framework was developed for 2017/18 for the Sub-group to review performance and provide regular updates to the Board;
- Monitored the TWSAB Risk Register, and provided regular updates to the Board regarding this, identifying any risks that require Board consideration and action at each Board meeting;
- All Partner agencies completed a Tier 2 Individual Agency Audit, which is a self-assessment audit tool to enable partner agencies to assess themselves in relation to the requirement to keep adults who come into contact with their services safe from harm;
- Following the completion of the Tier 2 Individual Agency Audit partner agencies undertook a Peer Challenge, to review and verify the partner agency responses;
- Reviewed key national/regional documents including, but not limited to:
 - MCA/DOLS national review
 - Learning Disability Mortality Review.
- Received and challenged summaries of partner agency annual reports to provide reassurance that single agencies are fulfilling their responsibilities and commitment to safeguard children and promote welfare;
- Received regular reports from each of the thematic Sub-groups; and
- Had delegated authority to:
 - Ensure that the collation and interrogation of data on safeguarding occurrences is being undertaken in order to ensure that the prevention of abuse is being applied across all partner agencies within Telford and Wrekin;
 - Develop and embed assurance processes, including Peer reviews, Self-assessments and Multi-Agency Case File Audits (MACFA); and
 - Seek assurance that TWSAB partners are fulfilling their statutory obligation for adult safeguarding.

This Sub-group provides the evidence based assurance to the Board that robust monitoring systems of effective processes are in place to safeguard adults within Telford and Wrekin.

In 2018/19 the group plans to:

- To develop and implement a Multi-Agency Case File Audit (MACFA) process for the TWSAB in line with Data Protection Act 2018 changes. This will be used to help develop the thematic areas of the Board and provide evidence for any changes that have been implemented;
- To review and implement the TWSAB performance framework matrix, in line with the NHS digital: Safeguarding Adults guidance; and
- To continue to review and revise the current Risk Register matrix to ensure it reflects the risks to the Board.

c) Partnership Training, Learning and Development

The key objective of the Partnership Training, Learning and Development (PTLD) Sub-group, is to take responsibility for the complete partnership development process, which will include learning, training and policy and procedures but will also be responsible for overseeing multiagency development initiatives. The group has delegated authority for delivering the following objectives of the TWSAB:

- Supporting the West Midlands regional safeguarding group who develop policy & procedures at a regional level to ensure consistency across the region;
- Ensuring the adoption and compliance of the adult safeguarding policies and procedures in accordance with The Care Act 2014 by monitoring and developing the interagency safeguarding systems and processes;
- Developing local guidance which supports and interprets regional policy & procedure into a practical 'how to' guide for local staff;
- Implementing best practice developments following evidence based reviews and research; and
- Developing a framework for multi-agency learning, development and training.

As well as these objectives PTLT also:

- Ensures that the TWSAB and single agency training programmes reflect the identified learning and improvement from serious case reviews;
- Ensure participation in regional activity to share good practice and learning.

During 2017/18 the Sub-group has:

- Developed and launched the new Threshold of Needs Matrix Document to provide practitioners with a reference document for making referrals to the Telford & Wrekin Adult Safeguarding Team;
- Following feedback from practitioners the group developed a TWSAB Hoarding Policy and Procedure which supports practitioners across a wide spectrum of agencies to understand what hoarding is and what support is available. The work of the group also involved working with Telford & Wrekin Council to set up a support service, which offers support throughout the house clearance and ongoing support to prevent further escalation;
- Developed, alongside Shropshire's Safeguarding Adult Board a Joint Event for World Elder Abuse Awareness Day with a focus on prevention. This was held in June 2017, with positive comments being received from the evaluations;
- Contributed towards the review of the West Midlands Regional Safeguarding Procedures which included Person in Position of Trust guidance and toolkit and Self Neglect Guidance.

- Review the multi-agency training needs of the partnership and developed an appropriate suite of training courses; and
- Review the local safeguarding policies and procedures and identified any further areas of development, for example self-neglect.
- Developed checklists for parents and carers to assist and guide parents/carers with things to consider when choosing a club for themselves, and for clubs to help decide whether they are fully prepared and doing everything it can to safeguard everyone who is part of their club.
- Developed and published on the TWSAB Website briefing notes on the Herbert Protocol, three steps to positive practice and principles of consent.

In 2018/19 the group plans to:

- Review the multi-agency section 42 referral process for when the Local Authority is asking Partner Agencies to undertake a section 42 enquiry on their behalf;
- Develop jointly with TWSCB a Domestic Abuse Strategy and Escalation Procedures for disputes between professionals within agencies
- Review the local Safeguarding Adult Review Guidance and develop leaflets for those involved in the process;
- Develop a checklist for parents, carers and faith groups, similar to that mentioned above for clubs.

d) Safeguarding Adult Review

The purpose of the group is to meet TWSAB statutory requirements of the Care Act 2014, to conduct Safeguarding Adult Reviews (SARs). This Sub-group has delegated authority to undertake this activity to promote a culture of continuous learning and improvement across the organisations by using learning from case reviews to drive improvements in practice. The Sub-group meets on a quarterly basis.

During the year, one Safeguarding Adult Review was started in June 2017, and was still ongoing at the end of the financial year. The review centred on an individual who had a number of long standing health problems which impacted on her health and care needs throughout her life. She was dependent on others for many activities of daily living. Her mother, with whom she lived was her main carer, which resulted in no health or social care practitioners having regular contact with either her or her family carers. The admission to hospital, which prompted the safeguarding adult review strongly indicated that her health and wellbeing were neglected in the weeks leading up to the admission, and contributed towards her death.

A further Safeguarding Adult Review was received in January 2018, and was still ongoing at the end of the financial year. The review centred on an individual who had been unemployed for a number of years and had no close family or friends. The home was in a state of disrepair and his body was found in situ by Police, in a state of decomposition.

As part of the reviews, agencies are reflecting on any learning and recommended actions to ensure better outcomes for adults with care and support needs in similar circumstances.

6. Thematic Sub-group

a) Financial Abuse

The key objective of the Financial Abuse Sub-group, is to enable the community to identify financial abuse and know where to turn to for help, ensure that victims and their families are supported and perpetrators are dealt with effectively, (from prosecution to reducing future harm and offending).

The Sub-group is accountable to the Quality, Performance and Operations Sub-group of the TWSAB.

During 2017-18 the Sub-group:

- Reviewed guidance for professionals and provided a clear definition of financial abuse, in line with the West Midlands Regional Adult Procedures;
- Developed an appropriate resource and communication campaign to raise awareness of financial abuse (including Power of Attorney) for and with the community including specific groups of adults (e.g. those with a learning difficulty);
- Invited National Scams team to deliver Scams training to the Borough, and encourages all members of the borough to become Scam Champions;
- Developed pathways and procedures to provide guidance for all professionals working with people subject to scams;
- Worked with the National Scams team on priority cases, to return money to members of the Borough; and
- Developed an Ollie e-learning module on Friends against scams.

The next steps and priorities for 2018/19 are:

- To continue the development of the guidance for the financial responsibilities if there is Lasting/Power of Attorney in place, or if a person is next of kin;
- To continue to work with the National Scams team to return money to members of the Borough; and
- To continue raising awareness of Scams, and encourage more people to sign up to being a Scam Champion.

It is expected that the work of this task and finish group will be complete by December 2018.

b) Exploitation

In November 2017, the Child Exploitation Thematic Sub-group became the Joint Exploitation Thematic Sub-group with the Telford & Wrekin Safeguarding Adults Board. The purpose of the Sub - group is to address the issues of exploitation within Telford and Wrekin through improvement in identification, investigation, prosecution, prevention and support. The main focus of this thematic Sub-group is on Sexual Exploitation (adult and children) and Modern Slavery including Human Trafficking.

Female Genital Mutilation, Honour Based Violence and Forced Marriage were originally included within the Child Exploitation Thematic Sub-group; however, these were later moved to the Joint Domestic Abuse Thematic Sub-group.

The purpose of the Sub-group is to address issues of exploitation within Telford & Wrekin through improvement in identification, investigation, prosecution, prevention and support.

During 2017-18 the Sub-group:

- Reviewed and updated the Child Sexual Exploitation Strategy. The strategy was developed in joint partnership with the Safer Telford & Wrekin Partnership (STWP), to ensure that it is fit for purpose and reflects current issues around CSE and includes relevant intelligence, in line with the TWSCB and STWP strategic priorities.
- Reviewed and updated the information leaflets for the Children Abused Through exploitation (CATE) team. The leaflets are designed for children, families and professionals to update on the current support avenues of support which are available.
- Considered whether there were any requirements for further support for parents of those exploited. Following consultation with the parents of children who have been exploited, it was concluded that generally parents felt that they were already receiving 'lots of different support which is good' and 'the support is there and had been brilliant'¹ there was a need for more support around managing their child's anger/behavioural issues.
- Recruited to a dedicated CSE post to develop an appropriate raising awareness course for parents and carers around, for example CSE and online safety. The post will help raise awareness of CSE, associated risk factors and what to do, within the community including the hard to reach areas.
- Delivered training to Foster Carers, to ensure that they feel confident that they understand the characteristics of CSE and what to do should a concern arise.

The next steps and priorities for 2018/19 are:

- To review the current pathway and establish areas for further development, in particular in relation to young adults who been subject to CSE during their childhood and are now in need of support (those that do not meet the adult service threshold). This will ensure that professionals feel confident that they understand the pathway and support for young people transitioning into adulthood and are able to signpost accordingly.
- Further develop the local raising awareness and training package for practitioners, which includes reviewing the e-learning CSE package and Developing Practice Module: Child Sexual Abuse and Exploitation to ensure they are still current and relevant.
- To research the prevalence and review current information available to practitioners about sexual exploitation in adults and modern slavery to ensure that professionals feel confident and understand the characteristics of sexual exploitation and modern slavery and know what to do to raise a concern.

¹ Quotes received from responses, from parents to the questionnaire on whether any additional support was required that would further enable them to support their child.

c) Domestic Abuse

The group was newly reformed in December 2017, and the terms of reference revised to address the issues within Telford and Wrekin through improvement in identification, investigation, prosecution, prevention and support of:

- Domestic abuse;
- Female Genital Mutilation,
- Honour Based Violence; and
- Forced Marriage.

The Sub-group is accountable to the Quality Performance and Operations Sub-group of the Telford & Wrekin Safeguarding Children Board and Telford & Wrekin Safeguarding Adults Board. The Sub-group is also delivering against the Safer Telford & Wrekin Partnership Strategy and the Health and Wellbeing Board's workstream.

During 2017-18 the Sub-group:

- Developed a dataset which included a profile on:
 - a victim and perpetrator;
 - geographical; and
 - an understanding of the types of domestic abuse being perpetrated in the Borough.
- Reviewed and developed multi-agency pathways for both victims and perpetrators. This involved reviewing the children and adults' pathways for reporting and recording domestic abuse incidents and understanding what it looks like in Telford & Wrekin.
- Reviewed the multi-agency support available for children, adults, victims and perpetrators of domestic abuse and identify areas for development. This involved reviewing what support is available in the Borough to support male victims, specifically vulnerable and frail people and support perpetrators to change their behaviour.

The next steps and priorities for 2018/19 are:

- To evaluate Operation Encompass, the initiative by which the Police alert schools of incidences of domestic abuse effecting children, and establish what difference it has made to the children and schools;
- To review and update the Domestic Abuse Strategy, to ensure that the community have a clear understanding of the partnership commitment to tackling domestic abuse in the Borough and how this will be achieved;
- To develop practitioners' knowledge on the impact of domestic abuse on the whole family and provide them with the appropriate training and resources to support the family;
- To increase awareness in the community of domestic abuse and how to seek support, by maintaining Telford as a White Ribbon Town and associated community awareness projects;
- To embed learning from Domestic Homicide Reviews (DHR'S); and
- To raise awareness of Female Genital Mutilation, Honour Based Violence and Forced Marriage across the professional workforce and ensure that there are policies and procedures available and data intelligence is available to inform practice.

7. Training

The TWSAB has continued to provide a comprehensive programme of targeted training for partners, both statutory and non-statutory, during the year. The programme is supported and delivered by members of the TWSAB training pool and is reviewed annually to ensure the programme is fit for purpose and reflects local or national learning.

The TWSAB's training budget has continued to be aligned towards the Board's priorities to enable more effective implementation of the training required. The following section summarises the courses that have run during the year and the total number of attendees.

From April 2017 – March 2018, TWSAB have provided a number of training courses for partner organisations, schools and volunteers to attend.

Table 1: TWSAB training courses run from April 2017 – March 2018

Course	Total number of attendees
Adult Safeguarding Awareness Training Face to Face	36
E-learning Hoarding Course	15

8. Partnership Working

In order to meet the TWSAB's statutory function, and progress its priorities, the involvement of agencies is key. Each agency was asked to summarise what they have done to contribute to delivering the TWSAB's priorities for 2017/18 and a copy of these submissions can be found in Appendix A.

Summary of partner contributions to delivering the TWSAB's priorities for 2017/18:

- All TWSAB partners acknowledge that "Safeguarding is everyone's business";
- All Partners have attended and contributed towards a number of Board and sub-group meetings;
- Partners have been integral in ensuring the TWSAB is aware of the current issues within the Borough. For example: Healthwatch have engaged with people to gather their views and experiences of people using a range of health and care services through engagement, Enter & Visit, and signposting/enquiry activities;
- Partners have disseminated the key learning from audits and reviews conducted by the TWSAB, including updating single agency training and including information in their own newsletters;
- Partners have maintained and delivered adult safeguarding training programmes across their organisations, to include the promotion of domestic abuse and sexual exploitation;
- Partners have continued to engage in the safeguarding process and have been a key part in the development of policy, procedures and guidance during the year; and
- Engagement is a key part of all agency's roles and responsibility and in partnership with the TWSAB supported World Elder Abuse Awareness Day 2017 and promoted the awareness of what abuse is within the community.

Summary of the key partner changes that have impacted on safeguarding adults during 2017/18:

- All partners have aimed to improve the training they provide to their staff around safeguarding, and raising awareness of safeguarding continues to be a priority for them. For example West Mercia Police developed procedural guidance and a toolkit to increase general awareness around adult safeguarding, to ensure that adults with care and support needs receive help to keep them safe;
- Making Safeguarding Personal (MSP) has been a key objective for agencies during the year. For example Shropshire Community Health NHS Trust have used clinical supervision and feedback when raising safeguarding concerns as they have recognised that MSP is key to achieving patient outcomes;
- The TWSAB Safeguarding Threshold for Access to Services Matrix continues to be used across the community, providing essential support to those reporting safeguarding concerns; and
- All Partners have participated in complex Safeguarding Adult Reviews and embedded the learning from this, which included reviewing internal policies and procedures.

Summary of partner's plans for 2018/19 in relation to safeguarding adults?

- Partners have agreed to continue to support the TWSAB and its priorities, and continue to work in partnership to improve our approach and response to safeguarding matters. This includes developing plans towards the introduction of Liberty Protection of Safeguards;
- All partners have identified priorities for 2018/19 which includes some thematic areas, including, but not limited to: Domestic Abuse, Exploitation and Self-Neglect.
- Partners have committed to engage with national and local awareness days and awareness raising events in the community about what is abuse and the support available.
- Ensuring professionals have the relevant knowledge and up to date information about abuse is key to prevention and support. All partners have agreed to continually review their training to ensure that it is up to date and relevant.

9. Priorities for 2018 – 2019

In January 2018, the Joint Strategy, Planning and Communications Sub-group reviewed the progress of the TWSAB and agreed the priorities for the following year. This was done jointly with the TWSCB and has resulted in a Joint Strategic Plan across both Boards.

The four key strategic priorities for 2018/19 are:

- **Community Engagement** - to actively engage people, raise awareness about safeguarding and to inspire people to take action to prevent abuse and neglect.
- **Safeguarding Pathways** – ensuring that practitioners across agencies have information to assist them to work together to safeguard that child, adult, family for harm.
- **Workforce Development** – ensuring that practitioners have appropriate support to develop their practice in line with changes in legislation and learning from reviews and audits.
- **Quality and Assurance** – ensuring that the work of the Boards and its partners, is making a positive difference to individuals and that arrangements for safeguarding are effective.

As well as addressing the four strategic priorities, the Board will continue to tackle issues that the Borough are facing, including domestic abuse, exploitation (including adult sexual exploitation) and financial abuse. These decisions were based on feedback/evidence from the community, professionals and intelligence and the TWSAB agreed that step change in performance was needed.

During 2018/19 the TWSAB's strategic business plan will be reviewed and updated to reflect the new strategic priorities; this will be published on the TWSAB's website in accordance with the Care Act 2014.

Some of the key areas of work to implement the priorities include:

- Develop a Communication, Engagement and Inclusion Strategy for the Boards;
- Further develop links with the housing sector in the Borough to raise awareness of their roles and responsibilities in respect of safeguarding;

- To focus specifically on the development of multi-agency transition processes from children to adult services where required;
- To develop an ongoing review process for the current local multi-agency procedures to ensure they are fit for purpose;
- Revisit the Board's approach to multi-agency audits in line with Data Protection Act 2018;
- Provide learning opportunities for professionals in Telford & Wrekin that meets the identified learning needs.

10. Appendix A – Partner Contributions to TWSAB work in 2017/18

Healthwatch Telford and Wrekin *written by Paul Shirley, General Manager/Chief Officer and Engagement Manager.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

- Healthwatch Telford and Wrekin (HWT&W) have carried out Enter and View (E&V) visits to several health and care settings.
- HWT&W engaged with people to gather their views and experiences of people using a range of health and care services through engagement, E&V, and signposting/enquiry activities.
- HWT&W have attended many relevant meetings including: - risk submits/ meetings, local CQC/HW liaison meetings, and Quality Surveillance Group in order to share information and concerns.
- HWT&W have reported concerns directly to Adult Safeguarding Services, and CQC (Care Quality Commission) where HW have attempted to facilitate meetings between the person reporting a service problem and the designated CQC inspector.
- Safeguarding Adults and Children training (and as necessary updates) is available and undertaken by all staff. Completing training is a requirement of volunteer Enter & View (E&V) Authorised Representatives and other volunteers.
- HWT&W has been represented at TWSAB board meetings and have been involved relevant workstreams.
- HWT&W have aimed to raise our profile and involvement in safeguarding meetings involving local health and care services wherever possible.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

- HWT&W have conducted 12 Enter & View visits and sought feedback from people, their relatives accessing services, and staff involved in services delivery.
- HWT&W have raised concerns and followed up concerns raised with local Adult Safeguarding Team, and local CQC (supporting facilitating meetings when possible).
- Produced and publicised feedback reports which are also distributed to authorities, commissioners and other organisational representatives.
- Ensure adult health and care services HWT&W engage with understand their role/responsibilities, and consult with them and other people to ensure that it these are appropriately implemented and people receiving services and their staff are safeguarded.

To protect people in health and care settings from harm, abuse or risk and report events and concerns. Where events/concerns have been raised, they are promptly reported to the SG team. Where health/care services are prompted by us to raise safeguarding concerns or events, HWT&W follow up to confirm this has happened.

Evidence is retained on confidential emails and as appropriate evidenced on published reports.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

HWT&W will uphold the key principles of safeguarding that include:

- ensuring members of staff, directors and volunteers are fully aware of the law and statutory requirements in order that vulnerable adults and children receive the protection of the law and access to the judicial process.
- provide appropriate assistance and sign-posting to relevant agencies, including advice, protection and support to vulnerable adults whose right to independence or choice is being compromised.
- Safeguarding is considered all policies and procedures

HWT&W will:

- undertake safe recruitment practices (staff and volunteers);
- give guidance about appropriate behaviours during HWT&W induction;
- ensure any staff member, director or volunteer whose work involves direct contact with adults at risk and/or children in care or health settings receives face-to-face safeguarding training including 'Child Protection', and awareness of procedures including how to deal with concerns.

Ensure E&V Representatives and those involved in safeguarding and resolving enquiries/signposting are aware of the procedure for raising and reporting safeguarding events and concerns.

National Probation Service *written by Jackie Stevenson, Head of West Mercia Cluster.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

- Ensuring quality of risk assessments and sentence planning
- Ensuring dissemination of local information to Telford Learning Development Unit
- Mandatory training package is an objective for all staff.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

- Significant work to improve the quality of risk assessments which is starting to demonstrate results (briefings and inputs to all teams by our Quality Development Officer)

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

- 2019/20 – annual adult safeguarding training remains in place
- Continued auditing of OASys (risk assessment) quality
- New manager oversight guidance to ensure managers are reviewing cases.

Shrewsbury and Telford Hospitals NHS Foundation Trust *written by Peter Jeffries, Associate Director of Quality, Governance and Risk, Helen Hampson, Adult Safeguarding Lead, and Sharon Woodland, Safeguarding Specialist Nurse.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

- Publicity poster regarding, domestic abuse, modern slavery and others are displayed in most public and work areas as requested;
- Contribute by attending transitional group, task and finish and sub groups;

- Peer challenge; response and update provided partake in multi-agency audits as able; and
- Maintain a training programme across the trust to deliver adult safeguarding training.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

Increased use of external trainers to provide training on MCA and DoLS to improve use within the Trust. Independent audit undertaken by CCG, no feedback from this audit currently available.

Statistically this can be shown by the steady increase in application for DoLS;

- 2017 - 67
- 2018 - 107
- 2019 - Q1 33 extrapolated – 132.

Improved referral rate from adult services into MARAC process after widening Domestic Abuse awareness training across the trust.

The employment (one year fixed term) of another member of staff for the safeguarding team.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

- To develop plans towards introduction of LPS;
- To finalise training programme in line with national guidance;
- To expand the safeguarding team in line with demand for this guidance;
- To improve extent that MCA is embedded within the trust; and
- To continue to contribute and co-operate with partner agencies regarding safeguarding adults.

Shropshire & South Staffordshire NHS Foundation Trust *written by Sharon Conlon, Head of Strategic Safeguarding.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

SSSFT have been continue to deliver on the SCB priorities by promoting domestic abuse awareness training , improving information sharing arrangements at MARAC and providing directorates with quarterly reports that cover domestic abuse in order for the directorate to measure its activity in recognising and responding to domestic abuse.

SSSFT remain committed to raising awareness of CSE within our workforce to ensure that where young people come into contact with our service that the possibility of CSE is considered. We have developed a bespoke CSE training programme which is being delivered to all of our staff that work directly with children.

During 2017-18, what are they key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

- Promoted making safeguarding personal across the organisation
- Reviewed safeguarding child and safeguarding adult offer
- Promoted and increased safeguarding supervision offer
- Developed a safeguarding assurance framework
- Made improvements to the safeguarding webpages and promoted to all staff

- Produced quarterly safeguarding newsletters
- Provided quarterly safeguarding assurance reports to all SSSFT directorates

What are your organisation’s plans for 2018-19 in relation to your responsibilities to safeguard adults?

For 2018/19 we will be focusing upon establishing a joint plan that looks at what we currently offer and how we can build upon this. We will look at what works well at present, what we can learn to improve the way that the safeguarding team operates and what we can achieve in the future as a joined up service.

During this time we will continue to ensure that there is access to appropriate training, that robust policies are in place and provide assurance internally and externally that the organisation continues to meet its statutory requirements in relation to safeguarding whilst ensuring that patients are protected from harm.

The focus for the Trusts safeguarding team for 2018-2019 are to:

- Develop a safeguarding strategy that reflects how we will deliver a corporate safeguarding service across the organisation;
- Review current safeguarding governance structure to service all five care groups;
- Review the trust safeguarding team to ensure we provide an equal offer across all care groups; and
- To review engagements with all safeguarding boards to ensure that we are appropriately representing all of our services.

Shropshire Community Health NHS Foundation Trust *written by Andrea Davies, Adult Safeguarding Lead.*

How has your organisation contributed to delivering the TWSAB’s priorities for 2017-18?

This correlates with Local Safeguarding Adults Boards and used in conjunction with Shropshire Safeguarding Board – Keeping Adults Safe in Shropshire and Multi-agency policy & procedures for the protection of adults with care & support needs in the West Midlands.

Governance and monitoring arrangements

Safeguarding is a mandatory element in our employee training Levels 1 to 3 accordingly. We are currently exploring with our training provider how our training levels map to the RCN August 2018 Intercollegiate Document: Adult Safeguarding: Roles and Competencies for Health Care Staff.

All safeguarding concerns are raised via our incident reporting system and the safeguarding leads are alerted to this. Safeguarding incidents are discussed at the Trusts internal safeguarding group and if required themes and lessons identified. The Trust has fully adopted the January 2018 guidance of Pressure ulcers and the Safeguarding Interface, and have built the safeguarding guidance into its incident reporting system. The Trust has been invited to showcase this work at a forthcoming conference 'Data into Actions and Insight' at the Royal college of Physicians.

The Quality and Safety Committee and Trust Board receive six monthly updates on Adult and children’s Safeguarding and an Annual report, highlighting activity, themes, and risks. Quarterly the Safeguarding teams report on key safeguarding indicators to our commissioning colleagues

and report on all referrals made to identify appropriateness and themes and outcomes. An annual report is produced based upon the Safeguarding Vulnerable People in the NHS – Accountability and Assurance Framework (NHS England 2015) for our commissioners. At least one clinical audit is undertaken annually relating to Safeguarding or the Mental Capacity Act. For any patient subject to DOLS a specialist Nurse, memory and wellbeing worker or a safeguarding representative reviews the requirement for deprivation of liberty.

Safeguarding lead have also attended SARS training in London and participated in local conferences for example Self Neglect and Human trafficking /exploitation.

Prevent

The Trust currently provides the highest level of HealthWrap Prevent training (NHS England – Prevent Training and Competencies Framework) to all staff regardless of duties. All new staff receive face to face training on induction to the Trust and all other staff that need to re-comply with HealthWrap Prevent requirements have the opportunity to receive face to face training throughout the year.

Safeguarding Lead has attended West Midlands safeguarding partnership training in 2018.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

Making Safeguarding Personal continues to be a key objective for 2018 using clinical supervision and clinical feedback when raising safeguarding concerns MSP is key to achieving patient outcomes.

There has been a focus on reviewing and developing additional policies that support safeguarding including accessible information.

We have undertaken clinical audits around mental capacity alongside peer auditing other partner organisations around several aspects of safeguarding using the compliance submissions from the organisation.

The safeguarding lead regularly attends the learning and training and quality and performance and SAR sub groups as well as the Board. Most services are now using a new electronic clinical recording system that has a dedicated safeguarding element, including a safeguarding, learning disability and domestic violence alerts.

Training has continued in all aspects of safeguarding including Mental Capacity Assessment (MCA) and DOLS. Bespoke MCA and DOLs training is being offered to our community hospital and Community nursing staff.

The use of a safeguarding app to raise awareness and support training. Safeguarding leads provide ad hoc training to support teams, support with case conferences, enquires and section 42 reports.

The TWSAB Threshold of Needs continues to be used across community interdisciplinary teams. We have implemented the Safeguarding pressure Ulcer scoring tool as part of our DATIX reporting systems and continue to offer safeguarding supervision and support for those reporting safeguarding concerns and those who have undertaken section 42 reviews.

There is a focus on collating data regarding ensuring the needs of patient with learning disabilities are collated across the trust so that we can learn how to improve services.

We also have 3 dedicated Learning Disability mortality assessors trained and involved with reviewing cases under the Learning Disabilities Mortality Review Programme (Ledar) who regularly undertake review.

We have been participating in a complex Safeguarding Adult Review and have already embedded the learning from this, for example reviewed the policy for assessment and provision of continence products and issuing a permission to pause alert to ensure all staff are aware of changes and why.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

We are looking at level 3 training for staffing groups in line with the intercollegiate document and will embed that training for specific staff groups:

- To achieve 95% mandatory training in all aspects of safeguarding;
- To review current safeguarding roles and support to our staff;
- To continue supporting and active involvement in the TWSAB and Sub-groups including the SAR Sub-group;
- To continue to focus with partners on the two named priorities financial abuse and domestic violence;
- To continue to push scams training;
- To provide local focus group training regarding safeguarding with Q&A sessions;
- To continue with or safeguarding audit program;
- To evaluate the Rio clinical recording system in particular in relation to safeguarding; and
- To continue to work our partners to safeguard our community.

Shropshire Partners in Care *written by Nicky Jacques, Chief Officer and Karen Littleford, Safeguarding Adults Lead.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

1. Sharing and Engaging with the Telford and Wrekin Community

Shropshire Partners in Care's (SPiC) mission statement outlines how the organisation 'works in a way that safeguards the human rights of all those who may need, use or work in care services and supports its members to deliver services that place people's rights at the centre of their decision making'. This reflects the Making Safeguarding Personal (MSP) agenda which is embedded throughout the suite of safeguarding training delivered by SPiC. Safeguarding related training

courses promote the notion that all agencies should be starting with the adult, ensuring they are fully involved in decisions about being safe as outlined in the care and support statutory guidance.

The prevention of abuse and neglect is a key objective for the organisation and all of the training and signposting work undertaken works to this agenda. This includes the Trainers Networking Opportunity Meetings for in house trainers across the independent sector in Telford and Wrekin and Shropshire. These meetings are organised and facilitated by the Safeguarding Adults Lead at Shropshire Partners in Care. In addition, the Safeguarding Adults Lead has been working with Telford and Wrekin CCG and Telford and Wrekin Council to organise and facilitate the Safeguarding Adults Forum funded by NHS England which addresses quality across the sector click [here](#) for details.

When providers, members of the public or adults who use services contact SPiC for support or guidance, the statutory principles including MSP are reiterated. Providers and others contacting SPiC for advice are encouraged to involve adults in discussions about safeguarding concerns, immediate actions, decisions about reporting abuse and neglect and how adults want to be safe.

SPiC promotes the resources of the TWSAB when delivering training to both the paid and voluntary workforce and community groups such as the Women's Institute.

SPiC has increased its social media presence sharing a range of information including safeguarding across its Twitter and Facebook feeds.

SPiC and its membership commemorate World Elder Abuse Awareness Day (WEAAD) each year to raise awareness of adult safeguarding. SPiC has continued to act as a [Safe Place](#) at the Annscroft office since signing up in 2016.

In June 2017 a joint Telford & Wrekin and Shropshire Safeguarding Adults Board event focused on the 'Prevention of Abuse & Neglect' which was held at Chester University in Shrewsbury. The event was facilitated by the Safeguarding Adults Board Independent Chairs from Telford and Wrekin and Shropshire.

The event was very well attended by workers and volunteers from statutory agencies, the independent social care sector and the third sector. There were several topics covered on the day focused on preventing abuse happening in the first place, one of the Keeping Adults Safe in Shropshire Board priorities. In addition, to local and national speakers there were numerous information stands.

Key messages from the event were around developing a zero-tolerance attitude to abuse in Telford & Wrekin and Shropshire. In practice "Safeguarding is Everyone's Business" means "if you find it, do something about it there and then". Workers were encouraged to be "professionally curious" and care enough to ask the right questions to, with the person affected, try to stop it from happening.

At the event a National Trading Standards Scams Team Scams and Financial Abuse team member came to talk about '[Friends Against Scams](#)' a National Trading Standards (NTS) Scams Team initiative. We had local input from the Fire and Rescue Service who informed attendees

about 'Prevention from a Fire Service Perspective'. In terms of people feeling able to access help in their local community the Chair of Safe Places Scheme and a user of the scheme and their family talked about their experience of the difference the Safe Places scheme means to them. This was very poignant and impactful and post event led to the Safe Places Scheme signing up further businesses in Telford and Wrekin and Shropshire. Information about the Safe Places scheme may be found [here](#).

The event saw input on domestic abuse related cases from a police perspective (West Mercia Police), and an 'adult's story' told by one of the Safeguarding Adults Practitioners from the Safeguarding Adults Team (the case study can be accessed [here](#)). In terms of housing, the Senior Housing Options Officer from Shropshire Council talked about prevention from a housing perspective. Social isolation was addressed as a theme under 'prevention' by the Peer Development Officer from

Action on Elder Abuse (AEA) talked about reducing social isolation and the peer development approach adopted by AEA. The event concluded with information on recruitment with Skills for Care talking about Values Based Recruitment (click [here](#) to access further information) and an update by SureCare Shropshire on local recruitment practice development focused on the development of their Reference

Request processes.



Photo: Ivan Powell, Independent Chair, Keeping Adults Safe in Shropshire Board, Nikki Barden, Assistant Partnership Development Officer, Telford and Wrekin Council, Sarah Hollinshead-Bland, Service Manager for Adult Safeguarding, Shropshire Council, Karen Littleford, Safeguarding Adults Lead, Shropshire Partners in Care and Andrew Mason, Independent Chair, Telford and Wrekin Safeguarding Adults Board.

2. Further develop Safeguarding Pathways

SPiC engages with the work of the TWSAB Sub Groups including reviewing TWSAB procedures. The SPiC Safeguarding Adults Lead has also been delivering some face to face training on safeguarding awareness in Telford and Wrekin not only for SPiC members but also on behalf of

the TWSAB. This is an example of supporting agencies to come together in a learning context to recognise each other's roles and to understand that safeguarding really is everybody's business.

The Safeguarding Adults Forum was a key development for the organisation working in partnership across both Telford and Wrekin and Shropshire with both CCG's and Local Authorities to support the independent social care sector to access up to date information on a range of topics around safeguarding adults, Mental Capacity Act and the Prevent agenda.

SPiC has increased its social media presence sharing a range of information including safeguarding across its Twitter and Facebook feeds.

3. Ensure appropriate single agency and multi-agency quality assurance processes are in place – "So what outcomes"

SPiC completes safeguarding audits each year to report back to the TWSAB and the Keeping Adults Safe in Shropshire Board. These audits result in the identification of areas for improvement and developments in the organisations working practice.

In 2017/18 The TWSAB SPiC representative chaired the QPO Sub Group considering quality and this is linked to the development of quality assurance processes and performance framework monitoring across agencies.

4. Ensure that the development of the workforce is informed by the Boards' work.

SPiC delivers and facilitates access to a range of training courses supporting the development of skills, knowledge and competence around subjects connected to social care. Providing a range of training contributes to the development of good practice and increases the competency of the workforce. A skilled workforce contributes to the delivery of safer and a positive experience for adults accessing care and support in Telford and Wrekin.

The statutory principle of accountability is reinforced across the range of activities carried out by SPiC. This includes clear messages via advice and training regarding challenging practice, working to prevent abuse and intervening to stop abuse or neglect. The notion that safeguarding is everybody's business is reflected in all aspects of the support provided by SPiC to members and non-members.

SPiC contributes to the training programme of the TWSAB, training delivered in Telford and Wrekin refers to the TWSAB resources on the website and Telford and Wrekin processes. This enables further learning to take place after the training and signposts to local resources produced by the TWSAB.

To underpin the work carried out SPiC ensures that all training includes emerging themes, nationally and locally from the TWSAB. This leads to the sharing of good practice or challenges within our membership or non-members. In addition, the production of reports on local and national context for the TWSAB ensures that issues such as 'cuckooing', domestic abuse of older people and kept on the agenda.

SPiC has commenced work on a domestic abuse, stalking and harassment policy in relation to supporting the staff team, recognising that employers play a crucial role in safeguarding staff. The

intention is that at a future point a template domestic abuse, stalking and harassment policy will be made available to SPiC members. This aims to raise awareness of the issues and encourage a holistic approach to domestic abuse, stalking and harassment across the workforce as well as in the support offered to adults using services.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

The prevention of abuse and neglect was a key objective for the organisation and all of the training and signposting work undertaken worked to this agenda.

The Trainers Networking Opportunity Meetings for in house trainers across the independent sector in Telford and Wrekin and Shropshire was developed further during 2017-2018. These meetings are organised and facilitated by the Safeguarding Adults Lead at Shropshire Partners in Care.

Impact: The Trainers Networking Opportunity Meetings have been well evaluated by attendees with a consistent group of trainers attending. The meetings are an opportunity to keep up to date and feature guest speakers on relevant topics including MCA. The Facebook page has been used to share resources not only relevant to teaching but also subject specific including safeguarding and the SPiC website advertises the meetings and criteria for attending.

In addition, the Safeguarding Adults Lead worked with Telford and Wrekin CCG and Telford and Wrekin Council alongside the equivalent organisations in Shropshire to organise and facilitate the Safeguarding Adults Forum funded by NHS England which addresses quality across the sector click [here](#) for details. The Safeguarding Adults Forum was a key development for the organisation addressing quality and supporting the independent social care sector to access up to date information on a range of topics around safeguarding adults, the Mental Capacity Act and the Prevent agenda.

Impact: The Safeguarding Adults Forum has been fully booked or over subscribed for all sessions, resources loaded onto the SPiC website are accessed following the forum and the evaluations have been positive. Evaluations were submitted to NHS England throughout the initial project timeframe. The Forum will be funded beyond the initial year due to the positive evaluations and the impact on accessing and using information in practice. The forums going forward into 2019/2020 will be supported by the TWSAB and the KASiSB (until March 31st 2020).

A working with adults who self-neglect reflective workbook and other resources were identified for development. These resources have been developed with NHS England grant funding and will be available to be utilised in any organisation once published.

Impact: The project is on-going but resulted in Professor Michael Preston-Shoot delivering sessions at a major event organised with SPiC and the TWSAB and KASiSB in Telford and Wrekin on working with adults who self-neglect.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

To continue to make safeguarding a priority for the work carried out by SPiC.

To ensure that SPiC works with partners to deliver a range of training to support the development of good practice.

To promote the prevention agenda through the work of the organisation generally and the Trainers Networking Opportunity meetings and the Safeguarding Adults Forum.

To engage with the sector around recruitment and retention with a specifically funded post to do so.

Ensure the safeguarding training delivered in both local authority areas signposts the SAB's websites and their respective resources.

To engage with national awareness days around Dignity, safeguarding (World Elder Abuse Awareness Day) and domestic abuse and promote these via the SPiC social media presence.

To engage with the TWSAB and the KASiSB in order to represent the independent sector and learn from SAR's in both areas.

Focus on recruitment and retention across the sector.

Continue to act as an umbrella body for Disclosure and Barring Service (DBS) checks, an integral part of recruitment practice. Across 2017-2018 social care providers were encouraged to develop robust recruitment procedures reflecting National guidance, to ensure the workforce is as safe as it can be in Shropshire. In addition, providers were supported to adhere to their duty to refer unsuitable individuals to the DBS to enable the DBS to make appropriate barring decisions to keep unsuitable individuals out of the workforce.

The statutory principles of prevention and accountability were highlighted for attention these were reinforced across the range of activities carried out by Shropshire Partners in Care, including clear messages via advice and training regarding challenging practice, working to prevent abuse and intervening to stop abuse or neglect. The notion that safeguarding is everybody's business was reflected in all aspects of the support provided by Shropshire Partners in Care to both members and non-members.

Taking Part and Chief Officers Group *written by Julie Mellor, Chief Executive Officer.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

- Representing the voluntary sector at Safeguarding Board Meetings.
- Care Act Advocacy – particularly in relation to referrals for Safeguarding.
- Making Safeguarding Personal.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

- Making Safeguarding Personal.

- Provision of independent advocacy for safeguarding purposes when working with clients on a 1:1 basis.
- Improved outcomes for clients to keep safe and well and better informed about forms of abuse.
- Development of My Enquiry and Safety Plan Cards.
- Presentation with Joint Training of MSP at World Elder Abuse Day.
- Presentation at TWSAB on Care Act Advocacy.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

- Continuation for representation the Voluntary Sector on TWSAB (funding permitting of T&W Contract).
- Delivery and provision of independent advocacy.
- Attendance at various conferences throughout the year.

Telford & Wrekin Clinical Commissioning Group *written by Kathy George, Named Nurse for Adult Safeguarding.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

The Clinical Commissioning Group (CCG) has contributed to the delivery of the TWSAB's priorities for 2017-18 through attendance at board and subgroup meetings and contribution to the work streams identified by the subgroups.

The CCG is mandated to ensure that the safeguarding of adults, children and young people is one of its main priorities, with the CCG Board and all officers providing the necessary focus on these responsibilities. The CCG Board receives an annual report on safeguarding activity along with quarterly reports. The reporting supports continual improvement of quality and organisational learning of lessons from incidents and individual experience.

The CCG executes its statutory responsibilities with regard to safeguarding adults by ensuring that all staff are trained to the required level according to their role and responsibility. Training programmes have reflected the Boards identified priorities and identified learning outcomes.

The CCG's principle philosophy is that safeguarding is everybody's business and all staff will respond and act to raise safeguarding awareness and address any emerging issues. This includes all commissioning intentions, services commissioned and contractual arrangements. The CCG hold's to account all provider organisations contracting with the CCG regarding their safeguarding responsibilities and processes.

Additionally the CCG encourages all GP practices to have in place, a named safeguarding champion who will ensure that safeguarding principles and practice are embedded in front line practice.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

Training and raising awareness of adult safeguarding remains an ongoing CCG priority.

The organisation's Safeguarding Adults policies state that all staff should receive safeguarding awareness training at induction and 3 yearly intervals. A recent development in addition to this the CCG has introduced annual online training and assessment for all staff. Additionally the CCG has introduced Adult Safeguarding Supervision for all clinical front line staff, with ad hoc arrangements for any other staff groups.

Over the past year the CCG has hosted a successful GP Safeguarding Event which was very well attended by GPs and Practice Nurses and evaluated positively.

The event incorporated presentations in respect of the Learning Disability Mortality Review (LeDeR) and Domestic Abuse Awareness (IRiS), along with reinforcement of the local domestic abuse pathways.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

The CCG continues to support the functions of the Board and its sub-groups.

The CCG commits to continue to work with partners to do everything possible to promote the safeguarding of adults in Telford and Wrekin.

Telford & Wrekin Council *written by Sarah Dillon, Assistant Director: Adult Social Care*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

- Taken part in Peer Audits with regard to safeguarding.
- Undertaken our own internal largescale case file audit.
- Contributed to the SAR process and subsequent learning events.
- Focussed additional training during 2018 around safeguarding processes and best practice including Professional Curiosity.
- Refreshed Quality Assurance Framework to include routine case file audits, observed practice, supervision audits etc.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

- Appointed a Team Leader for Adult Safeguarding Team and additional SW capacity within the team.
- Comprehensive training plan for all ASC staff regarding Safeguarding refresher particularly including area of professional curiosity, self-neglect and exploitation.
- Specialist training provided to key staff around the Court of Protection and Community DoLs.
- Recent Health Check for SW's showed that staff felt they had the competence and skills to undertake their role.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

- Continue to refresh and embed training around safeguarding and specialist areas to include self-neglect, professional curiosity, exploitation and serious crime.
- Increased resource continues in the Adult Safeguarding Team.
- Continue to work closely with all partners to continually improve our approach and response to safeguarding matters.
- Mandatory Domestic Violence training for all front line staff.

Telford College *written by Caroline Welson, Student Support Manager.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

Peter Stone, Assistant Principal and Caroline Welson, Student Support Manager, have continued to represent Telford College on the Telford & Wrekin Safeguarding Boards for both Adults and Children.

- Telford and Wrekin Safeguarding Children Strategic Board
- Telford and Wrekin CSE Strategy Group
- Telford and Wrekin Safeguarding Children Partnership and Development Board
- Telford and Wrekin Neglect thematic sub group
- Telford and Wrekin Safeguarding Adult Strategic Board
- Telford and Wrekin Safeguarding Adult Training and Development Sub-Group
- Telford and Wrekin CSE
- Telford and Wrekin Channel Panel
- Telford and Wrekin PREVENT

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults?

- Monthly information sharing meetings in place attended by Student Services Director/manager, Kickstart representative and Inspector Gary Wade.
- Strong links have been forged with the Child Sexual Exploitation team in Telford and information has been shared to support police intelligence.
- The cross college safeguarding working group meets termly to ensure important Safeguarding messages are disseminated to all staff.

Impact

- Improved communication resulting in victims accessing the appropriate support quickly.
- Multiple agencies working together to safeguard our young people.

Evidence

- Several cases that have resulted in prosecution.
- Increase in the number of young people accessing support regarding safeguarding disclosures and concerns.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

- Raise awareness of County lines, CSE and neglect.
- Loudmouth performances: CSE, County lines, grooming focus activities.
- Ensure young people know who and where to go if support is needed.

West Mercia Police *written by Superintendent Paul Moxley, Telford & Wrekin Local Policing Area Commander.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

Empowerment – Through investment in vulnerability training West Mercia Police officers & staff understand the need to make safeguarding personal to meet individual needs. From the point of first contact officers & staff have been trained to identify vulnerability and refer adult safeguarding concerns. In accordance with their training officers & staff ensure that those who are vulnerable receive the appropriate level of support and are at the heart of decision making & outcomes.

Prevention & Protection – West Mercia Police are committed to prevention activity and recognise the importance of protecting vulnerable people from harm. As part of WMP's Vulnerability Strategy, officers & staff are trained to recognise vulnerability and 'See *past the obvious*' when engaging with members of our local communities. Officers & staff understand the importance of information sharing through the submission of risk assessments & referrals to Harm Assessment Units to ensure early intervention and that vulnerable individuals are safeguarded and receive the support they need.

Proportionality – West Mercia Police's response to incidents of adult safeguarding are proportionate and seek to keep intrusion levels to a minimum where appropriate.

Partnership – West Mercia Police have a Strategic Vulnerability & Safeguarding Team (SVST) who ensure that a consistent approach to adult safeguarding is provided across the force, alongside the Local Policing Area Commander for Telford. Safer Neighbourhood Teams, Patrol Officers, Detectives & Police Community Support Officers are utilised to engage & work with partner agencies to safeguard & protect the vulnerable.

Accountability – TWSAB meetings are attended by the Local Policing Area Commander to ensure West Mercia Police are accountable & transparent in delivering adult safeguarding in conjunction with partner agencies. Learning Sub-group meetings are also attended by a representative from SVST and outcomes are shared centrally and disseminated to local policing areas for consistency.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

Telford & Wrekin Harm Assessment Unit is fully embedded and provides a single point of contact for statutory safeguarding activity with all referrals being fed into & shared amongst partner agencies.

Procedural guidance & a toolkit to assist officers/staff is currently being developed by DS Hammond (West Mercia Police's Strategic Lead for Adult Safeguarding) to increase general awareness around adult safeguarding and ensure adults with care and support needs receive the help and support they need to keep them safe from abuse. The guidance & toolkit will help officers/staff to effectively record, investigate and protect adults from abuse once it has been ratified by chief officers and input sessions will follow to raise awareness & embed this within our working practices.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

In line with West Mercia Police's vision of protecting people from harm, our ambition leading up to 2020 and beyond is to be great at protecting the most vulnerable. To achieve this West Mercia Police have Vulnerability Strategy and delivery plan.

This strategy provides Warwickshire Police and West Mercia Police with the direction and focus needed so that we can improve the quality of service that we provide to vulnerable people in the counties that we serve.

In Telford and Wrekin we will continue to protect our adults with care and support needs from abuse or the risk of abuse through improved and increased training to all officers and staff, and through our commitment to multiagency working.

Warwickshire and West Mercia Community Rehabilitation Company *written by George Branch, Assistant Chief Officer/Head of Service.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

The role of the Warwickshire and West Mercia Community Rehabilitation Company (WWMCRC) is to protect the public, support victim and reduce reoffending.

WWMCRC does this by:

- Assessing risk;
- Carrying out the sentence of the court and rehabilitation of offenders;
- Working in partnership with the National Probation Service and other providers of probation services; and
- Directly managing those offenders in the community and before their release from custody, who pose a low to medium risk of harm.

In carrying out its functions, WWMCRC is committed to protecting an adult's right to live in a society safely, free from abuse and neglect.

WWMCRC recognises the importance of people and other organisations working together to stop both the risk and the experience of abuse and neglect, whilst at the same time making sure an individual's wellbeing is being promoted with due regard to their views, wishes, feelings and beliefs.

WWMCRC staff have contributed by undertaking risk assessments and managing offenders by early identification of care and support needs in custody and in the community. In addition, where an offender who is a carer needs support. Significant contributions have been made in response to TWSAB's priorities with regard to domestic abuse and neglect.

WWMCRC is committed to eliminating all forms of unlawful discrimination and to encourage diversity amongst the services it provides. Its aim is to ensure equality and fairness for all and to not discriminate on the grounds of gender, marital status, race, disability, sexual orientation, age, gender reassignment and religion or belief. WWMCRC opposes all forms of unlawful and unfair discrimination.

WWMCRC aims to ensure all WWMCRC staff are clear about their roles and responsibilities and how to raise safeguarding concerns. Staff are aware of the routes for escalation where they feel a manager or another agency has not responded appropriately to a safeguarding concern. Making sure staff have the role-specific knowledge and skills to recognise and respond appropriately.

Sharing information appropriately and lawfully within the agreed local protocols in order to improve the speed and quality of responses to safeguarding concerns.

Supporting the development of a positive learning environment within WWMCRC and across local partnerships. Evidence of what works, examples of good practice and key learning from safeguarding adults reviews, serious further offence reviews, MAPPA serious case reviews and other multi-agency serious case reviews have been disseminated and used to inform practice development and improvement at a team and individual level.

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

Developed the process on Requests for information checks to Police and Social Services and/or Children's Services departments will be completed when cases are allocated to the CRC from NPS. This will ensure a full and comprehensive risk assessment is completed on each and every offender being supervised by WWMCRC.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

To review WWMCRC Adults Safeguarding Policy to ensure it complies with current legislation and procedures.

Wrekin Housing Trust *written by Paula Reynolds, Tenant Services Manager.*

How has your organisation contributed to delivering the TWSAB's priorities for 2017-18?

- All staff receive safeguarding awareness training at induction.
- Staff with specific job roles receive more detailed training
- The Trust funds an Anti-Social Behaviour Co-ordinator who is based within Family Connect
- The Trust employs a Police Community Support Officer (PCSO) who is based in the Wrekin Housing Trust office in Dawley

During 2017-18, what are the key areas of development in your organisation that have impacted on safeguarding adults? What impact have they had?

- The Trust has signed up to a Chartered Institute of Housing 'Make a Stand' against Domestic Abuse
- Review of the current safeguarding policy.

What are your organisation's plans for 2018-19 in relation to your responsibilities to safeguard adults?

- Group Policy on Safeguarding to be produced in 2019/20
- Continuation of training, learning and development
- An external audit is planned for care and safeguarding across the group in August 2019.