

Tameside Adults Safeguarding Partnership Board (TASPB)

Annual Report 2016/17



Contents

1. Foreword3

2. Introduction4

3. Safeguarding Activity5

4. Raising Awareness8

5. Safeguarding in Partnership9

6. Making Safeguarding Personal11

7. Individual Organisations Reports12

8. Summary22

Foreword

I am pleased as previously to introduce and welcome readers to the 2016/17 Annual Report of Tameside Adult Safeguarding Partnership Board (TASPB) of which I have the pleasure to independently Chair. The Partnership Board has a statutory duty to produce this report and we do so willingly to raise the profile of adult safeguarding and gives us a platform to show the strategic direction of the Board and the work undertaken in partnership and in response to the abuse and neglect of adults within Tameside because sadly it is the case adults do face abuse and neglect.

Within the report you will find how we as a partnership work together to a set of principles which are National which we embrace and believe they are fit for purpose and provide a focus for the work we do. There is a small amount of activity information hopefully not too much to bombard the reader but gives you a flavour and nature and how much work is ongoing within adult safeguarding.

I used the word strategic before to emphasise the existence of the Board is a statutory requirement for the Local Authority but I wish to stress although the Local Authority are very much the main partner we have two other Core members those being the Police and Health in the form of the CCG. I as the Independent Chair hold partners to account and not just the Core members but all the agencies involved in adult safeguarding shown within the report. We have Multi Agency Policy and Procedures in place as we know by working together and to the same aims and objectives we will provide a consistent approach and provide the best possible outcome and support for the individual subject to abuse and neglect known as Making Safeguarding Personal.

There are changes locally where Health and Social Care are becoming more and more integrated and the close working relationship between not only them but the Police is mirrored within adult safeguarding. What we as a Board need to do is understand the priorities of these organisations and other Boards and Partnership groups locally, regionally as well as Nationally we need to be mindful not to duplicate work we need to understand where responsibility sits and which 'body' has governance on cross over topics such as Domestic Abuse, Modern Day Slavery Sexual Exploitation and Self Neglect four areas linked to safeguarding as a result of the Care Act. We are in the process of working closer and doing exactly that.

The work we do in partnership is important I hope by reading this report you will have the reassurance as I do that there is a commitment to working together, such work will always be required and my personal commitment is that I will endeavour as much as

possible that we do it together - safeguarding is everybody's business and if all society recognises this and report concerns it gives those in a position an opportunity to help and make a difference if we are not made aware it becomes difficult.

Lastly I take this opportunity to publicly thank my fellow board members and all people working in adult safeguarding and especially the Adult Safeguarding Team from the Council who support the boards continuing endeavours....Thank you



Andy Searle
Independent Chair

PS. please remember

"Adult safeguarding needs to be everyone's responsibility".

Introduction

Tameside Adult Safeguarding Partnership Board continues to deliver the Safeguarding Adult Framework across Tameside.

The Board has a robust partnership approach which facilitates a consistent approach to Adult Safeguarding Enquiries in Tameside.

The statutory agencies represented at the Board are:-

- Tameside MBC
- Tameside and Glossop Clinical Commissioning Group
- Greater Manchester Police

Partner Organisations of the Board

- Tameside and Glossop Integrated Care Foundation Trust
- Tameside and Glossop Single Commissioning
- Pennine Care NHS Foundation Trust
- Greater Manchester Fire and Rescue Service
- Cheshire and Greater Manchester Community Rehabilitation Company
- North West Probation Service
- Healthwatch Tameside
- Public Health
- NHS England

Elected Members of the Board

- Councillor Brenda Warrington
- Councillor Ged Cooney

The work of the Board is in response to the TASPb strategy 2016-19 and responds to the six principles outlined in the Care Act 2014:-

Empowerment

People being supported and encouraged to make their own decisions and informed consent.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

Prevention

It is better to take action before harm occurs.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

Proportionality

The least intrusive response appropriate to the risk presented.

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

Protection

Support and representation for those in greatest need.

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

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 and with me to get the best result for me.

Accountability

Accountability and transparency in delivering safeguarding.

I understand the role of everyone involved in my life and so do they.

TASPb Annual Report 2015-2016 discusses how the Board undertakes this work and the impact this has on the Community in Tameside, exploring the challenges and achievements of the last financial year and defining the TASPb priorities for 2017/18.

Safeguarding Adult Activity in Tameside

Partner organisations acknowledge abuse can take many forms and each case is considered individually. The Care Act 2014 indicates the Safeguarding criteria will need to be met before the issue is considered as a safeguarding concern:-

The safeguarding duties apply to an adult who:-

- has needs for care and support (whether or not the local authority is meeting any of those needs)
- is experiencing, or at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

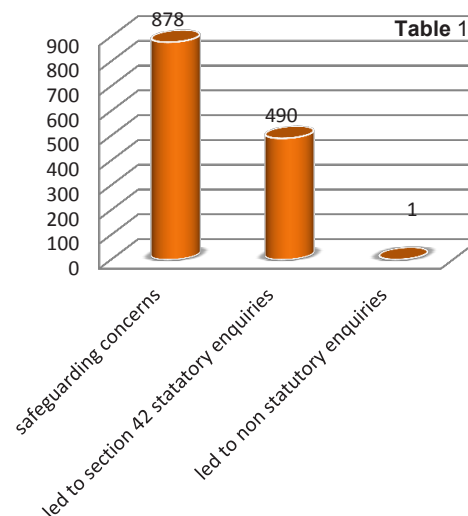
This section of the report illustrates the Safeguarding Activity in Tameside and the response to these. This could be via a safeguarding concern which is a sign of suspected abuse or neglect or the safeguarding concern could lead to an enquiry which is the action taken to respond to a concern.

There are two types of enquiry one where the Adult meets all the Safeguarding criteria. This is a Section 42 Enquiry.

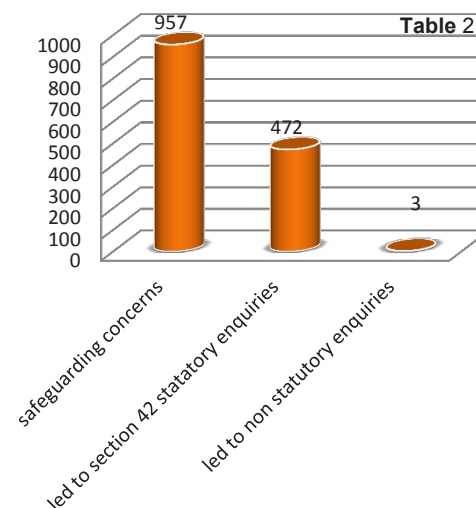
If the Adult does not meet all the criteria and it is considered to be necessary and proportionate to have a safeguarding enquiry this is a non-statutory enquiry.

During 2016/17 TASPb have responded to 957 Safeguarding Concerns, which is an additional 79 concerns compared to 2015/16. Table 2 illustrates a decrease of 18 enquiries. This is an indicator that Practitioners are alert to Safeguarding and concerns are raised and options considered with the Adult to respond to this. Further work is ongoing to raise awareness of options to safeguard adults within existing practice. It is an expectation that this will continue to inform a decrease in section 42 enquiries in the future.

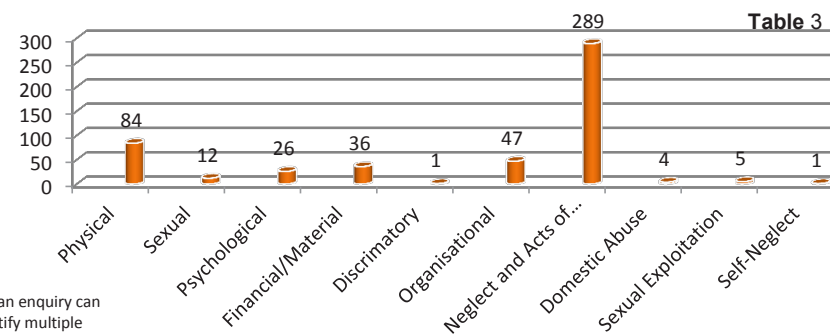
**Safeguarding Activity
2015/2016**



**Safeguarding Activity
2016/2017**



Types of abuse that have been investigated



NB: an enquiry can identify multiple types of abuse

In Tameside Neglect and acts of omission appears to be more prevalent than other types of abuse that have been reported. This is an area of abuse which is perhaps easier to identify than other areas of abuse and echoes the same pattern as in previous years. However, there are no specific trends with regards to this category of abuse.

During 2016/17 TASPb have responded to an increase of enquiries regarding organisational abuse, which includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. The Care Quality Commission has contributed to reporting these safeguarding enquiries in the Care Homes in Tameside. Organisations have worked in partnership to address this and TASPb are focused on supporting this approach to prevent Safeguarding enquiries in the future.

Concerns and enquiries raised regarding adult sexual exploitation have not been recorded prior to the introduction of the Care Act. Incidents would have been collated under other categories of abuse. Sexual exploitation is now a category defined to record specific concerns and 5 enquiries were raised during the last 12 months. In all cases staff worked in partnership and risks were reduced or removed. This is a positive indicator that adult sexual exploitation is being recognised as abuse and being reported.

Reports of financial abuse have increased by 6 which is a 20% increase on last year's figures. However, this number appears low overall regarding this category of abuse, which would indicate, this area of abuse remains under reported.

TASPb have responded to 4 Safeguarding adults enquiries of domestic abuse during 16/17. TASPb acknowledge signs and symptoms of domestic abuse could also be recorded as other categories of abuse and are reviewing this to gain assurance regarding the approach. It is an expectation that the majority of domestic abuse enquiries will be initially referred to the Public Protection Unit in GMP and the Multi Agency Referral Assessment Conference (MARAC) initiative as these forums are the primary response to safeguard individuals who are experiencing Domestic Abuse.

Safeguarding concerns have been raised for Adults who self-neglect but numbers are minimal, as systems are already in place to respond to these circumstances. This demonstrates a pro-active approach from partner organisations and evidences

the response to safeguard individuals who experience Self Neglect is embedded in practice. Further TASPb guidance and arrangements for Practitioners is also available to aid them support Adults experiencing self-neglect.

Vulnerable people are often targeted as being easier to coerce into a situation where they can be manipulated. Modern slavery organisers can select victims from amongst vulnerable groups, for example, people with learning disabilities. To date no Safeguarding enquiries have been raised in Tameside in response to Modern Slavery. TASPb have continued to be pro-active to promote awareness of abuse regarding Modern Slavery.

There are more reports of safeguarding concerns for females as demonstrated in previous years but there is no evidence to indicate that this gender is more at risk than Males. Table 4 illustrates the number of concerns raised for individuals this reporting year and demonstrates a 14% increase of safeguarding concerns for Females and a 13.5% decrease for Males. TASPb have identified no specific reason for this trend.

Number of Concerns 15/16 and Concerns 16/17 for individuals

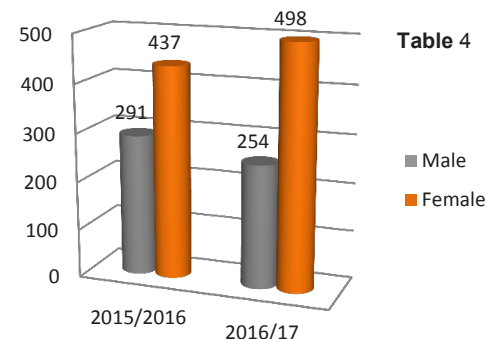
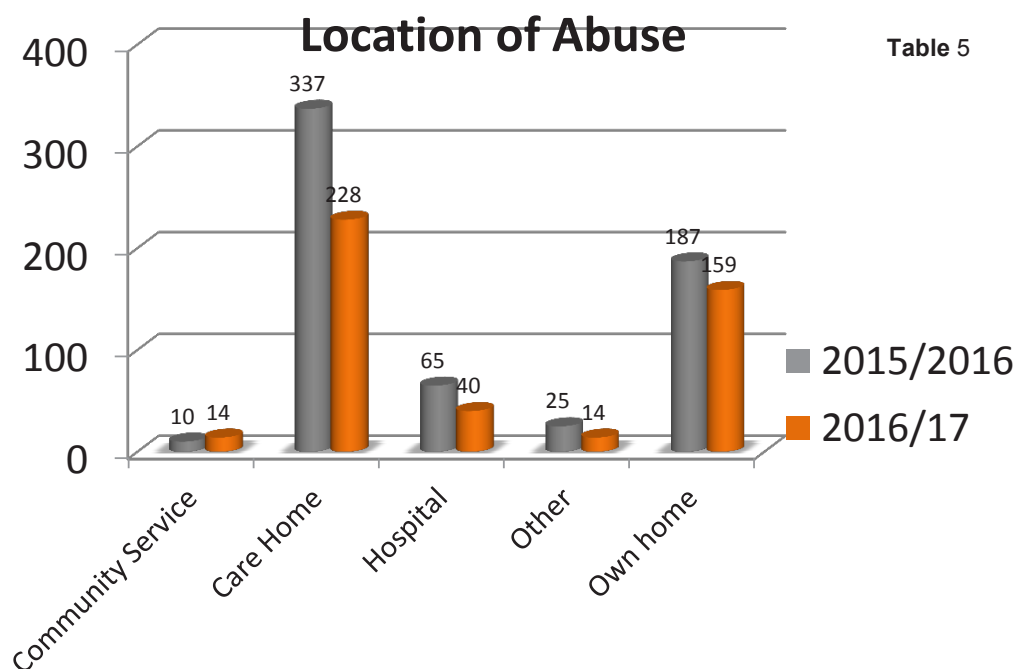


Table 4

Tameside Hospital has also seen a decrease in the number of safeguarding enquiries during the last 12 months. This data supports the positive rating from the CQC monitoring review in August 2016 for Safety.

TASPB supported Care Agencies during 2015/16 to respond to the trends in safeguarding regarding missed calls and medication errors, consequently, there has been a decrease in the number of allegations of abuse in peoples own home. Work will continue to address this.

Despite the reduction of allegations of abuse in a person's own home, it is thought that abuse which happens in one's own home is not always reported. As discussed earlier, allegations of financial abuse appear to be under reported and the location for this is more likely to be in someone's own home. Work to explore this has been ongoing during 16/17.



Raising Awareness of Safeguarding Adults

Raising awareness to Safeguard Adults from Abuse is a primary aim of TASPB. TASPB Partner organisations, 3rd Sector and Independent agencies in Tameside have access to Safeguarding Adult Training facilitated by the Board. This training has been delivered in various formats throughout 2016/17. Consequently this year this has supported in excess of 200 staff from various bodies, providing reassurance to TASPB that there is a consistent approach to Safeguarding Adults in Tameside.

Integral to training is an evaluation, for delegates to complete. These are used to inform the review of the TASPB training strategy to ensure this remains fit for purpose. Safeguarding Adult Manager Training has been reviewed in response to the evaluations and TASPB have worked in partnership to ensure that staff are supported following training. This has been through a range of initiatives, such as supervision and promotion of the 'buddying' arrangement for SAMs'.

Training is well received and the majority of staff indicate on their evaluations that their knowledge and understanding of Safeguarding adults improves as a result of the training. Comments staff have made in their evaluations include:-

'I think experience within SAM role will aid confidence in the future'

'Great overview which has given me great confidence'

'An excellent course with good practical exercises-Thank you very much'

'Course encouraged me to ensure I refresh on paperwork and legislation when starting safeguarding'

The work of the TASPB Continual Improvement Principle is tasked with responding to the TASPB Training Strategy. This Principle Group along with the TASPB Learning and Accountability Principle has been key to raising awareness of advocacy across partner organisations and exploring options to promote this work with the Commissioned Advocacy agency. Consequently, by the end of the financial year, local Safeguarding Adult Reports indicated practitioners had involved advocacy for 100% of Section 42 referrals during January 2017-March 2017.



Support provided by Advocate, Family member or Friend



Safeguarding in Partnership

The six key principles underpin all adult safeguarding work. These principles aid TASPb to progress the Board's Strategy and ensure local arrangements to Safeguard adults from abuse remain fit for purpose:-

TASPb Leadership and Partnership Principle work is led by the TASPb Chair.

A significant achievement this financial year has been the completion of TASPb Strategy 2013-2106. The work accomplished to date has laid the foundations for the following 3 year strategy 2016-2019.

This work has also informed the opportunity to work with the Chairs of the SAB's across Greater Manchester to engage with the Police Crime Commissioner for future funding to aid the work of the Boards. This has been a productive exercise and the OPCC will be providing funding to TASPb during 2017/18.

In addition, a successful bid for funding to develop specific projects to respond to the TASPb strategy was made to the OPCC and was granted. This work will contribute to the protection of adults at risk of abuse in Tameside and will be progressed during 2017/18.

TASPb have worked with Tameside Safeguarding Children's Board (TSCB) to identify and explore the crossover between the Boards and how this work could inform a joint Safeguarding Strategy to support the delivery of the Health and Wellbeing Board (HWB) Strategy. This work included identifying the shared work streams and proposals to clarify the Governance arrangements to take the Safeguarding Agenda forward in Tameside. This work will continue to evolve during 2017/18 to provide a protocol towards aligned priorities and joint strategy of these Boards.

The TASPb lead for Housing Strategy, during 2016/17 has continued to promote the Safeguarding Adult Agenda with the Private Rented Sector (PRS) in Tameside. The TASPb Chair and Safeguarding Adult Team have supported with this work, meeting landlords in the PRS and raising awareness of the responsibilities of Safeguarding Adults.

Protection and Proportionality: Following on from the initial work during 2015/16, TASPb continued to develop links with Neighbourhood services. This work involved sharing good practice to prevent the risks and experience of abuse. It was evident from the scenario shared that Safeguarding Adults is integral across Partner Organisations. The example shared evidenced the adult's wellbeing was promoted. In additions there was recognition that adults can have complex interpersonal relationships and they may need support to ensure their views are observed and a proportionate response is required.

To progress the work of the TASPb Strategy, the Protection and Proportionality Principle, hosted a Workshop for Practitioners. This provided Practitioners from Partner Organisations to have an opportunity to reflect on Safeguarding Adults Practice and share the learning in this context. The forum explored the mechanisms in place that enables early identification and assessment of risk through timely information sharing and targeted multiagency intervention.

Recommendations from the workshop informed future practice to develop Partnership working.

TASPb Prevention Principle Group. Following the discussion in last year's Annual Report, work to inform the directory which identifies all services which assist Safeguarding Adults has continued. It is a complex piece of work and conversations during 2016/17 to progress this work have illustrated this. The initial draft directory was available for reference for Practitioners. Consequently, Practitioners were consulted on the content of this directory, regarding information on Services to be included. This exercise also identified gaps in knowledge and informed decisions to conclude this piece of work during 2017/18. It is an expectation that this directory will safeguard adults in a way that supports them in making choices and promotes an approach that concentrates on improving life for the adults concerned. In addition it is an expectation that this will raise both community and staff awareness so that everyone has an opportunity to contribute to preventing, identifying and responding to abuse and neglect.

TASPB Learning and Accountability Principle Group introduced the Multi-agency risk assessment tool for self-neglect. This will aid practitioners to respond to the most serious cases of self-neglect in which Adults who have capacity but will not consent to support. Evaluation of this guidance indicated that following the initial distribution of this guidance not all Safeguarding Adult Managers were aware of its existence. This was mainly due to the low demand to implement this guidance. Practitioners had used this for reference but none had needed to implement this. However, to provide assurance to TASPB that staff in partner organisations are aware of this guidance to support the decision making to safeguard adults; it was decided to host a Practitioner Event which is planned for April 2017. This event will inform the review of the guidance and provide staff with the opportunity to consider hoarding in the context of self-neglect and explore options to address this.

This Principle Group has focused on the review of the Safeguarding Adult Manager role to provide assurance to TASPB that this model remains fit for purpose amidst all the recent and ongoing organisational changes in Tameside. Representatives met from the Statutory Agencies for the Board and agreed that the roles and workflows do not need updating to meet the needs of the current working arrangements.

Safeguarding adult cases that may require review are referred to the Learning and Accountability Principle Group. This task is in response to the TASPB Learning Framework Guidance. This document has been reviewed this year to ensure it remains fit for purpose and amendments have been made as appropriate.

TASPB Empowerment Principle Group main event was World Elder Abuse Awareness Day June 15th 2016. The purpose of WEAAD is to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older people by raising awareness of adult abuse in older people

Tweets used to promote awareness of Adult abuse on the day included:-

- Doris needs care and support. Carers haven't visited for 3 days, she is cold and hungry. This is abuse.
- Dev needs support to manage his money; nephew took money from his house without permission. This is abuse.
- Lucia doesn't like tea but it's the only drink her care home offers her. This is abuse.
- Abuse can happen anytime, anywhere by anyone! Recognise it! Report it!

This Principle Group were tasked to write the easy read versions of the TASPB Annual Report and TASPB Strategy 2016-19. This work was concluded and provides TASPB with assurance that the most vulnerable groups have access to information to raise awareness of Adult Abuse.

Making Safeguarding Personal (MSP)

TASPB continue to promote and facilitate the MSP survey via Safeguarding adult team and the TASPB Leads across organisations. The survey is asking people if the organisations helped them to stay safe and what the organisations that helped could have done better.

The Adult is the focus for the survey and it maybe them or their advocate who is interviewed.
TASPB study the interviews which contribute to services to safeguard adults in the future. Outcomes from this work have resulted in Safeguarding Adult Managers contacting the Adults and advocates to ensure they feel fully informed about the conclusion of the safeguarding enquiry.

Capacity has been limited during 2016/17 to respond to everyone who has confirmed they would like to be involved in the survey. Options to respond to this are being considered.

In addition to the survey, it is an expectation that the MSP approach is integral to the safeguarding practice. Quarterly, TASPB review the data to evidence this work and support organisations to promote this practice. Example of the data to understand what outcomes Adults want from the safeguarding enquiry illustrated across.



Individual Organisations Updates

Tameside Metropolitan Borough Council – Adult Services

Tameside and Glossop Clinical Commissioning Group (CCG)

Greater Manchester Police (GMP) – Tameside Division

Tameside and Glossop Integrated Care

Greater Manchester Fire Service – (GMFRS)

Pennine Care Foundation Trust (PCFT)

Tameside Adult Social Care Services

Tameside Council's Adult Social Care Services continues to be at the front line when identifying and responding to vulnerable people who are at risk of abuse or neglect. The managers, social workers and all Council staff within Adult Social Care ensure that they are adequately prepared to carry out their duties under the Care Act when suspecting that someone is at risk and in carrying out investigations at both an informal and more formal, Section 42 level.

The last year has been consistent with previous years in terms of the volume of safeguarding activity that the service has been involved with. There were over 950 concerns raised as possible safeguarding of which 476 required further enquiry and investigation; of that number Adult Social Care led on close to 250 as well as overseeing a significant number of others within the independent social care system.

To put this number into perspective and to give some idea of the type and volume of activity that Tameside Adult Social Care Services are involved in we currently work with over 3000 service users and 3000 carers. Of these people around 1000 people receive homecare from a number of different independent domiciliary care providers across the borough, a further 1500 people are in residential or nursing care homes in Tameside, some being financially supported by the Council and some paying for their care in full. Over 400 people use some form of day service either in specific day centres or as part of older people's day care in care homes. There are nearly 200 people living in Extra Care accommodation and a further 400 living in some form of sheltered accommodation commissioned by the Council. Tameside Adult Services also supports around 1200 people each year in its reablement service supporting people who are in crisis in their own homes or who are being discharged from hospital or emergency respite care. There are also over 4000 people using the Council's Community Response Service which enables people to remain at home and feel secure in the knowledge that assistive technology is available to alert the Council if people are struggling with aspects of daily living.

The detail of the safeguarding activity undertaken within Adult Social Care varies significantly and the Service has been involved in investigating the whole range of abuse and neglect categories over the last twelve months. Physical neglect remains the predominant reason for concerns being raised with the Council and this is particularly evident within the independent residential and nursing home and

domiciliary care sectors. The importance of maintaining good quality services remains as a fundamental principle of Adult Social Care in Tameside and managers and staff from the Service have been working closely with independent provider owners and managers and with other Council and NHS colleagues to ensure that risk to people receiving these services is minimised and that quality across all social care services is improved. There are further plans in the forthcoming year to develop a specific Quality Improvement Team made up of social workers, community nurses and other allied health and social care professionals to work with those providers who have been deemed by the Care Quality Commission to be either inadequate or requiring improvement.

2016/2017 saw the continued integration of health and social care systems and services in Tameside and we are now seeing many of our combined staff teams either physically coming together in co-locations or beginning to work closer together on joint projects. This developing integration is having positive results in not only our ability to identify possible abuse and neglect but also to respond in a more effective and efficient way. Decisions about the best person to lead safeguarding investigations are now much easier to make and as a consequence the outcomes for users and families has improved.

The Government's initiative to improve user and family experience of safeguarding investigations is firmly embedded in the practice of all staff within Tameside Adult Social Care Services. The Making Safeguarding Personal programme has led to staff not only thinking about the importance of ensuring that a person is safe and well but also about the safeguarding process itself and what that person wants from an investigation. Workers, as part of the safeguarding process now have much more in depth discussions with the person and their family, where appropriate in terms of identifying what outcomes they would wish to see following the safeguarding investigation. Results from follow up surveys are showing some really positive feedback from people who have been through the safeguarding process with most people feeling that their concerns were taken seriously and that their identified outcomes had been met.

The Safeguarding Lead for Adult Social Care continues to play a key role in the work of the Safeguarding Partnership leading on two of the Board's Principle groups namely the Prevention Principle and the Continuing Improvement Principle. These groups together with the other Principle groups are the places where significant policy and operational issues are discussed before recommendations are made to the Board and the last year has seen continued activity in all of these areas with membership and involvement from all partners enabling crucial cross organisational agreement to take place.

Adult Social Care has also been part of the joint work that the Safeguarding Board has started with the Children's Safeguarding Board and it is anticipated that this work will continue in earnest in the next year with the opportunity for collaborative work on areas including domestic abuse, modern slavery, female genital mutilation and child and vulnerable adult sexual exploitation.

In conclusion 2017/2018 will see Tameside Adult Social Care Services move closer to our health colleagues and partners with the expected outcome being that the health and social care system in Tameside will be fully integrated by 2018 with all staff being part of the Integrated Care Foundation Trust. Work will also continue to align the safeguarding priorities for adults together with those common areas within children's safeguarding and finally, but perhaps most importantly, we will continue to work with all of our partnership colleagues to ensure that the citizens of Tameside remain safe and well.

Paul Dulson (Safeguarding Lead, Adult Social Care)

Tameside & Glossop Clinical Commissioning Group

In April 2016 Tameside & Glossop Clinical Commissioning Group (CCG) joined its commissioning functions with Tameside Metropolitan Borough Council (TMBC). By coming together we feel we will be able to commission a more joined up Health and Social Care Services for the people of Tameside & Glossop.

Safeguarding will continue to be at the heart of all commissioning decisions and remains embedded in all aspects of the commissioning cycle.

Tameside and Glossop Single Commissioning Organisation is a statutory partner of Tameside Adult Safeguarding Partnership Board and support and contribute to the business of the board by ensuring representation and engagement at all Board Meetings and Sub Groups.

The Director of Quality and Safeguarding leads on safeguarding arrangements and together with the Designated Nurse for Safeguarding and Specialist Nurse for Adult Safeguarding we ensure that Safeguarding remains a priority throughout all the Organisations business.

The Single Commission works closely with all multiagency partners to ensure that multi agency policy and guidelines are in place and adhered to. The Organisation has its own local Safeguarding Policy and Guidelines to support and guide its staff and the Safeguarding Training Strategy will be refreshed in 2017-18 to ensure that all appropriate staff is offered training in Adult Safeguarding.

Commissioned providers are held to account for their statutory safeguarding duties by active engagement, communication, monitoring and audit of safeguarding activity and practice on a quarterly and annual basis; this assures compliance with contractual requirements for safeguarding.

The Organisation is committed to ensuring safeguarding is embedded throughout all its business and has mechanisms embedded in practice which enable actively listening to our public and capturing complaints compliments and incidents. 2016-17 saw the development of a patient experience measure for people who have been supported through the Continuing Healthcare Process. 2017-18 data collected from these experiences will be used to inform and strengthen the Quality of services through our Quality Improvement Framework.

The Single Commissioning Organisation and its providers continue to work together to improve and strengthen the quality of service provision to ensure people who use services are safeguarded. We do this by ensuring robust mechanisms are in place to enable lessons to be learned from Serious Incident Reviews and Safeguarding Adult Reviews and we endeavour to continue to ensure lessons learned inform future quality initiatives, service design and commissioning decisions.

In 2016-17 the commissioning organisation committed to The Learning from Deaths Mortality Review programme (LeDer) which is part of a national pilot designed to enable learning from the deaths of people who have a learning disability. 2017-18 will see a refined process developed which will enable a whole system approach to capturing the lessons learned which in turn will be used to inform both national and local quality improvement initiatives.

In 2016-17 the CCG TMBC and Derbyshire County Council set up a working group to develop a tool that would enable scrutiny and analysis of data received from our Residential Care Homes and Homes with Nursing across both Tameside and Glossop. The purpose of this group is to develop a live dataset of information which will help us identify early indicators of falling standards in our care homes and enable preventative and supportive action to be taken to reduce the risk of harm to residents. This work will continue in 2017-18 with the data set being refined and recommendations to commissioners for quality improvement initiatives.

Continued commitment to ensuring Adult Safeguarding remains a priority is demonstrated through the active management of safeguarding cases by the Continuing Healthcare Team all of who are trained as Safeguarding Adult Managers. 2016-17 the team were involved in a total of 38 safeguarding concerns taking the lead or joint lead in 22 Adult Safeguarding Enquiries. The most common category of abuse was neglect or omission and the team continue to work with the independent sector to ensure that people are safeguarded.

2016-17 the Organisation made 9 applications to the Court of Protection to support and safeguard people at risk who lacked mental capacity in decision making about their care and support needs in the community. The Court granted all 9 applications and a further case is ongoing.

Strengthening Adult Safeguarding throughout the whole health and social care economy will remain a priority focus for 2017-18 with strengthened commitment and support to Primary Care, General Practice and the independent provider sector including residential care homes and nursing homes. This piece of work is ongoing but will result in a stronger and more inclusive Quality and Improvement Framework which captures the whole health and social care economy in Tameside resulting in better services that protect people from the risk of harm and abuse.

Hazel Chamberlain (Clinical Commissioning Group)

Greater Manchester Police – Tameside District

Safeguarding vulnerable members of our communities continues to be a key priority for Tameside District. The Senior Leadership Team conduct a daily review of all serious incidents involving vulnerability and ensure appropriate safeguarding measures are instigated, with partner agencies, to protect our vulnerable people. This information is compiled through a variety of sources inclusive of partner agencies and is also presented at a monthly meeting. The Local adult safeguarding board is attended by police where safeguarding statistics are collated and discussed to inform improvement and specific action by each agency.

The Public Protection Investigation Unit at Tameside continues as the professional lead for Safeguarding. Officers within the PPIU are trained to deal with Child Protection, Domestic Abuse and Vulnerable Adult incidents and investigations. This ensures the police do not miss opportunities to link safeguarding across these areas, especially when dealing with complex cases.

The PPIU continue to provide an exceptional service to the community. Additional training has been given to Police Officers and PCSO's regarding standard risk domestic abuse incidents and this is an ongoing programme. The PPIU team monitors and manages Medium and High risk domestic abuse incidents when they have been attended by uniform officers, making referrals to partner agencies as and when required.

In addition to the PPIU the two Integrated Neighbourhood Service (INS) teams based at Ashton (North) and Hyde (South) Police stations have been in existence since May 2016 and during that time both have dealt with numerous incidents involving vulnerable adults.

The INS teams consist of a number of partners including GMP, Local authority CASNO's, Mental Health Nurses, Adult social care, New Charter Housing, Lifeline (now CGL), Action Together, and Bridges, plus other agencies such as Early Help and Mind, as and when they wish to discuss a case.

Since they were introduced in May 2016 both the North and South INS teams have dealt with numerous cases:

- The North INS has dealt with 453 individual cases with 52% relating to vulnerable adults with mental health, 32% to drug and alcohol misuse, and 26% involving domestic abuse and family issues.
- The South INS team have dealt with 453 individual cases with 68% relating to vulnerable adults with MH issues, 36% involved substance misuse and drugs, and 30% involved DA and family issues.

There are other issues identified including housing, finance, criminality, and environmental and the teams work with the individuals in order to resolve the long term issues to benefit those individuals, and reduce the demand on public services. This can only be done with the consent of the individual concerned however in the vast majority of cases the vulnerable people do engage.

The success rate for both teams is well over 60% which has contributed significantly to safeguarding vulnerable adults in Tameside and also reducing demand on public services.

The two INS teams are also involved in the STRIVE project whereby PCSO's from within the teams contact the victims of standard risk domestic abuse incidents in order prevent the situations from escalating, and to reduce future demand on the police and other public services.

Since the introduction of the INS teams they have received numerous visits from other organisations interested to see what has been developed at Tameside. These have included other police forces, including the Metropolitan Police and PSNI, other local authorities, Councillors, the Police and Crime Commissioner and deputy, and other housing providers across Greater Manchester. All without exception have given positive feedback on what they have seen and taken away ideas to help them implement similar teams in their own areas.

Dean Howard (Greater Manchester Police)

Tameside and Glossop Integrated care

During 2016 there was continued focus to embed adult safeguarding systems into all Trust mainstream services, in order to maintain sustainability and accountability of Safeguarding standards. Of particular note was the successful implementation of the Trust safeguarding empowerment model across all Community services following transfer into the ICO in April 2016. This work has secured effective integration of all community safeguarding systems, unified consistency for the reporting of cases, staff training, integrated governance systems and real time, person centred responses to be put in place to safeguard adults at risk across all areas

Also during this period the Safeguarding Adult structures were assessed for effectiveness as part of the Trust regulatory CQC monitoring review in August 2016 for Safety. The review reported positive feedback and full compliance in all areas of the Trust, including recognition for outstanding practice for standards in the Trust for the support of adults with a Learning Disability.

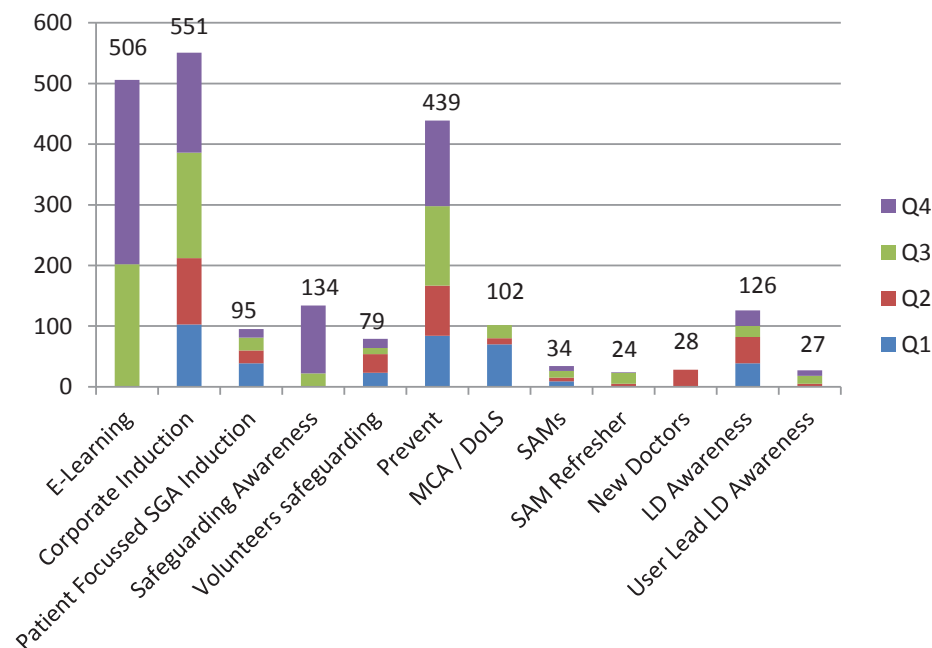
Safeguarding leads were also engaged in the strategic multi agency discussions and proposals for the next phase of the ICO transformational proposals for the integration of Health and social care systems from April 2018. This work remains a key objective in relation to the Trust and the Local authority legal and statutory responsibilities for Safeguarding adults, its impact upon the wider Integrated Neighbourhood Services models and ensuring appropriate due diligence requirements are in place for collaborative working across health and social care.

To support this, the Trust has continued to be an active member of the TASPB and principle sub group structures, participating in all events and contributions made to achieve key actions aligned to the wider TASP strategy. This work includes events to support the prevention agenda for example Disclosure and Barring service presentation for all partners, participation at Self Neglect Workshop and development of NWAS pathway within A/E with our NWAS colleagues to prevent delays and effective management of concerns using proportionate responses prior to hospital admission /attendance.

In addition during 2016/7, the Trust maintained its additional statutory responsibilities associated with Prevent, hosting an additional regional WRAP 3 training even to provide extra trainers across high risk and Community services and launching its proposals for E- Learning training package for Staff.

Training to meet both mandatory and essential requirements was undertaken to support the workforce develop a range of skills set that meet new Safeguarding challenges. Fig 1

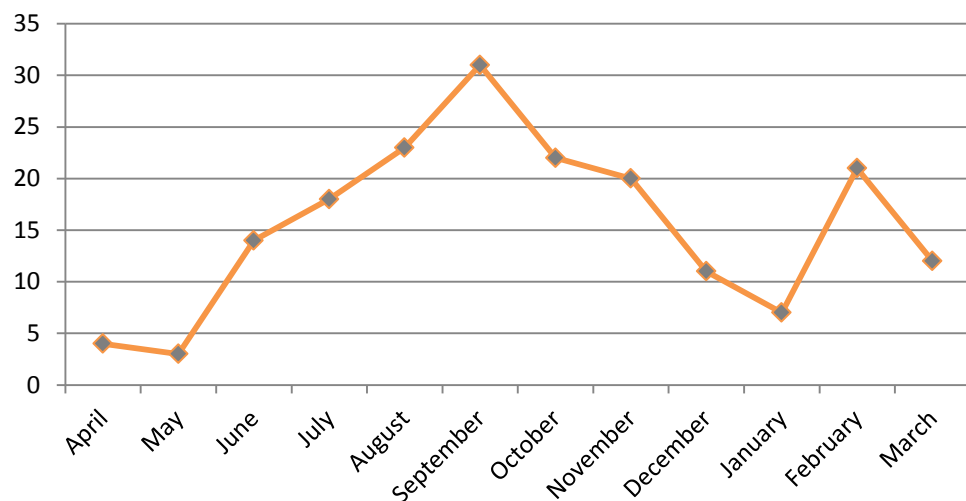
Fig. 1 : Safeguarding Adults Training 2016/17



Part of this year's training priorities was to launch a new Safeguarding Adult Manager (SAM) buddy training, which support's new SAM's to gain additional practical on site skills and confidence in managing safeguarding enquiries. This work has assisted SAM's to better manage complex cases, and become more familiar with the practical processes and documentation used.

In addition to this, we have encouraged all SAM's to apply rigorous review to see if safeguarding thresholds apply or if cases are better managed safely using care management and Quality care systems. This has successfully enabled the Trust to sign post cases that do not meet Safeguarding criteria and also to proactively apply Making Safeguarding Personal principles to ensure the person remains at the centre of all decisions. To support this approach, guidance for assessing cases for individuals who lack capacity was introduced, together with Mental Capacity Act Smart cards to support decision making and Deprivation of Liberties standards applications. Fig 2

Fig. 2 : 2016/17 DoLS Cases Applications



This work aims to support all vulnerable individual including those with a Learning disability, and will continue into 2017/8.

Plans for next year will include supporting the wider transformational agenda with Health and Social care integration and the sustainability of Safeguarding standards to ensure adults are supported and encouraged to make own decisions with informed consent and dignity.

Nasrin Khadim (Tameside Integrated Care)

Greater Manchester Fire Service – (GMFRS)

In the first instance, the continued and committed engagement of the GMFRS Community Safety Manager (CSM) to the work of the Board plus the provision of support and input into TASP Self Neglect workshop has contributed to the development of a consistent and clear approach to Safeguarding within the Borough.

CSM engagement with other work streams including, for example, Suicide Prevention, Mental Health, Dementia and Domestic Abuse plus Carers Strategy Group has ensured a consistent approach across the Borough from a GMFRS perspective in relation to our Safeguarding role and the responsibilities which accompany it.

More specifically.....

Care Act compliance

- GMFRS Safeguarding Policy and Procedures currently subject to review and refresh to ensure Care Act compliance especially as it relates to “Transitions”, “Partnerships” and the effective identification and mitigation of Safeguarding issues and concerns
- Fundamental to that review is the embedding the MSP and MECC principles within GMFRS culture and practice NB. CSM regular seeks reassurance through appropriate “challenge” in relevant GMFRS “fora” to ensure the visibility of MSP and MECC principles

Making Safeguarding Personal

- An individual example that typifies our MSP approach in delivering our service.....
A GMFRS Community Safety Adviser (CSA) attended a safe and well visit in Tameside in June 2016 where the elderly male occupant had been referred for consideration of a “deaf alarm” being fitted at his home address. Other family members were present and subsequently contacted GMFRS to express their appreciation in the following terms....the CSA “did an amazing job with XXXX, was considerate, took his time to explain everything in detail and made them all feel at ease.

The family member was also “impressed that (the CSA) worked out XXXX had dementia so quickly and was understanding.....thank you so much for doing an amazing job”.

Training/Learning

- As above plus promotion of S/G training, conference and webinar opportunities (eg Hoarding webinar earlier in the year) to both enhance knowledge and understanding plus improve service delivery for vulnerable, “at risk” individuals within the communities we serve
- Greater focus on Safeguarding, specifically the role and responsibilities for GMFRS as active members of a now statutory Board, has lead to enhanced focus on learning opportunities within the organisation which is evidenced by the review of the E-learning package and greater consideration of any relevant outcomes from Safeguarding Adult Reviews. In addition greater focus on levels and quality of referrals through performance management/monitoring is intended to encourage enhanced service delivery and appropriate onward referrals
- GMFRS employs c. 2,100 staff in a combination of uniform “front line”, Protection, Prevention (Community Safety) and other “support” staff roles.
- All GMFRS staff, irrespective of role, are required to successfully complete the Safeguarding E-learning package referred to above (NB. Completion (or otherwise) is monitored and addressed via 1-2-1’s, PPR’s and system monitoring processes)
- Within Tameside Borough the Community Safety Manager (CSM) and Community Safety Team Leader (CSTL) are accredited and trained as Designated Safeguarding Officers (DSO’s) as are other Uniform managers who, between them, fulfil our responsibility to provide 24/7 hence “out of hours” DSO availability should they be required.
- The DSO training is subject to the same 3 year “Best Practice” refresher regime as other public sector organisations.

- The current E-learning package is monitored for successful completion and currently “under review” to ensure its accuracy especially as it relates to Care Act “compliance”.

Linkage with Children and Young People

- GMFRS currently utilises 2 separate engagement and recording systems for fire related interventions with Children and Young People (Firesmart) and Adults (PAIROF – Persons at Increased Risk of Fire) with currently no age triggered automatic identification and/or transfer of information/data between the two databases. NB It is of course possible to “track” interventions across both databases if required. However, with the forthcoming introduction of a newly developed Corporate information management system, the apparent early identification and “transitions” gap will be closed as all GMFRS engagement and interventions with an individual, irrespective of age, will be available on the one system with, of course, the appropriate information and access safeguards built in.

Challenges

- Managing the balance between capacity and demand given, with the introduction and delivery of a more health and wellbeing orientated GMFRS “Safe and Well” visit, we deal with individuals with increasingly complex, challenging and chaotic lifestyles and needs
- Maintaining existing partnership arrangements/agreements given the external pressures on our “partners” as well as ourselves
- Ensuring that Safeguarding remains a fundamental focus as we anticipate further change in terms of both resources and service deliver
- Embedding the MSP and MECC principles within GMFRS culture and practice

Looking Ahead

- Review and refresh GMFRS Safeguarding Policy and Procedures to include the identification of appropriately skilled, trained and informed corporate Safeguarding “Lead” for GMFRS
- Safeguarding E-learning package to be reviewed and refreshed to address Care Act compliance issues
- Embedding the MSP and MECC principles within GMFRS culture and practice
- Organisational/cultural recognition within GMFRS of the fundamental role of Area DSO’s (Designated Safeguarding Officer) especially in relation to their role on strategic Safeguarding Adults Boards
- Enhanced and more effective utilisation of our Area Safeguarding “mailboxes” to alert CSM/CSTL as DSO’s of referrals passed to Adult Social Care/Safeguarding colleagues in SMBC and beyond.

Martin Barber (Greater Manchester Fire Service)

Pennine Care Foundation Trust – (PCFT)

Pennine Care NHS Foundation Trust (PCFT) ensures that the public are clear about the roles, responsibilities and ways to contact those who work in safeguarding adults at risk which includes an accessible website that directs the public to Tameside's procedures via the "Resource" section on the site.

In addition there is an "Abuse" and 'Domestic Violence' leaflet available for adults that promotes safety and suggests interventions in their adult lives to prevent further harm.

A robust incident reporting system is in place which triggers an automatic notification of incidents to relevant leads which include Trust and borough specific safeguarding personnel and to the CQC. This ensures that there is appropriate management and scrutiny of all incidents reported, that immediate actions are completed, and the need for further review and investigation identified from a safeguarding perspective.

Commissioners are provided with a quarterly report of key themes/learning from incidents.

Development of the Trusts 2017-2019 Quality Strategy aims to ensure that services, systems and processes are fit for purpose, are effective and reliable with patient care at the centre.

PCFT Risk department produce an annual report of incidents. This report offers an outline and analysis of the incidents reported in Pennine Care NHS Foundation Trust to its Safeguard system for the financial year of 2016/17.

PCFT Safeguarding Adults Policy provides a clear focus on the preferred outcomes/ best interests of adults who have experienced safeguarding concerns and works in conjunction with TASP Adult procedures of which all wards/service areas have access to. PCFT have participated in a small scale case file pilot audit led by TASP to consider how the Making Safeguarding Personal (MSP) agenda was incorporated in the patients care. This will be rolled out wider across PCFT services.

Roles, responsibilities and lines of accountability including safeguarding responsibilities are reflected in all job descriptions relevant to that post. In addition staff can access the PCFT staff handbook which details a range of information for staff including governance, safeguarding arrangements and contact links.

A PCFT Safeguarding Toolkit has been developed and shared with all wards across the PCFT Tameside footprint with an increased visibility from the safeguarding team offering a "walkabout" approach to embed local procedures.

Staff do receive regular monthly safeguarding messages that are both topic and procedure based thus promoting a wider understanding and good practice.

A newly developed PCFT Safeguarding Training Strategy ensures that all staff have access to appropriate training, learning opportunities and support.

A training passport is in development which will enable health professionals to record details of safeguarding training they have completed. This record can be used to update their training record and to inform discussion at their annual appraisal.

All staff across PCFT attends an Induction Day prior to commencement of their post where the Safeguarding leaflet and Staff handbook is available – both resources give excellent information about the PCFT Safeguarding agenda:

Service and ward areas have poster information about their borough safeguarding team contacts.

Supervision including the development of a Standard Operating procedure (SOP) for safeguarding supervision is in development.

PCFT Service User and Carers policy ensures that service users and carers have the opportunity to influence decision-making processes in the areas of service delivery, service planning and development, training and evaluation whilst also recognising their commitment provided. Tameside have a very active Carer group/activity with Mind commissioned to provide PCFT Carers Support Service (Family Support Workers) and have strong links with PCFT staff.

PCFT encourages participation in the Family and Friends Test which provides service user feedback on a monthly basis.

PCFT have a corporate Social Responsibility Strategy of which one of the key objectives is Community Engagement to work closely within its local communities to deliver ever-improving mental health and community services of which safeguarding is fundamental to this process:

A newly developed PCFT Safeguarding Training Strategy ensures that all staff have access to appropriate training, learning opportunities and support. PCFT practitioners who work with adults are expected to attend Safeguarding Children training as well to ensure a 'family' approach to safeguarding is adhered to. TSCB training is promoted within the L3 Adults safeguarding training.

There is a culture of sharing the lessons learned from any SCR's or SAR's via cascading 7 minute briefings through a number of mediums including team meetings, the intranet and the established combined PCFT Safeguarding Child and Adult Practitioner safeguarding forum.

A training passport is in development which will enable health professionals to record details of safeguarding training they have completed. This record can be used to update their training record and to inform discussion at their annual appraisal. The Training Passport recognises appropriate training sessions that practitioners attend with TSCB/TASPB partners.

PCFT L3 Adult safeguarding training provides information on Domestic Abuse and directs staff how to progress concerns of this nature. In addition requests that staff attend the multi-agency training offered in this area. An "in house" Toxic Trio training has been developed so that front line staff understand how the risk factors of parental mental illness, substance misuse and domestic abuse co-exist within families and the implications for safeguarding children. PCFT is represented at Tameside MARAC and Channel panel.

A case file pilot audit led by TASPB to consider how the Making Safeguarding Personal (MSP) agenda was incorporated in the patients care will be rolled out wider across PCFT services.

Mandatory Training Figures 2016/2017:

Adult Safeguarding Level 1 Target: 95% 94.1%

Child Safeguarding Level 1 Target: 95% 92.6%

Child Safeguarding Level 2 Target: 85% 91.2%

Child Safeguarding Level 3 Target: 85% 92.0%

Preventing Radicalisation Target: 85% 91.4%

PCFT representatives have been identified to attend a number of operational and governance sub groups and are represented at the TASPB board by a senior member of PCFT management team:

Karen Maneely (Pennine Care Foundation Trust)

Summary

TASPB partnership working is the key to delivering an effective Safeguarding Adult framework in Tameside. It is evident that activity is continually reviewed and the Board are committed to understanding actions that are taken to respond to the safeguarding concerns. This is with a view to ensure a consistent approach that has a focus on Making Safeguarding Personal. This has influenced the work to examine existing practice and seek assurance that both staff and the Community are informed regarding signs and symptoms of abuse and where to report concerns to facilitate a proportionate response.

During 17/18 this approach will contribute to raising awareness of financial abuse and recognising domestic abuse in the context of Safeguarding adults.

Training is fundamental to the success of the TASPB strategy. The options to utilise various forums and formats, provides opportunity to reach a varied audience. It is evident that training is well attended and used to inform and improve practice to Safeguard Adults from abuse.

TASPB focus on the six principles to underpin all adult safeguarding work is integral to their governance arrangements and drives the TASPB strategy forward. Consequently, the Principle Groups have all been productive during 16/17 and this work has contributed to securing additional funding for 17/18.

The work across the three boards, TASPB, TSCB and HWB will further enhance this strategic approach to Safeguard Adults in Tameside. TASPB consider this to be a priority for 17/18.

As the work evolves the demand to support the Board continues to increase. TASPB have to consider priorities and respond as appropriate within existing resources. The priority will always be to respond to safeguarding concerns but equally Prevention of Adult Abuse should be at the forefront of this agenda. Despite the challenge, positive actions are evident and Partnerships to Safeguard Adults from abuse are being strengthened as a result of this.

TASPB priorities for 17/18 are:

- Develop a protocol with HWB, TSCB and TASPB to ensure aligned priorities and provide a joint strategy
- Directory of services to be available to staff and the Community to aid TASPB Prevention Strategy
- Work to engage Community in the safeguarding agenda and empower individuals to take action
- Raise awareness of Domestic Abuse of older people and where to get help
- Raise awareness of financial abuse, safeguarding information, forums to prevent and support people who are at risk
- Consider options to share learning regarding organisational abuse and Neglect and Acts of Omission to ensure a proportionate and consistent response to Adult Safeguarding and reduce the number of Section 42 Enquiries