



# Tameside Adults Safeguarding Partnership Board (TASPB)

Annual Report 2020/21

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# Foreword

I need to start this introduction with a big thank you to everyone linked to adult safeguarding in Tameside, I would do this under normal circumstances but the past 12 months and more has been difficult and a totally different way of doing 'business' due to the COVID-19 Pandemic had to be sought. The new challenges were faced and I am pleased to say the partners continued to work together and words such as resilience and dedication are probably not sufficient to describe the efforts of all individuals with a role for safeguarding especially front line workers looking after the needs of others has been tremendous.

It will take many years to review what was good, what could be better, what in hindsight would be done differently but lessons can always be learned and my wish is that we take a collective learning approach after all safeguarding adults is everyone's business.

This annual report once again gives the reader an insight to the world of adult safeguarding in Tameside and reminds everyone that adults with care and support needs can often be in difficult situations and need the help and support that we know collectively we can deliver with consistency and still be person centred.

Within the following pages you will see the partners that come together to deliver a strategic response to the abuse and neglect of adults at risk. It outlines the structures we have in place and includes some small amount of data relating to the issues investigated in accordance of S42 of the Care Act 2014.

I make no apology for repeating a message that abuse, neglect is a reality in adults too, and if we adhere to the guidance we have through our policies and procedures the issues are addressed as soon as possible and the risks to the individual are removed or reduced wherever possible.

During the past 12 months, I have constantly sought assurance from senior individuals within our partnership that they have been able to deliver and place resources to tackle adult safeguarding concerns. The assurance I always received was that safeguarding of adults and children has always been a priority and will continue despite the pandemic.

We have not got over recent past challenges and new ones will come I'm sure, the introduction of the Integrated Care Services (ICS) due in 2022 will be a different way of working but I believe if we mirror the already close partnership work as exemplified in adult safeguarding we are well placed to make it a success and perhaps provide a better service to all.

I usually say thanks to everyone at this stage however as I have already done that, it just leaves me to say please be kind to each other and remember that:

**“Adult safeguarding needs to be everyone's responsibility”.**



**Andy Searle**  
Independent Chair

# Introduction

## TASPB 2020/21

Tameside Adult Safeguarding Partnership Board (TASPB), throughout 2020/21, continued to support the local Safeguarding arrangements and partners to help to protect adults in its area who:

- Have needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- 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 Annual Report discusses the work of the members of TASPB to carry out and deliver the objectives of the strategic plan [TASPBPreventionStrategy.pdf \(tameside.gov.uk\)](#) during the last 12 months.

## TASPB Priorities

### Making Safeguarding Personal

TASPB promote and support partner organisations to provide a means of promoting and measuring practice that supports an outcomes focus and person led approach to safeguarding.

### Quality Assurance

TASPB will seek assurance of the effectiveness of safeguarding activity and that safeguarding practice is continuously improving and enhancing the quality of life for adults with care and support needs in Tameside.

### Prevention

TASPB will endeavour to keep those people safe who, as a result of their care and support needs, are unable to protect themselves from abuse or neglect.

## Key Facts in Adult Safeguarding in Tameside 20/21

- TASPb Partner Organisations responded to 581 Safeguarding Concerns.
- 156 Safeguarding Enquiries during 2020/21. This equates to 88 enquiries per 100,000 of the adult population in Tameside
- 27% of Safeguarding Concerns raised prompted a Section 42 enquiry
- Neglect and Acts of Omission are the most prevalent type of abuse in Tameside
- The most common location of abuse is within a person's home.
- TASPb have had 52,199 hits on the website [Safeguarding Adults - Signs and Symptoms of Abuse \(tameside.gov.uk\)](https://www.tameside.gov.uk/safeguarding-adults) during 2020/21
- TASPb are represented by 3 Statutory Partner Organisations and 6 Partner Organisations and Elected Members:-

### Statutory Organisations:

- Tameside MBC
- Tameside and Glossop Clinical Commissioning Group (CCG)
- Greater Manchester Police (Tameside Division)

### Partner Organisations:

- Healthwatch
- National Probation Service
- Tameside and Glossop Integrated Care Foundation Trust
- Pennine NHS Foundation Trust
- North West Ambulance Service
- Greater Manchester Fire and Rescue Service

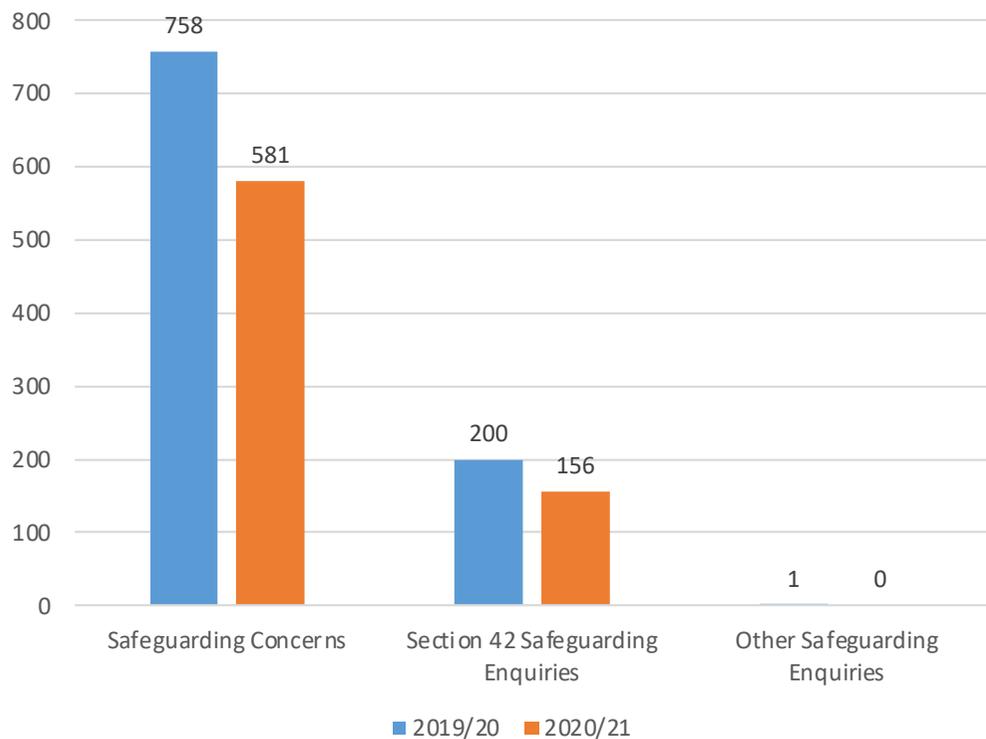
### Elected Member:

- Cllr Wills

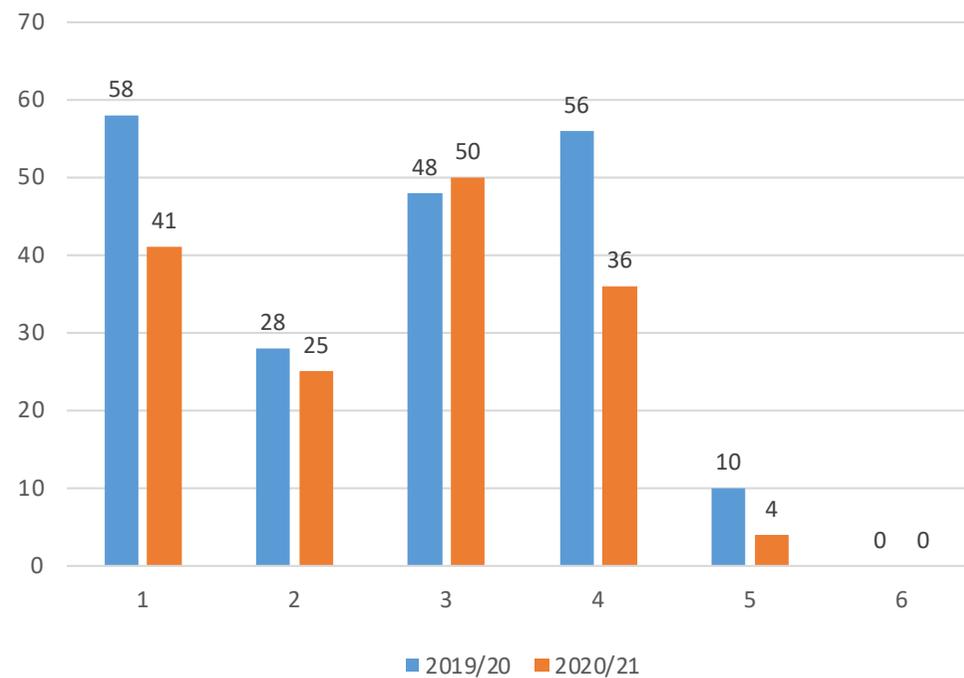
# Safeguarding Adult Activity in Tameside

The following information provides an overview of the concerns and enquiries raised by Partner Organisations in response to Adult Safeguarding in Tameside to pro-actively protect and prevent Adult Abuse.

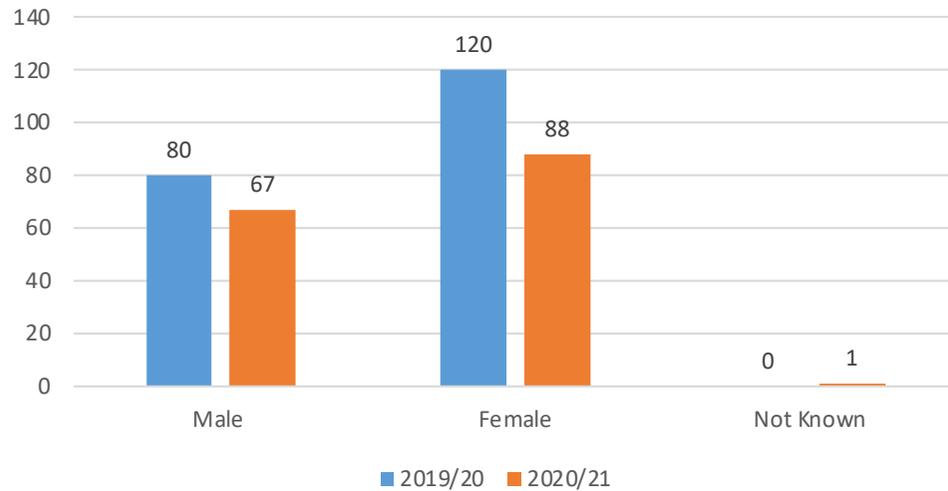
## Concerns and Enquiries



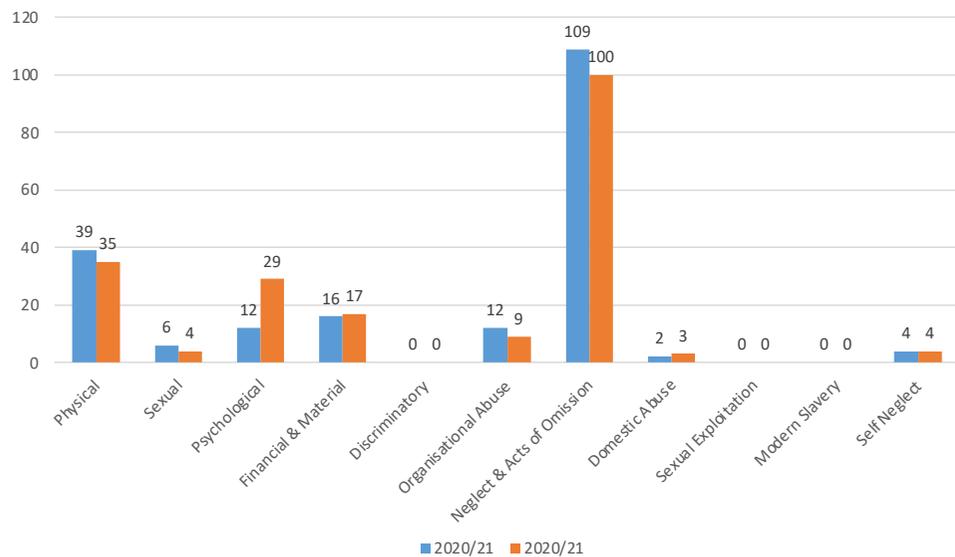
## Enquiries by Age



## Enquiries by Gender



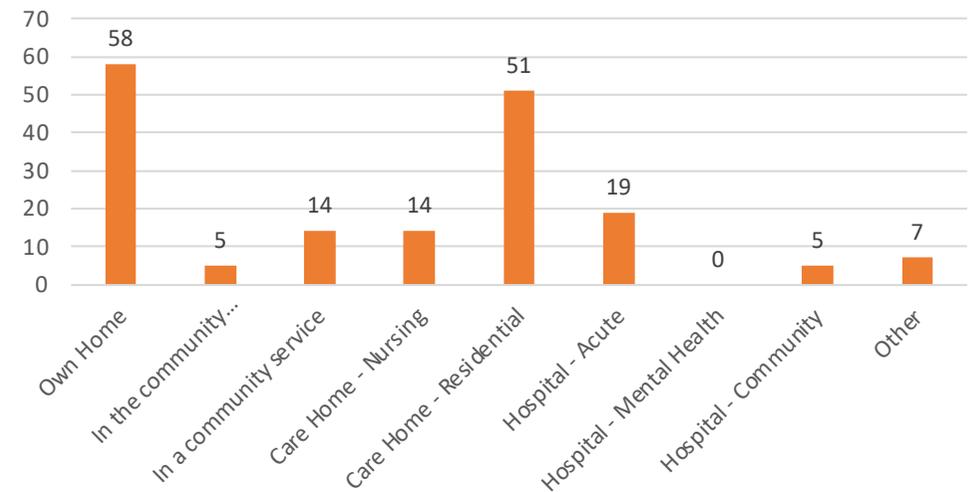
## Enquiries by type of Abuse



A reduction in concerns and enquiries has been noted by TASP and quarterly discussions to monitor this continued during 2020/21.

However, an increase in abuse as the location 'person's own home' was reported in 2020/21 compared to the previous 12 months and a reduction in abuse in other settings was recorded. The reduction in overall enquiries is therefore, considered to be due to the Corona Virus Disease 2019 (COVID-19) pandemic and the opportunity for organisations to be alerted to adult safeguarding concerns.

## Location of Abuse 20/21



# Partnership Working

## Safeguarding during COVID-19

COVID-19 has brought a number of challenges across all organisations, Safeguarding has not been exempt. TASPb acknowledge that the situation during the pandemic has meant that people may be more vulnerable to abuse and neglect as others may seek to exploit disadvantages due to age, disability, mental or physical impairment or illness.

During this time TASPb have had to work differently to ensure that Safeguarding Adults is everybody's business. This included exploring options to deliver training and host meetings using various platforms also working closely with Tameside Children Safeguarding Partnership to ensure communication regarding safeguarding is available far and wide and avoiding duplication. Scrutinising the data is a key piece of work to inform conversations with Partner Organisations to gain assurance that Adult Safeguarding remains primary business. All organisations provide a quarterly summary identifying any COVID-19 related information to share with TASPb and any requests of TASPb to support them in this work.

## Safeguarding Adult Reviews (SAR)

TASPB have a statutory obligation to undertake Safeguarding Adult Reviews.

During 2020/21 10 SAR referrals were received from partner organisations for consideration for the Board. TASPB agreed that two of the referrals met the criteria for a SAR and highlighted that there is learning for Partner Organisations.

The reports for the concluded SARs raised in 2019 and 2020 are presented on the TASPB Web page. [TASPB Safeguarding Adult Review page. \(tameside.gov.uk\)](https://www.tameside.gov.uk/taspb-safeguarding-adult-review-page)

Learning Themes for these SARs included:

- Overall quality of support offered.
- Communication.
- Record Holding.
- Discharge Planning Processes.
- Systems for Sharing Information.
- The use of advocacy services.
- Communication and the role of practitioners in ensuring that clients and families are able to participate in decision making.
- Administration of covert medication.
- The interface of the Best Interest Assessment.

## Outcomes for Safeguarding Adults in Tameside 2020/21

TASPB have worked together to achieve various outcomes across Partner Organisations to enhance the work to Safeguard Adults from Abuse

Making Safeguarding Personal	Prevention	Quality Assurance
<ul style="list-style-type: none"> <li>• Increase awareness of MSP which has provided support to staff when responding and learning from safeguarding enquiries</li> <li>• Increase empowerment</li> <li>• Adult feels safer as a result of safeguarding arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness raising and helping Adults to feel safer as a result of the safeguarding arrangements</li> <li>• Increase in Safe and Well visits</li> <li>• No accidental or non-accidental fire deaths</li> <li>• Increase in safeguarding adult referrals to the LA</li> <li>• Improvement in organisational learning and safeguarding awareness</li> <li>• Partnership work improved with the introduction of Multi Agency Safeguarding Hub (MASH)</li> <li>• Improved outcomes for young people going through transition (transition means from children's services to adult services)</li> <li>• Awareness raising of PA (positional asphyxiation) - prevents further risk/deaths</li> </ul>	<ul style="list-style-type: none"> <li>• Assurance to Board that robust and effective procedures are in place to protect individuals from abuse</li> <li>• Transparency in the application of safeguarding procedures across the system</li> <li>• Assurance to Board that processes are in place to turn learning from reviews into action</li> <li>• Adults with Care and Support Needs feel safer as a result of safeguarding adult referrals</li> <li>• Improved quality of safeguarding adult referrals</li> <li>• Enhanced subject knowledge and adherence to guidance</li> </ul>

## World Elder Abuse Awareness Day (WEAAD)

The Annual World Elder Abuse Awareness Day and National Adult Safeguarding Week are key dates in the TASPБ diary.

To promote these dates Partner Organisations and the Tameside Community do amazing work together to promote Adult Safeguarding. Despite the challenges due to COVID-19, 2020/21 was no exception. Work to promote WEAAD included working closely with Tameside Community Safety Partnership to produce TASPБ WEAAD video that included Partner Organisations, Community Groups and Care homes to name but a few.



Dukinfield Town Hall shone Purple for the Night on 15<sup>th</sup> June 2020

## National Safeguarding week

November 16- 22/ 2020, TASPB were in a unique situation as it launched its first virtual Safeguarding Adult Manager Event. This provided the opportunity for Practitioners across all Partner Organisations and the Independent Sector, to explore Complex Safeguarding and consider their approach to this in practice. This was a huge success and was the platform for more virtual events.

TASPB also promoted “Rats in the sofa” theatre presentation, presented Made by Mortals which promoted the safeguarding of vulnerable adults [www.madebymortals.org/rats-in-the-sofa](http://www.madebymortals.org/rats-in-the-sofa)

# Individual Organisations Contribution

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## Tameside Adult Social Care Services

### Activity in response to the Making Safeguarding Personal (MSP) work stream

- Work is underway to revise the paperwork documentation to ensure the voice of the person is at the centre of this. Practitioners and managers have been involved in developing this.
- Legal and ethical Literacy Safeguarding training has been provided to most ASC staff involved in leading safeguarding enquiries. This involved consideration of the principles of MSP and its application in practice.
- Safeguarding Standards of practice incorporate MSP.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- The documentation will not be launched until 21/22. However, the person's voice will be at the centre of their records. Records of concerns and responses will be shared more frequently with the person and feedback gathered on their experience.
- Staff are more confident in their practice and the voice of the person will be at the forefront of Safeguarding work going forward.

### Activity in response to the Prevention work stream

- Work has taken place alongside the Police to establish an Adult MASH – current partners involved are the Homelessness Service, Mental Health and Police. The aim is to identify case for early intervention and prevention work with regards to safeguarding adults. Alongside improved partnership working and information sharing.
- ASC have been represented on the Operational Complex Safeguarding group.
- System wide Complex Safeguarding workshop facilitated to ensure system aware of children and adult complex safeguarding work.
- Engagement with the development of Self Neglect strategy, and subsequent Launch
- Engagement and participation in learning events.
- Representation at Safeguarding Adult Managers Group.
- Participation in redrafting TASPb safeguarding guidelines.
- A detailed guide on Positional Asphyxiation (PA) and assessing risk has been developed and designed to support practitioners and providers re: identifying and preventing risk re: PA.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- MASH - Partnership working will be improved, issues will be dealt with sooner and be led by the most appropriate organisation.
- Complex Safeguarding – Partnership working will improve, better outcomes for young people going through transition.
- Improved understanding and support to adults who are vulnerable and may not meet thresholds.
- Awareness raising re: PA prevention of further risk/deaths.

### Activity in response to the Quality Assurance work stream

- Standards of Practice, audit tools and CPD learning resources have been implemented as part of the new quality assurance process.
- Learning Reviews have been taking place following Inquests, complaints of Safeguarding Enquiries, guidance has been circulated and learning is shared via Manager's Forums.
- Actions plans are in place re: improvements to policies and procedures as a result of SARs, DHRs and local Learning Reviews.
- DASS and Assistant Director TASPb Lead and attendance at Board.
- Contribution to Annual Report.
- Attendance at Learning and Accountability Principle Group from Assistant Director AD and Principal Social Worker
- Attendance and contribution to multi agency Policy and Procedures re design.
- Contribution to the re design of the SAR Framework.
- Contribution to the TASPb training strategy refresh.
- Contribution to the SAR process including providing panel members.
- TASPb quarterly audit completion.
- Contribution to TASPb development days, learning from reviews.
- Improved outcomes for individuals in receipt of services.
- Improved services to support adults.
- Assurance to Board that robust and effective procedures are in place to protect individuals from abuse.
- Assurance to Board that there is transparency in the application of safeguarding procedures across the system
- Assurance to Board that processes are in place to turn learning from reviews into action.



## Greater Manchester Police (Tameside Division)

### Activity in response to the Making Safeguarding Personal (MSP) work stream

GMP have implemented a new Adult at Risk Policy, which is used by front-line offices attending calls to service where they recognise vulnerability. This was implemented after much consultation especially with the Director Adult Social Care (DASS) to ensure compatibility with all agencies.

The aim of the policy is to -

- Protect the lives and preserve the safety of all adults at risk who may be at risk of harm.
- Investigate all safeguarding concerns regarding adults at risk of harm.
- Facilitate effective action against offenders so that they can be held accountable through the criminal justice system.
- Adopt a proactive and, wherever possible, multi-agency approach to preventing offences against adults at risk.

The specific aim of the policy is to provide assistance to GMP officers and staff who have a responsibility to investigate and take action when an adult is believed to be at risk of, or suffering abuse.

The policy allows the police to signpost and refer vulnerable adults to the most appropriate agencies at the first opportunity and has ensured that the right safeguarding pathways are followed. We have also seen the introduction of Stalking Protection Orders (SPO) which are civil orders that do not need victim support to implement. Therefore, if any agency feels that an individual is at risk but is fearful to support an SPO the police can apply for one regardless. This is relatively new legislation and operates in a similar way to Domestic Violence Protection Orders.

Complex Safeguarding, Domestic Abuse and Child Abuse(Child Criminal Exploitation/ Child Sexual Exploitation CCE/CSE) have emerged as increasing trends and demands during 2020/21 as a consequence of the COVID-19 Pandemic and as our communities emerged from two major lockdowns, reporting concerns regarding children and vulnerable adults have increased significantly via the Tameside MASH. Work is currently underway within the wider partnership to understand and to address the increases in referrals and the demand generated as a result.

The Investigative Safeguarding Review (ISR2) has been an evaluation of how GMP safeguards Children and Adults with our partners across Greater Manchester. As a result, GMP has introduced the Child Protection Investigation Units across all policing districts and preparation is underway to introduce the Adult Safeguarding Unit (ASU) in the near future.

The ASU will enhance GMP's response to adult safeguarding. D.A .victims will be contacted and supported throughout the Criminal Justice (CJ) process. The ASU will also provide an enhanced response in relation to aggrieved party/ person (AP). The ASU will triage each AP incident and identify adults who are in need of support. Working closely with adult social care, mental health services, drug and alcohol services and Neighbourhood Beat Officer's (NBOs), AP concerns will be problem solved and resolved quickly by the most appropriate agency and, in so doing, it is anticipated that demand into all services will be reduced.

GMP Tameside District will continue to service and respond to all strands of vulnerability and safeguarding including Domestic Abuse, Stalking, Harassment and Child Abuse (CCE/CSE). The increased demand experienced during the COVID- 19 Pandemic, and as we return to a degree of normality, our key challenge will to keep abreast of all current and historic incidents and allegations, giving victims the highest level of service and support. It is also expected that we will continue to see a rise in reports across all areas of vulnerability due to the continuance of certain restrictions such as the need to isolate having tested positive with COVID- 19 and having to remain in close proximity to others within a domestic setting.

Safeguarding is the responsibility of every member of staff on the Tameside District. From call takers, Response Officers, Neighbourhood Officers, Detectives, Specialist Officers within the MASH Team (as was) and the Child Protection & Investigation Unit (CPIU). Safeguarding is the foremost priority when attending all incidents reported to the police and there is a necessity for staff to comply with the correct systems and processes that will trigger the relevant referrals to multi-agency partners whose support may be required.

### Activity in response to the Quality Assurance work stream

From a governance perspective, the Stalking Scrutiny Panel made up of police, the Crown Prosecution Service (CPS) and Victim Service Coordinators is due to sit on the 15th October. The purpose of this exercise is to dip sample random reports of this crime set in order to quality assure all aspects of these investigations. Previous panels have found some excellent investigations and tenacity of officers, good evidence of CPS and police working together on cases, some excellent statements and good applications for restraining orders. Poor performance has also been identified in the form of file quality and supervisory oversight with delays in responding to the CPS and VCOP (Victim Code of Practice) compliance.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

Improved standards and quality of investigations - Supervisory oversight and governance.

## Tameside and Glossop Clinical Commissioning Group (CCG)

### Activity in response to the Making Safeguarding Personal (MSP) work stream

- CHC staff attend MSP training.
- Individualised Care Plans, and Personal Health Budgets.
- Transforming Care Agenda.
- Designated Nurse completes Safeguarding Audits.
- CCG completed MSP Survey.
- Designated Nurse involved in review and delivery of MSP training.
- Assessment of MSP in practice at SAR Review Panel Meetings.
- Deputy Designated Nurse for Adult Safeguarding Chairs Learning and Accountability Group oversight and scrutiny of learning from Reviews and application of MSP in all safeguarding activity.
- Safeguarding supervision Framework in place MSP discussed at Safeguarding Supervision.
- MSP principals reinforced at GP Safeguarding Leads Forums.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- Raised awareness of the importance of MSP Raised awareness of the importance of embedding Safeguarding Principals, Mental Capacity Act Principals and Human rights.
- No decision about me without me, increased empowerment and person focused outcomes
- Improved autonomy control and personal ownership over safety.
- Equality and Diversity considerations treating all individuals with dignity and respect.
- The adult with Care and support needs feels safer as a result of safeguarding procedures

### Activity in response to the Prevention work stream

- Engagement with the development of Self Neglect strategy, and subsequent Launch.
- Engagement and participation in learning events.
- Engagement and participation in WEAAD.
- Ongoing engagement with Complex safeguarding work streams and transition.
- Representation at Safeguarding Adult Managers Group.
- Participation and leadership in redrafting TASPb safeguarding guidelines.
- Raising Safeguarding awareness across health systems re Multi-agency Risk Management.
- Raising awareness across Primary Care in Complex Safeguarding, Domestic Abuse, Mental Capacity, Neglect/Self Neglect and Prevent.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- Raised Awareness helps all organisations understand and recognise risks and signs of abuse and how to respond promptly to protect the individual potentially preventing serious harm.
- Adults with care and support needs feel safer as a result of safeguarding procedures.

### Activity in response to the Quality Assurance work stream

- Director of Nursing TASPb Lead and attendance at Board.
- Contribution to Annual Report.
- Attendance at Learning and Accountability Group (CCG Chair).
- Attendance and contribution to multi agency Policy and Procedures re design.
- Contribution to the re design of the SAR Framework.
- Contribution to the TASPb training strategy refresh.
- Contribution to the SAR process including providing panel membership and author for 3 SARS.
- Membership on 3 DHR Panels completion of 3 GP IMRs
- TASPb quarterly audit completion.
- Contribution to TASPb development days, learning from reviews.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- Assurance to Board that robust and effective procedures are in place to protect individuals from abuse.
- Assurance to Board that there is transparency in the application of safeguarding procedures across the system.
- Assurance to Board that processes are in place to turn learning from reviews into action.
- Adults with Care and Support Needs feel safer as a result of safeguarding.

## Pennine Care NHS Foundation Trust

### Activity in response to the Making Safeguarding Personal (MSP) work stream

- Our Safeguarding Team are committed to embed the Making Safeguarding Personal a key part of our everyday core business, and when delivering the Level 3 training which as continued to be available to all staff to access via a virtual platform since May 2020.
- When the safeguarding team provides advice and guidance to the practitioner across Tameside and we ensure that they embed making safeguarding personal in their practice and when making safeguarding enquiries. This 'duty' service for staff has been available throughout 20/21 despite the challenges of COVID-19.
- The safeguarding team have oversight of all incidents within the trust and ensure that MSP features in their response and support to both practitioner and people who use our services.

### What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?

- The safeguarding team have oversight of all incidents within the trust and ensure that MSP features in their response and support to both practitioner and people who use our services.
- Ensuring staff are able to recognise when an adult may be at risk of abuse or neglect and feeling supported by the safeguarding team to manage the concern focusing on ensuring MSP is at the forefront of decision making.
- Ensuring that when an adult is experiencing abuse and/or neglect the appropriate response is put in place.
- Ensuring the feelings and wishes of the adult at risk is heard and acted upon.

### Case Study

As a child Andrea had experienced bereavement and had spent some time as a looked after child. She had significant attachment difficulties and there were historical concerns relating to sexual abuse and she was known to Healthy Young Minds. She was initially diagnosed with an eating disorder and as an adult had an admission to an adult inpatient unit and was diagnosed with Emotionally Unstable personality Disorder with impulsive behaviours of running away and self-harm. She had developed a mistrust of professionals and understanding of how to respond to care and support. Andrea was unable to understand and maintain safe emotional and sexual relationships. She became a mother as a teenager and the father also had experience of being a looked after child.

There was domestic abuse in this relationship which resulted in a referral to the Multi-Agency Risk Assessment Conference [MARAC]. She had periods of homelessness and spent time in a refuge. Andrea and her child was known to Children's Services due to her chaotic lifestyle.

The Safeguarding Team became aware of Andrea when they were contacted for advice and support by a mental health practitioner. The practitioner had identified a number of safeguarding concerns which included repeat presentations at Accident and Emergency (A&E) in relation to alcohol use, nutritional deficiencies, bruising and self-harm. There was a history of past sexual assaults from a number of males going back to childhood and a number of unknown males visiting her accommodation.

Andrea was well known to Children's Services as the mother of a child where there were concerns but it was identified that she needed safeguarding as an adult at risk of abuse and/or neglect. An adult safeguarding concern was raised by the practitioner that triggered a multi-agency response. Andrea was involved at each stage to ensure making safeguarding personal. However she did disengage with some agencies after a period of time. To date the concerns remain and Andrea remains open to our services who continue to monitor her mental health.

### Activity in response to the Prevention work stream

- The delivery of safeguarding training remains a key priority for our safeguarding teams, with the requirement that all staff are provided with the appropriate level of training, according to their role and responsibilities which has continued to be available to all staff to access via a virtual platform since May 2020.
- A number of lunch and learn have also been delivered in response to themes from the consultations with our safeguarding team and lessons learned from serious case reviews including managing historical disclosure of childhood sexual abuse, adult grooming and financial abuse ([https://www.youtube.com/watch?v=atn\\_jipq8Zo](https://www.youtube.com/watch?v=atn_jipq8Zo)) along with briefings are all available to all staff via our safeguarding page on the intranet

### What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?

- Ensuring staff are able to recognise when an adult may be at risk of abuse or neglect at the earliest point possible.

### Activity in response to the Quality Assurance work stream

- It is the responsibility of our Trust to develop and maintain quality standards and quality assurance, to ensure appropriate systems and processes are in place and to embed a safeguarding culture within the organisation. Safeguarding Children, Young People and Adults at Risk Contractual Standards 2020-21 provides clear service standards against which our Trust is measured to ensure that its responsibilities are being fulfilled. The Safeguarding Strategic Safeguarding group provides oversight on the contractual standard Action Plan 20-21 which is monitored by our colleagues at the CCG

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- This ensures as a trust we have all appropriate measures in place to fulfil our contractual standards ensuring the principles and duties of safeguarding adults at risk are holistically, consistently and conscientiously applied at the centre of what we do.

## Tameside and Glossop Integrated Care Foundation Trust (ICFT)

### Activity in response to the Making Safeguarding Personal (MSP) work stream

- TGICFT has remained vigilant and fully sighted to the challenges that have presented to safeguarding throughout COVID-19.
- TGICFT supported safeguarding Adult Week 2020 that aimed to create a time where we could all focus on the importance of safeguarding adults.
- TGICFT supported Elder Abuse Day 2020.
- TGICFT launched Integrated Safeguarding Twitter handle @tgsafeguarding to promote key messages and continually raise awareness.
- There has been an increase in the visible presence of specialist adult safeguarding nurses in the clinical areas and proactive support to promote and enhance safeguarding practice and continually raise awareness.
- Although our focus has been on the pandemic and there has been fewer opportunities to identify abuse, 'every contact must count' has been promoted and the Trust has remained focused on our safeguarding responsibilities.
- The integrated safeguarding team has continued to offer a duty service, support, guidance and advice and be proactive, reactive and visible in supporting staff to safeguard.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

Throughout 2020 and the pandemic, staff working directly with adults at risk have continued to have access to advice, support and supervision and therefore adults at risk have continued to be recognised and responded to at the earliest opportunity. The impact being- prevention, early intervention and creating safer cultures.

### Activity in response to the Prevention work stream

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### Activity in response to the Quality Assurance work stream

- TGICFT has continued to be responsive to meeting its statutory responsibilities, as outlined in the Care Act 2014 and the Children's Act 2014, reporting and providing assurance to the Trust's Integrated Safeguarding Committee (ISC), Service Quality & Operational Governance Group (SQOGG), Quality & Governance Committee which and the Trust Board.
- The Trusts Safeguarding structure has been strengthened through integration providing a focus on Safeguarding across the lifespan, promoting a 'think family approach' and culture shift.
- TGICFT has demonstrated continued compliance and assurance with ongoing work to make continuous improvement, through the completion and submission of the baseline self-assessment- Safeguarding Children, Young People and Adults at Risk, Contractual Standards 2020-2021 CCG Assurance Audit Tool. The Trusts Integrated Safeguarding Committee monitors action plan and compliance with oversight from the CCG.
- TGICFT has remained an active participant in the Tameside Adults Safeguarding Partnership Board (TASPB) and wider multi-agency activity.
- TGICFT has contributed to the work of the Board and sub-groups.
- TGICFT has participated in and contributed to Safeguarding Adult Reviews and Domestic Homicide Reviews.

*What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

The Trust's activity demonstrates we are fulfilling our statutory duties and regulatory responsibilities to safeguard adults at risk and are on a journey of continual quality improvement. The impact of our compliance to safeguarding standards and our activity for adults at risk will be seen and experienced in our commitment to prioritise safeguarding, in the care they receive when they are at their most vulnerable and from staff who are competent to recognise and respond to their needs.

## Healthwatch Tameside

Healthwatch Tameside has actively engaged with the local population throughout 2020/21. This has included an increased emphasis on engaging with people by post and phone at a time when many organisations were engaging entirely through digital means. This was a deliberate strategy on our part as we were concerned that vulnerable people who did not have Internet access or smartphones might find it difficult to have their voices heard.

In terms of specific safeguarding concerns none have come to our attention through our work this year. All our staff members receive safeguarding and suicide prevention training as part of their induction and at regular intervals. Our interviews for new staff always include a question to assess their understanding of the key principles of safeguarding.

As an additional note in terms of the past year we feel it is important to recognise that 2020/21 has been an unusual and unexpected period due to the COVID-19 pandemic. Whilst this has caused challenges for all of us and led to a transfer of some Healthwatch capacity away from some of our partnership working and into important community engagement we are aware that TASPb very quickly identified safeguarding risks associated with the pandemic and moved swiftly to monitor and act on these.

## Greater Manchester Fire and Rescue Service (GMFRS)

### Activity in response to the Making Safeguarding Personal (MSP) work stream

- MSP is now referenced within the organisational Safeguarding Policy & Procedure.
- Area Prevention Manager and Community Safety Team Leader have attended MSP training delivered on behalf of TASP, to increase existing awareness and to inform shared learning.
- All prevention and operational staff will carry out the principles of MSP and Making Every Contact Count (MECC) daily. Our Safe & Well intervention is a person-centred fire risk assessment.
- Staff undertake referrals in relation to vulnerable adults and wherever possible this will be based on their wishes and preferred outcomes as an individual. Sometimes this isn't achievable if, for example, a safeguarding referral is as a result of a fire related incident and the adult is unable to provide consent due to the circumstances e.g. they may have been taken to hospital.
- Previous Designated Safeguarding Officer (DSO) training did not include MSP, however, GMFRS has recently introduced a new Level 3 Safeguarding training requirement for all DSOs, which incorporates MSP principles (GMFRS has over 30 DSOs available to offer advice and support to staff). Training is currently being rolled out and the area Prevention Manager has completed this.
- The organisation's Safeguarding e-learning training provides base level awareness training only. However, consideration is being given to the inclusion of MSP in an additional Safeguarding e-learning module (which will focus on the organisation's policy, procedure, and processes), currently being scoped by a recently appointed Safeguarding Development Officer for the service.

### What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?

- Increased existing awareness.
- Informed shared learning and improvements.
- Supported DSO's advice to staff in relation to safeguarding queries or concerns.

### Activity in response to the Prevention work stream

- GMFRS Safeguarding Policy & Procedure outlines the organisation's approach to safeguarding children, young people and adults and preventing abuse, neglect, and exploitation, and how to respond effectively, where concerns are raised, to protect the public, GMFRS service users and personnel from harm.

The procedure provides the standard process for GMFRS personnel to follow, to report and record safeguarding concerns within the context of their work. Should personnel require support to address concerns affecting a colleague or member of the public, advice / support can be sought via GMFRS managers, DSOs, or local Safeguarding teams if that is deemed more appropriate.

- As GMFRS acts as a signposting/referring agency in most safeguarding related cases, all GMFRS staff, including new starters, irrespective of role, are required to complete mandatory Safeguarding e-learning training. A recently updated package (Safeguarding Children & Adults at Risk) was disseminated to all staff in December 2020. Staff induction booklet detailed mandatory safeguarding training requirements.
- Safeguarding is briefly covered during GMFRS volunteer recruitment processes and is also dealt with during a scenario undertaken during their two-day induction process. Volunteers are also required to complete the organisational Safeguarding e-learning training as an element of their probation.
- Completion rates for mandatory safeguarding training are monitored via an internal MiLearning system, via staff 1-2-1s and Personal Reflective Appraisals.
- All apprentice firefighter recruits training includes a face-to-face session regarding safeguarding alongside Prevent training (radicalisation). This training includes information regarding the organisational Safeguarding Policy & Procedure, firefighter responsibilities and where and how to access support.
- Prevention Manager delivers additional brief safeguarding awareness sessions with operational firefighters to further enhance knowledge of subject and procedures. Case studies regarding self-neglect/hoarding; DV; complex safeguarding etc. are included.
- The organisation has provided opportunities for staff to engage in and benefit from both centrally delivered training e.g. domestic abuse training delivered by Women's Aid. Unfortunately, however, face-to-face training during 2020/21 (COVID-19-19 period) has not been possible.
- Prevention Team participated in Local Authority training opportunities including Female genital mutilation (FGM) awareness, what constitutes a safeguarding concern, learning from SARs, hate crime awareness, suicide lite training etc.
- Effective daily monitoring of an area safeguarding mailbox to alert the Prevention Manager (DSO) of referrals passed to Tameside Adult Services. This mailbox is used to collate information about alerts/referrals and the data (quantitative, qualitative) is used to identify/address emerging themes, patterns, or trends, to minimise impact on vulnerable people, and to inform wider improvements.
- Quarterly referral data is collated centrally and discussed as a standard agenda item at the GMFRS Safeguarding Board (which reports to a recently formed Prevention Functional Board). Data (quantitative, qualitative) is used to identify/address emerging themes and inform wider improvements.

Patterns and trends are also identified / monitored, and actions taken to minimise impact on vulnerable people. Local or national safeguarding updates are discussed.

- GMFRS Safeguarding Policy & Procedure outlines our approach to safe recruitment and procurement. This details that GMFRS has established a set of recruitment procedures that help deter, reject, or identify people who might abuse children, young people, or adults. The GMFRS Safe Recruitment Process describes those checks that are, or may be, required for any individual working for the service. In addition, GMFRS procurement processes ensure that individuals, consultants, or agencies contracted to deliver work for or on behalf of the organisation, have their own safeguarding policies in place, or agree to adhere to the GMFRS Safeguarding Policy & Procedure.
- A new Safeguarding Development Officer (fixed term for 18 months) has been appointed and will act as the strategic advisor to the GMGRS Senior Management and Leadership Team for safeguarding, providing professional and appropriate advice, guidance and developing enhanced safeguarding practices. The role will lead on the development, implementation of policies, procedures and working practices and will support managers and stakeholders with the roll out of organisation wide initiatives, projects and key actions relating to safeguarding. This lead will also work collaboratively across GMFRS directorates to provide internal focused consultancy, training, support, and guidance.
- GMFRS refined the existing Safe & Well offer in late March 2020 in response to COVID-19 to:
  - Those subject to an 'urgent threat to life' via a potential arson attack (referrals being accepted from GMP, domestic abuse organisations, or as a result of Multi-Agency Risk Assessment Conference MARAC).
  - People in our communities who are most vulnerable to fire (people whose risk of having a fire, being injured in a fire, or dying in a fire, is increased by one or more of the following: their physical or mental health or social care needs, their lifestyle or occupations/routines, the physical and social environment in which they live).
  - Moved to a telephone intervention, whereby GMFRS staff contact households who have requested, or been referred for a visit, and provide a verbal fire risk assessment. We have continued to provide fire safety advice to assist them to mitigate their fire risk, and where we have identified that the support of other agencies may be required to help them further, we continue to signpost or refer to those agencies.
  - Risk reduction equipment, if required, has been either posted or delivered to the occupier.
  - Arrangements for priority arson threat visits (including a face-to-face element) have continued as per existing processes.
- Extensive partnership work has continued across the borough, in support of the GMFRS Safe and Well referral pathway, with, for example, Tameside Adult Social Care (including Tameside Community Response Service), Jigsaw Homes (including Sanctuary and Bridges), Change Grow Live (CGL) / My Recovery Tameside, and Pennine Care NHS Foundation Trust.

- 1-2-1s, Personal Reflective Appraisals, team meetings, and the Safeguarding Board are all forums available to allow for reflective practice.
- GMFRS supported World Elder Abuse Awareness Day 2020.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

- 533 Safe and Well visits have been undertaken in the Tameside area during 2020/21 (301 undertaken by operational firefighters, and 232 more complex visits undertaken by Prevention staff).
- There have been no accidental or non-accidental fire deaths in Tameside during 2020/21.
- GMFRS operational firefighters and Prevention staff made 20 adult safeguarding referrals during 2020/21 compared to 18 referrals during 2019/20.
- Partnership working has resulted in GMFRS receiving 157 Tameside related referrals for priority arson threat Safe and Well visits during 2020/21 (a priority visit can include the fitting of additional smoke alarms and letterbox protection, and the provision of advice on how to reduce the risk of arson and accidental fires). GMFRS aims to carry out priority Safe and Well visits within 24 hours of receiving the report of an actual threat of fire related crime or violence, or an attempted attack or a threat to kill.
- Refreshed training supports/improves organisational learning and safeguarding awareness.

### *Activity in response to the Quality Assurance work stream*

- Effective daily monitoring of an area safeguarding mailbox to alert the Prevention Manager (DSO) of referrals passed to Tameside Adult Services. This mailbox is used to collate information about alerts/referrals and the data (quantitative, qualitative) is used to identify/address emerging themes, patterns, or trends, to minimise impact on vulnerable people, and to inform wider improvements.
- Quality assurance of Safe & Well records by appropriate line managers.
- Quality assurance of PAIROF (Person at Increased Risk of Fire) register and individual chronologies completed by Prevention staff.
- Auditing of Safe & Well telephone intervention outcomes, to ensure any potential safeguarding concerns have been highlighted/referred to Council safeguarding teams.
- Conducted an evaluation of GMFRS telephone interventions with recipients of a Safe & Well telephone intervention (final findings currently being collated).
- Contributed to SAR/Domestic Homicide Review (DHR) related requests for prior engagement and chronology of previous engagement if required.

- Mandatory Safeguarding Children & Adults at Risk training for all new starters, staff and volunteers.
- All apprentice firefighter recruits training includes a face-to-face session regarding safeguarding alongside Prevent (radicalisation) training.
- Our dedicated Prevention and Protection staff have had limited training on complex safeguarding based on the nature of their roles, but the wider organisation have not received any training in relation to this. However, a skills matrix exercise is now underway by the Safeguarding Development Officer re. Future training requirements. This will involve a suite of additional and tailored training modules beyond what currently exists for staff (including complex safeguarding).
- The Prevention, Protection and Youth Engagement Training team has identified for 2021/22 Training Needs Analysis (TNA) the requirement for micro learning on additional subjects e.g. cuckooing, human trafficking and modern slavery. The team will work with internal and external partners and experts to create/deliver this.
- Prevention Manager supported additional Safeguarding awareness training to operational firefighters to further enhance subject knowledge and procedures.
- GMFRS is an active member of the National Fire Chief Council (NFCC) Safeguarding Group and is also a member of a regional Community Safety Manager/Safeguarding Practitioners Group. As a sector there is a significant development in relation to the introduction of the requirement for Disclosure & Barring Service (DBS) checks for all firefighters, however GMFRS already undertake enhanced DBS as standard on all operational staff, existing and new recruits (introduced 7 years ago). DBS checks for non-operational GMFRS staff are according to their role, e.g. Prevention Manager has an enhanced DBS in place.

***What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?***

- Enhanced subject knowledge/awareness and improved adherence to GMFRS Safeguarding Policy & Procedure.
- Improved quantity and quality of safeguarding referrals. 2020/21 referral numbers have increased slightly when compared to 2019/20, despite reduced opportunities to identify safeguarding concerns whilst a visit in the home is being undertaken, due to the cessation of face to face Safe & Well visits (in line with our refined offer).
- Learning from SARs/7-minute briefings etc. are shared with staff to support awareness, learning and improvement (mainly circulated to Prevention staff, as most of the learning usually relates to Adult Social Care / CCGs etc., but if pertinent for the wider workforce, these are also shared with operational colleagues e.g. Incels / Extremist Ideologies 7-minute briefing, circulated by TASPb).

# Greater Manchester Probation Service

## Greater Manchester Probation Service

### Activity in response to the Making Safeguarding Personal (MSP) work stream

- Focus on safeguarding during COVID-19 – Undertaking joint home visits with police.
- Focus on staff training and development of virtual learning internally – ensuring all staff are up to date with their mandatory safeguarding and completion of e-learning re working with men who commit sexual offences
- Continuation of focus on risk including no gap in delivery of Multi Agency Public Protection Arrangements (MAPPA) during the pandemic
- Alternative delivery following temporary pause on delivery of group work with focus on high risk, sex offender and domestic abuse interventions
- Ensuring all High risk of Harm offenders have at 4 weekly 'face to face' contact.

### What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?

- This work has continued to manage the risk of those who pose the greatest harm to others.

Alternative delivery of interventions has allowed us to continue to address offending needs whilst we have been unable to deliver group work. For example, for domestic abuse perpetrators, we have delivered virtual sessions via WhatsApp and via one to one office appointments.

### Activity in response to the Prevention work stream

- GM IRS will enhance positive outcomes for our people on probation, increase desistance from reoffending and reduce victimisation. This includes work with families of people on probation.
- Ensuring the backlog of interventions are delivered – stepped up approach and developing GM Integrated Rehabilitation Services (GM IRS)

## Greater Manchester Integrated Rehabilitation Services

CO-COMMISSIONED SERVICE	SUMMARY OF CURRENT STATUS, ISSUES AND RISKS
ACCOMMODATION	<ul style="list-style-type: none"> <li>• Contract awarded to Ingeus</li> <li>• However - 1 month extension condition in the current interim contract with Shelter to enable a 'meaningful' period of time for the Transfer of Undertakings (protection of Employment) (TUPE) consultation before GM IRS commencement 1<sup>st</sup> Oct</li> </ul>
EDUCATION, TRAINING AND EMPLOYMENT	<ul style="list-style-type: none"> <li>• Contract award imminent</li> <li>• Service to commence beginning of Oct</li> <li>• Co-Financing Organisation CFO Activity Hubs look to compliment this service in particular</li> </ul>
DEPENDENCY AND RECOVERY	<ul style="list-style-type: none"> <li>• GM IRS / Her Majesty's Prison &amp; Probation Service (HMPPS) co-investment in Dependency and Recovery Services for each of the ten GM localities to align with existing substance misuse service provision and Local Authority commissioning arrangements for year one</li> <li>• A Partnership Agreement is being drafted alongside Service Description so that in subsequent years a change in LA provider will not cause disruption to GM IRS and to build in flexibility</li> </ul>
PEER SUPPORT	<ul style="list-style-type: none"> <li>• Service commenced 1<sup>st</sup> Sept</li> <li>• Contract awarded to Community Led Initiatives</li> <li>• Service to prioritise Dependency and Recovery and Accommodation cohorts</li> </ul>
FAMILY SUPPORT	<ul style="list-style-type: none"> <li>• Contract award imminent</li> <li>• Service to commence end of Oct</li> <li>• Delay</li> </ul>
EMOTIONAL WELLBEING	<p>Twin – track approach:</p> <ul style="list-style-type: none"> <li>• Short term alignment with Greater Manchester Mental Health (GMMH) and Mental Health Treatment requirements model and potential additional investment in Peer Support contract</li> <li>• Medium-long terms – exploring joint commissioning with health linked to Learning Difficulty (LD), Re-connect prison health pathways programme etc.</li> </ul>
WOMEN	<ul style="list-style-type: none"> <li>• Contract awarded to Greater Manchester Women's Support Alliance</li> <li>• Service to commence 27<sup>th</sup> Sept</li> </ul>

Community Accommodation Service tier 3 (CAS3)  
Not yet mobilised for Tameside.

### Activity in response to the Quality Assurance work stream

- Improving the quality of our Pre-Sentence Reports, to ensure all safeguarding information and third-party checks are undertaken in all report cases.
- In 2019, Her Majesty's Inspection Probation (HMiP) inspected North West National Probation Service (NPS) and they identified we fell short in terms of making safeguarding and domestic abuse checks in our reports. Since then, we have:
- Audited 10% of reports and ensure feedback is presented to the report authors.
- Developed a Management Reporting System that allows us to monitor safeguarding/ domestic abuse checks have been undertaken.
- In the past 12 months, we have seen steady improvements – At the start of the audit activity we were attracting 52% of 'good or above', we are now achieving 83% of 'good or above' ratings.
- In the same period, we have improved our third-party safeguarding/domestic abuse checks from 35% to 70% (recorded). However, closer inspection reveals checks are usually done but not recorded (evidence within the reports).
- We have also employed an intelligence admin worker, who will be trained on the police system to provide report authors with domestic abuse call out information – Tameside Magistrates' Court will be the first to go live.
- In conjunction with Her Majesty's Courts & Tribunal Service(HMCTS), we are also developing a Pre-Sentence Report pilot at Tameside Magistrates Court to ensure the right cohort of defendants receive a report to support sentencing decisions based on ethnicity, age and gender.
- In addition to the above audit activity, OSAG have continued to dip sample sentence management cases throughout to ensure we were complying with the Exceptional Delivery Model.

### *What impact has this work had or likely to have on Safeguarding Adults at risk of abuse in Tameside?*

This has had a positive impact in respect to more robust risk assessment, targeting offenders and ensuring they receive the right intervention, for example accredited programmes, which in turn, will go some way to reduce the risk of reoffending/repeat victimisation.

# Summary

Tameside Adult Safeguarding Partnership Board (TASPB), throughout, 2020/21 have continued to support the local Safeguarding arrangements and the delivery of TASPB strategic plan. Despite the challenges that COVID-19 has presented, TASPB are assured that partner organisations promote and measure practice that supports an outcomes focus and person led approach to safeguarding.

This work is evident in the safeguarding activity and the pro-active approach partner organisations have to engage in this work. This has been particularly apparent in the approach to changes in practice due to COVID-19 and the approach taken to strengthen communication across Partnerships as well as Partner organisations.

The Safeguarding Activity in Tameside and the contribution from all Partner Organisations provides assurance of the effectiveness of the activity. The sharing of learning from safeguarding practice, as discussed during National Adult Safeguarding week is just one example that provides assurance to TASPB how partners safeguarding practice is continually improving. In turn TASPB acknowledge, this, will enhance the quality of life for adults with care and support needs in Tameside.

This work continues to support the Prevention agenda which endeavours to keep Adults at risk of abuse safe. TASPB support of the development of Adult Safeguarding in the Multi Agency Safeguarding Hub (MASH), is just one of the many indicators to demonstrate this principle.

TASPB acknowledge that whilst the work is in the final year of the TASPB strategy, the work to safeguard adults at risk in Tameside will continue. TASPB priorities for 21/22 will remain as:

- Making Safeguarding Personal
- Quality Assurance
- Prevention

Work to respond to these priorities will be outlined in the TASPB Business Plan for 21/22 and will provide the foundation for TASPB to support a further long term strategy to maintain and develop this agenda in 2022 and beyond ensuring Safeguarding Adults remains everybody's business....

# Glossary

AD	Assistant Director
A&E	Accident and Emergency
ASC	Adult Social Care
CCE	Child Criminal Exploitation
CCG	Clinical Commissioning Group
CFO	Co-Financing Organisation
CGL	Change Grow Live
CHC	Continuing Health Care Team
Cllr	Councillor
COVID-19	Coronavirus Disease - 2019
CPD	Continuous Professional Development
CS	Complex Safeguarding
CSE	Child Sexual Exploitation
CSP	Community Safety Partnership
DA	Domestic Abuse
DASS	Disability Advisory & Support Service / Director Adult Social Care
DBS	Disclosure & Barring Service
DHR	Domestic Homicide Review
DSO	Designated Safeguarding Officer
DV	Domestic Violence
FGM	Female Genital Mutilation
GM	Greater Manchester
GMHH	Greater Manchester Mental Health
GMFRS	Greater Manchester Fire and Rescue Service
GM IRS	Greater Manchester Integrated Rehabilitation Service
GMP	Greater Manchester Police
GMPS	Greater Manchester Probation Service
GP	General Practitioner
HMCTS	Her Majesty's Courts & Tribunal's Service
HMiP	Her Majesty's Inspection Probation

HMICFRS	Her Majesty's Inspectorate of Constabulary and Fire and Rescue
HMPPS	Her Majesty's Prison & Probation Service
ICFT	Tameside & Glossop Integrated Care Foundation Trust
IMR	Individual Management Review
ISC	Integrated Safeguarding Committee
LA	Local Authority
LD	Learning Difficulty
MAPPA	Multi Agency Public Protection Arrangements
MARAC	Multi-Agency Risk Assessment Conference
MASH	Multi Agency Safeguarding Hub
MBC	Metropolitan Borough Council
MECC	Making every contact count
MEN	Manchester Evening News
MOU	Memorandum of Understanding
MSP	Making Safeguarding Personal
NFCC	National Fire Chief Council
NPS	National Probation Service
ONS	Office of National Statistics
PA	Positional Asphyxiation
PAIROF	Person at Increased Risk of Fire
Pennine	Pennine Care NHS Foundation Trust
SAR	Safeguarding Adult Review
SQOGG	Service Quality & Operational Governance Group
TASPB	Tameside Adult Safeguarding Partnership Board
TGICFT	Tameside & Glossop Integrated Care Foundation Trust
TMBC	Tameside Metropolitan Borough Council
TNA	Training Needs Analysis
TUPE	Transfer of Undertakings (protection of Employment)
WEAAD	World Elder Abuse Awareness Day

