



# Nottinghamshire Safeguarding Adults Board

**Help  
Stop.**  
abuse &  
neglect



## Annual Report 2017/18

Our Vision for Safeguarding Adults:  
**'A county where all adults can live a life  
free from abuse or neglect.'**





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Allan Breeton, Independent Chair  
Nottinghamshire Safeguarding Adults Board

## Message from the Independent Chair

Welcome to the 2017/18 Annual Report of the Nottinghamshire Safeguarding Adults Board (NSAB).

This annual report, written in line with Care Act requirements, details the work that NSAB has undertaken to carry out and achieve the objectives of year three (2017/18) of its three year (2015-2018) strategic plan, as well as highlighting partners' contributions.

NSAB continues to work towards the three key aims identified within its published three year strategic plan, namely:

- Prevention
- Assurance
- Making Safeguarding Personal

NSAB continues to meet quarterly, also hosting six-monthly partnership events. The work undertaken by the Board is supported by Learning and Development; Quality Assurance; Safeguarding Adults Reviews, and Communications sub-groups.

As this report marks the end of the third year of our Strategic Plan 2015-2018, we reflect on the work completed by NSAB and its partners over the past three years, measuring success in our three priorities.

We have overseen an overall reduction in the number of safeguarding referrals into the Multi-Agency Safeguarding Hub, and at the same time, seen an increase in the amount of these going onto a Section 42 Safeguarding Adults Enquiry. Where we have identified organisational safeguarding risks, we have taken appropriate action to mitigate these. Our adult abuse awareness surveys, undertaken in 2016 and 2018, demonstrate an increase in understanding amongst the general public of what constitutes abuse and neglect and how to report it.

We have sought and received assurance that the Board's partner organisations operate in line with the Care Act 2014 and the Board's strategic plan objectives. Where required, the Board has carried out Safeguarding Adult Reviews and as a result is able to evidence system changes and learning from those.

The Board has also received assurance that the transitions arrangements between children's and adults' services are effective.

We continue to work in conjunction with agencies across Nottinghamshire and, as ever, our strength is in partnership working. This has been demonstrated with various presentations to the Board: the role of the Care Quality Commission within Safeguarding; a presentation on the local Sustainability and Transformation Plan by Nottinghamshire County Council and its impact upon Safeguarding; and a presentation on Fatal Fire Profiling and Prevention by Nottinghamshire Fire and Rescue Service. I would like to place on record my thanks to all of our partner agencies for their continued assistance and valued contributions with progressing the work of NSAB.

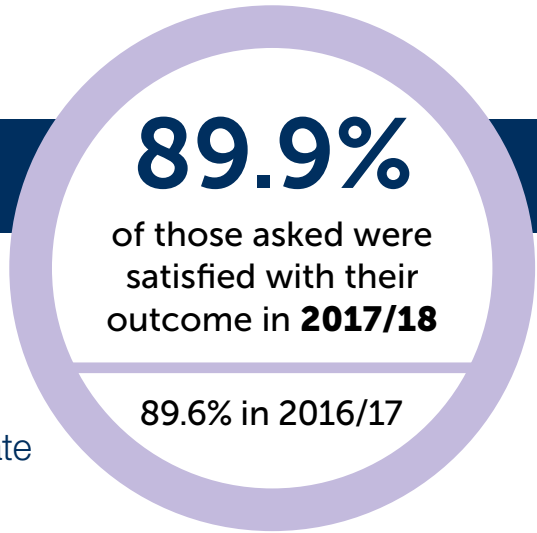
Finally, but by no means least, Nottinghamshire Safeguarding Adults Board has overseen an increase in the proportion of adults (or their representative) subject to safeguarding concerns being asked for and having their desired outcomes met, which has been achieved by ensuring that the views of the adult (or their representative) are central to the work we undertake.

Further details of this work can be found in these pages, including a brief summary of the joint Safeguarding Adults Reviews regarding Adults C & D, undertaken in conjunction with Nottingham City Safeguarding Adults Board, and the work we have subsequently done as a result of recommendations from Safeguarding Adults Reviews.

We have continued with the theme of last year's report, presenting the information in a more concise fashion. I hope you agree that this is helpful and provides good, clear evidence of the work completed by NSAB during 2017/18. To enable us to bring you this streamlined version of the annual report, we have again used the technology available to us, and will expand on the highlights of members' contributions to our work around Safeguarding Adults in Nottinghamshire, including full details of members' and partners' contributions, the performance data for 2017/18, as well as an overview document looking back at the past three years. These can be found on our website at [www.safeguardingadultsnotts.org](http://www.safeguardingadultsnotts.org)

If you do not have internet access, or require this information in an alternative format, please phone **0115 977 3911** for copies of these extra materials.

## Assurance



“NSAB will develop and implement systems to assure itself that it and all partners have appropriate arrangements in place to safeguard those adults most at risk in Nottinghamshire.”

What we said we would do	What NSAB did to achieve it	Complete
We will ensure that the Board’s working arrangements are efficient and effective.	During 2017-18, NSAB worked through its effective subgroup structures. The Independent Chair met with the individual Statutory Board Members; the Police and Crime Commissioner, and attended meetings of the individual sub-groups. Briefings for elected Council Members were held in order to provide them with support in understanding the safeguarding agenda in Nottinghamshire.	✓
We will implement the three year communication strategy, benchmarking against relevant success measures.	Publicity materials were updated, using a co-production approach with service user groups. The Safeguarding Awareness Survey was repeated. A safeguarding e-bulletin has been developed, which provided information items such as relevant safeguarding news, updates in legislation, and learning from Safeguarding Adults Reviews.	✓
We will continue to analyse and develop management information, agreed in year one to enable us to further identify those most at risk of abuse and neglect.	Sources of information for the Board’s suite of data have been identified using a scoping exercise. Data is analysed on a quarterly basis to identify those most at risk.	✓
We will use the analysis to target support to staff across partner agencies, where required, to improve performance.	Information is shared each quarter with partner agencies and measured against the Board’s performance measures. Agencies are provided with additional support where improvements in performance are required.	✓

What we said we would do	What NSAB did to achieve it	Complete
We will implement the learning pathway across partner organisations and care providers.	Following the launch of the learning pathway, work has been undertaken to identify gaps in possible learning and development opportunities. Agencies have been supported to determine their priorities in implementing and embedding the pathway. The Trainers' Forum has been established and now meets approximately every four months.	✓
We will create a method to evaluate the impact of the pathway.	The review focused on Making Safeguarding Personal and outcomes, and agency assurance regarding staff competence is sought as part of the "Self-Assessment and Assurance Framework" completed every two years by agencies. A training quality assurance scheme has been developed to ensure that internal training is at the required level and has MSP embedded within it.	✓
We will ensure that learning opportunities focus on a Making Safeguarding Personal approach.	The multi-agency Trainers' Forum aids those facilitating learning events to become "champions" in the subject and support best practice.	✓

**69.9%**

of people had risk reduced or removed in **2017/18**

67.8% in 2016/17

Quality monitoring processes are in place in respect of services commissioned by the mid Nottinghamshire CCG that ensure that early identification of concerns are appropriately managed to reduce the need for crisis intervention and reduce risk of significant harm\*

\* Mid Nottinghamshire, Greater Nottinghamshire, and Bassetlaw Clinical Commissioning Groups

## Prevention

“NSAB will develop preventative strategies that aim to reduce instances of abuse and neglect within Nottinghamshire”

**4881**

referrals received  
in **2017/18**

**2704 (55.4%)**  
went to enquiry

Throughout 2017/18, NSAB has continued to develop preventative strategies in line with its three year priorities.

We have continued to analyse and develop management information and performance data which has enabled us to further identify those most at risk of abuse and neglect. This work has enabled us to identify and support independent care providers in a targeted fashion, working with them to prevent incidents of abuse and neglect occurring amongst those adults whom they support.

NSAB has built upon the work in publishing and implementing the Transitions Pathway across Social Care and Health services during the previous year, by liaising with the transitions lead at the Local Authority, requesting a review of transitions arrangements, and receiving assurance that links for carer support are included in the transitions pathway. This means that the transitions process in Nottinghamshire now includes a requirement to offer carers' assessments where appropriate when transferring between children's and adults' services. The transitions pathway supports the improvement of transition arrangements for young adults with care and support needs across Nottinghamshire as they move from children's to adults' services.

The Communications virtual sub-group has continued to develop and distribute materials to raise awareness of adult abuse across Nottinghamshire, including details of how to report incidents of abuse and neglect, in line with the three-year communication strategy. These materials, which include posters, leaflets, and digital screens, were co-produced with members from the service user groups Older Person's Advisory Group (OPAG), Disability Independent Advisory Group (DIAG), and the Learning Disability and Autism Partnership Board (LDAPB). They were commissioned via Nottinghamshire County Council's Communications Team, and are displayed in GP surgeries, libraries, and day services, as well as disseminated amongst NSAB members and partners.

We have assessed the impact of the communication strategy, and the wider work of the Board by repeating the abuse awareness survey at the end of the 2018 financial year, in line with the strategic plan, which states that, "We will develop a communication strategy that will raise awareness of the role of the Nottinghamshire Safeguarding Adults Board across all organisations and the general public." This is also in line with current Care Act guidance which states that Safeguarding Adults Boards should consider "evidence of community awareness of adult abuse and neglect and how to respond."



As a brief summary, 83.8% of respondents stated that they had heard of the terms “Adult Safeguarding” and “Adult Abuse” before, compared to 76.2% in 2016. 88% of respondents to the survey stated that they would have reported the abuse, up from 83% in 2016. Most respondents felt that the best way to inform people about adult safeguarding was by providing information in GP surgeries/ hospitals, with 88% choosing this compared to 80% in 2016. The virtual communications sub-group will take the feedback from this survey in order to inform the development of the communication strategy for inclusion in the 2018-2021 strategic plan.

During 2017/18 Nottinghamshire Safeguarding Adults Board has hosted presentations from: Nottingham City Clinical Commissioning Group to raise awareness of the Learning Disability Mortality Review (LeDeR) and the governance arrangements around this; from Nottinghamshire Fire and Rescue on its work auditing buildings following the Grenfell Tower tragedy; and from Nottinghamshire County Council regarding both the project to reduce referrals into the Multi-Agency Safeguarding Hub which do not fulfil the criteria for a Section 42 Enquiry, as well as a presentation on Nottinghamshire County Council’s Quality Assurance Project, which has led to the development of a rolling programme of safeguarding adults peer case audits, all of which aim to improve practice via learning and prevent abuse and neglect.

In line with identified priorities, the Learning and Development Sub-Group commissioned Controlling and Coercive Behaviour Training at levels 2 & 3. Nottinghamshire Safeguarding Adults Board also delivered, in conjunction with partners from the Police, Clinical Commissioning Groups, and borough councils, a series of Safeguarding Adults Reviews learning events, covering learning themes from recent SARs, which will be detailed further on in this report.



*“The force has embarked on a refreshed Vulnerability Training program for all front line staff providing practical guidance on safeguarding. This program commenced in January 2018 and will be delivered during 2018-2019.”*

*Nottinghamshire Police*

# Making Safeguarding Personal 2017/18

“NSAB will develop and embed an approach to its work that is person-led and outcome-focused. We will engage the adult (or their representative) in a conversation about how best to respond to the safeguarding concern”

Throughout 2017/18, NSAB has continued to promote the Making Safeguarding Personal agenda, encouraging partners and care providers to focus on the person (or their representative) and to work towards engaging the adult at risk (or their representative) in a conversation about how they may wish to proceed following a safeguarding concern being raised, using a person-led, outcome focused approach.

Building on the launch of the revised Referral Pathways document in 2016, Nottinghamshire Safeguarding Adults Board developed a Referrer Training course aimed at those responsible for making Safeguarding Adults referrals within their organisation. The course explores the responsibilities of the referrer when they become aware of a safeguarding concern; the importance of having a conversation with, and ascertaining the adult's views, wishes and feelings in relation to the safeguarding concern; as well as how to make an effective adult safeguarding referral into the Multi-Agency Safeguarding Hub and to explore what potential alternative courses of action may be appropriate when a safeguarding adults referral is not required. Making Safeguarding Personal is deeply embedded within this course, with particular and consistent emphasis being placed upon what the adult (or their representative) wants to happen as a result of the safeguarding

concern being raised. During 2017/18, Nottinghamshire Safeguarding Adults Board has delivered this course to over 430 individuals representing over 90 organisations from independent to statutory, across all service user groups in Nottinghamshire.

Nottinghamshire Safeguarding Adults Board has continued with the successful Trainers' Forum launched last year, aimed at those responsible for delivering safeguarding adults training within their organisation. This forum is not run as a 'train the trainers' group, instead intending to provide informative and relevant presentations enabling attendees to use pertinent parts of the information presented within their own internal training. During 2017/18, the forum has provided professionals with a place to share best practice, and network with peers from other organisations whom they otherwise may not usually meet.

“The Council has continued to developed its network of ‘Making Safeguarding Personal Champions’ – qualified workers within adult social care operational teams who meet to discuss items and areas of work within safeguarding adults with a Making Safeguarding Personal focus. The ‘champions’ then disseminate this information within their own teams, promoting the Making Safeguarding Personal agenda and embedding the continuing Making Safeguarding Personal culture change in operational teams”

*Nottinghamshire County Council*



Over the past 12 months, the forum has featured presentations from organisations such as: Women's Aid, who presented on the important topic of Domestic Violence and Control and Coercive Behaviour; the Care Quality Commission, who explained their role in relation to Safeguarding Adults; Clinical Commissioning Group's Care Home Quality and Safeguarding Lead and Nottinghamshire County Council's Quality and Market Management Teams who presented on their roles, responsibilities and remit in relation to Safeguarding Adults and quality of care provided. The forum continues to be consistently well-attended by a variety of organisations, and we intend to continue to develop and build this important arena for disseminating information across those organisations operating at the frontline of the work we are doing to prevent and reduce instances of abuse and neglect amongst adults at risk in Nottinghamshire.



A regular, quarterly e-bulletin was developed and launched in order to share relevant information, good practice and learning relating to Safeguarding Adults. These e-bulletins include summaries of recent Board meetings, details of current and relevant training offers from both Nottinghamshire Safeguarding Adults Board as well as partners; individual case studies which demonstrate best practice, including an emphasis on making safeguarding personal, or where this is not the case, what lessons can be learned to improve practice across all organisations. They also include topical articles such as the dangers of smoking around 'airflow' mattresses, the new Pressure Ulcer Protocol, and the East Midlands Safeguarding Adults Network's thematic review of regional Safeguarding Adults Reviews.

The Learning and Development Sub-Group, in conjunction with our colleagues at Nottingham City Safeguarding Adults Board as well as our Children's Board counterparts, reviewed the Safeguarding Training Quality Assurance Validation Scheme, which aims to ensure that learning provided by partner organisations is fit for purpose. This is now a self-assessment checklist available on all the respective Boards' websites.

The Learning and Development Sub-Group Chair fed into the ongoing inter-agency review of partners' assurance methods in respect of the provision of learning opportunities.

A training reference group made up of Learning and Development Sub-Group members was also convened, chaired by the Safeguarding Lead for the Clinical Commissioning Groups in order to consider the Sub-Group's agreed learning priorities for the year; to review the competency framework and learning pathway and to consider existing learning opportunities and create a programme of learning for 2017/18.

# Safeguarding Adults Review – Adult C & D

These Safeguarding Adults Reviews were jointly commissioned with Nottingham City Safeguarding Adults Board, who led the reviews. The reviews concerned two adults who had been kept in domestic servitude. There was a criminal trial, which resulted in prosecution in respect of the abuse of Adult D. Both adults are still alive, and in order to protect their identity the details of the case will not be reported here in any detail. This was a difficult case where various agencies had different involvement with someone who accessed services at times of crisis but did not appear to want further support when it was offered. Adult C provided plausible explanations for injuries because, it is clear now, he wanted to divert attention away from his abusers.

**The learning from the Adult C Safeguarding Adult Review concerned:**

- A lack of professional curiosity and a reliance upon self-reporting
- Recognition of and response to safeguarding concerns and indicators of abuse
- Professional assumptions made as a result of diagnostic labels and gender bias.
- Working with adults who are perceived as hard to engage
- Interagency communication and silo working

The independent author made recommendations to the NCSAB (& NSAB). These included:

- Assurance that awareness has been raised with the workforce regarding modern slavery and coercive control, and that training reinforces the need for professional curiosity and that learning from this SAR is shared.
- The case to be referred to the strategic leads for modern slavery in the City and County to inform the development of the modern slavery strategy.

Further details of these Safeguarding Adults reviews can be found at this location:

<http://www.nottinghamshire.gov.uk/nsab/reviews>

## **Learning from Safeguarding Adults Reviews**

As a result of the Safeguarding Adults Reviews undertaken over the past few years, including Adults C & D mentioned above, Nottinghamshire Safeguarding Adults Board felt that one of the best ways to disseminate the learning from these reviews, raise awareness, and improve practice, was to hold a series of learning events.

Three Safeguarding Adults Reviews learning events were held at various locations across the County, facilitated by the Safeguarding Adults Strategic Team, and competently supported by presenters from Nottinghamshire Police, Nottinghamshire County Council, Rushcliffe Borough Council, and Nottinghamshire Healthcare Foundation NHS Trust.

These events each covered three important topics arising from recent Nottinghamshire Safeguarding Adults Reviews:

- Modern Slavery
- Self-Neglect
- Transitions

Within the confines of a three hour session, a lot of ground was covered on all of these topics, including aspects of:

- Prevention - what to look out for, hints and tips for frontline practitioners, and advice for managers;
- Assurance – covering the roles, remits, and responsibilities of various organisations; and
- Making Safeguarding Personal – real case studies were embedded within each presentation, to bring real and person-focused meaning to these topics in relation to the individuals whom we all endeavour to support under the umbrella of Nottinghamshire Safeguarding Adults Board.

These Safeguarding Adults Reviews learning events were attended by over 150 people, operating at various levels, from frontline operational staff to Board members, representing a variety of agencies in Nottinghamshire. Here's a selection of their comments:

“One of the cases discussed was directly relevant to my area of practice, which gave me confidence to approach my own service to do more in this area.”

“I think self-neglect is an area that gets overlooked particularly if the person has capacity.”

“It was a great event with knowledgeable speakers.”



## How can I report abuse?

If you have been abused, or know someone who has, please report this to Nottinghamshire County Council on 0300 500 80 80.

You could also report this to someone you trust e.g. police, doctor, family member, social worker.

In an emergency, you should contact the relevant emergency service (police, ambulance, and fire and rescue service) by dialling 999.

## What will happen next?

We may need to inform other people or organisations, such as the person's doctor, but we will ask permission before we do this.

We will work with the person affected to find out what they want to happen following a report of abuse and keep the person involved throughout the process. People have the right to change their minds about what they want to happen during the process.

Report in confidence:

Online at [Nottinghamshire.gov.uk/abuse](https://www.nottinghamshire.gov.uk/abuse)

or call 0300 500 8080



# Our partners

