



Nottinghamshire
Safeguarding
Adults Board
Stop abuse and neglect

NSAB Annual Report 2020/21



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

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Message from the Independent Chair



Welcome to the 2020/21 Annual Report of the Nottinghamshire Safeguarding Adults Board (NSAB).

I would like to begin by offering my most sincere condolences to all of those who have lost loved ones in care settings, hospitals or in their own homes during the pandemic. This has been an unprecedented year and one we all hope shall never be repeated. I would also like to thank colleagues and friends from our extended safeguarding partnership who have worked tirelessly over the last year to ensure the safety of adults with care and support needs.

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 the final year of its three-year (2018-2021) strategic plan, as well as highlighting contributions from our partner agencies.

It would be remiss of me not to acknowledge the significant impact that Covid-19 has had on the work of the Board this year. Whilst NSAB continues to work towards the key aims identified within our three-year strategic plan: Prevention, Assurance, and Making Safeguarding Personal; we have been supporting the Covid-19 response through the Local Resilience Forum and ensuring that volunteers can recognise and understand how to report a potential safeguarding concern.

Under usual circumstances NSAB meets quarterly, also hosting six-monthly partnership events for the wider networks. However, this year we hosted monthly virtual NSAB meetings with our core partners to help us understand how the pandemic was impacting upon those with care and support needs.

Many of the issues we experienced have been of constant attention in the media; devastating outbreaks in Care Homes and keeping residents safe, government initiatives to support rough sleepers, a sharp rise in Domestic Abuse and Carer stress, to name a few. The meetings have been critical to NSAB in monitoring these areas and ensuring we continue to work together on new issues arising.

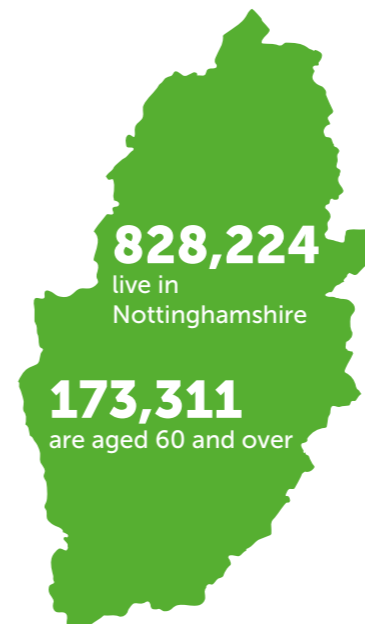
The work undertaken by the Board is supported by Learning and Development; Quality Assurance; Safeguarding Adults Review, and Communication Sub-Groups who have all continued to function virtually during this time.

I would like to extend my thanks to all our partners for their continued support this year which I believe bears testimony to the positive and transparent relationships within the Board and extended partnership.

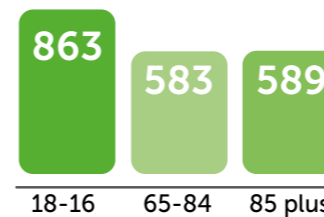
If you do not have internet access or require this information in an alternative format or language, please phone 0115 977 3911 for copies of these extra materials.

Allan Breeton
Independent Chair
Nottinghamshire Safeguarding Adults Board

Snapshot of Nottinghamshire in 2020/21



(2019 midyear estimates)



The age-groups of people who had enquiries made on their behalf

6,698
Concern raised during this year 2020/21

3,176
Concerns became enquiries

58%
of abuse occurred in the person's home

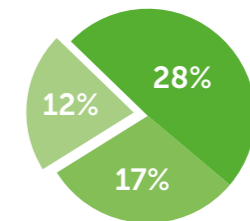
in 62%
of cases the perpetrator of abuse was known to the person



More women than men were subject to s.42 enquiries

15% Increase in the number of concerns received, up from 5825 last year

26% Increase in the number of enquiries received, up from 2520 last year



28% of reported safeguarding concerns involved neglect

17% of reported safeguarding concerns involved physical abuse

12% of reported safeguarding concerns involved financial abuse

96.6% of people involved in s.42 enquiries were White

3.4% from Minority Ethnic Groups

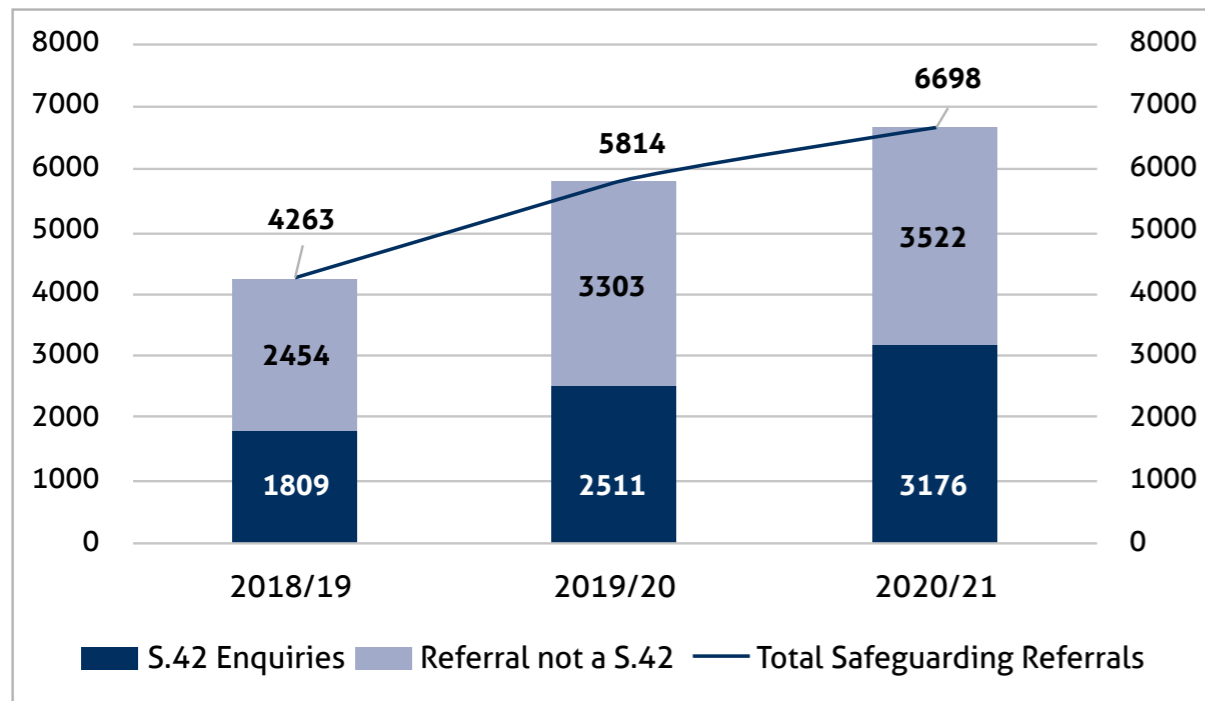
85% were supported to give their views



Safeguarding adults referrals and enquiries

This year saw the highest number of safeguarding referrals and enquiries on record with a 15% increase in the referral of safeguarding concerns and a 26% increase in resulting safeguarding enquiries. A total of 6698 safeguarding concerns were referred, with 3176 of these being progressed to a safeguarding enquiry. The conversion rate (proportion of referrals which progress to an enquiry) has increased to 47% from 43% the previous year.

Safeguarding Adults Referrals and Enquiries 2018 - 2021



The 3 most common abuse types are now Neglect (**28%**), Physical (**17%**) and Psychological (**15%**) abuse. This is a change from the previous year in which the three most common abuse types were Neglect, Physical and Organisational abuse.

In terms of locations of abuse, the three most common locations of abuse are now Own Home (**58%**), Residential Care Home (**24%**) and In the Community (6%). Abuse located in the person's Own Home has increased by **12%** and abuse located in a Residential Care Home has reduced by 8% when compared to the last financial year which is felt to be indicative of the pandemic.

The source of risk being a Service Provider has reduced from **35%** in the last financial year to **27%**, with **62%** of the sources of risk being known to the person and 11% being unknown.

The proportion of people who were asked their desired outcomes has decreased slightly from **75%** fully achieved to **73%**. The proportion of people lacking capacity who were supported to give their views has decreased from **87%** to **85%**.

In terms of the proportion of people who felt the risk had been reduced or removed following a safeguarding enquiry, this has remained the same at **86%**.

Achievements

As a result of the pandemic, our priorities shifted in 2020/21 to support partners in facing the challenges presented as a result of Covid-19. This included involvement with the Local Resilience Forum (LRF) and their workstreams associated with safeguarding adults. We were able to work with the humanitarian cell of the LRF to facilitate training to volunteers who were supporting those shielding as a result of the pandemic.

The analysis of data was integral to shaping our response and we closely monitored changes in safeguarding adult trends via the development of dashboards giving us weekly updates on referrals and enquiries. We used this data to identify the increase in domestic abuse and subsequently release resources, alongside developing and hosting training sessions relating to domestic abuse in the context of the pandemic. This data was also used to formulate weekly update reports to the partnership to ensure that they were kept informed of data, news and resources associated with safeguarding adults and Covid-19. We also focused on increasing the readership of our quarterly e-bulletin and were pleased to double the number who had subscribed by the end of the financial year.

The proportion of safeguarding referrals progressed to enquiries increased from 43% the last financial year to 47% in 2020-21. This indicates that there is a greater awareness from referrers as to what constitutes a safeguarding concern, which has been core to the Board's training this year.

In 2020/21 we adapted our training to an online platform and delivered training to over 500 professionals. As a result of the increase in the reporting of organisational abuse, many of our training opportunities centred around how to support Service Providers in relation to safeguarding. The Board hosted a Briefing from National Institute of Clinical and Health Excellence (NICE) in relation to their Guideline: Safeguarding Adults in Care Homes, which was attended by seventy delegates. We also saw the launch of our Care Home Forum in February in which we presented a range of topics relating to safeguarding in care settings.

During Safeguarding Awareness Week, we joined with other Boards in the region to bring a range of training opportunities and resources. This included a training session relating to Making Safeguarding Personal (MSP) and the publication of an associated 7 Minute Briefing. We also celebrated the re-launch of the MSP Toolkit which includes a range of resources, podcasts and toolkits from the Local Government Association (LGA).



Assurance

What we said we would do	What NSAB did to achieve it	Complete
We will develop and review management information which allows us to measure the impact of the Board's Prevention Strategy.	A new safeguarding adults referral form was developed which enabled us to collect more accurate and timely data in relation to the areas associated with the Board's Prevention Strategy which include: carers; self-neglect, social isolation and fraud against the vulnerable.	✓
We will oversee the development of multi-agency guidance to support staff undertaking Section 42 Enquiries.	Multi-agency guidance in relation to safeguarding and out of area arrangements was written and published on the Nottinghamshire Safeguarding Adults Board website.	✓
We will produce data to enable us to focus the provision of information relating to safeguarding to a broader range of people.	Data was collected and analysed in relation to population and ethnicity in Nottinghamshire. The data available was from the 2011 census which was felt unlikely to be reflective of Nottinghamshire's current population. Subsequently a request for population projections was made to enable this work to be continued in the following financial year.	✗
To reduce the proportion of people who have not had their experience of risk reduced following S.42 Enquiries.	An audit was undertaken which focused specifically on people's experience of risk following a S.42 Enquiry. Recommendations were implemented and targeted learning undertaken with professionals to improve practice and recording in this area. Improvements have been made in relation to the proportion of people who feel that risk has reduced or removed following a S.42 Enquiry as a result.	✓
To monitor trends in relation safeguarding adult enquiry abuse types to inform and shape strategic planning.	A dashboard has been developed which monitors the type of abuse associated with safeguarding referrals and enquiries. This data is presented to the Board members on a monthly basis to enable them to shape their response accordingly.	✓

What we said we would do	What NSAB did to achieve it	Complete
Ensure that there are processes in place to obtain the person or their representative's feedback on their safeguarding experience and analyse the findings to recommend improvements to practice.	Following the completion of the Healthwatch survey which sought the views of people involved in the safeguarding process, actions were completed based on the recommendations of the report. Innovation sites have been developed to look at a three-conversation approach. This focuses on enabling the person to have as much autonomy as possible, whilst reducing process-led interventions. Focused quality assurance work on achieving outcomes for people involved in safeguarding was undertaken and has resulted in improvements in this area. A co production steering group was developed and work on reviewing the accessibility of safeguarding information has now concluded and is due to be published.	✓
Strengthen Making Safeguarding Personal in the 'Following a Referral' Procedures and accompanying guidance.	Making Safeguarding Personal has been the greatest consideration within this piece of work and is embedded throughout the procedures and guidance.	✓
Ensure that Partners' approaches to MSP are robust.	This has been assessed via the Partnership Assurance Tool in which partners gave detailed responses as to how they ensured their approach to safeguarding was person centred and outcome focused. Focused quality assurance activity concluded in March 2021. The actions implemented as a result of this has led to an improving trend in relation to the proportion of people being asked what outcome they would like to achieve.	✓

Prevention 2020/21

What we said we would do	What NSAB did to achieve it	Complete
We will review and develop the Partner Assurance Tool, which is combined with the annual report return and partners will be expected to complete.	The Partnership Assurance Tool was reviewed, and feedback used to shape the current format. This updated Tool was used to collect this year's assurance return.	✓
We will create and implement a multi-agency audit process, building on the Local Authority's Quality Assurance Framework.	Learning from the Domestic Abuse audit was presented to the Quality Assurance Sub-Group in February 2021.	✓
We will co-produce an online safeguarding adults referral form which will enable better quality safeguarding adults referrals being received by the MASH.	We consulted Board Partners, Safeguarding Professionals and Performance Specialists to develop, test and launch the new safeguarding adults referral form. This form enabled better quality safeguarding information and data to be collected.	✓

Prevention:

A key priority of Nottinghamshire Safeguarding Adults Board, Prevention is woven throughout all the work we do via both the Board and its partners. Maintaining implementation of our three-year Prevention Strategy in 2020/21, the Board continued with work to support its Prevention Action Plan, with the aim of supporting organisations in making early, positive interventions with individuals, their families and carers which can make a positive difference to people's wellbeing and resilience.

The focuses of the strategy are:

- fraud against the vulnerable
- social isolation
- support for carers
- self-neglect

The Communication Sub-Group supported development of information materials and posters and leaflets about adult abuse in the Covid-19 pandemic, with a focus on supporting professionals (and the public) to be aware of the potential increases in certain kinds of abuse as a result of pandemic restrictions, such as domestic abuse, financial scams, and neglect. These were digitally shared with partners to share in their own organisations and shared on local authority social media as part of our pandemic response.

Publicity campaigns were carried out for Elder Abuse Awareness Day and National Safeguarding Adults Week. A prominent Covid-19 resources page was also set up to encourage people to find information about how to stay safe whilst staying at home, and how to maintain connections to their local community and family to help prevent them from becoming socially isolated.

We continued to work in conjunction with the Safer Nottinghamshire Board to increase awareness of fraud prevention amongst vulnerable groups and the people that support them. Media campaigns were promoted via social media and our e-bulletin highlighting the increased risk and awareness of newer types of scams that have appeared during the pandemic aiming to empower professionals and the public to prevent people from becoming victims of scams within their communities.

“Nottinghamshire Fire and Rescue Service has improved its ability to Safeguard individuals by funding a 3-year secondment of an Occupational Therapist into the Prevention Team in 2020/21 to provide support and guidance and advise on preventative interventions that the Service puts in place.”

Nottinghamshire
Fire and Rescue Service

What is safeguarding?

It protects adults with care and support needs who may be at risk of experiencing abuse or neglect.



Making Safeguarding Personal 2020/21

The Making Safeguarding Personal (MSP) approach to safeguarding adults means that all of the work which we undertake with adults, from first becoming aware of a concern of abuse or neglect through to closing a Section 42 Safeguarding Adults Enquiry, involves the adult as much as they wish to be at each stage. It means working in a person-centred way, developing real rapport with the adult, capturing what they want to happen as a result of a concern of abuse or neglect being raised, and shaping any subsequent safeguarding enquiry around the adult's desired outcomes. Research indicates that this approach leads to more adults being satisfied at the conclusion of any safeguarding intervention, as well as there being less likelihood of a repeat concern for the same adult within a 12-month period.

We appreciate that adopting the MSP approach can pose challenges for practitioners, not least this year because of the Covid-19 pandemic. As a result, this year has seen a focus on working and trying to deliver a quality service despite the limitations and difficulties posed by the impact of the pandemic. In response to this, NSAB updated our safeguarding awareness training offer, and also developed a version specifically for volunteers to the LRF to access. We also successfully translated our referrer training offer to a web-based format and continue to deliver this session monthly. In response to data received on types of safeguarding referrals, NSAB hosted a very well attended and received online session on Domestic Abuse, in conjunction with Women's Aid.

As ever MSP is at the heart of all Board learning opportunities. During 2020/21 Nottinghamshire Safeguarding Adults Board developed a new forum based on feedback

and data from the previous year, aimed at Safeguarding Leads and Managers in Care Homes. The first event was well attended and featured presentations on the multi-agency safeguarding hub (MASH); making safeguarding personal and its application in care homes; and a presentation from the National Institute for Clinical and Health Excellence (NICE) on their recently published safeguarding guidance for Care Homes. This event will become a regular feature on the NSAB calendar, supporting our colleagues and partners across the care home sector in Nottinghamshire.

We continue to publish our e-bulletin sharing up-to-date relevant information, good practice, and learning relating to safeguarding adults. These e-bulletins include summaries of recent Board meetings, details of relevant, current learning offers from Nottinghamshire Safeguarding Adults Board and its partners, individual case studies which demonstrate best practice, including an emphasis on MSP, or where this is not the case, what lessons can be learned to improve practice across all organisations. The e-bulletin also includes relevant safeguarding adults articles on topics such as financial abuse, the Disclosure and Barring Service, and important guidance updates.

“To ensure the efficacy of our work to promote making safeguarding personal our internal MSP subgroup ensures a culture within which individuals play a key role in living safe lives; supporting a safeguarding approach which is person centred and outcome focussed and enables the Trust to assess how effective safeguarding is.”

Nottinghamshire
Healthcare NHS
Foundation Trust

Safeguarding Adults Reviews

The SAR Sub-Group manages and oversees the Safeguarding Adults Review (SAR) process locally, and is led by the Board's Vice-Chair Amanda Sullivan, Chief Officer for Nottingham and Nottinghamshire Clinical Commissioning Groups.

A Safeguarding Adults Review takes place when agencies who worked with an adult who has died or come to serious harm as a result of abuse or neglect are brought together to look at lessons they can learn, and implement these into current practice via updated training and external communications to prevent a similar circumstance occurring again.

The SAR Sub-Group continued to function as normal, albeit virtually throughout the pandemic; duties and responsibilities relating to safeguarding adults have remained a statutory duty and Sections 42-45 of the Care Act 2014 that relate to safeguarding adults were not changed or 'eased'.

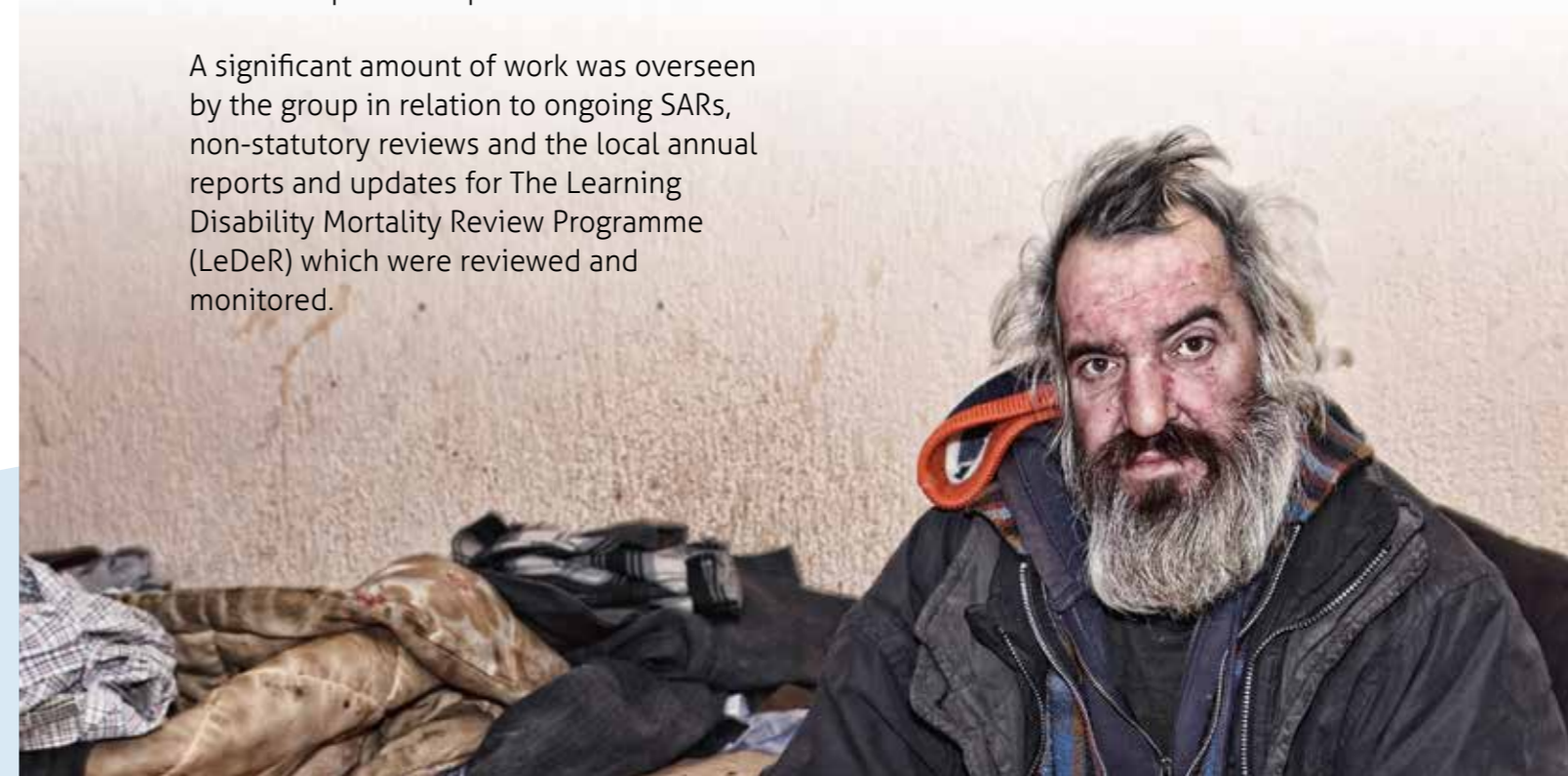
The group met 7 times throughout the year with good representation from agencies across the partnership.

A significant amount of work was overseen by the group in relation to ongoing SARs, non-statutory reviews and the local annual reports and updates for The Learning Disability Mortality Review Programme (LeDeR) which were reviewed and monitored.

In 2020-2021 the NSAB received 3 SAR referrals which were reviewed by the SAR-Group and did not meet the statutory criteria for a review. However, the group felt strongly that whilst one referral was not a SAR, there was a significant amount of learning and this was taken forward for a non-statutory review.

The Board continues to monitor agency learning for SAR NG and work on another review, due to be published next year.

Responding to the National SAR analysis continues to be a focus as the SAR Sub-Group works toward achieving tasks from their associated action plan. The National Analysis highlights the importance of reviewing cases through the lens of what we already know in order to develop our understanding of less written and studied areas of adult safeguarding such as hate crime and organisational abuse.



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 <https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse>
or if your enquiry is urgent call **0300 500 8080**.



Our Partners



Nottinghamshire Safeguarding Adults Board
Stop abuse and neglect



Report in confidence:

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or if your enquiry is urgent call 0300 500 8080